



RFP 3487-7 ADDENDUM #2 & ACKNOWLEDGMENT

Description: Graduation Regalia and Related Services

RFP #: 3487-7 Addendum #2

Date: August 5, 2021

CORRECTION: Format & Submittal Requirements Bound and Tabbed as Followed (Section 4.6)

Section 4.6 is to be corrected as follows:

4.6 FORMAT & SUBMITTAL REQUIREMENTS BOUND AND TABBED AS FOLLOWS

Tab 1: Price Totals Sheet / Itemized Price List

Tab 2: Signature Page

Tab 3: Scope of Work

Tab 4: Respondent Questionnaire

Tab 5: Attachment A

Tab 6: Warranty (if required)

Tab 7: Signed Addenda (i.e.-addenda acknowledgments if any)

Tab 8: Deviation to Terms and Conditions (if any)

UPDATE: Respondent Questionnaire (Section 5)

Section 5 is to be updated as follows:

Provide information to all sections below. Failure to provide required information may cause the proposal to be deemed non-responsive.

5.1 COMPANY OVERVIEW

5.1.1 Describe your company's history in successfully providing the products & services requested (in this RFP document) to previous clients, especially educational institutions.

5.1.2 State the number of years of service and experience of your company.

- 5.1.3 Give the names of the managers/supervisors who will be assigned to MCCCCD on behalf of any resultant contract. Identify key contact personnel who may be involved with the contract. Provide a resume or work history of each person.

5.2 SERVICES

- 5.2.1 How do you address customer service complaints? What can students expect if they need support for their order?
- 5.2.2 How can colleges order/track diplomas & regalia? Is there an online ordering system that allows customers to view order and tracking information? Can students use the same tracking for online ordering?
- 5.2.3 What are your lead times for items once an order is placed?
- 5.2.4 Describe your company's website.

5.3 OTHER

- 5.3.1 List any related additional services that your company provides that are not identified specifically by this RFP

NOTE: When responding to this section, clearly identify in your proposal response each paragraph number shown above and your response to that paragraph.

CORRECTION: Evaluation Criteria (Section 6.2)

Section 6.2 is to be corrected as follows:

- 6.2 Specific areas that will be evaluated and scored except as described in STEP THREE below:
- A. Past experience in providing comparable services to other clients.
 - B. Responses to Minimum and Specific Requirements.
 - C. **Response to the Respondent Questionnaire**
 - D. Pricing.
 - E. Sustainability (if applicable)

Please fill in the requested information below as acknowledgment that you have received this addendum as noted above and include IN YOUR PROPOSAL when it is submitted.

Name of Firm: _____

Address: _____

Fax # : (_____) _____ Tel. #:() _____

Name:(Print) _____ Title: _____

Signature: _____ Date: _____

E-Mail: _____