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October 1, 2021

ADDENDUM #1 to the University of Florida ITN22NH-115 Software to Support Housing and Residence Life Operations, scheduled to be opened on **October 15, 2021 3:00 PM** at the University of Florida, Elmore Hall Conference Room, Radio Road, Gainesville, Florida.

This addendum shall be considered part of the Contract Documents for the above mentioned **ITN21NH-115** as though it had been issued at the same time and incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original document, this addendum shall govern and take precedence. All other terms, conditions, and regulations will apply.

This addendum consists of:

Responses to technical questions and inquires submitted prior to 5:30pm, September 27, 2021.

Sincerely,

Nicola Heredia, Director
Procurement Services

Please acknowledge receipt of Addendum #1 by signing below, and returning this addendum with your proposal. Failure to include addendum with your proposal may result in rejection.

Signature

Company Name

Email Address

Company Address

City/State/Zip

Q1. Is the intention that WebTMA continues to be the source of truth for all assets and feeds into the inventory management requirements outlined in the ITN? (In reference to 1.2 Scope of Work - integration with WebTMA pg. 5)

A1. No. WebTMA is used to handle maintenance work orders. The software solution should have a standalone inventory module to manage equipment that can be checked out to residents but does not qualify as an asset or as attractive property. Examples include ping pong paddles, pool cues, and volleyballs.

Q2. What products is the University currently using as part of your Lenel access control software? Does this include mass notifications, facility check-in's, etc.? (In reference to 1.2 Scope of Work - integration with Lenel and/or access control software pg. 5)

A2. Housing uses Lenel OnGuard version 7.5.375.0. Currently the homegrown system has an interface that is used by front line staff to create or cancel badges; additionally, administrators use the alarm monitoring system and the system administrator application. We will build out the mapping feature but need to produce a solution for our front-line staff to create/cancel badges to replace the homegrown system functionality. We do not use the visitor application at all in Lenel and have no plans to do so.

Q3. Does the University have an existing tool or application for e-signature? If yes, can you please provide details? (In reference to 1.2.1 Technical Requirements - contract process management pg. 5)

A3. The University uses DocuSign for e-signatures. It is available to faculty and staff members. Additional information can be found at <https://it.ufl.edu/ufdocsign/>.

Q4. Does the University have an expectation to migrate data from the home-grown software system into the new solution? If yes, can you elaborate on data types and volume? (In reference to 1.1 Summary - home-grown system pg. 5)

A4. Yes. The University expects that the new solution migrates 5 years' worth of data. Data types and volume can be discussed during planning/SOW with selected supplier.

Q5. What is the expected volume of bulk emailing and SMS (if included in scope) for this ITN? Can you provide the breakdown by quarter for the past two years? (In reference to 1.2.1 Technical Requirements - bulk emailing pg. 6)

A5. UF Housing sends approximately 1.25 million emails annually.

Q6. Are there University black-out dates or periods of time where key University resources will not be available that vendors should be aware of? E.g. University shut down during spring break. (In reference to 1.2.1 Technical Requirements - request for full deployment by August 1st, 2022 pg. 6)

A6. University holiday closing periods can be found at: <https://benefits.hr.ufl.edu/time-away/holidays/> UF Housing does not expect any additional black-out dates or periods of time where key University resources will not be available.

Q7: Would the University consider extending the submission date from Oct. 15th to Oct. 22nd or Oct. 29th? (In reference to 3.0 Schedule of Events - tentative schedule and submission date pg. 11)

A7. We will not extend the submission date at this time.

Q8. Does the university have a preferred format for vendor pricing? This would help the evaluation committee if the cost proposals were all formatted the same. (In reference to 4.1.1 Response Format - tab 5 pricing for project pg. 14)

A8. We do not have a preferred format for vendor pricing.

Q9. Can the University confirm this ITN should include pricing for long term support and maintenance? Is the University interested in a managed services support agreement following implementation? (In reference to 4.1.1 Response Format - tab 5 pricing for project pg. 14)

A9. Yes, pricing should include long-term support and maintenance (shown as an annual cost as a separate line item). The University does not have an interest in a managed services support agreement.

Q10. What is the University's expectation for this ITN regarding mobile readiness?

A10. We expect the software solution to be fully responsive and mobile friendly.

Q11. The RFP mentions bulk emails, are you also expecting SMS notifications for all users?

A11. We are not expecting SMS notifications but are open to options.

Q12. What is the current integration middleware tool used by the University and is that the preferred tool for this implementation?

A12. The University uses several options, but the primary is IBM IIB (now App Connect).

Q13. How many users do you expect to use the system? Can you please provide a breakdown by stakeholder group? E.g. Undergraduate Students, Graduate Students, Facilities, Housing Staff, etc.

A13. We expect approximately 12,000 to 13,000 users. Currently, we have approximately 450 staff members, 10,000 undergraduate students, and 1,800 graduate students. All users do not use the system simultaneously.

Q14. If a resident is behind or in default on payment, is it expected that through an integration, this produces financial holds in your Student Information System?

A14. Yes. We expect the new software system to include a field for "due date" on financial charges which will produce appropriate holds in PeopleSoft.

Q15. There is no reference to end user training or change management. Can the University please elaborate on your expectations for support in these areas?

A15. UF Housing expects initial training and short-term support for staff. Additionally, we expect the supplier to work with UF Housing and Student Life Marketing to build training documentation, communication plans, etc.

Q16. For SFDC development, what is your current release management/code repository tool?

A16. Gearset (<https://gearset.com/>) and OwnBackup (<https://www.ownbackup.com/>)