February 21, 2024

**Clarification I: Question and Answer**

**Ref: Bid #224-34 – Mentoring Software for University Staff and Faculty**

Grand Valley State University has received the following questions in regard to our request for proposal(s) for Mentoring Software for University Staff and Faculty. Please reference questions and answers listed below.

**Question 1**. In point #13 of the RFP it indicates that “More than 50% of the manufactured or assembled in the United States “. Can you confirm what is meant by that statement?

**Answer:** Defining what is considered made in the United State. This statement goes with number twelve. We understand that not all products are available or made in the United State.

**Question 2.** Under the Certification /Proposal Contract Section # IV, it indicates that the Bidder declares that company is at least 51% owned, controlled and actively managed by African American, Asian American, etc. Are you only allowed to Bid if you belong to one of those groups?

**Answer:** No, any company is allowed to submit a proposal that meets bid specification.

**Question 3**. Is there an intent to bid date?

**Answer:** RFP closes for bids March 6, 2024.

**Question 4.** Are there any formatting requirements?

**Answer:** No specific requirements, bidders should just make sure to address all the criteria for bid specifications.

**Question 5.** Do we respond to the document's Needs, Preferences, and Evaluation Criteria/Bases for Bid Awards sections? I assume we would provide details and screenshots of how our platform meets these requirements.

**Answer:** Bidders should address all areas of the bid specifications and can format however they wish. Bidders are welcome to provide details and screenshots to illustrate how their solution meets the needs outlined. The Basis for Bid Awards section shows how various criteria will be weighted in the evaluation process

**Question 6a.** There is a requirement for references/companies that have purchased this software package. Are you open to partnering on a custom development solution or only looking at existing software packages?

**Answer:** We are open, but if a custom solution has significant increased costs or significantly extend timelines that might impact our ability to utilize that solution. We would prefer a solution that is more out of the box with the ability to customize to our institutional needs. We would still want to connect with references that have used the vendor previously for a mentoring software, even if the solution is customized.

**Question 6b.**  If you are open to custom development, do you require a business analyst to be provided as part of the engagement?

**Answer:** The bidder would need to provide what is required to ensure a successful design and implementation process, based on their business operations. If the bidder would require a business analyst to successfully conduct this work, then that would be at their discretion to determine. We do not have internal business analysts that would be able to be assigned to the project implementation. Additionally, if this would add more costs then it may impact the selection of a vendor.

**Question 7.** Are there any hosting requirements? On-premise vs cloud? Preferred cloud providers?

**Answer**: Subject to a complete security review. Cloud-based is a strong preference, either Azure or AWS.

**Question 8**. When is the expected go-live?

**Answer:** Pilot go-live: Fall 2024, Campus go-live: Spring 2025

**Question 9.** Can you specify your metrics/data analytic tool requirements in more detail? What types of things are you looking to measure?

**Answer**: Usage/engagement across various demographics information and employee group population data; Individual session feedback surveys to capture what is going well, and what could be improved, do employees see the relationship as valuable, tools and support provided by the platform are effective, etc.

**Question 10.** To get you a proposal, the Mentoring Software Specification that I’m missing is how many employees you'd like to invite. Is it fair to assume all 1,700 full-time and part-time faculty members will be given access?

**Answer:** We have between 2,500 and 3,500 faculty and staff that would be eligible to utilize the tool. We anticipate based on prior survey data, approximately 350-400 have an interest in taking advantage of this type of opportunity. Depending on the structure of the mentoring software and pricing models, we’d ask for quotes to be based on the anticipated active users (350-400), however if there isn’t a banded approach or cap to participants then all 3,500 employees are eligible to participate in programming.

**Question11.** To be clear, all you're expecting for a submission is 1) the signed RFP and 2) a pricing breakdown?

**Answer:** We expect a breakdown of how the mentoring software would address all the specifications listed, so those should be included in the RFP. A pricing bid is included in that ask.

**Question 12.** Our solution does not currently support three of the listed requirements because they have not been required by our other clients, but we are willing to work with a customer on these. Is Grand Valley open to working with a vendor that meets a majority of requirements and is willing to close requirement gaps?

**Answer:** Possibly, if that could be done without additional costs and in a timely manner to allow for implementation within the desired timelines.

**Question 13**. What is the approximate expected number of users?

**Answer:** We have between 2,500 and 3,500 faculty and staff that would be eligible to utilize the tool. We anticipate based on prior survey data, approximately 350-400 have an interest in taking advantage of this type of opportunity. Depending on the structure of the mentoring software and pricing models, we’d ask for quotes to be based on the anticipated active users (350-400), however if there isn’t a banded approach or cap to participants then all 3,500 employees are eligible to participate in programming.

**Question 14a**. Is Grand Valley State University currently using or have they used any other mentorship software in the **past?**

**Answer: a.** No, we do not have a current solution in use or have a past tool that has been used.

**Question 14 b.** If yes, can details be provided:

1. Software used

2. Any pain points

**Answer:** N/A

Thank you for your participation,

Valerie Rhodes-Sorrelle, C.P.M.

Vendor Relations Manager

***Procurement Services - 2033 Zumberge Hall - Allendale, MI 49401***

***Phone – 616/331-2283 – Fax 616/331-3287***