REQUEST FOR PROPOSALS # 2022-065
Disability Management Solution
RESPONSE ADDENDUM #1
April 15, 2022

QUESTIONS

Q1: Can you please clarify if the Vendor is responsible for: Effectively manage disability exam proctoring.

A1: The staff on campuses hope to utilize exam scheduling and communications to more effectively provide testing accommodations. An interface for students to let us know when need a test to be proctored, what the test is, and the date and time. Ideally, there would be the capability for a faculty member to let us know details about test proctoring such as use of a formula sheet or a calculator, and upload the exam itself. We are not seeking a remote or video proctoring system.

Q2: Can you please clarify what is the use case surrounding: Reduce the number of systems required to coordinate test proctoring.
        a) Please list the integrations requested related to test proctoring if so desired.

A2: Currently we use google forms, other web forms, and multiple email addresses for students to communicate their accommodation requests (note taker requests, test reservations, alternate text requests., email (Gmail) for accommodation letter delivery, Google forms, email, and Excel for test scheduling. Disability information is stored in MaineStreet (PeopleSoft), documentation is in MS Sharepoint, Google drive, common drive, or paper filing cabinets. Documentation is sent by fax, email, and paper copies are submitted.

None of these systems talk to each other. In terms of test proctoring, ideally, we seek a solution where students can request test proctoring utilizing a web interface, staff can view requests and schedule the student in our test proctoring room(s), and notes can be entered related to test proctoring information.

Q3: Are you able to provide the exact number of staff that will require access to the solution?

A3:   UMS staff who need access to software, up to 30 (currently 25 but we recognize staffing patterns can change)

Q4: Will the Universities be migrating data into the new system and have available resources to assist in that process?

A4: Yes, we do hope to migrate data into the new system. There have been resources identified including IT staff and funds to assist in that process.

Q5: Is there a specific Budget the University can share for the implementation of a new system?

A5:   As this is a public procurement process which is seeking the best value to the University and State of Maine citizens we cannot provide the budget.

Q6: Whether companies from Outside USA can apply for this?
     (like,from India or Canada)

A6: Refer to RFP Section 1.3.2 Eligibility to Submit Responses.

Q7: Whether we need to come over there for meetings?

A7: Refer to RFP Appendix D, Rider A, Business and Performance Reviews

Q8: Can we perform the tasks (related to RFP) outside USA?
   (like, from India or Canada)

A8: Refer to RFP Appendix D, Rider A, Business and Performance Reviews.

Q9: Can we submit the proposals via email?

A9: Refer to RFP Section 1.3.8.

Q10: It appears we are quoting 10 separate schools with separate DSS administration generating separate reports. Each will need to be connected separately to the PeopleSoft SIS as they are using a separate list of names. Please clarify if that is incorrect. We are assuming:

- **Each will be doing a separate intake and run separate student schedules please confirm.**
- **Each will generate their own reports but is there any reports that the System itself needs from the data being collected. Our solution has ways to do this but we would need to know what those expectations are in case we would have to generate specialized reports. We have 55 built in template report which can cross referenced with each and exported to other systems and can be converted to other formats such as Excel Access CSV etc.**

A10: Re: bullet point 1: yes, and there are only 7 University of Maine campuses, not 10
Re: bullet point 2: ideally, yes- we will likely want to reference data analytics at both the individual campus and system level.

Q11: Our solution has a two way mirror sync for either Outlook or Google. Is there a predominate Calendar system being used by the system now.

A11: Google calendar is being utilized throughout the system.

Q12: How many staff members per school or overall would be users of the solution either by school or in the system.

A12: The maximum number of staff who will use it in the system is 30.

Q13: Does the staff interface or dashboard have to be web-based ours operates without VPN on a computer?

A13: A web interface is required for staff. Because sensitive health and disability records are used in this system, the system needs to encrypt data in storage and in transit. A secure connection such as TLS 1.2 or better is required to access online data, but a VPN is not required.