

1. Q: Could you kindly provide the APSU FTE (including Students, Faculty, and Staff)?

A: 9,945 as of Fall 2023

2. Q: What are the backend applications for APSU, including ERP/SIS, LMS, SSO, and the Email system?

A: Currently the university uses Banner for its business process systems but is currently migrating to Oracle. Email is through Microsoft Outlook.

3. Please provide a detailed explanation of service attendance tracking (Page 34, point#17).

A: This is for tracking of students participation in events and conducting student service hours.

4. Can you elaborate on robust privacy options (Page 35, point#20)?

A: Define how you ensure student profiles will stay private.

5. C.4. Travel Compensation. The Contractor shall not be compensated or reimbursed for travel, meals, or lodging. (pg 22) - Could you please provide more details about when travel compensation is applicable?

A: This means that the contractor will need to include any of these expenses in their proposal. Generally, travel has not been necessary for these implementations in the past.

6. Attachment 6.5 – Section A Mandatory Requirement Items mentions the need to provide “two current positive credit references from vendors with which the Proposer has done business.” We need clarification regarding the classification/definition of "vendor" in this statement. Does the definition include subscription services we have subscribed to or an agency we are partnering with for this proposal? Your complete clarification regarding this matter will be appreciated.

A: This could be anyone that you have done business with; clients etc. If the subscription services are a company that you conduct business with, yes, that will work. Have you conducted business in the past with the agency you are partnering with on this proposal? If so, yes, you could use them as a reference.

7. Is there any Incumbent for this opportunity?

A: The current vendor for the University's Mobile App is Ready Education.

8. If there is an incumbent then why you are looking for other companies? Are you not happy with them?

A: State contract limits require that we rebid after 5 years. While we are happy with the current product, we also need additional features not offered by the current product.

9. If there is an Incumbent then are they bidding for this opportunity?

A: Bidding is publicly facing and open to any vendor.

10. Can you provide any guidance on the budget allocated for this project?

A: We cannot discuss the financial aspects of this in the process. The cost will determine the feasibility and the need for additional resources.

11. Could you please provide us with the list of interested bidders for this opportunity?
A: Bidders are private until after the award. The results and documents are then made available for public inspection.
12. Are there any specific UI/UX guidelines or branding requirements we should follow?
A: The app should follow the university's brand guidelines.
13. What moderation tools are required for the campus social feed? Are there any specific content policies or guidelines to be enforced?
A: These would fall under the campus social media policy, [7:012](#)
14. What are the specific roles and permissions required within the CMS for content management and data monitoring?
A: Additional explanation needed.
15. What specific services and information should be included in the campus services directory?
A: Any student services or information impacting recruitment, retention and graduation.
16. Are there any requirements for integrating with existing campus directories or databases?
A: This is addressed in item 29 of the specifications.
17. Could you provide more details on the personalized calendar system? Are there any third-party calendar integrations needed?
A: Integrations with student class and other schedules would be beneficial.
18. Regarding the hosting requirements for this project, do you require cloud hosting, or should the hosting be managed on the vendor's premises?
A: There is not a prerequisite for hosting.
19. Is there any existing digital solution or platform that you are using for this initiative?
A: See question 7
20. Will there be a need to migrate data from existing systems into the new application? If so, can you provide details on the data formats and volume?
A: There may be system integrations as mentioned in item 29.
21. Are you looking for a Cross-platform Custom mobile app that integrates with other already existing software like LMS, event management, communication tools, and other features listed on Page 3 ?

A: There may be system integrations as mentioned in item 29.

22. Do you have any preferences or restrictions regarding the framework used for the development of the app?

A: No, other than ability to implement brand colors and logos in the system

23. Are there any specific UI/UX design standards or preferences that we should follow?

A: See question 12

24. How do you currently manage content for the university, and how do you envision this integrating with the new app's CMS?

A: The current app in use is through Ready Education

25. How frequently do you anticipate needing updates to content, and who will be responsible for managing these updates?

A: Staff from Student Affairs and Public relations staff will be managing content

26. Can you provide an estimated budget range for the development and implementation of the mobile and web applications? This will allow us to better make the best recommendations on various aspects of your project.

