REQUEST FOR PROPOSAL
#2019-20
PeopleSoft User Interface Enhancement Platform
Addendum #01

<u>**QUESTIONS**</u>

1. Can we use offshore resources to deliver the solution?
    Answer: Please refer to RFP Section 1.3.2 and Appendix D Rider A (Business and Performance Review and Campus Visits)

2. What platforms does UMS currently hold licenses or subscriptions for – PeopleSoft Interaction Hub, SharePoint, Cloud Content & Experience Service, WebCenter, Liferay, uPortal, etc.?
    Answer: PeopleSoft Interaction Hub, PS HR, PS FN, and PS CS, Liferay, Blackboard, Google Apps. <u>It is important to note that, in relation to this RFP, Campus Solutions self-service is the focus and priority.</u>

3. What applications and systems do the targeted user populations frequently access in addition to Campus Solutions?
    Answer: Liferay, Blackboard, Google Apps, Touchnet 3rd party PeopleSoft integration. <u>It is important to note that, in relation to this RFP, Campus Solutions self-service is the focus and priority.</u>

4. How is UMS being supported today? All in-house staff? Third-party vendor?
    Answer: Campus Solutions is currently supported by a centralized IT organization serving all seven campuses.

5. Are you experiencing any current system issues?
    Answer: Our focus is on providing an effective, user friendly, and ADA accessible self-service mobile experience.

6. Do you have a backlog of user requests? If so, how large is the backlog?
    Answer: A response to this question does not add value to this RFP.

7. Does UMS intend to sunset PeopleSoft and adopt Student Cloud in the future?
    Answer: We are currently planning an upgrade of CS 9.0 to 9.2 (October 2018 – June 2019) and will be evaluating our options thereafter.

8. Are there any interfaces with the third-party systems?
    Answer: Yes, <u>It is important to note that, in relation to this RFP, Campus Solutions self-service is the focus and priority.</u>

9. Is IB used for any of the third-party interfaces?
    Answer: Yes, though the majority of the third-party interfaces do not use IB.

10. Does UMS expect to go-live with the latest version at the start of the project or is ongoing patching expected during the project to make it as current as possible at the time of go-live?

Answer: We are currently planning an upgrade of CS 9.0 to 9.2 (October 2018 – June 2019) though we do anticipate deploying PUMS throughout this timeline.

11. Currently what is the percentage of customizations?
    Answer: A response to this question does not add value to this RFP.

12. Would you like to convert any customizations into fluid technology?
    Answer: A response to this question does not add value to this RFP.

13. What is the number of application servers, process scheduler servers, and web servers?
    Answer: We are currently planning an upgrade of CS 9.0 to 9.2 (October 2018 – June 2019) and are finalizing the architectural considerations.

14. Any performance bottlenecks in the current system?
    Answer: We are finalizing the architectural considerations to address bottlenecks.

15. Whether companies from Outside USA can apply for this?
    Answer: Please see RFP Section 1.3.2 Eligibility to Submit Responses

16. Whether we need to come over there for meetings?
    Answer: Please see RFP Section 1.3.2 Response Submission. It is our expectation that the vendor will be available throughout the engagement. This will likely require some on-site visits.

17. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
    Answer: Please review RFP Appendix D – Contract for Services, Rider A – Business and Performance Reviews. It is our expectation that the vendor will be available throughout the engagement. This will likely require some on-site work, however we expect the vendor would complete some back-end work remotely.

18. Can we submit the proposals via email?
    Answer: Please see RFP Section 1.3.8 Response Submission