![University of Maine System logo — Maine's Public Universities](logo)

**REQUEST FOR PROPOSAL # 2024-039**
**Student Registration Solution**
**RESPONSE ADDENDUM #1**
**December 19, 2023**

## CLARIFICATION

**RFP Submission Due Date is modified to January 29, 2024 on or before 11:59 pm EST**

**Vendor Presentations are moved to February 8th and 9th. 1 ½ hour presentation blocks starting at 10:00 am EST each day**

## QUESTIONS

**Q1: In order to do a complete analysis and provide you with a high-quality response, and because of the holiday season coming up and the unavailability of our technical team, would it be possible for the University to push back the submittal date by at least 3 weeks, making the new due date January 29th.**
**A1: OLLI is amenable to having the due date be January 29.**

**Q2: Please confirm this RFP is for the OLLI at USM only with the option for other universities and programs to opt-in to the resulting contract.**

**A2: OLLI is the primary focus of the RFP and resulting initial user for the registration system. The resulting Master Agreement will provide the other campuses / departments' option to use the solution if it is in their best interest throughout the term of the Master Agreement.**

**Q3: Is the pricing we are supposed to provide exclusively for OLLI?**

**A3:Yes**

**Q4: On average, how many annual registrations does the OLLI process?**

**A4: Pre-pandemic, around 6700 registrations annually and post around 5700. We expect those numbers to continue to grow.**

**Q5: Will the professional development program at USM use the existing solution OR should the response to the RFP ALSO include solutions for the professional development program at USM?**

**A5: OLLI is the primary focus of the RFP and resulting initial user for the registration system. The resulting Master Agreement will provide the other campuses / departments' option to use the solution if it is in their best interest throughout the term of the Master Agreement.**

**Q6: Please list the roles of professionals at USM who need to be included in training sessions. For example: 1 Director, 2 program managers, 1 IT professional, etc.?**

**A6: 1 director, 1 program coordinator, 1 administrative assistant, 2 professionals from finance, and any IT professionals specified by USM/UMS.**

**Q7: Does USM desire any in-person training?**

**A7: In person training is preferred, but negotiable. In the cost response make sure to denote in-person training and remote training as different options.**

**Q8: If professional development is included, please list the number of staff within professional development, the number of courses offered annually, and the approximate number of annual registrations processed by professional development.**

**A8: PDP is currently not part of the RFP. OLLI is the primary focus of the RFP and resulting initial user for the registration system. The resulting Master Agreement will provide the other campuses / departments' option to use the solution if it is in their best interest throughout the term of the Master Agreement.**

**Q9: Please list how many users are logging in at peak times and please list typical dates / and time of day of peak times. Please describe any scenarios USM wants to avoid and prevent, related to peak times.**

**A9: Highest usage is the first day of fall session registration at about 1,000 logins. We want to avoid system performance issues and any effect on data retention on those busy days. We prefer to control the timing of when registrations open (rather than an automatic midnight opening.**

**Q10: Please describe any scenarios you want to avoid with a TouchNet integration. Please provide at least 1 report your institution requires that is related to TouchNet and the system.**

**A10:**



**Q11: Please describe what USM considers to be an expedited implementation. Please explain why USM requests an expedited implementation.**

**A11: OLLI's current registration contract is over in June, so we need to be live by June 2024.**

**Q12: Does the OLLI use Salesforce? If not, please list the programs that use Salesforce at USM.**

**A12: OLLI does not currently use Salesforce. If the solution requires Salesforce additional discussions will occur with internal IT staff and salesforce post submission.**

**Q13: Does USM want respondents to include Salesforce integration as part of the pricing? If yes, please describe the flow of data with Salesforce and the new system.**

**A13: The potential use of Salesforce by OLLI will occur at some point in the future but is not a current need.**

**If the solution requires Salesforce additional discussions will occur with internal IT staff and salesforce post submission.**

**Q14: What is USM's Student Information System? Do all universities in the state have the same SIS?  If not, please list.**

**A14: USM uses PeopleSoft Campus Solutions, but OLLI's registration system does not connect with or use the SIS system.**

**Q15: What is USM's finance ERP system?**

**A15: PeopleSoft Financials**

**Q16: The RFP mentions Single Sign On.  Please describe use case scenarios for SSO. For example, which systems and which users would be a desired fit for SSO.**