A: Budgets should be included in your proposal and will be 25% of the score for the proposal.

27. Can we use a hybrid pricing model with both offshore and onsite resources, or does the work need to be done entirely within the USA?

A: Within USA

28. If you have access to the list of existing apps we need to integrate please the list based on the page 31 requirements

A: n/a

29. Do you have any current vendors that you have worked with previously for this initiative?

A: n/a

30. How many internal resources have you allocated to this project and what are the areas you want them to contribute to?

A: This will serve the student population and managed by student affairs and PR/Marketing staff.

31. Are you open to us making suggestions not only on overall design and aesthetics?

A: Absolutely

32. How many staff members do you need us to train during the initial launch?

A: This will need to be determined based on features available.

33. What are key things that are important for you in an organization that you partner with?

A: This is a committee process, and various committee members will have different priorities based on their area.

34. Is a similar industry (Education Industry) reference of priority or are you open to more the quality of work done on different applications

A: We are interested in the features listed in the technical specifications.

35. What date are you planning on going live?

A: January 1, 2025.

36. Is APSU seeking a COTS (Commercial-Off-the-Shelf) product or is it open to a custom-built (built from scratch) solution? Is there a preference between the two?

A: There is no preference

37. Does APSU have a technical preference that needs to be considered during the design and development of the Comprehensive Mobile and Web Application?

A: Technical specifications are listed in the RFP.

38. Is there a preference for the deployment of the solution (on-prem/ cloud)? If the preference is on-cloud, kindly specify the name e.g., AWS/GCP/Azure/Others.

A: There is not a preference.

39. As mentioned in the RFP, APSU is seeking a campus social network where the students can share pictures, posts, comments, and likes, along with a discussion forum. We understand this will be similar to social media networks e.g., Facebook or X (formerly Twitter). Is our understanding correct? Also, please share a social media network we can refer to have a better understanding of the requirement.

A: We use all mainstream social media platforms.

40. As mentioned in the RFP, there is a requirement for an Analytics Dashboard to quantify app usage and user interaction. Approximately, how many types of dashboards and reports is APSU expecting?

A: There is not a number. The goal is to be able to measure data that impacts student engagement.

41. APSU has sought multi-language support in the app. Please specify the languages that should be considered to fulfill this requirement.

A: The vendor will need to supply what options are available.

42. As mentioned in the RFP, APSU has sought a current bank reference indicating that the Proposer's business relationship with the financial institution is in positive standing. Can the proposer submit the Good Standing Certificate certified by the Secretary of the State?

A: We require the reference from a financial institution.

43. As mentioned in the RFP, APSU has sought the details of the Proposer organization's number of employees, client base, and location of offices (list all offices in the State of Tennessee). Is there a preference for the proposer participating from the State of Tennessee?

A: No preference.

44. Can you please specify the expected number of admin users interacting with the solution? What is the expected year-on-year increase in the no. of admin users?

A: Exact numbers are unknown at this time and dependent on features offered.

45. Is there an estimated budget or an upper limit for this engagement?

A: Proposals will determine budget and feasibility.

46. Is the work required to be performed on-site or can it be performed remotely from the US, offshore (India), or in a hybrid model?

A: Work can be performed remotely, barring state and federal restrictions.

47. If a proposed resource becomes unavailable or is allocated to any other project at the time of the award/ project start date can we deploy another resource with the same/ similar experience and skillset?

A: Additional information is needed.

