



**Solicitation Amendment No. 2**

<b>To: Prospective Proposer/Offeror:</b>		<b>Date:</b>	
Prospective Proposers		March 26, 2021	
<b>Project Title:</b>		<b>Project No.:</b>	
Process Mapping and Communication Development Consulting Services		RFP 21-34	
Description of Solicitation Amendment: The Request for Proposals (Project RFP No. 21-34) is hereby amended as set forth below:			
<p>1. Questions and answers have been released (below).</p> <p>Please visit our website at <a href="https://www.hccs.edu/about-hcc/procurement/">https://www.hccs.edu/about-hcc/procurement/</a></p> <p>Except as provided herein, all terms and conditions of the solicitation remain unchanged and in full force and effect.</p>			
<b>Acknowledgement of Amendment No. by:</b>		<b>Date:</b>	
<b>Company Name (Bidder/Offeror):</b>			
<b>Signed by:</b>			
<b>Name (Type or Print):</b>		<b>Title:</b>	

## REQUEST FOR PROPOSAL

### PROJECT NO. RFP 21-34

### Process Mapping and Communication Development Consulting Services

#### QUESTIONS AND ANSWERS No. 001

Date: March 26, 2021

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

---

Q1. What are the three current major challenges in HCC processes to resolve?

**Response:** At HCC, we have a shared mission, vision and set of values across the institution. However, we have historically operated as 7 colleges which has resulted in variations in processes and the student's experience. This work is part of the "One College" initiative that is designed to standardize our processes and how we engage with prospective students during onboarding, existing students driving towards successful completion of their programs, and our alumni.

The three major challenges the College seeks to resolve include:

- Effective change management and adoption of the tool;
- Transitioning from a silo, seven-separate College culture to the One-College model;
- Improving cross-College, cross-functional collaboration

Q2. Can we have access to current engineering process maps in order to have enhanced reengineered process maps?

**Response:** No. The work outlined in the RFP Scope of Services is for the selected vendor partner to create deliverables that are required for each release of the Greymatter CRM implementation. One of the deliverables outlined are the "Current State Processes". This is to be factored into your bid for this work.

Q3. Are you looking for a technical implementation partner with expertise in Microsoft Dynamics or a firm with demonstrated knowledge and understanding of national student success initiatives such as AACC's Guided Pathways to Success and Achieving the Dream's Holistic Student Support?

**Response:** No. The deliverables outlined in the RFP are compliments to the technical build and validation activities being performed by our existing technical implementation partner, Frequency Foundry. The need is to select an additional partner with demonstrated experience helping institutions reach enrollment goals, increase prospect pools, and develop lead generations using CRM technology supported by the Microsoft Dynamics platform. Knowledge of national student success initiatives will be leveraged to help HCC make design decisions for implementation within the CRM by another contractor.

Q4. Will we be doing Microsoft Dynamics implementation or is there an existing partner running implementation?

**Response:** No. The technical implementation is being managed by another contractor.

When issued, "Questions & Answers" shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Questions & Answers. All revisions, responses, and answers incorporated into the Questions & Answers are collaboratively from both the Procurement Operations and the applicable HCC Department(s). It is the responsibility of the bidder/respondent to ensure that it has obtained all such letter(s). By submitting a bid on this project, bidders/respondents shall be deemed to have received all Questions & Answers and to have incorporated them into this solicitation and resulting proposal response.

Furthermore, it is the responsibility of each Contractor to obtain any previous Questions & Answers associated with this solicitation.

Balance of page intentionally left blank