

**RESPONSES TO BIDDER QUESTIONS**

**Question 1:** Is there a defined budget for this initiative? (Y/N is ok)

**AOC Response:** No.

**Question 2:** Who are the key decision makers / roles on the RFP?

**AOC Response:** **We do not provide specific names of evaluation members; these will be assigned team of staff.**

**Question 3:** What are the limitations of the current processes and/or technology the registration process that are of primary interest for AOC to solve?

**AOC Response:** **The current processes and/or technology is not pertinent. We have specified what our requirements are.**

**Question 4:** Does AOC have need for managing attendee air travel? IF so, does AOC have an online booking tool or preferred travel agency it works with?

**AOC Response:** No.

**Question 5:** Does AOC have a desire / need for internal meeting approvals and / or managing event budgets

**AOC Response:** **The requirements are stated in the RFP.**

**Question 6:** Does AOC have a need to source venue space & room blocks for event registrants at hotels and other meeting spaces for its offsite meetings?

**AOC Response:** No.

**Question 7:** How is AOC's Conference Center space reserved for meetings and events?

**AOC Response:** **Through an existing internal process.**

**Question 8:** How many meetings/events does AOC hold annually? What is the average number of attendees / event?

**AOC Response:** **See "Registration History" in Section 2.1 of the RFP.**

**Question 9:** a. Event Registration Capabilities

Please further clarify/explain desired functionality “Multiple Sub Accounts”

**AOC Response:** **Currently we have multiple divisions within our agency that hold events for different audiences that need to be kept separate for ease of reporting.**

**Question 10:** Please further clarify/explain desired functionality “ASP Model for All Functions”

**AOC Response:** **We are looking for the proposer/software company to follow this model including but not limited to: online web access to our events and reports, hosting of database, maintaining up to date services, 24/7 tech support via phone and email, data security, integration of updates and support of said updates.**

**Question 11:** Please further clarify/explain desired functionality “Meeting Venue Directory Search”

**AOC Response:** **We have many events that occur at the same venues throughout the state and it would be nice to also see what events we have held as specific location.**

**Question 12:** Can you provide more detail around your processes for tracking workshop and CE credits? How would the selected system support / facilitate this specifically?

**AOC Response:** **We require post event and ongoing reports of attendance for each event and workshop within each event, searchable by event and attendee profile so that we may provide reports to appropriate entities regarding education hours.**

**Question 13:** What do you mean by scalability, please be more specific?

**AOC Response:** **The need is for a customizable product that can create events with multiple tracks/days/times for events that can be at multiple locations for as many as 10-1600 participants.**

**Question 14:** e. Administrative Management

Can AOC further clarify/explain the “Migration data Capabilities” that it anticipates?

**AOC Response:** **Historically we have needed to provide large reports that cover years’ worth of attendance for a particular program or attendee so we ask that we can obtain all the data collected by the ASP easily in a digital file (such as excel) on a regular basis.**

**Question 15:** Please clarify the total number of individual registrants on an annual basis?

**AOC Response:** **See “Registration History” in Section 2.1 of the RFP.**

**Question 16:** How many unique class/sessions are conducted?

**AOC Response:** **Sessions can range from 1 to 40 per program. We build about 120 registration program annually.**

**Question 17:** What is the largest and smallest events in terms of registrations?

**AOC Response:** **Registration numbers can range from 10 - 2000 participants**

**Question 18:** Two sections appear to conflict:

Service Requirements letter D – Requiring a reply to customer service inquiries within 60 minutes and the requirement for live support 24 x 7.

**AOC Response:** **Live customer support is requested to be available 24 x 7 but we would like a receipt of response within 60 minutes of our initial help request.**

**Question 19:** Would you consider reducing or eliminating the mandatory requirement for live phone support 24 hours per day/ 7 days per week?

While this standard can be met, due to the anticipated volume associated with this project – staffing 24x7 will drive up the costs.

Could vendors propose a solution with live support during normal business hours and, for off-hours – have the call route to a voice mail option where calls are returned in 15 minutes?

This would allow vendors to remain in compliance with Service Requirement Letter D – reply to customer support inquiries within sixty minutes.

**AOC Response:** **Do the best you can on your proposal and we will consider your response.**

- Question 20:** Under Event Registration Capabilities  
For tracking multiple profiles – please confirm that in lieu of creating multiple profiles – you will accept a single profile with multiple classifications (i.e. similar to a various memberships).
- AOC Response:** **Yes, provided the sub categories will have individual histories tied to them.**
- Question 21:** Scoring – will the scoring (ability to provide technical features listed) apply to only the Mandatory requirements?
- AOC Response:** **Scoring will be applied as stated in Section 10.0, Evaluation of Proposals.**

END