Southwest Minnesota State University

ADDENDUM NO. #1

SUBJECT: Request for Qualifications for RFP-Online Program Manager at Southwest Minnesota State University

The Proposal due date of Friday February 11, 2022 will not change as a result of this Addendum.

DATE: January 28, 2022
TO: All interested responders
FROM: Christy Johnson

Questions and Response
The following questions and clarifications were provided:

1. Does Southwest Minnesota State currently work with any 3rd part to help manage their online or campus hybrid programs? No

2. Would the University be open to a fee-for-service partnership rather than a revenue share partnership? No

3. How many helpdesk tickets are expected per year? Currently approximately 500 submitted. Expected number unknown at this point.

4. What systems and technologies are already in place at the University?
   - CRM  At present, Hobson’s Connect and Hobson’s Retain. We are actively evaluating future options; an RFP may be needed, depending on our choice.
   - SIS  As part of the Minnesota State System, SMSU utilizes a homegrown service called the Integrated Student Records System (ISRS). There is currently a system-wide effort to move to Workday by 2027.
   - LMS  D2L Brightspace
5. What would be the reporting structure of the partnership? What would reporting look like from a personnel standpoint? Reporting would be within the Academic Affairs organizational structure, with specific position within that structure to be identified.

6. Would the selected firm be given a dedicated point of contact on campus to work with during the partnership? Yes

7. May we please confirm the program suite that will be included within the scope of this RFP aligns with the list below? Yes, this list is accurate.

- Bachelor's Accounting
- Bachelor's Social Work
- Bachelor's Community Psychology and Health Promotion
- Bachelor's Early Childhood Education
- Bachelor's Early Childhood Special Education
- Bachelor's Special Education Acad. Behavioral Strat.
- Bachelor's Educational Studies
- Bachelor's Elementary Teacher Education
- Bachelor's History
- Bachelor's Management
- Bachelor's Marketing
- Bachelor's Nursing
- Bachelor's Psychology
- Bachelor's Sociology
- Bachelor's Special Education
- Bachelor's Education ESL (Teaching English as a 2nd Language)
- Master's Cybersecurity
- Master's Education
- Master's Education Administration and Leadership
- Master's Education Administration K12 Principal
- Master's Special Education
8. May we confirm whether this scope will include our academic services (i.e., instructional design and development)? The RFP mentions focus on marketing and recruitment, but also includes language around instructional design. The RFP is not intended to include instructional design and development.

9. The RFP states a requirement to deliver hard copies. In light of the limited resources related to pandemic-related office closures, may we request that responses to this RFP be delivered electronically (e.g., via email)? No, Proposals must be sent and received within the guidelines of the RFP timeline.

10. Whether companies from Outside USA can apply for this? NO

    (like, from India or Canada)

11. Whether we need to come over there for meetings? NO

12. Can we perform the tasks (related to RFP) outside USA? NO

    (like, from India or Canada)

The above ADDENDUM shall be attached to and become part of the bid. Receipt of this Addendum shall be acknowledged by including it with the bid. Failure to do so may subject BIDDER to disqualification.

END OF ADDENDUM NO. #1