**A16: The use of SSO would only be for the OLLI Staff, not for students. For the few people who would be needed, it is *not* necessary and managing user accounts by the OLLI Admin is fine. Using SSO would only be useful if easy, no cost, and would allow easier user account termination.**

**Q17: Please provide 3 sample reports regularly used by OLLI**

**A17: Yes, see attached examples**

**Q18: What type of program registrations would the system be required to manage (please define or provide information about the type of programs and metrics required)?**

**A18: Membership, Courses, events, travel/day trips, and Special interest Group registrations.**

**Q19: What type of evaluations would UM be completing for each of the courses?**

**A19: A simple survey between 5 and 15 questions shared primarily with staff, who may choose to share with the instructors.**

**Q20: Other than the membership requirement, what are other types of pre-requisite requirements are required for courses or programs?**

**A20: Age (over 50).**

**Q21: What was the revenue for the University last year? (including credit card revenue volume and merchant statement)**

**A21: We are not able to address this question as part of the RFP process.  The focus of the RFP is OLLI at this time.**

**Q22: Who is your payment processor and are you willing to change to a different provider?**

**A22: USM uses TouchNet; alternatives are not currently being discussed. There are additional approvals required to use solutions other than TouchNet.**

**Q23:** **Who do you use as your financial provider?**

**A23: Bank of America**

**Q24:** **Who is the University currently using?**

**Q24: Entrinsik is currently being used by OLLI**

**Q25:** **What data will the University be migrating to the new system?**

**A25: OLLI needs to migrate all contacts, their demographics, class/order history, and all previous programs/courses since 2017.**

**Q26:** **Is the plan to have all 6 universities using the same system (with a single database) OR for each university to have its own separate database (thus, 6 databases)?**

**A26: OLLI is the primary focus of the RFP and resulting initial user for the registration system. The resulting Master Agreement will provide the other campuses / departments' option to use the solution if it is in their best interest throughout the term of the Master Agreement.**

**Q27:** **What are total annual enrollments (distinct) across all 6 universities/10 Campuses for all non-degree professional development and OLLI courses/programs?**

**A27: OLLI Annual enrollments: Pre-pandemic, around 6700 registrations annually and post around 5700. We expect those numbers to continue to grow.**

**OLLI is the primary focus of the RFP and resulting initial user for the registration system. The resulting Master Agreement will provide the other campuses / departments' option to use the solution if it is in their best interest throughout the term of the Master Agreement.**

**Q28:** **Has budget already been allocated for this initiative? If not, when will budget be determined?**

**A28: Yes but it is dependent on the proposed solutions cost**

**Q29:** **When do you hope to be 'live' with a new system?**

**A29: June 30, 2024.**

**Q30:** **When do you plan on executing an agreement for the purchase of a new system?**

**A30: Yes if a solution is awarded.**

**Q31:** **What LMS do the 6 universities/10 campuses use? Is it the same for all of them?**

**A31: Brightspace**

**Q32:** **Do all UMS universities use Touchnet as the payment processor for online transactions?**

**A32: Yes**

**Q33**: Does the UMS plan to share their chosen Non-Degree Registration System across all 6 universities/10 campuses?

**A33: OLLI is the primary focus of the RFP and resulting initial user for the registration system. The resulting Master Agreement will provide the other campuses / departments' option to use the solution if it is in their best interest throughout the term of the Master Agreement.**

**Q34**: Is the intent of this RFP to exclude non-degree program registrations outside of Professional Development & OLLI?

**A34: OLLI is the primary focus of the RFP and resulting initial user for the registration system. The resulting Master Agreement will provide the other campuses / departments' option to use the solution if it is in their best interest throughout the term of the Master Agreement.**

**Q35**: Will each UMS university be making their own purchase decision or should we assume the results of the RFP will be a single decision for the system?

**A35: OLLI is the primary focus of the RFP and resulting initial user for the registration system. The resulting Master Agreement will provide the other campuses / departments' option to use the solution if it is in their best interest throughout the term of the Master Agreement.**

**Q36**: To understand a fully implemented solution, please provide the system approach for purchase and implementation. Will there be a single implementation project for the system or is there an expectation that there will be 6 separate implementations?

