



**Kennebec Valley Community College  
92 Western Avenue  
Fairfield, ME 04937**

**Competitive Bid  
Request for Proposal  
Comprehensive Retention Solution**

**Addendum I**

**January 5, 2024**

**Question I received January 3, 2024**

*Per the below text in the RFP, I am wondering if the submission method is mail or email? Or must a mailed copy be submitted, in addition to the emailed copy of the response? Will the emailed response be considered responsive if the only version received?*

**Reply I**

As per Section 5.0 Submission of Bids of the RFP, submissions may be submitted by mail, email, or both.

**Question II received December 27, 2023**

*Can you confirm that the appropriate Student FTE for the scope of this project is ~1,002?*

**Reply II**

KVCC's FTE for the Fall 23/24 academic year was 1261.

**Question III received December 27, 2023**

*Is Kennebec open to a 5 year term on this contract or is another term length preferred?*

**Reply III**

KVCC's preferred contract term is three (3) years, with the option to renew twice for one (1) additional year(s).

**Question IV received January 4, 2024**

*We noted you listed both Jenzabar and Anthology integration as a requirement. Could you expand on that? Which is KVCC's current SIS, and is that changing in the future?*

**Reply IV**

We will be using Jenzabar for the upcoming academic year and then need to transition to Anthology for the following year. This is a Community College System implementation, so we do not have control of the actual dates.

**Question V received January 4, 2024**

*Does KVCC have a CRM that focuses on student recruitment?*

**Reply V**

We current use Jenzabar J1.

**Question VI received January 4, 2024**

*Is KVCC open to a tool that could span the whole enrollment lifecycle, addressing both student retention and recruitment?*

**Reply VI**

The Community College System is purchasing a recruitment software solution that will work with Anthology. KVCC is not looking for a recruitment software solution.

**Question VII received January 4, 2024**

*Must the RFP response be mailed as well as emailed, or would a sole submission method of email be considered responsive?*

**Reply VII**

As per Section 5.0 Submission of Bids of the RFP, submissions may be sent through mail, email, or both.

**Question VIII received January 4, 2024**

*What is the total enrollment of students anticipated to be using the solution? Does this cover both campuses?*

**Reply VIII**

Our total enrollment of credit students for the Fall 23/24 academic year was 2381; this covers both campuses and online students.

**Question IX received January 4, 2024**

*Can you confirm that KVCC will accept proposals submitted by email only?*

**Reply IX**

As per Section 5.0 Submission of Bids of the RFP, proposals may be submitted by mail, email, or both.

**Question X received January 4, 2024**

*Are we able to submit questions to this email address for clarifications of requirements/scope for the Comprehensive Retention Solution RFP?*

**Reply X**

As per Section 8.0 Interpretation of Contract Documents of the RFP, every question for such interpretation shall be made in writing at least three (3) or more days before the proposal due date and submitted to:

Brianne Pushor, Dean of Facilities & Operations  
Comprehensive Retention Solution  
Kennebec Valley Community College  
92 Western Avenue  
Fairfield, ME 04937

or via email at [bpushor@kvcc.me.edu](mailto:bpushor@kvcc.me.edu).

**Question XI received January 4, 2024**

*What communication tools does KVCC currently use?*

**Reply XI**

KVCC currently utilizes Jenzabar, Mongoose, and email for retention and RAVE for emergency alerts.

**Question XII received January 4, 2024**

*What SIS and CRM tools (if any) does KVCC currently use?*

**Reply XII**

KVCC's current SIS and CRM is Jenzabar J1.

**Question XII received January 4, 2024**

*Does KVCC currently use a middleware/ETL tool? If so, which one?*

**Reply XIII**

None, that we are aware of.

**Question XIV received January 4, 2024**

*How many users / licenses will KVCC need?*

**Reply XIV**

KVCC has approximately one hundred (100) staff and faculty members and a student headcount of 2381.

**Question XV received January 4, 2024**

*What is the desired start date for the implementation project, and when is the target go-live date?*

**Reply XV**

The desired start date would be August 1<sup>st</sup>, 2024 with a target go-live date of August 26<sup>th</sup>, 2024.