

OFFICE OF PROCUREMENT  
REQUEST FOR PROPOSAL TITLE: CLOUD-BASED ADVANCEMENT CUSTOMER RELATIONSHIP MANAGEMENT  
SOFTWARE SOLUTION/SYSTEM  
RFP NUMBER: E521-021  
RFP CLOSING DATE: JANUARY 4, 2021



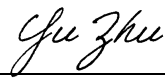
ADDENDUM #2

Issued: December 18, 2020

**ADDENDUM FOR THE PURPOSE OF:**

- To provide the attached questions and answers

**All other specifications, terms and conditions remain unchanged.**

 for  
\_\_\_\_\_  
Patrick Johnson, MBA  
Director of Procurement

Please **sign** below to acknowledge receipt of this Addendum and return with the proposal. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

**NOTE:** All proposals MUST BE RECEIVED **electronically** (NEW) by 3:00pm Eastern Standard Time on **January 4, 2021.**

Electronic proposal and addendum or addenda shall be sent to the following email address prior to the submittal deadline date and time at [vendor.proposals@montgomerycollege.edu](mailto:vendor.proposals@montgomerycollege.edu). **No responses will be accepted after this date and time.**

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed/Typed Signature

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Vendor Questions	MC Response
1. Will there be an opportunity to present a live proposal to the Montgomery College evaluation team thought-out the course of the bid process?	Following the initial scoring by the evaluation committee respondents receiving the top three (3) highest technical scores will be invited to give a presentation of their proposed solutions and capabilities as part of the evaluation process.
2. How are donor gifts currently being processed at Montgomery College?	Please visit the foundation website to learn more about donations: <a href="https://www.montgomerycollege.edu/alumni-friends-donors/foundation/donate.html">https://www.montgomerycollege.edu/alumni-friends-donors/foundation/donate.html</a> .
3. Is there any expectation for the CRM to be able to access donor gifting information / history or process payment? If yes, what is Montgomery College's preferred payment processor?	Donor history/behavior: Yes.  Process payment: No.
4. What specific types of data are expected to be pulled from an integration with Ellucian Banner and/or Workday (if applicable)? Are there any other systems from which data may need to be?	Basic student contact records and registration status will be pulled from Banner.  No.
5. Aside from Ellucian Banner, what other systems are currently used to store and manage prospective student, current student, and alumni information? Will you need to migrate data from any of these systems into a future CRM? If so, what sort of data and what volume of records?	Not relevant to the scope of the project.  No.
6. Please describe the staff who expected to support the system following implementation - what roles do they currently serve, and what is their technical expertise with CRM (and specifically Salesforce)?	Marketing director, social media manager, CRM campaign strategist, student recruiting team.  No significant Salesforce experience.

\*\*\*\*\* End of Questions & Answers \*\*\*\*\*