

Solicitation Amendment No. 004

To: Prospective Bidder/Offeror:	Date:
Prospective Proposers	May 25, 2017
Project Title:	Project No.:
Customer Relationship Management System	RFP 17-52

Description of Solicitation Amendment:

The Request for Proposals for Customer Relationship Management System (Project # 17-52) is hereby amended as set forth below:

1. Proposers are reminded that technical response to the scope (Tab 3.i) must be completed using the Functionality Response Document provided under Solicitation Amendment 2.
2. As noted in Tab 3.ii, Proposers shall provide a detailed implementation plan and timeline, as noted in question 41 (Q&A 2), with the understanding of the project deliverables and overall goal of HCC to leverage the CRM within the Student Services business process. Proposers are reminded they may provide their best recommended optional timeline to meet the project goals. The proposed schedule is a goal that HCC is working towards and HCC welcomes recommended base practices therein.
3. Proposers are reminded the primary objective for the RFP is to improve the student experience while maximizing the CRM functionality within Student Services area by incorporating deliverables noted in the solicitation and known best practices. Proposers are encouraged to illustrate such opportunities within their proposal response.
4. As noted in question 12 (Q&A 2), Proposers shall provide a detailed recommended staffing level for HCC to consider in preparation for the project implementation; including position title, level of effort in weekly hours committed.
5. Proposers are reminded they must provide all supporting detailed specified in Section 2 – Price Proposal.

Except as provided herein, all terms and conditions of the solicitation, remain unchanged and in full force and effect.

Company Name (Bidder/Offeror):	
Signed by:	Date:
Name (Type or Print):	Title:

Solicitation Amendment No. 005

To: Prospective Bidder/Offeror:	Date:
Prospective Proposers	May 26, 2017
Project Title:	Project No.:
Customer Relationship Management System	RFP 17-52

Description of Solicitation Amendment:

The Request for Proposals for Customer Relationship Management System (Project # 17-52) is hereby amended as set forth below:

1. As noted in Section 5 (General Information), #14; sliding scale is as follows:

Proposed SBE Subcontracting	Available Points
0	0
1%	1
2%	2
3%	3
4%	4
5%	5

Except as provided herein, all terms and conditions of the solicitation, remain unchanged and in full force and effect.

Company Name (Bidder/Offeror):	
Signed by:	Date:
Name (Type or Print):	Title: