September 21, 2023

**Clarification I: Question and Answer**

**Ref: Bid #224-27 – Diploma Supplies, Production and Shipping Services**

Grand Valley State University has received the following questions in regard to our request for proposal(s) for Diploma supplies, Production and Shipping Services. Please reference questions and answers listed below.

**Question 1**. Does GVSU intend to award this contract to one sole vendor, or are you open to the possibility of awarding to multiple vendors?

**Answer:** While our preference is to award to one vendor, we would consider awarding to multiple vendors (for example, diploma covers from one vendor and diplomas from another).

**Question 2.** Is it a requirement that vendors provide bids for both diplomas and diploma covers, or may vendors submit a partial bid?

**Answer:** We would prefer full bids, but would consider a partial bid.

**Question 3.** May vendors present multiple pricing options in the price proposal to give GVSU maximum flexibility in selecting your preferred vendor(s) and payment structures?

**Answer:** Yes—this is fine.

**Question 4.** Can GVSU provide an anticipated timeline for RFP review, vendor selection, contracting activities, and desired go-live date?

**Answer:** We will review RFPs in early October and select a vendor as soon as possible after that. Our goal is to begin using a new vendor for our April graduation (end of April).

**Question 5.** Page 2 of the RFP states, “we use historical signatures on diploma orders from previous academic years.” Can you specify how many iterations of previous diplomas with historical signatures GVSU uses currently? Additionally, how frequently are requests made for diplomas with historical signatures?

**Answer:** We have 14 variations of signatures going back to the 2002-2003 academic year. We receive roughly 200 replacement diplomas each year. Many require historical signatures because of the length of term of our Board of Trustees chair.

**Question 6.** Can GVSU clarify the size (or sizes, if multiple) of covers required for your various diplomas?

**Answer:** We have three diploma cover sizes, which correspond with our diploma sizes.

**Question 7.** What are the evaluation criteria and relative criteria weight for this opportunity?

**Answer**: We are looking for the vendor who meets our needs in terms of quality of product, efficiency of implementation, security of data, and excellent customer service. All of those elements will be considered.

Thank you for your participation,

Valerie Rhodes-Sorrelle, C.P.M.

Vendor Relations Manager

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