

**REQUEST FOR PROPOSAL #2023-004
Campus Recreation Solution
RESPONSE ADDENDUM #01
September 7, 2022**

CLAIRIFICATIONS

Submission Deadline is modified to September 20, 2022 on or before 11:59 pm EST.

QUESTIONS

1. How many staff users of the system will there be at each campus?
 - o Please supply # of users by role

ANSWER:

Campus	User Count
University of Maine (UM)	60
University of Maine at Farmington (UMF)	75
University of Maine at Fort Kent (UMFK)	20
University of Maine at Augusta (UMA)	40
University of Maine at Machias (UMM)	
University of Maine at Presque Isle (UMPI)	
University of Southern Maine (USM)	14

2. Historical # of student and non-student members over the past 2 or 3 years

ANSWER:

Campus	Student Members	Non Student Members
University of Maine (UM)	12,000	3,500
University of Maine at Farmington (UMF)	1,300	1,000
University of Maine at Fort Kent (UMFK)	400	100
University of Maine at Augusta (UMA)	650	0
University of Maine at Machias (UMM)		
University of Maine at Presque Isle (UMPI)		
University of Southern Maine (USM)	3,500	2,137

3. Estimated number of leagues and team per league the last 2 or 3 years.

ANSWER:

Campus	# Leagues	# Teams per League
University of Maine (UM)	40	15
University of Maine at Farmington (UMF)	12	10
University of Maine at Fort Kent (UMFK)	4	10
University of Maine at Augusta (UMA)	4	9
University of Maine at Machias (UMM)		
University of Maine at Presque Isle (UMPI)		
University of Southern Maine (USM)	0	0

4. How many student logins do you expect to login to the portal monthly, in total across all campuses.
- o An estimate rounded to the nearest thousand is fine

ANSWER:

Campus	# Student Logins Per Month
University of Maine (UM)	50,000
University of Maine at Farmington (UMF)	10,000
University of Maine at Fort Kent (UMFK)	1,000
University of Maine at Augusta (UMA)	1,000
University of Maine at Machias (UMM)	
University of Maine at Presque Isle (UMPI)	
University of Southern Maine (USM)	5,000

5. Salesforce & Traction Rec are proposing a single Salesforce System (Org) that will serve the needs of all campuses and as a result a portion of the initial implementation cost is global and will benefit all campuses. Even if the solution was rolled out campus by campus these implementation activities would not need to be repeated for follow-on campuses. As a result can we simply supply enterprise pricing instead of campus by campus pricing?

ANSWER: Enterprise licensing was requested for consideration only. We need campus and enterprise pricing provided.

6. Do we need to include a copy or image of the contents of the Cost Template and Solution Requirement excel documents in the Word submission document or is a reference to the attachment enough?

ANSWER: Please provide the cost information via Microsoft excel.

7. Out of respect for our current and past customers, our policy is not to share their personal information and contact details in RFP responses. If the University wishes to reach out to our references, we would be happy to facilitate an introduction upon request. As such, would the absence of personal information in Section 4, Appendix E impact the evaluation of our proposal?

ANSWER: [Understood](#)

8. What software is in use today for:

- Facility Scheduling
- Membership Sales
- Member Scan-In
- Access Control System that triggers door or turnstile unlocks
- League Management
- Locker & Equipment Tracking
- Outbound Email (Email Marketing)
- Outbound SMS

ANSWER: [Please see RFP Section 1.1.3](#)

9. Do you want to retain the use of any of the above systems or are you looking to replace them all?

ANSWER: [This will depend on the solution offered. Please see RFP Section 2.2.](#)

10. What systems is this solution expected to be integrated with?

ANSWER: [It needs to be able to import .txt or .csv files, and export same. Doesn't matter what the software is that kicks it out or pulls it in. We don't need an automatic interface. Ideally, for credit card processing it should work with the University's chosen provider \(I forget the name\). If it doesn't, it needs to employ P2PE.](#)

11. Are online reservations limited to reserving equipment or does this also include fields, rinks, rooms, studios and more?

ANSWER: [Could include more than just equipment](#)

12. Would a system that manages all rentals and bookings internally with only an online request form be acceptable?

ANSWER: [Please see RFP Appendix H](#)

13. Can you clarify this Extensive Reporting requirement: Provide ability to submit reports into the system (i.e. - headcounts, incident forms, etc.)

- What does the word "submit" entail in this context?

ANSWER: Upload or import into the database, for example associated with / attached to an event or a person.

14. Our proposed solution is Salesforce-based. Would you want it to reside in an existing Salesforce instance or a new one? If existing...
- What else resides in this org?
 - Is the Educational Data Architecture (EDA) deployed in this org?

ANSWER: We cannot address this question without seeing the proposal and having conversations post submission with Internal IT staff.