

**University of Maine System  
Higher Education Event Management Solution - RFP# 2019-34  
ADDENDUM #01**

**QUESTIONS**

1. When are you expecting the final solution to go live?

**Answer:** Go live will depend greatly on the Respondents proposal, including things like timeline, University resources needed (campus and IT), data conversion and/or other data prep tasks, etc.

2. How many users are expected to access or use the software? Please provide a breakup of the type of users if possible.

Based on configuration of our current public web 88-100 users, at least for the purpose of ad hoc creation of simple events (not requiring housing/catering).

**Answer:** Each vendor has different definitions of users, initially our thoughts are:

**DMC** - 2-4 full users. Down the road maybe a few "read only" users.

**UMaine Extension** - We have 50 staff that are trained and assigned different roles to create/edit/delete workshop registrations and export reports. One primary administrator that manages all financial functions, monetary distributions, refunds, cancellations, invoices, IDO's reconciliation and exports to PeopleSoft.

**Auxiliary Services** we would need 6-8 users.

**Conferences and Institutes** - 4-6 full permissions. I know there are several other divisions on campus that would either need full access or viewing. In addition to DMC we could be looking at other UM off campus locations like Hutchinson Center and 4H camps.

3. Can you please describe a typical booking flow that you desire in the solution?

Assumption is that the solution would provide for unlimited web visitor access to the public facing calendar / online registrant interface.

**Answer:** Event organizer would contact the DMC with event details.

**DMC & Conferences and Institutes**

- considers at space availability (meeting /classrooms, housing, meal service, video conferencing, etc.)
- provides quote, requests proof of liability insurance, etc.
- distributes work orders to custodians and kitchen staff regarding room set up, meal service needs, etc.
- depending on the event, DMC may help with registration
- tracks event participant demographic data
- invoices event
- collects payment (either in total from the organizer (or possibly from individual participants)

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**UMaine Extension** - Each event organizer is responsible for managing their event. Securing a venue, catering, contracts, accommodations, etc.

**Auxilliary Services** - We receive the initial request from Conferences & Institutes for accommodations for their client (Dining & Housing)

- We define the Dining facilities that are open during the summer months to Conferences & Institutes, typically separating Adults and Youth
- We provide any Catering needs that these groups may request. Typically used heavily by Adult groups
- We provide Conferences & Institutes with a Beddeck for each group in attendance, which they forward to their client for them to populate
- After the group has departed, we prepare an invoice for all Dining, Catering and Housing

4. Appendix A is asking my firm, as part of the RFP submission that we agree to all T&C's of Appendix D and the Riders. Yet it also states to provide you comments/markup to the Appendix. These seem to be contrary statements. In addition, on page 11 of 1.2.1.2 it says that modifications to the Agreement is permitted.

**Answer:** Appendix D provides the our standard agreement. Appendix A points back to the agreement provisions that the University is concerned with in Section 1.2.1.2. When responding to Appendix F Question 7, there are guidelines for you to outline which clauses are of issue to your in Appendix D and how we will evaluate the response to that portion of the scoring.

The instructions in Appendix F Question 7 are:

"For full acceptance please include a statement here to the effect as part of your response. For partial acceptance please provide the clause number and name for the exceptions and note your understanding that finalists will be required to provide marked up language acceptance as part of your response for full evaluation of this requirement, lack of providing the required response will result in a zero (0) score for the Contract for Services evaluation criteria in Section 2.1.1."

For your response to Appendix A you can point to your answer in Appendix F Question 7 as a clarification.