**A36: OLLI is the primary focus of the RFP and resulting initial user for the registration system. The resulting Master Agreement will provide the other campuses / departments' option to use the solution if it is in their best interest throughout the term of the Master Agreement.**

**Q37**: Revenue is a good indicator of size. What is the annual revenue for each of the intended Professional Development and OLLI programs who "must be afforded the use of the system"?

**A37: What we can provide is the registrations figures - Pre-pandemic, around 6700 registrations annually and post around 5700. We expect those numbers to continue to grow.**

**Q38**: Will there be a single budget to fund the purchase or a separate budget per USM university?

**A38: OLLI is the primary focus of the RFP and resulting initial user for the registration system. The resulting Master Agreement will provide the other campuses / departments' option to use the solution if it is in their best interest throughout the term of the Master Agreement.**

| First Name | Last Name | Email | Phone | Cell Phone | Street Address | City | St | Zip | Course Title | Instructor | Created Tir |
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## Payment Type Summary

| Totals: (4 items) | Count | Payment Amount |
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| CKP | 4 | 150.00 |
| **OVERALL Totals:** | 4 | 150.00 |

## CKP

| Date | Order | First Name | Last Name | Payment Type | Session Id | Payment Amount | Pay Ref Enrole | batchnumber |
|------|-------|-----------|-----------|--------------|-----------|----------------|----------------|-------------|
| Dec 13, 2023 | 6034E7F1 | Gina | Tangney | CKP | OPW24_C_R_BLKHIST | 50.00 | 1021 | 01*PP20436_USD_CKP_6034E7F1 |
| Dec 13, 2023 | 6034EBD8 | Gina | Tangney | CKP | OPW24DONATE:OPSU20DONATE1 | 50.00 | 1021 | 01*PP20436_USD_CKP_6034EBD8 |
| Dec 13, 2023 | 6034E7F2 | Gina | Tangney | CKP | OPW24DONATE | 0.00 | 1021 | 01*PP20436_USD_CKP_6034E7F2 |
| Dec 13, 2023 | 6034E7F0 | Gina | Tangney | CKP | OPW24_C_R_ANTISEM2 | 50.00 | 1021 | 01*PP20436_USD_CKP_6034E7F0 |

