



ADDENDUM 1

RFP NUMBER:	TE1103
ADDENDUM NUMBER:	1
ADDENDUM ISSUED:	03/13/2020

I. QUESTIONS & ANSWERS

The following questions are as they were presented to Park Hill School District. The answers to said questions have been answered as completely and accurately as possible.

Q1: What is the main reason Park Hill School District is seeking a new software solution for its community education program?

A1: We are in search of a software solution that meets the everchanging needs of our customers, instructors and staff.

Q2: Are the instructor management tools outside of class communication (proposal submission, payment information, etc) considered a requirement for the new system?

A2: We would still consider the solution if these tools were not available.

Q3: Are instructor management features such as full instructor records and status, proposal submission and review tools, financial information and reports related to instructors, required from within the proposed class registration system? (Could those items be managed from a separate system unrelated to the class management system?)

A3: A system would not be disqualified for this specific reason but we are looking to have a system or additional system that can manage instructor features.

Q4: Would a class registration system that does not include these kinds of instructor management tools be disqualified based on your current needs?

A4: At this time, we don't feel that we have enough information about this system to provide an answer to this question.

Q5: Is the ability to offer gift certificates a "nice to have" feature or a hard requirement? How many gift certificates and program credits are used annually?

A5: This is a nice to have feature. We do not currently offer gift certificates. We currently offer program credits for last minute cancellations. These would be manually added to each student enrollment.

Q6: "SFPT secure file transfer" is a requested item. What kinds of files do you envision needing to transfer using the class registration system and to/by whom would they be transferred?

A6: Historical data for a one-time conversion. We would be providing excel or csv files. Someone from Park Hill School District would provide the data files.



Q7: Is mobile access to the administrative and instructor areas a requirement or a “nice to have” feature?

A7: This is a nice to have feature.

Q8: Does the district plan to implement the selected solution for all schools at the same time?

A8: Yes. The Community Education program is not school based. We are located at the district office with classes held across the county. Enrollments take place online, in person at the district office, mail in or over the phone. The Aquatic Center has one office which receives enrollments the same way.

Q9: Please describe what “voided sales” are for your organization.

A9: Occasionally we have students call to enroll and discover payment is required after they’ve already been enrolled, we currently need to “void” or cancel that enrollment.

Q10: Please describe what is intended by “include easy reconciliation” for your organization.

A10: A report requiring reconciliation would be easy to generate so the information could be verified in a timely manner. We need to reconcile revenue by different programs or budget codes.

Q11: How critical is the need for online acceptance and processing of e-checks using the course registration system? How often are e-checks used currently for payment?

A11: This is a nice to have option. It’s not something that we currently offer.

Q12: Are there any significant differences between this RFP #TE1103 and the closed RFP #TE1101?

A12: No significant differences other than the timeline.

Q13: Are the addenda presented with for the earlier RFP still correct?

A13: Yes

Q14: If there were no significant differences between the RFPs, could you please share why you chose to reopen the process?

A14: It was determined to be in the best interest of the Park Hill School District to facilitate a better opportunity for more competitive bidding.

Q15: Page 11 – Additional students/family members can easily be added to an account. **Can you expand on this? Are you looking for family accounts where parents can enroll multiple children?**

A15: We are looking for the ability to have a family account where parents can enroll multiple children or family members.

Q16: Page 13 – Student/CE can designate the school the student attends to endure we are marketing to the correct audience. **What is a Student CE?**

A16: Student/CE means the student or community education or our aquatic center. We need for the student or an admin of one of our programs to be able to identify the school the student attends on their electronic record.



Q17: Page 17 – System must allow for enough character spacing so class title and description can be entered without abbreviations – **How many characters to you need?**

A17: Our class titles could be altered to fit the field length. The lengthiest description we currently have is composed of 264 words and 1,543 characters with spacing.



III. ACKNOWLEDGEMENT

Each bidder shall acknowledge receipt of this Addendum No. 1 of Proposal No. TE1103: Community Education Software by his/her signature affixed hereto and shall attach this Addendum to the original proposal submitted. Failure to sign and submit this addendum may render your proposal Non-Responsive.

Certification by Bidder:

Signature: _____ Date: _____

Title: _____ Company: _____