



FLORIDA POLYTECHNIC
UNIVERSITY

ITN 22-019
Peer to Peer Tutoring
ADDENDUM TWO (2)

Subject: Questions/Responses

Issue Date: April 04, 2022

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ALL RESPONDENTS MUST ACKNOWLEDGE RECEIPT OF THIS ADDENDUM BY SIGNING BELOW AND SUBMITTING THIS EXECUTED DOCUMENT WITH YOUR RESPONSE. FAILURE TO EXECUTE AND RETURN THIS ADDENDUM FORM MAY DISQUALIFY YOUR FIRM'S RESPONSE.

This Addendum shall become part of your firm's response and the subsequent documents if applicable.

The following items are issued to, add to, delete from, to modify and clarify the ITN and all associated documents. These items shall have full force and effect as the ITN and all associated documents. Responses to be submitted on the specified response due date shall conform to the additions and revisions listed.

Vendor Name: _____

Address: _____

Phone Number: _____

Email: _____

Signature: _____

Questions/Responses

- 1. Question:** What are Florida Poly's Electronic Information Technology and Communication Accessibility guidelines?

Response: Proposed solutions must fulfill Florida Poly's policies and guidelines for user accessibility as coordinated by the [Accessibility Services Department](#). For services with an online delivery component, that component must at minimum conform to the minimum accessibility standard outlined in the [Web Content Accessibility Guidelines \(WCAG\) Version 2.0 AA](#) as published by the [World Wide Web Consortium](#). The WCAG minimum standard may change and be adopted over time, we would require compliance with the updated standard. In addition, the solution must comply with federal and state laws including the Americans with Disabilities Act of 1990 (ADA), as amended, and Sections 504 and 508 of the 1973 Rehabilitation Act, as amended. Proposers should submit a [Voluntary Product Accessibility Template \(VPAT\)](#) document indicating their level of conformance with the Revised 508 Standards for IT Accessibility with special attention to the requirements related to [interoperability with assistive technology](#).

- 2. Question:** What are Florida Poly's standards for system uptime and incident management?

Response: The proposed solution should meet these requirements at minimum:

System Uptime

- a. Provider should specify defined hours of system operation/availability in a service-level agreement. Normal system maintenance and other activities that make the system unavailable for normal use are specifically excluded from these hours of operation.
- b. System should provide at minimum "three 9s" (99.9%) uptime during the defined hours of operation.
- c. Provider shall report all downtime during defined hours of operation to the University on a monthly basis.
- d. Provider shall include description of its incident management and recovery process, procedures, and service-level agreement guarantees.
- e. Provider shall include historical report of its monthly uptime for defined hours of operation for the last year of service.

Incident Management

- a. Solution must provide a clear point of contact, with both telephone and web-based interfaces, for users to report problems and incidents.
- b. Provider shall include description of its problem escalation process and triggering factors.
- c. Provider shall report monthly to the University a categorized summary of incident reports from users.
- d. Provider shall deliver a clear problem reporting and escalation mechanism for the University to escalate incidents with the Provider, with documented service-level agreement guarantees.

3. Question: On page 13 of the ITN, under the heading Evaluation Criteria, what is meant by Recruitment Strategy?

Response: The university is looking for the respondent to explain their creative approach to provide or recommend strategic positioning, branding and messaging opportunities that will help potential tutoring prospects consider the university as a viable option and choice, or lead them to the university's admissions pages.

Important Note: Any and all other information (not changed by this addendum or any other addendum) contained in the original ITN-22-019 document and attachments remains the same and unchanged.