**Totals: CKP(4 items)**

| | | | | | | 150.00 | | |

| Id | Course Title | Start Date | End Date | Start Time | End Time | Catalog Times | Location | Last Name | First Name | Total Count | Available Count | Waitlist Count |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| OPW24_C_R_1972 | REMOTE - 1972-1984: The Dozen Years That Radically Changed Maine | 1/10/24 | 2/14/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | Garson | Sandra | 25 | 5 | 0 |
| OPW24_C_R_ANTISEM2 | REMOTE - Antisemitism, White Supremacy and the Clear and Present Danger to American Democracy | 1/9/24 | 2/13/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Goldfarb | Matthew | 37 | 8 | 0 |
| OPW24_C_R_BEBRIDGEII | REMOTE - Beginner Bridge Session II | 1/9/24 | 2/13/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Bouwens Day | Don Karen | 11 | 1 | 0 |
| OPW24_C_R_BLKHIST | REMOTE - Black History of Maine | 1/10/24 | 2/14/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Greene | Bob | 18 | 12 | 0 |
| OPW24_C_R_CHEMCANDLE | REMOTE - Chemistry by Candlelight | 1/10/24 | 2/14/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Rhodes | Gale | 19 | 5 | 0 |
| OPW24_C_R_ECONPOL | REMOTE - Contemporary Economic Policy Issues | 1/9/24 | 2/13/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Haveman Woglom | Jon Geoffrey | 14 | 16 | 0 |
| OPW24_C_R_GROWTH | REMOTE - Cultivating a Growth Mindset | 1/11/24 | 2/15/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Center | Carol | 6 | 6 | 0 |
| OPW24_C_R_JUNG2 | REMOTE - Decoding Jung's Metaphysics - Part 2 | 1/11/24 | 2/15/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | Kercel | Stephen | 1 | 19 | 0 |
| OPW24_C_R_LIFESTORIES | REMOTE - Explore Life Stories Through Writing | 1/11/24 | 2/15/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Chadbourne | Joan | 4 | 4 | 0 |
| OPW24_C_R_SSCONT6 | REMOTE - Exploring Short Stories | 1/8/24 | 2/12/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Cass | Anne | 24 | 0 | 6 |
| OPW24_C_R_FIFTIES | REMOTE - Fifties: A Surprisingly Dynamic Decade | 1/10/24 | 2/14/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Benedict | Buck | 15 | 0 | 11 |
| OPW24_WS_R_ENNIO | REMOTE - Film Music of Ennio Morricone | 1/19/24 | 1/19/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | Marzagalli | DeWayne | 10 | 10 | 0 |
| OPW24_C_R_TONYWIN | REMOTE - Golden Age of Broadway: Tony Award Winners of the '50s (Musicals) | 1/11/24 | 2/29/24 | 9:30 AM | 11:00 AM | 9:30-11am | Zoom | Masure | Lorraine | 22 | 8 | 0 |
| OPW24_C_R_FACES | REMOTE - Great Faces Great Places. How the Rest of the World Lives | 1/9/24 | 2/13/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Suitor | David | 29 | 6 | 0 |
| OPW24_WS_R_AUTBIO | REMOTE - Guided Autobiography | 1/12/24 | 2/2/24 | 10:30 AM | 12:30 PM | 10:30-12:30pm | Zoom | Murphy | Katie | 8 | 0 | 1 |
| OPW24_C_R_HAWAII | REMOTE - History of Hawaii and the Music of the Islands | 1/9/24 | 2/13/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | Foster | Terry | 11 | 5 | 0 |
| OPW24_WS_R_WESTP2 | REMOTE - History of Western Movies - Part 2 (the 50s) | 1/19/24 | 1/19/24 | 12:00 PM | 3:30 PM | 12-3:30pm | Zoom | Marzagalli | DeWayne | 11 | 9 | 0 |
| OPW24_C_R_INDIANW | REMOTE - India as Portrayed by Indian Women's Fiction Writing | 1/11/24 | 2/15/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Sutherland Mayberry | Kathleen Betsy | 12 | 18 | 0 |
| **Totals: (39 items)** | | | | | | | | | | | | |
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| Id | Course Title | Start Date | End Date | Start Time | End Time | Catalog Times | Location | Last Name | First Name | Total Count | Available Count | Waitlist Count |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| OPW24_WS_R_BUDDANOMED | REMOTE - Introduction to Buddhism | 1/19/24 | 1/19/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | Edgerly | Heather | 13 | 12 | 0 |
| OPW24_WS_R_CONQUANEFFHALF | REMOTE - Is Consciousness a Quantum Effect? | 1/19/24 | 2/2/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | Kercel | Stephen | 5 | 15 | 0 |
| OPW24_C_R_CLIMHOPE | REMOTE - Journey from Climate Doom to Active Hope | 1/10/24 | 2/14/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | White | Thomas | 2 | 13 | 0 |
