Questions & Answers: **RFP 742-21-182-2 UTPB STRATEGIC FRAMEWORK**

1. During the call, you mentioned that the engagement would be for two years. However, the RFP references both a three-year and two-year initial engagement. Can you please confirm that the intent is a two-year initial term?

ANSWER: This is an initial two-year agreement.

1. Additionally, during the call, it was referenced that UTPB has approximately 50 academic units and another 50 non-academic units. Can you confirm that each of these individual units will be required to go through the same detailed strategic planning process as outlined in the scope of services? And based on the number of units that will be required for participation, is UTPB flexible on the amount of days and time that will be required to properly engage each unit in unit-level planning?

ANSWER: Yes. The total amounts listed above are correct. There is flexibility in the amount of days needed to engage each unit. Our goal here is to create meaningful plans that will guide our institutional work moving forward.

1. Finally, Section 3.6 (“Miscellaneous”) of the general questionnaire includes tech-specific questions related to bandwidth, network and hardware maintenance, and gaming. Are these standard supplementary questions, and/or are there specific concerns that have prompted these inquiries? We want to make sure we understand the intent.

ANSWER: These would be standard supplementary questions.

1. Explain what constitutes a unit? Please provide hierarchy/flowchart

ANSWER: A unit consist of administrative and student support service departments. Similarly, each academic program should have unit level planning that is driven by the strategic framework of the university. Therefore, an academic program would also consist of a unit.

A draft organizational chart has been provided for each administrative and student support service department. Academic programs can be found here:

<https://www.utpb.edu/academics/programs/index>

1. How many unit leadership members?  How do they differ from key unit stakeholders?

ANSWER: Unit leaderships would consist of approximately 100 staff members. These are generally Vice-Presidents, Directors, Coordinators. Key unit stakeholders should be consistent of unit staff which undertake the work on a day to day basis. Similarly, external stakeholders/partners would also be instrumental in this work.

1. How many key unit stakeholders?

ANSWER: This is harder to calculate due to the descriptors noted above. This would have to be determined by working with unite leadership.

1. How many university executive leadership members?

ANSWER: 18

1. The time allocated for workshops in the **Strategic Planning Development** portion of the Scope does not seem adequate to produce the required deliverables, by institutional unit. Please provide clarification by sharing the rationale UTPB used in estimating the workshop times.

ANSWER: Workshop times may need to be adjusted based on unit size(s).

1. This Scope requirement “Consultant design and deployment of a strategic execution (implementation) plan including an accountability framework to assess, report and review progress on strategic initiatives.” will necessitate comprehensive project management structures, governance and controls. Does UTPB have a formal project management office (PMO)?

ANSWER: The University has a planning and assessment framework to help guide this work and assess deliverables moving forward. No formal project management office exists.

1. Does UTPB have experienced project managers to support execution and implementation of strategic plan initiatives/tasks? If so, how many?

ANSWER: Each UTPB unit currently undertakes unit planning and assessment as part of institutional improvement and accreditation work. Correspondingly, many unit leaders are experienced with project management work.

1. Does UTPB possess strategic plan and/or project management applications/systems? If so, please indicate which applications/systems. If not, did UTPB consider the expense of licensing such systems in this RFP?

ANSWER: GLPI internaly and have access to MS Project Online

1. What is the estimated timeframe for vendor selection?

ANSWER: 30 to 90 days.

1. Are there any significant milestones or deadlines within the next two years that we should consider as we are developing our engagement timeline?

ANSWER: The institution is scheduled to receive its SACSCOC reaffirmation in December of 2021.

1. Is UTPB targeting a specific start date for this effort?

ANSWER: Fall 2021, possibly sooner.

1. Does UTPB have any budgetary constraints that could impact the size and scope of the team required to deliver this effort?

ANSWER: Budgetary constraints are always a factor. Nonetheless, the University values this work and the long-term outcomes that it creates for our students.

