



**PURCHASING DEPARTMENT
ADDENDUM NO. 1
50018-270007 RFP for IT Managed Services**

This Addendum No. 1 forms a part of the Request for Proposals (RFP) and Contract Documents and provides responses to questions received from potential Proposers. All provisions not specifically modified by this Addendum shall remain in full force and effect.

QUESTIONS AND RESPONSES

ITEM 1: Proposal Submission Method

Reference: Page 1, RFP Overview Section IV, and Attachment G

Question: Page 1 states that proposals must be submitted by email only to purchasingbids@gram.edu, while Section IV and Attachment G require a hard copy and state that email submissions are not accepted. Will the University accept electronic submissions via email? If approved, please confirm the file format, size limit, and how the Financial Proposal should be separated.

University Response:

Yes. Electronic submissions via email are acceptable and are the University's preferred method of submission. Sealed hard-copy proposals will also be accepted.

All proposals must be received by the stated deadline. Proposals submitted electronically must be sent to purchasingbids@gram.edu, with the RFP solicitation number clearly identified in the email subject line.

The maximum email attachment size is 125 MB. If a proposal exceeds this limit, it may be submitted in multiple emails. Each submission must be clearly labeled (Example: Submission 1 of 3, Submission 2 of 3, etc.). All parts must be received before the proposal deadline. Late submissions will not be considered.

Proposals must be signed by an authorized representative of the Proposer.

The Financial Proposal must be submitted as a separate, clearly labeled attachment from the Technical Proposal, in accordance with the RFP requirements.

This clarification supersedes any conflicting submission instructions in Section IV and Attachment G of the original RFP.

ITEM 2: Scope of Services

Reference: Attachment C, Sections I and III

Question: Section I focuses on Ellucian Banner ERP support, while Section III also lists the help desk, desktop, A/V, and telephony environment. Please confirm whether end-user and infrastructure support are included in the scope of services or provided for context only.

University Response: The information regarding help desk, desktop, A/V, and telephony services is provided for informational purposes only. The scope of this contract will focus on Ellucian Banner administration and support services.

ITEM 3: User and Device Counts

Reference: Attachment C, Section III

Question: Please provide the number of Banner users, the total number of end users (students, faculty, and staff), and the number of devices in scope, including desktops, laptops, servers, and network devices.

University Response: The University has approximately 500 or more Banner users, with approximately 80% of this population having University-issued devices. Device support is managed by the University's internal IT staff and is not included in the Contractor's scope of services.

ITEM 4: Dedicated Resources

Reference: Attachment C, Section V.C.1

Question: Please confirm whether the two dedicated Programmer Analysts may work fully remotely and whether any onsite presence is expected.

University Response: The University expects all Contractor personnel, including the two dedicated Programmer Analysts, to perform their services remotely. Onsite presence is not required.

ITEM 5: Financial Proposal

Reference: Attachment H, Part 3

Question: Will an editable pricing template be provided, and should pricing be fixed on a monthly, hourly, or both basis?

University Response: The University has provided a pricing sheet that shall be included with the RFP documents. Proposers shall submit fixed pricing for the entire contract year using the provided pricing sheet.

ITEM 6: Current Contractor

Reference: General Information

Question: Is there a current Contractor providing these services, and can the University share the current annual contract value?

University Response: Yes. The current Contractor is Oculus IT. The University's current expenditure for these services is \$453,220.

END OF ADDENDUM NO. 1

All other terms, conditions, specifications, and requirements of the original RFP shall remain unchanged unless