



College of
the Mainland

PURCHASING

NOTICE TO VENDORS

ADDENDUM #1

REQUEST FOR QUALIFICATIONS: 18-25 STUDENT SUPPORT CALL CENTER

Date of Addendum: May 24, 2018

This Addendum forms a part of and modifies the original Proposal Document, issued by the College of the Mainland

Please make the following clarifications, additions, revisions, and/or deletions to the Proposal Document per the attached.

Sonja Blinka

Sonja Blinka, Director of Purchasing

Authorized By:

College of the Mainland

05/24/18

Date



College of the Mainland

PURCHASING

Questions & Answers

1. QUESTION:

Can the proposal due date be extended by one (1) week?

RESPONSE:

Yes. The revised due date of all proposals has been changed as follows:

From: 2:00 p.m. June 5, 2018

To: 2:00 p.m. June 12, 2018.

Revised Schedule is as follows:

<u>Tentative Schedule</u>	July BOT Mtg.
1 st Advertisement	05/18/18
2 nd Advertisement	05/21/18
Vendor Proposal Questions Due	05/23/18
Response to Questions & Formal Addendum	05/30/18
Proposal Due Date and Bid Opening	06/12/18
Pre-Evaluation/Preliminary Vendor Selection	06/19/18
Vendor Interviews	06/26/18
Board Agenda Item Due	07/09/18
Board Meeting for Approval to Proceed	07/23/18

2. QUESTION:

What imaging system does COM use?

RESPONSE: ImageNow

3. QUESTION:

Will the COM route ALL calls year round to the vendor for the designated offices or will this be an overflow/rollover call center? If an overflow/rollover call center, please describe the support model desired.

RESPONSE: The level of services will be dependent on cost and budgeted funding.



College of *the Mainland*

PURCHASING

4. QUESTION:

Page 28, #5. Does COM want the vendor to include audited financial statements with the proposal or only upon request during the review/award process?

RESPONSE: It is reasonable to provide these documents upon request during the evaluation process. However, a minimum statement to address the vendor's financial health should be stated for this requirement in the initial proposal.