

REQUEST FOR PROPOSALS # 2023-017
Web Accessibility Tool
RESPONSE ADDENDUM #1
December 16, 2022

QUESTIONS

Q1: Whether companies from Outside USA can apply for this?
(like, from India or Canada)

A1: Public entities, private for-profit companies, and non-profit companies and institutions are invited to submit a response.

Q2: Whether we need to come over there for meetings?

A2: Refer to RFP Section 4.0 Master Agreement, Rider A, Business and Performance Reviews

Q3: Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

A3: Refer to RFP Section 4.0 Master Agreement, Rider A, Business and Performance Reviews

Q4: Can we submit the proposals via email?

A4: Refer to RFP Section 1.3.8.

Q5: If Canadian Companies can bid on your RFP #2023-017?

A5: Public entities, private for-profit companies, and non-profit companies and institutions are invited to submit a response.

Q6: Are you preferring local vendors for this project?

A6: Public entities, private for-profit companies, and non-profit companies and institutions are invited to submit a response.

Q7: We have the leadership and client servicing team based in the USA and development team based globally. Will this impact our evaluation score?

A7: No

Q8: Under this clause "Notwithstanding any other provision of this Agreement, if the University is not appropriated sufficient funds to pay for the work to be performed under this Agreement or if funds are de-appropriated, then the University is not obligated to make payment under this Agreement." What will happen if the University does not have funds?

A8: The Contractor shall not be reimbursed for any costs incurred after the effective date of termination.

Q9: Under this clause "The Contractor agrees to maintain good relations with the University. The Contractor shall make campus visits "as needed" on three days' notice. The Contractor will coordinate campus visits with the University Services Information and Technology Department to ensure proper communication and sharing of information related to customer projects." Will the meetings be pre-decided and have a scheduled to follow or these meetings will be arranged on an ad-hoc basis with 3 day notice period? Can we reach there in 3 days?

A9: They will be prearranged and generally can be done via Zoom conference call.

Q10: For Insurance at present we have the following and wanted to check if this will be sufficient for you or do you need any additional insurance?

- A. COMMERCIAL GENERAL LIABILITY : \$2,000,000
- B. AUTOMOBILE LIABILITY: \$2,000,000
- C. FAILSAFE TECHNOLOGY E OR O: \$2,000,000

A10: Please review RFP Section 4.0 Master Agreement, Rider B, Insurance Requirements

Q11: There are a lot of Web accessibility tools readily available. We can use one of them depending on your requirement. Also, could you share your existing website links? We would like to take a look at them with the help of a web accessibility tool and comes up with areas of improvement that are needed.

A11: The University has numerous websites though a good representational of these sites include, but are not limited to: umaine.edu, uma.edu, farmington.edu, umfk.edu, machais.edu, umpi.edu, usm.maine.edu, mainelaw.maine.edu

Q12: Are you looking for 24*7 support on toll free number? or is there any fixed timeslot in a day in which you are looking for support? We generally work in a ticket-based model to resolve the issues in maintenance and support.

A12: Ticket based model is acceptable with SLA defined for responses/remediation.

Q13: What CMS platform(s) does the University of Maine System use today?

A13: The University of Maine System (UMS) and its individual campus websites use WordPress as the primary CMS platform. In addition to WordPress, there are specialized systems for library databases, dining, and general ecommerce which have public-facing pages that can be considered part of the UMS web presence. We also use Liferay, TeamDynamix Knowledge Base, PeopleSoft Campus Solutions

Q14: Is the System's preference to manage individual accounts for each campus / school? Or group them all under a single account?

A14: Preference is centralized management of the individual users accounts for the campuses

Q15: Is the central "Web Technologies" team responsible for development on each school's website or do the campus's also have their own developers and content editors

A15: As a service offering, UMS IT hosts and develops the majority of primary websites for each campus. Each individual campus is responsible for the content provided on the website.

Q16: Are web policies and style guides consistent across each campus / school or do they each have their own specific rules and requirements?

A16: Each campus/school has its own style guide and policies, but all campus/school websites must adhere to the same web accessibility standards with those styles and policies.

Q17: RE: the U Maine RFP Submissions Package Document, Appendix J, General Technical, question 12 - Can you provide further explanation on what is being asked for or what is expected as part of the data dictionary?

A17: If the product has the ability to import users and/or site URLs for scanning, a clear reference, template, or dictionary describing the fields that can be imported.

Q18: RE: the U Maine RFP Submissions Package Document, Appendix J, Technical Interface Data Exchange, question 5 - Do you have an example of the type of records you would auto /mass load in the system?

A18: For the initial setup, the mass-loading of users and/or site URLs for scanning.

Q19: Would consideration be given to a proposal that takes a manual user and expert testing approach to meet the system's goal of increasing engagement and value for your site visitors, inclusive of automated testing for uncovering underlying conformance issues and trends leading to barriers for your visitors but is centered around creating policies and procedures, developing a role-based training program, and prioritizing remediation for University digital assets based on expert and user evaluations?

A19: We would be open to a proposal taking this approach, in general I find a tool-only accessibility approach is difficult for end users to use routinely.