



**HARFORD**  
COMMUNITY COLLEGE

RFP 23P-001: CRM SOFTWARE SOLUTION  
ADDENDUM No.1

The following contractors attended the PreProposal meeting on 11/9/2022:

Ellucian:

Alexis Russell

Crystal Sherman

Veronica Chappelle- McNair

Intelice Solutions:

Kim Lenta

Sarah Compter

FunnelWorkSuite

Samad Saifudin

Andres Negro

Maxxion:

Tariq Kottai

Anthology:

Angela DeVau

Jarrod Bresky

Servio Consulting, LLC:

Courtney Cunningham

Questions and Answers

Question 1: Regarding Q43, is file-based batch integration with your SIS acceptable?

Answer 1: Yes, a file-batch integration is possible.

Question 2: Is Harford fully informed and aware of the benefits of live chat and chatbots as a digital communication channel for Admissions to improve engagement, data recording, student satisfaction, and increase admission counselor bandwidth?

Answer 2: Yes

Question 3: If so, how is the organization aware of chatbot benefits? Has the org seen a live demo?

Answer 3: General awareness, but have not seen a live demo.

Question 4: Is the organization considering a chatbot to complement/integrate with the CRM? Why or why not?

Answer 4: We currently utilize a chat feature – Provide Support – with live support. Not a high priority for the CRM process, but would be open to a demo.

Question 5: If so, would you work directly with a Live Chat and AI Chatbot developer as a subcontractor due to their complexities? Or would the chatbot developer need to subcontract with the primary vendor?

Answer 5: This would require a larger conversation, as other office would want to implement this as well.

Question 6: Does the organization have any existing chatbots deployed in their network of departments/organization? If yes, are you happy with its performance & functionality? Why or why not?

Answer 6: No

Question 7: How many full users (able to configure the system, update settings/workflows, write reports, use live chat, own cases) do you anticipate will access the solution?

Answer 7: The number of full users, including IT staff, would be based on file specs.

Question 8: How many light users (create and update contacts, run/ view pre-written reports, manage communication and events) do you anticipate will access the solution?

Answer 8: 15

Question 9: Are you interested in implementing a live chat feature between staff and students? If so, how many live chat users from your staff do you anticipate will access the solution?

Answer 9:- We already have a live chat feature – Provide Support.

Question 10: Are you interested in non-live chatbot? This chatbot performs multiple tasks, saving staff time and going well beyond simple questions and answers. This assistant answers questions and can route the conversation to a live person if needed and create follow-up help tickets.

Answer 10: This is not a priority, as we already utilize a live chat feature.

Question 11: Is a scan of the ink signature acceptable? COVID has led to social distancing and remote working. So, we ask that HCC accepts ink signed scan as a substitute for the ink signed original.

Answer 11: Yes, a scan is acceptable.

Question 12: Would HCC consider accepting electronic submission taking into account possible weather concerns that may arise during this time?

Answer 12: No.

Question 13: When does HCC want to go live?

Answer 13: Summer 2023

Question 14: Does HCC plan to keep Signal Vine for texting?

Answer 14: Yes

Question 15: Regarding item 10.3.8, who is HCC's payment provider?

Answer 15: Transact

Question 16: Regarding items 10.7.6 and Q48, can HCC clarify what CollegeBoard Search refers to? Is HCC looking to import data from CollegeBoard?

Answer 16: Yes, data from CollegeBoard including prospective students and test scores.

Question 17: Regarding items 10.7.9 and Q50, what other systems does HCC desire to integrate with?

Answer 17: Prospective student data from the local school systems, CollegeBoard, Naviance, and RSVP/"want to learn more" forms used at college and community events. In addition, identifying and preventing duplicates before pushing applications into Banner.

Question 18: Does HCC expect the vendor to configure or will it be joint configuration? Or, will HCC do its own configuration and have the vendor demo?

Answer 18: HCC is expecting a joint configuration with the vendor.

Question 19: Will HCC's project team be dedicated or will HCC be doing implementation on top of their day-to-day responsibilities?

IT will be assisting as part of their day-to-day responsibilities, while select staff from Admissions will dedicate more of their time to the implementation.