48. Please let us know if APSU has an estimated completion date, if any.

A: January 1, 2025

49. Are there specific technologies expected to be deployed in the solution?
A: This is provided in the technical specifications
50. Are there specific infrastructure expectations for the target solution (such as on-prem or a specific cloud provider?)
A: There are no current expectations
51. Is the use of open-source code solutions allowed as part of the solution?
A: This would be determined when assessing the proposal
52. Is the use of third-party tooling such as cloud services or AI solutions allowed as part of the solution?
A: There is no preference on this.
53. Which entity will retain the source code and intellectual property for the completed platform solution?
A: APSU
54. Will Austin Peay expect the solution to be hosted and maintained on Austin Peay infrastructure or contractor hardware?
A: This is yet to be determined.
55. Preferred technology stack for the application in terms of languages, frameworks, data storage technologies for the application back end, web interface, and API services?
A: This is yet to be determined.
56. Will there be integrations with any 3rd party services or systems and if so do those services have existing APIs? For example library services, dining services, etc.
A: Yes
57. What is the SSO system in place today? Does it support SAML and OAUTH 2?
A:
58. Would the LMS be a part of this system or would it be something we would interact with?
A: Unknown at this time.
59. Of the specifications listed what is expected in the minimum viable product?
A: This would be determined by each proposal
60. What is the timeline to have a minimum viable product available for students?
A: January 1, 2025
61. Section 1.2 reads...Through this RFP, the Institution seeks to procure necessary goods and/or services at the most favorable, competitive prices and to give ALL...
- Question: By Tennessee state law, is this a "competitive bid"? If so, does the law require Austin Peay to select the cheapest bid that best meets the University's requirements?**
This is a Request For Proposal (RFP), not a Request For Quotation (RFQ). While cost is a factor, it is not the primary criteria for selection.

62. Should vendors submit exceptions to the terms with their RFP response or will the chosen vendor have a chance to negotiate agreeable terms upon award of the RFP?

A: Exceptions should be clearly defined in the proposal

63. We notice Austin Peay already has an app in the Apple and Google store, is there some additional functionality that is needed or can you provide clarity as to the reason the RFP is being issued at this time?

a. A: See question 8

64. Does Austin Peay have an events management system on campus, if so which one?

A: Yes EMS Software LLC

65. Our experience shows us that students enjoy the benefits of having class schedules, payment balances and other information typically located in their SIS. Would Austin Peay like to display this type of information on their mobile app/portal? If so, what is your student information system?

A: It is currently Banner, migrating to Oracle.

66. C. 7 Integrated Features and Events:

- Interactive modules for events and schedules, integrated with the campus master calendar
- Event submission functionality for users
- **To-do lists for personal task management**
- Comprehensive member directory

67. **Question: Specific to the To-Do List: Currently which System @ Austin Peay defines this data?**

68. C.18 Promotional Materials: Branded promotional materials consistent with university standards for print and digital distribution

Question: Can you please explain a use case for how this feature is intended to be used?

A: May require more information and discussion.

69. C.19 Interactive Campus Map: Integration with Google Maps for a navigable campus map.

Question: Is Austin Peay only interested in outdoor wayfinding? Would Indoor wayfinding be considered important as part of a solution provided?

A:Both would be beneficial

70. C.25 Experience Selection: Provide options for users to select between student or employee interfaces within the app.

Question: Long term, does Austin Peay have plans to provide a prospective student role, visitor, and/or parent role in the app?

A: The app is for currently enrolled students.

71. Could you provide clarification on the level of integration required between the mobile app and the university's existing Learning Management System (LMS)? Specifically, are there any specific LMS features or data points that need to be accessible through the app, beyond what is listed in section C.27 of Attachment 6.5? Is single sign-on sufficient, or are more extensive data exchanges required?

A: May need further information and discussion.

72. The RFP mentions integration with various university systems (e.g., library, dining). Can APSU provide a comprehensive list of these systems, including technical specifications and APIs?

A: This will require time to gather. Further information and discussions.

73. Section C.28 of Attachment 6.5 mentions "detailed security protocols" for data protection. Could you elaborate on the specific security standards or certifications that the university requires for the mobile app and its underlying infrastructure?

A: These are industry best practices.

74. Attachment 6.4, Section C.14 mentions that the app should have "multilanguage functionality". Can you please specify which languages, other than English, should be supported? Also, can you clarify if the expectation for multilingual is a framework that supports manual adding of translated content, or if the expectation is the inclusion of technologies to provide an automated translated version of English content (eg Google Translate)?

A: This would be scored as part of the proposal and is important since we do have a growing international population. More languages equals higher scores.

75. Regarding accessibility compliance, Attachment 6.10 mentions WCAG 2.0 A&AA, EPUB3, and Section 508. Please confirm if compliance with all three standards is mandatory or if one takes precedence in case of conflicts.

- a. Accessibility Testing: Will APSU conduct independent accessibility testing of the final product, or is the vendor solely responsible for ensuring compliance?

