University of Maine System
Disability Case Management Solution - RFP# 2018-09
ADDENDUM #01

CLARIFICATION

1. 1.3.1 Timeline of Key Events
   a. Deadline for Proposal Submission is extended to August 31, 2017 at 2:00 p.m.

QUESTIONS

1. RFP Section 1.2.8 Cost Response Form Quantities - Would the University of Maine System (UMS) please confirm that Price can be adjusted in the event more or less students are supported by the software. Pricing could be adjusted higher or lower, as needed. (e.g., if UMS adds concurrent users vendors will be permitted to increase price, and vice versa).

   ANSWER: Confirmed, however for response purposes please provide pricing based on the numbers provided in Appendix C Exhibit 1 Table 1.

2. RFP Section 1.2.8 Cost Response Form Quantities - Would the UMS please estimate the number of students per campus who would accesses the software simultaneously (concurrently) for most accurate pricing?

   ANSWER: Please provide pricing based on the numbers provided in Appendix C Exhibit 1 Table 1. If additional pricing is available based on concurrent user model provide that separately.

3. RFP Section 1.2.8 Cost Response Form Quantities - Would the UMS be open so SAAS pricing?

   ANSWER: Please provide pricing based on the numbers provided in Appendix C Exhibit 1 Table 1. If additional pricing is available for a SAAS model provide that separately.

4. RFP Section 1.2.8 Cost Response Form Quantities - In addition to students, how many Office of Disability staff across the UMS may access and use the system, at the same time?

   ANSWER: The number of office staff in DSS offices across the system could vary from 11 – 20 who will be using the system. This will largely depend on whether the system is adopted system wide or whether specific campuses adopt it. The minimum number of 11 is a firm number of anticipated users.

5. RFP Section 1.1.4 - (Flexible/customizable student information data elements and not dependent on a fixed solution) Would the data elements differ from student to student? Which user group will determine the data elements that need to appear on the form? Can all the data elements be defined during the development of the system?

ANSWER: If I understand the question correctly, the data elements (fields) would be the same for each student. For example fields could include; type of disabilities (up to 3), status of documentation been received, approved accommodations, meeting notes, class schedule, major, advisor... Other data elements (fields) may not be used by each campus or student initially but could be in subsequent semesters. For example, some students may not request any accommodations, or "test scheduling" may not be used by all campuses. The project team will determine the data elements during implementation. It is possible that additional data elements may need to be added in the future.

6. RFP Section 1.1.4 – (Record of instructor receipt of electronic accommodation letter and alerting for non-response) Would the UMS please confirm that this requirement is adequately met by instructors' logging into the system and checking that they received the email?

   ANSWER: Yes, the ability to confirm that an instructor has logged into the system and received the email with accommodation letters would meet this requirement.

7. RFP Section 1.1.4 – (Instructor verification) Is this verification of the instructor's credentials or of their scheduling availability?

   ANSWER: Instructor verification refers to the instructor's ability to verify that the student can take the test at the time requested (this would come into play if a student requests to take a test at a time other than when the rest of the class is taking the test).

8. RFP Section 1.1.4 – (Compatibility with GMail Calendar) How does the University see the system interacting with Google Calendar? Does the system need to create meetings that can be saved to Google Calendar? Is there any other functionality required?

   ANSWER: The ideal system will be designed such that a student can log in and schedule a meeting with a staff member using the availability of the staff member in their campus google calendar.

9. RFP Section 1.1.4 – (Supports importation of legacy system data.) Would the legacy data come from MaineStreet and Excel spreadsheets? Other systems? How many spreadsheet formats?

   ANSWER: Data will come from MaineStreet, Excel spreadsheets and Access databases. It is anticipated that there could be 3 formats.

10. RFP Section 1.1.4 – (Note taker signup and vetting) Will system administrators (university staff) vet a list of note-takers and then enter them into the system as potential resources? Or is the system required to produce a workflow with signup and vetting?

ANSWER: The ideal solution will allow students to apply to be a notetaker for classes they are enrolled in. DSS staff on the campus would then vet that student and potentially hire the student as a notetaker.

11. RFP Section 1.3.1 – To provide vendors with adequate time to produce and deliver high quality responses to RFP requirements, would the UMS please provide vendors 2 weeks to respond to the RFP from the day questions are released? (i.e., If questions are released on August 10th, Responses would be due on August 24th?)

ANSWER: 1.3.1 Timeline of Key Events

b. Deadline for Proposal Submission is extended to August 31, 2017 at 2:00 p.m.