



MISSOURI

**ADDENDUM NUMBER 1
DATED JANUARY 3, 2023
TO
SPECIFICATIONS TO REQUEST FOR PROPOSALS #23011
FOR
ANONYMOUS COMPLIANCE HOTLINE REPORTING & CASE MANAGEMENT SYSTEM
DATED DECEMBER 13, 2022**

The above-entitled specifications are hereby modified as follows and except as set forth herein otherwise remain unchanged and in full force and effect.

RETURN DATE EXTENSION

The return due date for proposal submittal has been extended one week to January 17, 2023 at 2:00 p.m. CST.

RFP REQUIREMENT MODIFICATION

Section 9.7 of the RFP is being moved to section 10.71 where it will be highly desired but not a requirement. The University will evaluate the responses received and each Respondent's level of experience as part of the evaluation process. An updated RFP is attached with this addendum for your review.

CLARIFICATION QUESTIONS

1. *Can you please provide a date window when your team will reach out to referrals? We'd like to prepare them to expect your outreach to increase the likelihood of a connection.*
Response: I would expect to reach out to references by the middle of February at the latest.
2. *We didn't see a prospective RFP award date or target go-live. Can you please provide this information?*
Response: Our current contract with Navex expires 5/12/23. Our goal would be to have a contract awarded and go-live prior to that date.
3. *Does the University actively encourage use of the anonymous hotline for student use? We typically see Universities stand up one phone line for their employees and another for their students. Cases are then routed in to a combined case manager. Is this something the University would like us to scope as part of this RFP?*
Response: We do not intend to provide a hotline for students. They are not restricted from utilizing the hotline, it just isn't promoted to students.
4. *We will need to make some redlines to the terms and conditions in order to submit our proposal. We are assuming that is acceptable but wanted to confirm before proceeding.*
Response: Yes please submit any and all redlines and our legal team will review if your response is recommended for award.
5. *We don't offer trials. How should this be addressed in the response?*
Response: Please submit what your company does offer for demonstration purposes, and it will be evaluated against the other responses received.

6. *What is the anticipated start date for this contract? How much time will be dedicated to implementation of the hotline service under this contract?*

Response: See response to question 2 above. Please submit implementation information with your response as far as the amount of time it would take to implement your solution in our environment.

7. *We understand that the two current "Integrity and Accountability" and "Bias Incident Reporting Hotline" will be combined into one consolidated hotline. Will the contractor need to provide campus-specific branding for the intake solution or within the questionnaire?*

Response: Landing page for reporting will need to include logos for all locations, and at intake the reporter will need to be able to choose the campus/location for reporting where the alleged activity/behavior is occurring.

8. *The "Background University Information" mentions that the hotline must provide "a minimum of two separate tiers for active/new/recent cases and storage of legacy cases".*

a. *How will the University provide the legacy case information to the contractor?*

Response: Unless the current vendor provides a method for direct electronic/digital transfer, we are able to download cases in Word or pdf; we would likely download to an electronic file or folder, not hard copy, and hope that could be uploaded to the new system.

9. *How closely must the intake questionnaire for this new contract match the existing system?*

Response: Not required to match.

10. *Could you provide sample/preferred workflows for the case management system?*

Response: All cases are received in Ethics, Compliance and Audit Services and assigned out to appropriate areas for review and investigation.

11. *What is the budget for this project?*

Response: The University does not disclose budgetary figures during an RFP process.

12. *"Proposals will be awarded based upon the functional and financial evaluation." Are the functional and financial evaluation criteria weighed equally or is one considered more important than the other?*

Response: The University does not disclose the weighting of the evaluation factors during the RFP process.

13. *What was your average monthly call volume over the past year?*

Response: The combined volumes for both hotlines for the past several years has been 125-130 reports per year. As a reminder, we currently operate 2 hotlines but that will not be the case moving forward so the historical volume is the # for both hotlines combined.

THE CURATORS OF THE
UNIVERSITY OF MISSOURI

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