



DATE: 4/4/2024

## **Addendum # 1**

RFP NO.: 101350  
OPENING: 4/17/24 @ 1:00 pm  
COMMODITY: GLOBAL EDUCATION SOFTWARE

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The purpose of this addendum is to answer questions received by the questions deadline of 3/19/24. All answers are printed below. No further questions will be accepted for this RFP.

### Vendor A:

Q1: Can you please confirm how many students complete study abroad experiences in a given calendar year? As well as how many students submit study abroad applications in a given calendar year?

A1: For Spring 2023 to Winter 2024 (this period includes Spring, Spring Break, Summer, Fall, Academic Year, and Winter J-term), there were 679 applicants who committed to an experience. This number includes outgoing students, incoming students, and faculty-led program proposals from staff. In the same period, there were 1740 applications active in the system. This number reflects those that applied and were not accepted and those that withdrew their application. Many of these applications are from students that opened several applications for different providers for the same application cycle (e.g. Student A opens applications for API, CIEE, and DIS for Spring 2023 before deciding which provider they want to go with. Staff then withdrew 2 of their applications).

### Vendor B:

Q2: Whether companies from Outside USA can apply for this? (like, from India or Canada)

A2: Yes, companies from outside of the USA can submit a proposal.

Q3: Whether we need to come over there for meetings?

A3: No, we do not need to conduct meetings in person. We are flexible with virtual options between the hours of 8:30AM-4:30PM EST.

Q4: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

A4: We do not require that tasks be performed in the USA. However, our office operates on an 8:30AM-



4:30PM EST schedule and we require technical assistance, support, and communication during those hours.

Q5: Can we submit the proposals via email?

A5: No, proposals are not accepted via email. Full proposals (both printed and digital on CD/USB) must be physically delivered to URI Purchasing per the instructions found in Section 8: Proposal Submission.

Vendor C:

Q6: Referring to Section 3: SCOPE OF WORK AND REQUIREMENTS - Scope of Work #7: Question: In terms of communication and email templates, what level of automation is URI seeking? Please provide a couple of examples if possible.

A6: We are seeking a software that can handle application reminders based on deadlines set in the system (e.g. Dear Student, you have these outstanding tasks that are due on X, log in to your application to complete). Our current system does not allow for email templates that have been created in the past to be edited, even by our software specialist. All email templates (e.g. acceptance notices and next steps), must be accessible and easily editable. Our current system is configured to identify students by their program of study (e.g. College of Business) and assign them to the correct advisor (through a tagging process). The system then sends the student a welcome email from their advisor. The advisor is also able to search for their students based on who is assigned to them for a given application cycle. This automated messaging and identification process is crucial and a must have for our advising needs.

Q7-Q9: Referring to Section 3: SCOPE OF WORK AND REQUIREMENTS - Scope of Work #9: “The software should have an SMS feature to allow advisors and administrators to communicate with and geolocate on-site travelers”:

Q7: Seeking clarification: Is the ability to geo-locate travelers a requirement? (Seems like the wording may be off here as SMS and geolocating are not one in the same)

A7: No, it is not required currently. However, URI is interested in the ability to acquire such a function in the near future and the software we procure should have this functionality readily available.

Q8: Does URI require location-specific intelligence and risk information down to the neighborhood level? If yes, what access to this information do your travelers require?

A8: For effective risk management and Clery reporting requirements, we would require location specific intelligence down to the neighborhood level. Students should be aware of the safety risks associated with the area and possible emergency response.

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**DIVISION OF  
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**PURCHASING DEPARTMENT**

10 Tootell Road, Suite 3, Kingston, RI 02881 USA

p: 401.874.2171

f: 401.874.2306

[uri.edu/purchasing](http://uri.edu/purchasing)



**Q9:** In terms of URI travelers, is URI looking for a solution to manage all institutional travelers, beyond credit-bearing study abroad student travelers (e.g. faculty, staff, sports teams, clubs, etc.)?

**A9:** Yes. Beyond credit-bearing study abroad student travelers, our system currently hosts incoming international exchange applications, faculty-led program proposals from staff (this proposal also has their personal information for risk management), some Spring Break service trips/ experiential learning, etc. Our department is in a state of transition, and we foresee an increased need for managing institutional travelers beyond credit-bearing study abroad students.

If you have already submitted a proposal and need to make changes based on the information within this addendum, please submit a new response and indicate that the submission supersedes the prior.

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Kristen Bellotti  
Purchasing Department  
The University of Rhode Island

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