HUDSON COUNTY COMMUNITY COLLEGE

Purchasing Department
26 Journal Square, 14th Floor
Jersey City, NJ 07306

Addendum No. #1

RFP 10-15-26 TMS Technology Management Services

"Failure to acknowledge receipt of this Addendum may result in rejection of your proposal. Acknowledgment of receipt of the Addendum may be made by 1) faxing a copy of the signed Addendum to Jeff Roberson, Director of Contracts and Procurement at 201-360-4054 prior to the proposal due date, 2) emailing a copy of the signed Addendum to Jeff Roberson, Director of Contracts and Procurement at jrobesonjr@hcc.edu prior to the proposal due date, 3) including the signed Addendum signature page with your proposal, or 4) including a statement in your proposal acknowledging receipt of the Addendum.

1. How are Enterprise Applications Services currently supported? Can the College provide an overview of the current staffing structure, including the number and types of resources supporting these applications?

5 dedicated resources: Executive Director, Senior Programmer, System Administrator, Database Administrator and Report Writer and a Principal Consultant

2. Can the College confirm the current versions and hosting arrangements (on-premises, vendor-hosted, or SaaS) for Colleague, Recruit, Elevate, and Business Objects? For systems requiring technical administration, approximately how many servers and production/nonproduction environments are in place?

Colleague on prem, Recruit SaaS , Elevate SaaS, Business Objects on prem

3. Which Colleague functional areas require support (Student, Finance, Financial Aid, Human Resources, etc.)? Can the College also provide approximate monthly volumes of application support tickets, reporting requests, and development/enhancement requests?

All Colleague modules and 20-50 requests per month

4. The RFP references additional non-dedicated resources as necessary. Should vendors include this supplemental support in the recurring Managed Services fee, or can these services be priced separately?

Included at an established number of hours

5. What is the anticipated contract term, start date, and expected transition period?

1/1/2027

6. Are there any plans to migrate the ERP/SIS during the term of the contract?

No

7. Is there a need to provide any tooling – i.e., is the incumbent presently providing any tooling to support their work?

Their own computers and mobile phones

8. We understand that Hudson County Community College has been utilizing application managed services for its enterprise applications for some time. We would be interested in any insights the College can share regarding areas where it sees opportunities for improvement in the current model, and whether there are particular aspects of service delivery, approach, or outcomes that the College would like to see addressed differently in the next AMS contract.

N/A

9. Section 8 references an **Assurance of Compliance** and a **Quotation Proposal Form**. We were unable to locate these forms in the RFP package.

The Assurance of Compliance form is not applicable, and the Cost/Quotation Proposal form is not needed. The proposer can include the cost in its overall proposal response.

Company Name _____

Printed Name:_____

Title_____

Date: _____

Signature;_____