University of Maine System
Liferay 6 EE Solution - RFP# 34-15
ADDENDUM #01

QUESTIONS

1. Does the University of Maine System have the ability to utilize the GSA Schedule?
   ANSWER: Yes   and   pricing   offered   to   higher   educational   institutions.

2. Support of which Liferay portals are in scope? Please elaborate on the functionality/features   of   this   portal.
   ANSWER: Latest available stable version (currently Liferay 6.2EE)

3. Is University of Maine Okay if the vendor offers support from offshore team?
   ANSWER: Support from an offshore team is acceptable if the offshore team is directly employed by the Vendor and not a sub-contractor.

4. Who is supporting the portal currently?
   ANSWER: The University is the primary responsible party, with support from a Liferay Gold Partner. The portal is hosted within the University's data center on virtual machines (VMs).

5. Number of users and average concurrent users of application
   ANSWER: ~73,000 but many are not active (graduated students, departed employees, etc.) Concurrent users ranges between 200-2,000, depending on the time of year / semester.

6. Does the scope involve Knowledge transfer only to the in-house team?
   ANSWER: Yes, please refer to Section 2 Scope of Work for the details.

7. Section 6: Business Functional Requirements left blank. Is there a separate document?
   ANSWER: There is no separate document, the RFP is a template this section was not required as part of the submission.

8. Section 7.1.4: "Describe how your solution supports the University's Liferay architecture." Please provide us the detailed Liferay architecture implemented in the university.
   ANSWER: We use an F5 load balancer to balance incoming traffic to a clustered setup of CentOS VMs. After F5, there is a web tier (2 VMs, currently Apache and pass-through only at this time; static files have not yet been offloaded from the application tier), followed by an application tier (2 VMs) (Liferay / Tomcat 7, Java 1.7) and backed by mySQL (2 VMs) (version 5.6) currently running in a master-slave replication scenario. We use Liferay's Advanced File System for Documents and Media, hosted on a NetApp server mounted as an NFS mount on each application node and utilize TCP Unicasting and

Liferay's ClusterLink for cache management. Lucene is the search index manager at this time.

9. Section 7.2.3: "Indicate your timeline from implementation start to "go live" date. Provide task lists and timelines for a standard implementation." We understand this is a Support RFP, but implementation of a solution is being referenced?
   ANSWER: The system will already be live / in production for 6-8 months before the new contract begins. Research started in 2013 and the implementation began in January of 2014.

10. Section 7.2.4: "Outline the staffing and composition of the implementation team. Include University staff and roles, vendor staff and roles, and proposed hours required for successful implementation." Please provide University IT staff's and role in managing applications.
    ANSWER: 1.5 FTEs dedicated to system management / maintenance of Liferay. Various other distributed University IT staff contribute ITIL Service Level Management. The vendor may be asked to assist with ITIL service Level Management but would be primarily utilized for ITIL Capacity Management, and ITIL Service Continuity Management.

11. Are there business functional requirements you can provide?
    ANSWER: There is no separate document, the RFP is a template this section was not required as part of the submission.

12. Are there business functional requirements you can provide?
    ANSWER: There is no separate document, the RFP is a template this section was not required as part of the submission.

13. Are the Managed Services being performed on University Hardware or will you consider a Cloud solution? Since this is a critical application are you looking for disaster recovery as part of the managed services offering?
    ANSWER: The University will not accept cloud based hosting solutions. Snapshots and backups will be performed by the University. In the event of a disaster recovery scenario, the vendor would help bring the systems back online.

14. Are you looking for pricing for ongoing development / enhancement support? (ie: retainer / ad hoc support agreement)

    ANSWER: Yes, please refer to Section 2.0 Scope of Work.

15. Can you provide any details of the existing implementation / instance?

ANSWER: See #7. Our current Liferay instance holds ~ 73,000 users, though many of those are not active users (graduates, departed employees, etc). There are 9 major 'campus' "Sites" and ~50 affiliated subsites. There are 9 themes in the system and a variety of custom plugins and tooling. See answers 15 and 16, as well. Additional customizations include custom LDAP integration, custom portlets to manage preferred "Landing Page," a few custom layout templates and several .jsp hook override plugins. There are 32 applications in our /webapps folder.

16. What is the current system in place for SSO?

ANSWER: Custom-developed solution that adds CAS ClearPass integration to Liferay's CAS Authentication tooling. We use a custom portlet that presents protected application links / launchers to various target resources.

17. Relative to Web Service integration, what are the existing and planned web services?

ANSWER: We currently integrate with PeopleSoft web services to present protected course and advisee information to faculty. These portlets communicate via WSDLs / SOAP between Liferay <> ERP. We anticipate more development and innovation in the area of web services integration with various data sources that may enhance our constituent audiences portal / mobile experience. There are no additional specific planned / proposed projects at this time.

18. What tools will be used to verify 508 compliance?

    ANSWER: Tools used by the University to verify 508 compliance are listed here: http://www.maine.edu/its/information-technology-accessibility/resources/

19. Do you need developer support for Liferay upgrades, patches, etc. because of API, functionality changes?

    ANSWER: Please refer to Section 2.0 Scope of Work.

20. What's meant by "Consulting Services for Tomcat Application Server, Web Server, and connectivity to, and related normal maintenance of, MySQL database servers"?

    ANSWER: See answer to question #10

21. How were the software sizing numbers concluded for 2 prod, 1 non-prod?

    ANSWER: Per current Liferay Deployment Checklist and other Liferay best practices whitepapers.

22. For the current 9 primary sites on Liferay:
    a. What are the sites?
       ANSWER: Seven campus branded sites, Law School Site, System Office Site

    b. Where are they located?
       ANSWER: myCampus.maine.edu

    c. What purpose do they serve?
       ANSWER: Internal information segmented to specific audiences and sub-audiences (faculty, staff, students, full-time faculty, first year law students…) by site affiliation using LDAP attributes.

    d. How big is the user pool?
       ANSWER: See answer to question #15

    e. How many concurrent users?
       ANSWER: See answer to question #15

    f. How are the current sites being supported?

ANSWER: See answer to question #10

g. Which system is in use for the Identity Management System?
ANSWER: See answer to question #16

h. Does this project have approved budget?
ANSWER: Funding is available to support the work in the RFP. See Contract for Services language for termination and non-appropriation.

i. Is there an incumbent? If so, is there a particular reason you're looking to make a change?
ANSWER: The portal is supported by various contractors now. We are required to bid these services under public procurement laws and policies.