1. Can you confirm that the University-level “robust strategic plan” referenced in the first line of

 Section 1:1.2 will refer to an amalgamation of the unit-level strategic plans referenced later in this

 paragraph?

ANSWER: This is correct. There would be an amalgamation needed with specific themes and goals that tie back to the strategic framework of the university.

1. Following on Tuesday’s Pre-Proposal Conference meeting, can you confirm that UTPB is looking for unit-level strategic plans to be developed for all ~100 departmental units?

ANSWER: Yes. For all units.

1. As we consider our approach, are there any departmental units for which we should prioritize completion of unit-level strategic plans?

ANSWER: There may be units that will take priority over others. This specific information can be provided as part of the initial outline/scope of work.

1. What level of support will be available from UTPB and the units to help develop the unit-level strategic plans? Will different units be able to provide more or less support than others?

ANSWER: The University takes this work very seriously and all units will provide the adequate support needed to develop our strategic plans. It should be noted that some units may have fewer staff members than others.

1. Is UTPB looking for an external consultant / team of consultants to develop and write the unit-level strategic plans (in conjunction with unit stakeholders), or is UTPB looking for an external consultant to only facilitate / coordinate this effort?

ANSWER:

1. If apx. 100 unit-level strategic plans are to be developed, will it be possible to extend the three days of on-site interviews with unit leadership and the five days with unit stakeholders so that we could engage with a larger number of individuals across all units?

ANSWER: Yes. Definitely. Our goal is to create quality plans that would provide meaningful goals for units.

1. Have departmental unit strategic plans been developed in the past and if so, did UTPB engage an external consultancy for this work?

ANSWER: Unit level assessment plans have been developed for each unit. We have not had unit strategic plans been developed in the past.

1. Can you confirm that no addenda to the RFP been released as of today?

ANSWER: Correct.

1. Beyond the specific mention of on-site activities, what percentage of the work-week would UTPB like to have consultant on-site / in-person? Given COVID-19 health precautions, will it be acceptable to remotely complete the majority of analysis and deliverable creation activities?

ANSWER: I don’t believe that remote work would be acceptable to complete the majority of analysis and deliverable creation activities. This type of work requires serious stakeholder engagement. Similarly, it is expected that we would have a more traditional fall semester on campus. Meaning that face-to-face meetings/workshops would be facilitated on campus more regularly.

1. In questions 3.6.4 through 3.6.11 (excluding 3.6.6), the RFP references bandwidth, wireless signal service guarantees, hardware refresh cycles, network monitoring, end user satisfaction data, response and resolution of service tickets, user authentication, and gaming functionality. To ensure that we reply in a helpful manner, can you highlight specific concerns UTPB has in these areas as it relates to this RFP?

ANSWER: This area is to ensure that the contractor has the adequate technological resources that may be required in undertaking the work listed with the RFP.

1. When referencing bandwidth and wireless signal service level guarantees, is UTPB asking if Contractor has broadband internet and is available via telephone?

ANSWER: This is correct. This question validates if the contractor has the adequate resources necessary to undertake the work listed with the RFP.

1. When referencing normal hardware refresh cycle, is UTPB asking how frequently the Contractor receives new hardware and / or if Contractor’s current hardware is damaged or has reached its useful life?

ANSWER: This is correct. This question validates if the contractor has the adequate resources necessary to undertake the work listed with the RFP.

1. When referencing guaranteed response time and resolution to service tickets, does UTPB assume that Contractor will use their own or a UTPB-provided ticketing system (e.g. ServiceNow) to address inbound tickets? Could you provide an example of what a ticket needing resolution would entail?

ANSWER: Contractor would have to use their own ticketing-system to address response time and resolution.

1. To inform our approach, can you share any additional details / objectives specific to question

 3.6.11 “How does provider ensure a positive student experience with gaming functionality?”

 ANSWER: Not applicable would be appropriate within this RFP, however, this question is standard based on University projects that require student input.