Please note the following clarifications are hereby made to the aforementioned RFP.

**Update/Change**

This document is being issued to answer questions that have been submitted as follows:

**Questions and Answers**

**Question 1:** We notice that Appendix, section 1.10 refers to a “Pricing Schedule” that must be completed and returned, however we do not see a template for this. Should we create our own Pricing Schedule, while taking into account all aspects of Section 5.3 Pricing/Fees? Or will UNT be providing a Pricing Schedule template?

*Please create your own pricing template based on Section 5.3.*

**Question 2:** Many of our clients, similar to the University of North Texas, have opted for a services-based solution, in addition to access to the media monitoring software. This would include having a dedicated analyst perform the daily media monitoring searches and creating your custom daily clips package on the University’s behalf. Is this something that the University is interested in or are you looking for more of a software solution where you would do your own monitoring and create your own daily clips.

*We would be interested in a bid estimate that shows both options for us to pick from – 1) for the services-based solution but also would still need the ability to do our own monitoring AND 2) a bid for cost if we do our own monitoring and set up feeds for daily clips (such as Google Alerts).*

**Question 3:** Who is the incumbent and is there a current budget in place for services?

*We currently use Meltwater for this service and we are not allow to disclose the budget amount for this service.*

**Question 4:** Do you have any existing content subscriptions that we should be made aware of that you would be looking to retain? (ie: Factiva, LexisNexis, BurrellesLuce, Critical Mention, TVeyes, etc.)

*We use TVeyes for monitoring. They have been paid through July 2020. We would expect integration with the new vendor system and could pay through the vendor contract (as an add on) for Year 2. Please provide bid with and without the cost for this service.*

**Question 5:** How many recipients will receive the daily clips?

*Our internal team of about 8 recieves them each day, then we move on a high-level report to about 50 campus leaders.*
Question 6: Are you all looking to work with a direct monitoring program where your PR team has full access to or are you looking to work with a PR agency for public relations services including monitoring?

*UNT has a team. We are only looking for a monitoring service and media database. We are not looking to hire a PR agency.*

Question 7: In the interest of supporting our sustainability programs and eliminating paper usage, instead of submitting and mailing a print copy of our submission, can we submit an electronically transmitted digital copy via email?

*Responses must be submitted in the format stated in the solicitation.*

Question 8: Is there a budget that the team would like to make bidders aware of for this project?

*This is a Request for Proposal (RFP) and the budget amount may not disclosed.*

Question 9: In addition to a US National Database, does UNT require a global database?

*This would be a preferred item, but not a minimum requirement. If this service is available, please provide a separate line item for the cost as it would be considered as an add on.*

Question 10: With respect to “tools for media outreach” - is the desired system an email press release distribution tool only? Or also a “Wire Release” news dissemination system (such as Businesswire, etc.) to send out broad announcements to an entire state or US National?

*An email press release distribution tool only. If there is a “wire release” option, please provide a separate line item for the cost as it would be considered as an add on.*

Question 11: Is live customer service required after regular business hours and during the weekends?

*No*

Question 12: In regards to the “comprehensive media monitoring service with daily clips and values,” is UNT looking for an automated email delivery based upon predefined keywords/outlets/etc., or a human-reviewed and human-curated daily report?

*We are interested in both. We would like the ability to set up automated reports, but also the ability to use the system to create our own reports, and we are interested in the cost of having someone from the service create the reports for us.*

Question 13: Under “Comprehensive media monitoring service” - Can you please provide more details in regards to the “more in-depth reports for each long semester and by fiscal year?” Is UNT looking for an automated reporting method powered by software or a professional services approach where content is reviewed/analyzed by a human, and delivered to UNT as a finished product.

*We would like reports that have been reviewed/analyzed by humans with input from us and delivered to UNT as a finished product. If this service is available, please provide a separate line item for the cost as it would be considered as an add on.*

Question 14: Is there a need to monitor content in multiple languages and foreign characters in addition to English? (Spanish, Japanese, Chinese, Hindi, Arabic, Hebrew, Cyrillic, etc...)? Is there a need to monitor news from international countries outside the US?

*Occasionally, yes.... However, this is not mandatory. We do have some outreach needs in Spanish-speaking countries and China, but it is not an everyday concern.*
Question 15: Do all 5-8 users require concurrent access to the platform?

Yes

Question 16: Is there a need to share coverage with a wider audience on a daily/weekly basis to more UNT staff than just the 5-8 users?

Yes

Question 17: How many users will receive the daily email alerts?

It depends on the content of the alerts. Anywhere from seven to 50 high-level campus leaders we report info to.

Question 18: Do users require access to a mobile app?

No

Question 19: “Information on services that are automatically included in any contract” - Can you please specify how this will be evaluated? Our contracts are completely customized per specifications and requirements, so while we can map to any requirement, it is difficult for us to state what is “automatically” included without knowing what to include vs. not include as it relates to cost evaluation.

We want to know the cost of providing a general monitoring service and a media database that is nationwide. Any other features need to be either indicated as part of an overall price or listed as additional possible add-on services.

Question 20: “Information on any third-party vendors” - would you also like to receive information on third party vendor pricing?

No. We want to know if your company contracts with another third party to provide any of the work or services that is being done for us. For example, does your media monitoring automatically plug us into TVEyes or do you rely on Cision to power your media database.

Question 21: Is UNT interested in a multi-year contract base term which may provide access to higher levels of discounts? Or only a single 1 year base year.

We would consider a multi-year contract based on cost savings – up to three years with the option to renew each year.

-End of Addendum-

Issued by Tawana Laster

October 18, 2019

Date

ACKNOWLEDGEMENT: Please acknowledge receipt of this addendum by initialing the appropriate line on the Addenda Checklist, Section 4 of the RFP.