January 21st, 2020 (emailed to all proposers on this date)

Addendum #3
RFP #122001
Mobile Safety Application and Platform

Please note the following answers are to questions that were asked prior to the deadline for inquiries date of January 16th, 2020 (3 P.M., MST).

1. Is there a need to migrate existing data in the new system?

   There is no need to migrate data – however, there is a requirement for certain integrations from our University owned systems.

2. Do you have any existing ticketing system for system support?

   We use ServiceNow for our ticketing system internally, but we would be happy to use whatever ticketing system is in place for us to report support needs that relate specifically to the mobile app platform. Any support calls would not be routed using our internal system.

3. How many concurrent users are supposed to access the system? What is the expected load requirements?

   This tool has several uses as outlined in the requirements so concurrent users of the mobile app can vary. From an emergency notification messaging perspective, it needs to support the mass distribution of over 190,000 users that will grow over time. The load requirements on the app can vary based on use. The bigger loads come from mass notification and need to be able to handle outgoing messaging for over 190,000 emails and/or text and push notifications.

4. What level of documentation exists for the current business processes & systems?

   Depending on the use from the dashboard users (administrators), they document how they want their business process to flow. Meaning, the police dispatchers, the SafeRide and Parking units can each have their own documentation. The system operates the same for all of them, but how they address user interaction may vary.

5. How many users are required to be trained under train-the-trainer model?

   At the moment, it may be 15-20 users, but could very base on specific use cases.

6. Can ASU provide the existing architecture diagram of its systems and interfaces?

   ASU will provide this information to the vendor that is awarded.
7. In question A.e.ix (Does your platform support automated User Management (AUM) to facilitate messaging and onboarding?) are you referring to AUM for portal users (likely members of the police department) or for members of the campus community (students, staff, etc.)?

This would be for our campus community to include faculty, staff, students, etc.

8. In question A.f.iii (Does your platform support the ability for application branding per university standards?), does ASU want a fully white labelled mobile app (where ASU can choose the name and logo) or is internal branding (color scheme and icons within the app) all that is required?

We are looking to be able to modify color, ASU branded logo, and any other brand requirements needed.

9. In question A.b.iv (Machine learning and neuro-linguistic programming (NLP) for classifying uncategorized data and unearthing?). Can you be more specific about what ‘classifying uncategorized data’ means? Additionally, can you please clarify and provide examples of what data you are interested in ‘unearthing’?)

When tips are reported they are usually categorized into specific categories such as theft, assault, harassment, etc., and we limit how many categories there are. We do this because we want to make sure the user can easily report more relevant categories as mentioned above, but also so, we do not have a long scrolling list of tip types. The uncategorized tips or reports can be in an “other category” which then leads into the user putting in key words as to what they are reporting. By being able to capture other (uncategorized) categories intelligently, it could assist us in developing patterns that can be used for many other opportunities.

10. ASU T&Cs 4.e. requires “up to 6 months of transition services at rates consistent with the Agreement” but the [current] Agreement is for Platform subscription fees only, so there is no pricing for consulting services “consistent with the Agreement”. Therefore, our question is whether we should provide consulting services pricing or simply expect to negotiate a Statement of Work or Transition Services if and when needed.

To be consistent across all respondents we ask that you provide all costs as if you were implementing and transitioning.

11. ASU T&Cs 63. If ASU wants [the supplier] to provide the platform to “ASU Components” is that expected to (i) expand the current Agreement at current pricing, (ii) have a new PO with the ASU component at current ASU pricing, or (iii) pro-rate ASU pricing based on the number of additional users at the ASU component?

We will be looking to negotiate a new contract with the best possible pricing for ASU; this would be under a completely new set of terms and conditions to be in compliance with new University and State provisions.

12. ASU T&Cs 66 and 67. Does ASU expect any part of this Agreement to be federally funded or will these provisions be inapplicable?

At this time, there are no federal funds being used.

If you have any questions regarding this notice, please contact me at Ernesto.marquez@asu.edu
Thank you,

Ernesto Marquez Buyer
Arizona State University Purchasing and Business Services