

STATE OF CONNECTICUT
 UNIVERSITY OF CONNECTICUT HEALTH CENTER



John Russell
 Buyer Name

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 Buyer E-mail Address

PURCHASING SERVICES DEPARTMENT
 263 Farmington Avenue, MC4036
 Farmington, CT 06032-4036

RFP NUMBER	PROPOSAL DUE DATE:	PROPOSAL DUE TIME:
2-2470	1/9/12	3:30 PM EST
RFP TITLE:	Outreach Gift Card Providers	

RFP ADDENDUM # Addendum 1

Please incorporate the Attached/Following into your proposal documents.

FOR: The University of Connecticut Health Center
 263 Farmington Avenue MC 4036
 Farmington, CT 06032

PROPOSER'S NOTE: Provide answers to questions prepared for 2-2470

This Addendum must be Signed & Returned with your proposal.

 Authorized Signature of Proposer

 Company Name

Approved By: _____

John Russell
 Fiscal Administrator Officer
 (Original Signature on Document in Procurement Files)

Date Issued: 12/19/11

END OF ADDENDUM

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QUESTIONS & ANSWERS:

QUESTION #1: Approximately how many gift cards are distributed monthly, to who, and for what?

UCHC RESPONSE: UCHC and UConn have not had the capability to run reports on these cards in prior years. The gift cards are purchase on an as needed basis to fulfill mostly research related studies.

QUESTION #2: What is the anticipated turnaround time for a completed request?

UCHC RESPONSE: We would prefer a 3 to 5 business days turnaround time from receipt of order request.

QUESTION #3: Will the vendor be sending the gift cards directly to individuals or to UCONN and UCHC?

UCHC RESPONSE: Gift cards will be sent directly to either university with an appropriate contact for delivery per transaction. Point of Contact for each order will be provided via purchase order or credit card.

QUESTION #4: Will the vendor be processing individual applications for gift cards and determining eligibility?

UCHC RESPONSE: UCHC and UConn would like to use either credit card or purchase orders to initiate order placement. All individuals within the university that can provide a valid purchase order or have access to a university credit card are eligible.

QUESTION #5: Who is the incumbent?

UCHC RESPONSE: Store Value Marketing was originally awarded this contract by UCHC; but has since expired.

QUESTION #6: Is this program currently operating? Please describe.

UCHC RESPONSE: Refer to Question #5. We currently prepay for cards using an order form system.

QUESTION #7: Can you be more specific on the “industry and hospital standards” as they relate to rewards and recognition?

UCHC RESPONSE: None applicable.

QUESTION #8: If this is a new program, please describe the intended use of the Gift Cards? Loyalty, recognition, service awards, safety awards...?

UCHC RESPONSE: Refer to Question # 1.

QUESTION #9: How are the participants recruited for the program?

UCHC RESPONSE: There are various methods used to recruit participants which is dependent upon the type of study conducted.

QUESTION #10: How do recipients earn the cards?

- a. Points program?
- b. Recognition program?
- c. Tests and pilots?
- d. Survey?

UCHC RESPONSE: None. These are used as incentives for study participation.

QUESTION #11: How will participants receive the cards?

- a. Bulk delivery to UCHC for distribution by UCHC?
- b. Sent directly to individuals? If yes, how will the address be provided?

UCHC RESPONSE: Refer to Question #3.

QUESTION #12: What is the target audience demographic for the recipients?

- a. Age?
- b. Sex?
- c. Professional category?
- d. Any other information

UCHC RESPONSE: Various. Dependent upon the type of study being offered.

QUESTION #13: Who will be purchasing the cards from the vendor?

- a. UCHC?
- b. The end-user?
- c. A third party?

UCHC RESPONSE: Refer to Question #4.

QUESTION #14: What is the estimated annual number of cards to be issued?

UCHC RESPONSE: Not Available.

QUESTION #15: How do you expect the purchaser to order cards from the vendor?

- a. On website directly
- b. Through a project manager
- c. Other?

UCHC RESPONSE: Access to purchase via the website is preferred, yet fax or e-mail methods could be alternate methods.

QUESTION #16: Will UCHC designate a single point of contact to handle invoicing, program management, reporting and customer service? Will UCHC work with the Contractor to develop the offering list of merchants?

UCHC RESPONSE: Both UCHC & UConn Purchasing departments will have a point of contact for program management. Both universities will work with you to develop the list of offerings.

QUESTION #17: Does UCHC envision users registering and activating their own cards?

UCHC RESPONSE: Both universities are open to discuss possible options that will benefit end user use and security.

QUESTION #18: What SLA (Service Level Agreement) does UCHC expect once the card is delivered?

UCHC RESPONSE: To support troubleshooting card use and balance inquiries.

Date Issued: 12/19/11

END OF ADDENDUM