

Solicitation Amendment No. 002

Page 1 of 1

To:	Date:
Prospective Proposers	June 29, 2012
Project Title:	Project No.:
Library Subscription Services	12-29
<p>Description of Solicitation Amendment: The Request for Proposals (RFP) for Library Subscription Services is hereby amended as set forth herein:</p> <p style="margin-left: 40px;">I. <u>Informational Letter #2</u></p> <p style="margin-left: 80px;">The Informational Letter #2 (Q & A) for RFP 12-29 Library Subscription Services is hereby made a part of this Solicitation hereto attached as Exhibit 3.</p> <p>Except as provided herein, all items and conditions of the solicitation, remains unchanged and in full force and effect.</p>	
Acknowledgement of Amendment No. 002 by:	Date:
Company Name (Bidder/Offerer):	
Signed by:	
Name (Type or Print):	Title:

QUESTIONS AND ANSWERS – EXHIBIT 3

Library Subscription Services

PROJECT NO. 12-29

To: Prospective Respondents
From: Houston Community College
Date: June 29, 2012
Subject: Informational Letter # 2 – Requests For Proposals, HCC Project No. 12-29

The following questions regarding the Request For Proposals, HCC Project No. 12-29 were received in the Procurement Operations Department within the time period stated in the RFP:

Question #1: Section 2 – Customer References – What is the difference between the 2 reference requirements? Do you prefer libraries that are of the same size and/or just Texas library references?

HCC Answer: The difference is: 2.1 – Specific references for the type and kind required by this RFP. 2.2 General references that you have performed work for during the past three (3) years.

Question #2: Section 3.2 – Can you tell me specifically what sort of information you are requiring for key staff members?

HCC Answer: 3.2.a – Provide the names of the proposed key staff members that will be assigned the HCC account, including their resumes, define their roles and how they will be used in supporting the HCC account.

Question #3: Section 3.5 – Can you please clarify what are you referring to in regards to this requirement?: “Please identify the key metrics you propose to use to measure your performance in delivering services to HCC. Your response should indicate the frequency of the measurement, how it will be used to continually improve performance and how this information will be shared with HCC. Your response should include how do you measure and monitor production quality, ensure delivery/turnaround times are being met, and how problems are tracked, escalate (if required) both internally and with the customer.”

HCC Answer: How do you evaluate your performance in working with your customers?