| OPW24_WS_R_MYTHVICT | REMOTE - Mythology in the Mansion: Classical Mythology and Victorian Culture | 1/19/24 | 1/19/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | Cook | Brittany | 14 | 26 | 0 |
| OPW24_WS_R_FRED_GINGER | REMOTE - Perfection: The Best of Fred & Ginger | 1/26/24 | 1/26/24 | 9:30 AM | 12:00 PM | 9:30-12pm | Zoom | Marzagalli | DeWayne | 20 | 0 | 3 |
| OPW24_C_R_CLEAN | REMOTE - Practice of Swedish Death Cleaning | 1/11/24 | 2/15/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Rich | Barbara | 12 | 0 | 13 |
| OPW24_C_R_NON-SCI | REMOTE - Science for Non-Majors | 1/9/24 | 2/13/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Scheintaub | Hal | 7 | 8 | 0 |
| OPW24_C_R_SEE88 | REMOTE - Seeing for Life-Clear Vision to Age 88 & Beyond | 1/10/24 | 2/7/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | Kershner | Robert | 8 | 32 | 0 |
| OPW24_WS_R_HOLMES | REMOTE - Sherlock Holmes: "A Study in Scarlet" | 2/2/24 | 2/2/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | Marzagalli | DeWayne | 20 | 0 | 15 |
| OPW24_C_R_SUFIS | REMOTE - Sufis | 1/11/24 | 2/15/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | Smith | Zaid | 10 | 20 | 0 |
| OPW24_C_R_SCOURT | REMOTE - Supreme Court Effect on American society | 1/10/24 | 2/14/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Libby | Robert | 16 | 14 | 0 |
| OPW24_C_R_TVCRIME | REMOTE - TV Crime/Mysteries European Style | 1/11/24 | 2/15/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Solano | Ed | 17 | 13 | 0 |
| OPW24_C_R_CHILDAB | REMOTE - Understanding Child Abuse and the Societal Response | 1/10/24 | 2/14/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Ricci | Lawrence | 1 | 23 | 0 |
| OPW24_WS_R_VERDI | REMOTE - Viva Verdi! | 1/26/24 | 1/26/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | Lewis | Calien | 18 | 12 | 0 |
| OPW24_C_R_HEART | REMOTE - Voice Of The Heart | 1/10/24 | 2/14/24 | 12:45 PM | 2:45 PM | 12:45-2:45pm | Zoom | Donaldson | Jennifer | 9 | 5 | 0 |
| OPW24_WS_R_VOICE | REMOTE - Voice-Overs: Now Is Your Time! | 1/24/24 | 1/24/24 | 6:30 PM | 8:30 PM | 6:30-8:30pm | Zoom | Kamp | Will | 2 | 18 | 0 |
| OPW24_C_R_BEING | REMOTE - Well Being: What Is It? | 1/10/24 | 2/14/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | Piker | Steven | 1 | 19 | 0 |
| OPW24_C_R_WHTY | REMOTE - What Happened to You? | 1/10/24 | 2/14/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | MacDougall | Linda | 2 | 12 | 0 |
| OPW24_C_R_ENERGY2 | REMOTE - What Is Energy, and How Do We Use It? | 1/10/24 | 2/14/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | VonSeggern | David | 4 | 16 | 0 |
| OPW24_WS_R_LEGACY | REMOTE - Writing a 'Legacy Letter' | 1/26/24 | 1/26/24 | 9:30 AM | 11:30 AM | 9:30-11:30am | Zoom | Sherwin | Jay | 5 | 20 | 0 |
| OPW24_WS_R_YOGAHB | REMOTE - Yoga for Healthy Bones | 2/12/24 | 2/12/24 | 2:00 PM | 3:00 PM | 2-3pm | Zoom | Sirota | Lyn | 15 | 10 | 0 |
| **Totals: (39 items)** | | | | | | | | | | | | |
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| Name | Cell Phone | Eve Phone | Email | Course Title | Faculty Name | Waitlist Date | Created Time |
|---|---|---|---|---|---|---|---|
| | | | | REMOTE - Sherlock Holmes: "A Study in Scarlet" | DeWayne Marzagalli | 12/13/2023 | 8:56 AM |
| | | | | REMOTE - Sherlock Holmes: "A Study in Scarlet" | DeWayne Marzagalli | 12/13/2023 | 9:13 AM |
| | | | | REMOTE - Sherlock Holmes: "A Study in Scarlet" | DeWayne Marzagalli | 12/13/2023 | 9:45 AM |
| I removed all the personal the data but this was all populated. | | | | REMOTE - Sherlock Holmes: "A Study in Scarlet" | DeWayne Marzagalli | 12/13/2023 | 10:08 AM |
| | | | | REMOTE - Sherlock Holmes: "A Study in Scarlet" | DeWayne Marzagalli | 12/13/2023 | 11:14 AM |
| | | | | REMOTE - Sherlock Holmes: "A Study in Scarlet" | DeWayne Marzagalli | 12/13/2023 | 11:28 AM |
| | | | | REMOTE - Sherlock Holmes: "A Study in Scarlet" | DeWayne Marzagalli | 12/13/2023 | 11:49 AM |
| | | | | REMOTE - Sherlock Holmes: "A Study in Scarlet" | DeWayne Marzagalli | 12/13/2023 | 4:54 PM |
| | | | | REMOTE - Sherlock Holmes: "A Study in Scarlet" | DeWayne Marzagalli | 12/13/2023 | 7:41 PM |
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| | | | | REMOTE - Sherlock Holmes: "A Study in Scarlet" | DeWayne Marzagalli | 12/14/2023 | 10:43 AM |