



Procurement Services
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ADDENDUM NO: 2

IFB/RFP No: RFP-NKU -37-2020

Project /Commodity: NKU Annual Giving Program

Date: 06/05/2020

Due Date: June 19, 2020 @ 2PM

BIDDER/RESPONDER SHALL CONFORM TO THE FOLLOWING CHANGES AS SAME SHALL BECOME BINDING UPON THE CONTRACT TO BE ISSUED IN RESPONSE TO THIS INVITATION FOR BID.

NKU Annual Giving Program

SEE QUESTIONS BELOW – ANSWERS ARE IN RED TEXT

- Regarding background checks (last bullet point under Personnel Management on page 11), is NKU referring to the contractor’s staff or student callers? Anyone working on campus would need to go through background check. We would initiate it on our end. This includes the PCM and the student callers.

NKU and the state of Kentucky require a criminal history background check on all initial hires. The student callers would be included in this mandate. As a Public Institution, we may also require that of all contractors working with students before finalizing their hire. This would include the PCM position. See attached for more information. We (NKU) will conduct the background checks needed.

- What is the expected calling duration of the phone engagement component?

It is a 20 week calling program in the academic year, July 1, 2020-June 30, 2021.

How many student labor hours does NKU plan to allocate to the program?

Over the last three years, we have average the following:

Fall Calling Hours: 1427

Spring Calling Hours: 1701

Total Calling Hours: 3128

I would guess we would be close to 3200 calling hours if all goes as planned.

- On Exhibit 2, References form, NKU requests a “project manager assigned to this project.” How does NKU define “project manager”?

The project manager is defined as primary person responsible for the actual project being performed by vendor. It may be the same person as contact name.

- Under “Hardware” on page 12, it mentions to “assume a 15 station call center spread between two rooms.” Is this an increase in stations from the current 12? Why does NKU feel a 15 station call center is needed at this time?

Yes this is an increase. We would like to increase number of phone stations to hire more students and have more students calling in a given time frame to be able to reach our maximum calling hours.

END OF ADDENDUM

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