Procurement and Contracting Services

Request for Proposals to furnish the University with an online catalog of gifts for years of service and retirees.

ADDENDUM #1

Please mark all proposal submission Envelopes with the following information

**Sealed RFP # L192411
Due on April 22, 2024 no later than 2:00 PM, MST**

The following questions were received prior to the technical question period close of April 10, 2024 at 12:00PM MST.

1. What is the process for incorporating, and in what form, should vendors submit product/service specific terms into the University terms and conditions?
Sample products can be mailed to the University of AZ Bookstore: 1209 E University Blvd, Tucson, AZ 85721

2. Is it anticipated that UArizona affiliates will share the University instance or contract for their own instance?
No

3. Is UArizona planning to enter into contract negotiations with multiple bidders/vendors prior to choosing vendor of choice?
No, we will not enter contract negotiation with multiple vendors. We are looking to have one vendor lead this program.

4. Is UArizona open to reviewing the vendor of choice's contracting templates, terms, and conditions, and/or SOW template?
Yes, however the University would expect that the terms from section 4.0 become part of any agreement signed.

5. When do you anticipate short-listing vendors, and at which point in time will legal contract negotiations commence?
Unfortunately, the University cannot provide an estimated timeline for short-listing vendors as it is entirely dependent on variables such as how many responses are received, etc.

The University will consider terms and conditions once the Award has been made and the successful vendor has been notified.

6. What does the current state of recognition look like?
The current model is an online model. We receive the emails from central UA human resources and import them to a program. This program sends a congratulatory email to the recipient and are instructed to choose their gift. Each gift category is selected based on the price and years of service/retirement. The gift is drop shipped directly from the vendor to the recipient's address of choice.

7. Please confirm your ideal timeline from Project Kick-Off to Go-Live and preference for deployment approach (ex: Big Bang vs Phased)
We would implement this program in Fall of 2024. We will be receiving the list of recipients the first week in August in which we plan to go live after that.

8. What are the metrics you will use to measure the success of this program?

We will measure success by the claim rate, user friendly experience, and quality of gifts.

9. What specific features and services are going to weight the heaviest in the evaluation?
Drop ship program, cost, product catalog, platform development, and ADA features to accommodate all recipients. Ability to customize the message that is emailed to recipients with congratulatory message and video upload. A user friendly admin dashboard.

10. For integrations, please list all systems you'd ideally like included for the initial project and in the future (e.g. Outlook, Teams, Sharepoint, Gmail, Slack etc)
UA emails through outlook.

11. Is UArizona open to incorporating other forms of recognition outside of Service Awards such as peer-to-peer recognition, or nomination based-awards in the program?
No

12. What are your main talent initiatives for 2024 People Strategy and beyond?
The campus store is currently responsible for the service awards and retirement awards component only.

13. How do you see recognition supporting your talent initiatives and overall people strategy?
NA – program is only for years of service and retirees

14. What business problems you are trying to solve with employee recognition? (ex: retention, engagement, health & safety, performance, consolidation of programs, etc?)
Engagement and recognition for the years of service to the University.

15. What other initiatives or projects do you have planned to impact these business problems?
NA

16. How does your current turnover rate compare to both your industry average and your historical average?
Unknown

17. What aspects of your current recognition program do you like?
Access to admin dashboard and ease of use. The reports that are available to gage the success of the program.

18. What aspects of your current recognition program would you like to improve?
The quality of products and lower cost of service fees.

19. What are the biggest risks to the success of this program?

>That it isn't user friendly to our recipients and the message wouldn't be able to be customized to the University's brand.

20. Who will be the executive sponsor of the program?
The University of Arizona

21. What is most important to you in a partner?
That it has drop ship availability, cost of program, quality of product, user friendly to both the admin team and recipients, ADA compliance, and company support services.

22. What is the process for submitting/requesting deviations of the University terms and conditions to the University?
Any deviation from the terms listed in the RFP can be submitted as a redlined version. The University expressly rejects any blanket requirement that the University accept the changes proposed as condition of acceptance of the RFP response.

23. We are curious of the intention behind the University's right to use any ideas along with any adaptation of such ideas. Is this meant to provide the University the ability to develop a similar solution in-house?
No. This language is standard in UA requests for proposals. It is intended to prompt the responder to clearly delineate whether any information provided to the UA is considered the responder's proprietary or confidential information. RFPs are subject to public records laws in Arizona. Identification of proprietary and confidential information assists the UA as it responds to any future public records request for the RFP. Additionally, it protects the UA in the event a requestor may allege that the UA has misappropriated its proprietary or confidential information provided in response to an RFP based on any future activity of the UA.

24. Internal comment: we are assessing if the referenced legislation in this section applies to us or not. If we are unable to reach an answer by submission date, what are the odds that we would be able to reply to this, specifically, post-submission date?
Our Disability Resource group has determined that the requirements in 4.3.1 are applicable.

End of Addendum, all else remains the same.