



RFP #871-19P Event Management Software

**Addendum 001
Issued December 19, 2019**

1. What is your desired timeline/deadline for project completion and system go-live?

By July 1, 2020.

2. Can you confirm that CMC already uses Salesforce CRM?

CMC does not use Salesforce.

3. If you already use Salesforce CRM, would this application be a separate instance of Salesforce or an enhancement (expansion) to the existing instance?

CMC does not use Salesforce.

4. How many of your internal staff would need to access the Venue Event Management features?

Four to Six.

5. Do any of the staff needing access to Venue Event Management already have a login to Salesforce at CMC?

No.

6. Do we understand correctly, that rooms can be made available to 3rd parties for a fee, or for FREE to internal users at CMC?

Correct.

7. Do you provide any other services with the room reservations (e.g., food/beverage, equipment, etc.)? What are the add-on services with rooms?

All technology is included in the room fee, and includes, conference phones, microphones, loaner laptop, connections to WebEx, Zoom, etc.

We refer groups to caterers and they do their own ordering and arranging for food. We do offer coffee pots for groups use and rental of the kitchen if they need refrigerator, warming oven, etc.

8. What solution are you using today to management Venue Event Management? What pain points exist with the current solution (manual or otherwise)?

We use 25Live, Google Calendar, paper intake forms, Word documents for contract agreements and invoicing and Excel spreadsheets to track general data and payments.

Duplication of entering information in multiple places is the biggest pain point.

9. Regarding room set-up orders, how many people are involved in receiving, review the orders?

Could be as many as three to five.

10. Is the room availability desired to be publically accessible on the internet where anyone can book? Do you require pre-payment to hold a room or must it be paid fully in advance?

Not initially desired, as the guests do not understand the space and know the strategy of room placement. Maybe down the line. Payment is not due until the week prior to the event.

However, the ability for clients to view up-to-date availability would be a plus.

11. Can you describe or furnish an example of a typical proposal, invoice, work-order and cost estimate?

Examples are attached hereto.

12. What systems does this solution need to integrate with? Do you need a specific proposal for specific integrations, or just the knowledge that you can integrate with our proposed solution?

Ellucian Colleague Cash Receipts and 25 Live would be preferable. Specific proposals for integrations would be helpful.

13. What forms of payment do you accept (check, credit card, ACH, etc)? For Credit Card payments, are you tied to a specific payment gateway/merchant account?

We accept Check, Visa, MC, Amex and internal department transfers. Payment gateway is TouchNet.

14. What calendar system do you use (Exchange, Office 365, G-Suite, or other)?

Google and 25Live.

15. How many forms of proposals or contracts do you have?

One.

16. Will this project attach to any other Salesforce licenses the College has in place?

CMC does not use Salesforce.

17. When is the Mandatory Pre-Proposal Walkthrough (says N/A in RFP)

There is no Walkthrough.

18. Do you require the candidate interview/demo to be done onsite, or can it be done via web conference?

TBD, but likely that it can be via a web conference.

19. Can you furnish the form of Contract that the winning bidder would be expected to sign?

The contract form will be dependent on the final scope of work. However, our Standard Purchase Order Terms and Conditions may be found at <https://coloradomtn.edu/contact-departments/purchasing/formsanddocuments/>.

20. Please confirm that no performance bond is required (this is not construction).

Correct.

21. RFP mentions that you want to gain efficiencies. What specific metrics and/or goals do you have for the following areas? How will you measure success?

- Constituent management, Business profile management, Engagement marketing and communications

We would like the ability to acquire, retain, and enhance the relationships with the various constituent groups who are clients of Morgridge Commons. This would include an organized, non-duplicated database that enables communication, participant tracking and analysis.

- Event registration

As mentioned in the answer to question 8, data entry in multiple places is the biggest pain point. With a multi-person, part-time staff we need to reduce the touchpoints on each reservation, have more automated linking between a client account and the database, and create a centralized place to store comments and updates on client requests. Also, the list of clients should be easily searchable so that duplicate client name entries are avoided when possible.