Mississippi Valley State University Answer to BID Questions

* How many full-time advisors? ~150
* How many part-time advisors? 0
* What data sources will be pulled from? Banner SIS
* How would you like to communicate with students (email, SMS, other, etc) We would like to communicate via email, texts and perhaps chatbots.
* How many different advising groups/colleges/etc will be using the system and does each group have different processes for advising students? Different groups will have different processes for advising students.
* What LMS is currently in use? We use Canvas LMS.
* Do you plan to replace Degree Works? We plan to use DegreeWorks.
* When MVSU expect to award a vendor? We plan to make decisions this academic year, 2022-2023.
* What are the letters that should proceed the bid number? The bid cover page lists “VSRB”, page 8 lists “VSIFB”, and MVSU’s website lists “VSRF”. Please use VSRB followed by 1001038.
* How many full users (able to configure the system, update settings/workflows, write reports, use live chat, own cases) do you anticipate will access the solution? We have ~150 advisors who may use live chat and own their cases. The number of persons configuring the system, updating setting/workflows and write reports will be limited. However, no definitive number is available at this time.
* How many light users (create and update contacts, run/ view pre-written reports, manage communication and events) do you anticipate will access the solution? There will be a limited number of persons capable of light users. However, no definitive number is available at this time.
* Are you interested in implementing a live chat feature between staff and students? If so, how many live chat users from your staff do you anticipate will access the solution? We would like to use live chat. We have not finalized our plans regarding the use by numbers.
* Are you interested in non-live chatbot? This chatbot performs multiple tasks, saving staff time and going well beyond simple questions and answers. This assistant answers questions and can route the conversation to a live person if needed and create follow-up help tickets. We are interested in a non-live chatbot.
* How many personnel in each role among faculty and staff will need access to the CRM solution, considering faculty with advising duties, faculty without advising duties, advisors, student success managers, advising administrators, system administrators, etc.? We will have ~125 faculty with advising duties, 10 advisors, 5-10 student success managers and advising administrators, and 2-3 system administrators. This is an estimate at this time.
* For advising and supporting the student experience, what is your estimated annual bulk email message send volume? I am unsure of the send volume. However, I do not that more messages are sent during the beginning and end of the semesters.
* How many users will you need for Standard, Premium, and Lite? Unknown
* Regarding submission instructions, will a submission through the Magic portal suffice or do we also need to submit a sealed hard copy to the address listed? You may use **MAGIC;** however, I strongly encourage you to submit a hard copy as well. Sometime MAGIC may be down.
* The only question we had was around the decision timeline. We are looking to award the contract during this academic year.
* Does the company quote box on the first page of the ITB document need to be completed and returned?

The quote box does not have to be used but it must be returned. Signature and other information at the bottom of the page must be filled out.