



**PURCHASING DEPARTMENT
ADDENDUM NO. 2
50018-270007 RFP for IT Managed Services**

This Addendum No. 2 forms a part of the Request for Proposals (RFP) and Contract Documents and provides additional clarifications and 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: Scope of Services and Methodology Requirements

Reference: Addendum No. 1, Item 2; Attachment H, Part 2, Subpart C, Pages 64–65

Question: Addendum No. 1 limits the contract to Ellucian Banner administration and support and excludes device support. The response worksheet still requests information regarding campus wired and wireless upgrades, network equipment and warranties, and 24/7 network monitoring. Should these infrastructure-specific requirements be marked Not Applicable (N/A), with the remaining methodology responses limited to Banner and its integrations?

University Response: Yes. Infrastructure-specific requirements shall be marked Not Applicable (N/A). Proposers shall focus their responses on Ellucian Banner ERP administration, support, and related integrations.

ITEM 2: Staffing and Key Personnel Requirements

Reference: Addendum No. 1, Items 2 and 4; Attachment C, Section C; Attachment H, Part 2, Subpart D, Page 66

Question: Please confirm which leadership and key personnel positions must be proposed for the clarified Banner scope. Do the worksheet requirements for a virtual Chief Information Security Officer (vCISO) and IT Advisor, including seven years of IT strategy and governance experience, remain applicable, or should staffing follow Attachment C's Banner-focused positions and two dedicated Programmer Analysts?

University Response: Staffing shall align with Attachment C, Section C, including two dedicated Programmer Analysts and flexible Banner support resources. A vCISO and dedicated IT Advisor are not required under this scope of work. However, the Service Delivery Manager shall provide strategic oversight of Banner project resource allocation and service delivery.

ITEM 3: Financial Proposal and Pricing Requirements

Reference: Addendum No. 1, Item 5; Attachment H, Part 3

Question: Please provide the required editable pricing sheet and confirm how the two Programmer Analysts' availability of 25 to 40 hours per week and flexible support positions should be included in the fixed annual pricing. Should infrastructure-only and cybersecurity leadership pricing items be marked Not Applicable (N/A)?

University Response: Proposers shall provide fixed annual pricing that includes two dedicated Programmer Analysts, each available 25 to 40 hours per week, along with flexible Banner support resources. Infrastructure and cybersecurity-related pricing items shall be marked Not Applicable (N/A). The University Purchasing Department will provide the editable pricing sheet.

ITEM 4: Overall Scope of Services

Reference: RFP Scope of Work

Question: Is the intent of this solicitation to obtain comprehensive managed IT services across the University, or is the primary objective to obtain managed services and staff augmentation specifically for Ellucian Banner ERP?

University Response: This solicitation is limited to Ellucian Banner ERP managed services and staff augmentation. University-wide managed IT services are excluded from the scope of this contract.

ITEM 5: Infrastructure and End-User Support

Reference: Attachment C, Scope of Services

Question: Are the references in Attachment C to desktop and laptop support, computer labs, network infrastructure, Microsoft 365, Active Directory, and other enterprise systems intended to establish contractual responsibilities for the selected Contractor, or are they provided as background information describing the University's existing environment?

University Response: These references are provided for informational purposes only and describe the University's existing IT environment. Infrastructure support, end-user support, and management of other enterprise systems are excluded from the scope of this contract.

ITEM 6: Cybersecurity Services

Reference: RFP Scope of Services

Question: Does the University intend to include managed cybersecurity services, such as continuous security monitoring, endpoint protection, vulnerability management, incident response, and security administration, within the awarded contract?

University Response: No. Managed cybersecurity services are not included in the scope of this solicitation.

ITEM 7: Staffing and Service Delivery Resources

Reference: Attachment C, Section C

Question: If broader IT and cybersecurity functions are included, are Proposers expected to provide additional technical personnel and service delivery resources beyond the Banner-specific positions identified in Attachment C?

University Response: Broader IT and cybersecurity services are excluded from this solicitation. Proposers shall provide staffing plans that include only Banner-specific personnel and flexible service delivery resources, consistent with Attachment C, Section C.

END OF ADDENDUM NO. 2

All other terms, conditions, specifications, and requirements of the original RFP and previously issued Addenda shall remain unchanged unless specifically modified by this Addendum.

