Questions and Answers RFP No. 122210

1. If travel is required, are travel expenses included inside of the $20,000.00.
   1. Yes, travel expenses should be included in the proposal, inside of the $20,000.00
2. Do you have the licenses in place for the CRM?  (Second paragraph page 3.)  Will Big Bend be using Microsoft Dynamics CRM?  How many users does the college expect to be accessing the CRM?  Do you already own any MS Dynamic CRM Licenses?   Will the CRM be on-premise or Cloud based?
   1. The college has not purchased the CRM licenses but will purchase MS Dynamics. This cost is not expected to be included inside the $20,000.
   2. The college expects approximately 20 users to start with.
   3. The CRM will be on-premise.
3. On page 4 under Student Success Data Warehouse (SSDW).  The RFP states that a front end UI will be written.  Is the successful vendor creating this or are we to consult in writing this?
   1. The vendor is expected to develop this UI and it is explained in further detail on page 5 under “Faculty Interface”.
4. Under the same paragraph as question 3, under the bullet points some of the databases are listed as: UI design and build.  Is the successful vendor to build these Database and interfaces or offer consulting?  Does the successful vendor build the ETL or consult?
   1. These are to be built.
5. Can Third Party Software such as Parallels be used to give access to MAC users?  Will the price of these licenses be part of the $20,000.00?
   1. If they are needed they would be considered separate to this bid.
6. In the assumption that the biggest piece of contractor/vendor responsibility is consulting and training and documentation.  Can we lump all of that together in one big consulting package or does every part need to be itemized?  Example:  do we need to call out specifically how many hours of training?  How many hours of database consulting?  How many hours of documentation is required?  Or can we give you a lump sum of hours to be used however the agency sees fit?
   1. Training hours should be listed separately but included inside of the $20,000.00. Consulting and documentation hours can be lumped together and included inside of the $20,000.00