

UNIVERSITY OF HAWAI'I	AMENDMENT OF SOLICITATION	PAGE 1 of 2
1. AMENDMENT NO. 1	3. REQUEST FOR PROPOSALS (RFP) NO. <u>17-0021</u> Dated <u>OCTOBER 2015</u> Provide a Software Solution and Services for Student Communication System for Early Alert, Case Management, and Online Scheduling for the University of Hawaii Community Colleges, University of Hawaii at Hilo, and University of Hawaii - West Oahu	
2. EFFECTIVE DATE October 31, 2016		
4. ISSUED BY Director, Office of Procurement and Real Property Management 1400 Lower Campus Road, Room 15 Honolulu Hawaii'i 96822 BUYER: <u>B. Isaacs</u>	5. CONTRACTOR (NAME AND ADDRESS)	
6. The RFP referenced above is amended as set forth in block 7. The hour and date for receipt of offers <input type="checkbox"/> is extended <input checked="" type="checkbox"/> is not extended. Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation by one of the following methods: (a) by signing and returning a copy of this amendment; (b) by acknowledging receipt of this amendment on each copy of the offer submitted; or (c) by separate letter or facsimile which references: the solicitation and amendment numbers. Failure of your acknowledgment to be received by the Director, Office of Procurement and Real Property Management, prior to the hour and date specified may result in a rejection of your offer. If, by virtue of this amendment, you desire to change an offer already submitted, such change may be made by submittal of replacement page(s) in a sealed envelope, provided such envelope makes reference to the solicitation and this amendment, and is received prior to the specified hour and date when proposals are due.		

7. DESCRIPTION OF AMENDMENT

The questions received and responses are attached (1 page).

EXCEPT AS PROVIDED HEREIN, ALL TERMS AND CONDITIONS OF THE DOCUMENT REFERENCED IN BLOCK 3 UNLESS HERETOFORE AMENDED, REMAIN UNCHANGED.

8. THE OFFEROR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN TO DIRECTOR, OFFICE OF PROCUREMENT AND REAL PROPERTY MANAGEMENT.

9. NAME OF OFFEROR	11. UNIVERSITY OF HAWAI'I
BY _____ / _____ (authorized signature) DATE	BY <u>Karlee Hanks</u> / <u>10/31/16</u> DATE
10. NAME & TITLE OF SIGNER (TYPE OR PRINT)	12. NAME & TITLE OF SIGNER (TYPE OR PRINT)
	<u>for</u> Duff Zwald, Director, Office of Procurement and Real Property Management

RFP NO. 17-0021, QUESTIONS AND RESPONSES

1. Can companies outside the USA (e.g. India or Canada) submit a proposal?

Yes, provided that the company is able to comply with all requirements stated in the Request for Proposals.

2. Does the vendor need to come to Hawaii for meetings?

Yes, it is required that the vendor awarded this contract come to Honolulu to meet with the University of Hawaii staff to coordinate.

3. Can the company perform the tasks (related to the RFP) outside the USA (e.g. from India or Canada)?

Yes.

4. Can the proposal be submitted vial email?

No, an original proposal with one copy, and a CD of the proposal must be submitted by the deadline stated in the RFP.

5. How many UH staff will require a full CRM license?

There are approximately 30 users on the 9 campuses. It is up to the vendor providing the license to develop and propose the capacity for the number of users and the applicable price structure.

6. How many advisors will require access to a full CRM license?

There are approximately 135 academic advisors on the 9 campuses. In addition, there are several hundred program staff and student workers that will use the proposed communication system, therefore, as stated earlier it is up to the vendor providing the license to develop and propose the capacity for the number of users and the applicable price structure.