

REQUEST FOR PROPOSAL #2020-004
Survey Solution
RESPONSE ADDENDUM #01

DATE: August 29, 2019

QUESTIONS

1. Whether companies from Outside USA can apply for this? (like, from India or Canada)

ANSWER: Refer to RFP Section 1.3.2 Eligibility to Submit Responses.

2. Whether we need to come over there for meetings?

ANSWER: Refer to RFP Appendix D, Rider A, Business and Performance Reviews

3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

ANSWER: Refer to RFP Appendix D, Rider A, Business and Performance Reviews.

4. Can we submit the proposals via email?

ANSWER: Refer to RFP Section 1.3.8.

5. Why have you decided to engage in this procurement process right now? Are you leaving a current vendor? If so, why are you leaving them?

ANSWER: Our public procurement process requires we bid the solution.

6. For pricing purposes, could you please provide more details on how many potential users are at each school?

ANSWER: Appendix instructions for Exhibit 1 Table 1 and Table 4 are modified to include the following:

Pricing may be provided for FTE or unit based pricing using the table labeled FTE Pricing. We encourage that you provide tiered pricing for ranges of FTEs or units. The evaluation of pricing will include total calculation (FTE Pricing x Number of Users), this will be done by the evaluation team once the submissions are received. Additionally, we would encourage similar pricing by position type (i.e. Research) using enterprise approaches. Should you use the FTE Pricing table when responding to Appendix C you will not have to include information on the other two tables in tabs 1 and 4.

7.1.2.1.1 - Would UMS be open to reviewing our MSA and negotiating that? To use their paper, the deal amount would need to be higher. University of Maine System is already a SurveyMonkey customer, and have signed our MSA as part of their SurveyMonkey Apply subscription.

ANSWER: We will discuss additions or modifications to our MSA. Proposed changes need to be provided in the submission.

8. Appendix J - Are the requested security documents (HECVAT, HIPAA audit, AoC) a hard requirement as part of our response? Can we provide these if we are selected as a finalist? We do not share security information without a signed NDA in place.

If these security documents are a requirement as part of our response, is UMS able to sign an NDA prior to the response deadline? NDA attached.

ANSWER: We will allow you to share this post submission should you be selected for a presentation.

9. Appendix K - Some general technical questions within this appendix would generally require an NDA to share. Can we provide these if we are selected as a finalist? If this detail is required as part of our response, is UMS able to sign an NDA prior to the response deadline? NDA attached.

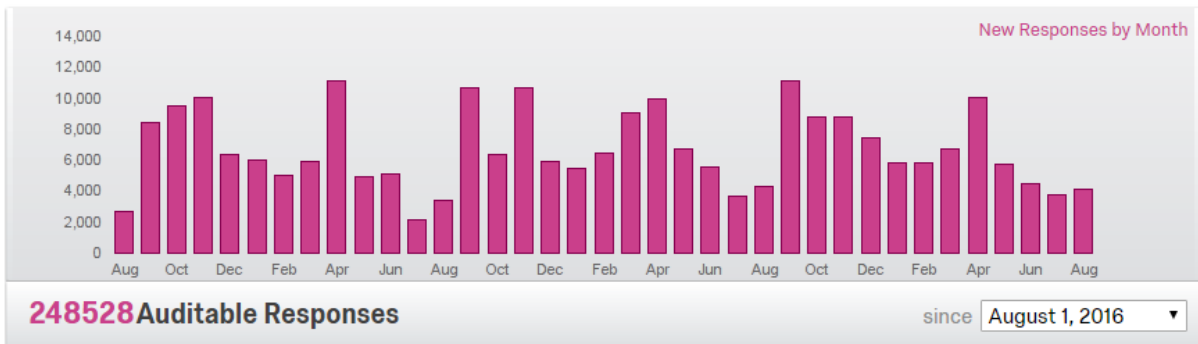
ANSWER: We will allow you to share this post submission should you be selected for a presentation.

10. Appendix H2

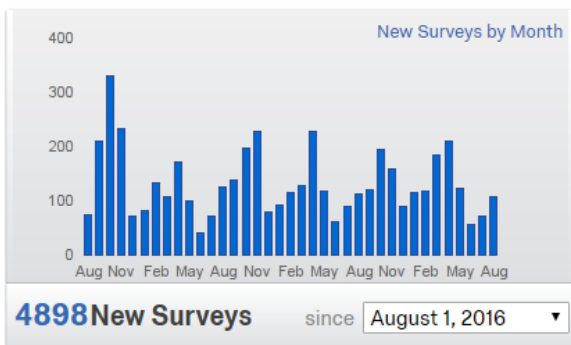
42 - Please provide details or examples of how you'd like to alter the survey experience using JavaScript.

ANSWER: We currently receive information shown below and would like similar capabilities with this solution:

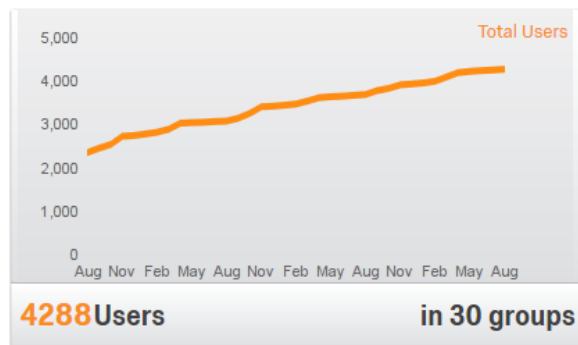
Auditable Responses ?



Surveys



Users



11. Appendix H Question 1, the question asks about handling the conversion of data. Can you please provide us with an estimate of how many surveys you plan to bring to a new platform? Is it mandatory to export the surveys to a new platform?

a. If yes, approximately how many surveys?

ANSWER: We would need to transition all active surveys. We do not have numbers on active surveys at this point.

