April 24th, 2019 (emailed to all proposers on this date)

ADDENDUM # 1
RFP 301904
STUDENT RESPONSE SYSTEM

Please note the following answers to questions that were asked prior to the deadline for inquiries date of April 18th, 2019 (3:00 PM., MST).

Can you please clarify the Administrative Fee listed in Item 22 in Section IV? How is this calculated and how is this collected, and is this based on sales at only ASU or does that include sales at UA and NAU if they would also jump on board with the terms of the rewarded contract?

**Answer:** As stated in item 22 in Section IV, the administrative fee is “calculated based on all sales transacted under the contract, minus all taxes and any returns or credits,” and this includes sales for ASU, UofA, NAU, other state entities, and any other such entities outside the state that choose to piggyback off of ASU’s RFP.

Exhibit D - Statement of Work - What should be included on this document?

**Answer:** Nothing is needed in response to Exhibit D. This is a blank template built into the contract listed in the RFP which will be utilized to identify and describe services once a potential contract is finalized.

Exhibit E - Service Level Agreement - What should be included on this document?

**Answer:** Nothing is needed in response to Exhibit E. This is a blank template built into the contract that is listed in the RFP which will be utilized to identify and describe service level agreements once a potential contract is finalized.

VPAT Section - Can we submit our own VPATs and Roadmaps or do we need to use your version?

**Answer:** Please complete the VPAT as listed in the RFP. This is a government issued document that should be completed as-is.

The Security Review Form requires a lot of ASU Internal input and assessment questions. Are we to fill out what we can now or later after acceptance of bid?

**Answer:** Nothing is needed in response to the Security Review section of the RFP. This is listed as a reference document which you can review to understand what is expected as part of
this process prior to final award. ASU will work with the potential awardee during the negotiation phase of the RFP.

We were looking to begin work on the VPAT section of our bid response and I was wondering if you have that file available as a separate Word document. In one section of the VPAT part of the bid document the tables seem to be out of alignment a bit (p65 – Table 1, Success Criteria, Level A).

**Answer:** The VPAT is a government issued document that can be located at: https://www.itic.org/policy/accessibility/vpat. Please visit this website for an alternative copy.

Do you know when the notification dates will be for the finalists and for the award?

**Answer:** There is not an established timeline for the evaluation phase of the RFP. No further dates can be shared once the Time and Date Set for Closing is complete. At this time, ASU will be in a period of silence. Please note the committee will do their best to complete the evaluation and that there are several stakeholders involved in the evaluation process.

Based on our interpretation, we are assuming you are only interested in a mobile solution and not any physical remotes. Could you please confirm?

**Answer:** We are looking for mobile solutions. It could be that a vendor supports both mobile and physical systems. We are looking for the best solution.

What are your expectations as far as support on-site versus remote/off-site? What would your ideal situation for on-site support look like?

**Answer:** Please refer to item C in Section V regarding the requirements that we have related to training and support. In the sub-section following this list of items, please follow the list of questions and provide responses describing your firm’s approach and the standard support levels that you suggest for ASU.

Do we need to complete Exhibit B - Consent and Agreement to be Bound with the proposal or will it be completed upon award along with the other forms - Exhibit C - Order Form, Exhibit D - Statement of Work, Exhibit E - Service Level Agreement?

**Answer:** Nothing is needed in response to Exhibit B. This is a blank template built into the contract listed in the RFP which will be completed prior to final signature.

Is an integration using Canvas Scoping an acceptable integration or is LTI only acceptable? If so what version of LTI.

**Answer:** Our preference is for 3rd party tools to integrate with Canvas using the LTI standard, version 1.1 or later. However, that doesn’t mean we would not consider a solution that utilizes Canvas scoping methods and developer keys. Please present your solution as it currently exists. If you have plans to change your integration methodology, please indicate that in your response as well.

You had mentioned on the kickoff call that a student-pay option was requested as well, and purchases were to go through the bookstore. Are 100% of student purchases required to go through the bookstore? What would the markup/margin be?

**Answer:** We do not require 100% of our students to go through the bookstore for such purchases.
A third party vendor manages the bookstore operations on our campus so we do not have any margin information available to share.

Regarding submissions - Are you requesting a paper copy, thumb drive, and digital (3 versions in total)? Can hyperlinks and videos be included on the digital versions?

**Answer:** See Section X - Form of Proposal / Special Instructions. One hardcopy and one electronic copy are required. The two copies must be identical and mirror each other so the content provided in one, must also be in the other.

"Supplier will pay ASU an Administrative Fee in the amount of 1% of the gross funds received by Supplier from the Arizona Entities or any other similar entity in any other state." Is it possible to elaborate on this clause? Would this cover all product lines offered by a vendor? Is this strictly for site-wide purchases?

**Answer:** As stated in item 22 in Section IV, the administrative fee is “calculated based on all sales transacted under the contract, minus all taxes and any returns or credits,” and this includes sales for ASU, UofA, NAU, other state entities, and any other such entities outside the state that choose to piggyback off of ASU’s RFP. This covers only those sales transacted under the RFP’s contract.

Is SOC 2 considered required for this RFP?

**Answer:** Please refer to Section XII, Item 17(b, 1) - Third Party Security Audits as this is a part of the agreement which you must provide your acceptance or justified exceptions to. As part of the justification, please explain how and why you would not be able to meet this.

Regarding the sustainability questionnaire - What is defined as a large company and what is defined as a small company?

**Answer:** Please defer to your organization’s government classification to determine whether you are classified as a large or small business.

Our site license pricing model is based on number of users with four different tiers and we want to illustrate difference costs at different tiers. The way the spreadsheet is working on the TCO summary sheet is it is totally all of the tiers into one price. We have created a supplemental pricing proposal to better illustrate this but wanted to ask you how to best show different pricing levels on the worksheet accurately. We have the same situation with the Student Purchasing Pricing Sheet in that we want that pricing is based on number of years of subscription and we want to show the different prices per student for each level of subscription.

**Answer:** Please adapt the Pricing Schedule - Attachment A as you see fit to reflect the pricing you will provide to ASU. For a tiered-pricing structure, please add the necessary rows to reflect each tier, but please keep all pricing within the Attachment A.

If you have any questions regarding this notice, please contact me at Allyson.taylor@asu.edu

Thank you,
Allyson Taylor
Buyer
Arizona State University
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