A: The latest accessibility standards should be followed

76. Hosting Environment: Will APSU provide a hosting environment, or is the vendor responsible for hosting the application? If APSU provides hosting, what are the technical specifications?

A: hosting is up to the provider

77. SSO Integration Details: Can APSU provide technical details regarding their existing SSO system, including protocols and integration requirements?

A: Our IT office would need to respond to this, if not proprietary information. Further informatin and discussion.

78. Third-Party Integrations: Are there any specific third-party services or tools that APSU requires or prefers for integration, such as push notification providers or mapping services?

A: Further discussion and Information.

79. Data Migration: Will there be a need to migrate data from any existing systems into the new mobile and web application?

A: Yes

80. Implementation Timeline: Does APSU have a preferred implementation timeline or milestones in mind for the project?

A: Implement January 1 2025

81. Training Delivery Methods: What are APSU's preferred methods for delivering user training (e.g., on-site, online, documentation)?

A: Online and documentation

82. Ongoing Support Model: What level of ongoing support does APSU require after implementation, and what is the expected response time for addressing issues?

A: At this time unknown

83. What level of post-launch support and maintenance is desired, and is there an estimated budget for ongoing services?

A: Cannot discuss budget.

84. Evaluation Criteria Weighting: Can APSU provide the specific weighting or scoring rubric for each evaluation category outlined in Section 5.1?

A: At this time, just the overall score.

85. Payment Schedule: Can APSU elaborate on the payment methodology described in Section C.3 of the Pro Forma Contract, specifically regarding payment milestones and frequency?

A: The payment schedule is set with the award winner.

86. Termination for Convenience: Can APSU provide further context or examples of situations that might lead to contract termination for convenience, as outlined in Section D.4 of the Pro Forma Contract?

A: When the State has a contract of more than one year with a vendor, termination for convenience is placed in the agreement. This allows the State to terminate without penalty giving plenty of notice.

87. Section 4.21 of the RFP mentions the requirement for the successful proposer to be a registered vendor with APSU. Is there a deadline by which this registration needs to be completed, considering the contract start date of January 1, 2025?

A: There is no deadline. The award winner will receive forms to be set up as a vendor.

88. The RFP mentions finalist presentations scheduled after the preliminary technical proposal review. Is there a specific number of finalists that the university intends to invite for presentations?

a. There is not a specific number of finalist that are intended to be invited for presentations

89. **Q: Technology Preferences and Constraints:**

- a. You mentioned that the application must support cross-platform development for iOS and Android and responsive web development. However, do you prefer or require any specific technologies or platforms for mobile and web applications?
- b. Do you have any existing technology or infrastructure that needs to be integrated or considered in our proposal?

A: Apple and Android are the two primary platforms.

90. **Q: Integration and Data Migration:**

- a. The application must integrate seamlessly with existing university systems such as the LMS, library services, dining services, and transportation information. Do you expect the vendor to handle all integration aspects with existing systems? If so, can you provide more details on those systems and the current state of integrations for each?
- b. Are there data migration requirements, and what formats or volumes of data will be involved in the migration(s)?

A: The vendor will be responsible for migrations

91. Q: Post-Implementation Support:

- a. What are the specific expectations for post-implementation support and maintenance from APSU?
- b. Is there a preferred support model (e.g., on-site, remote, hybrid) that the university expects?
- c. Are there any specific SLAs that need to be adhered to for support and maintenance services?

A: Remote support is acceptable and should be included for the life of the contract.

92. Q: Compliance and Accessibility:

- a. Are you expecting the vendor to conduct compliance audits or checks during or after development?

A: Both

93. Q: Risk Management:

- a. Are there any penalties for missing deadlines or failing to meet certain deliverables?

A: Yes – performance or other failures can result in termination of the contract.

94. Q: Budget and Funding:

- a. Is there an allocated budget for the project or a range you would like vendor proposals to stay within?

A: We cannot discuss financials related to the project. Cost will be 25% of the score

95. Q: Timeline and Deadlines:

- a. Could you provide more details on the project timeline, including key milestones and deadlines?
- b. Are there any critical dates, such as major events or academic cycles, that we must be aware of?

A: January 1, 2025 is the operational date for being live with the product.