

REQUEST FOR PROPOSALS # 2026-036
Event and Room Booking Solution
RESPONSE ADDENDUM #2
February 12, 2026

QUESTIONS

- 1. Would it be possible to forward me the full RFP packet including all Addendums and documents for RFP 2026-036?**

ANSWER: YES.

You can also find them on our website at:
www.maine.edu/strategic/upcoming_bids.php

- 2. Will the University of Maine System be willing to sign an MNDA?**

ANSWER: Possibly please send us a copy of the proposed document. We cannot agree to non-disclosure that includes information related to: The University must adhere to the provisions of the Maine Freedom of Access Act (FOAA), 1 MRSA §401 et seq. As a condition of agreement, a respondent must accept that, to the extent required by the Maine FOAA, any ensuing contractual documents are considered public records and therefore are subject to freedom of access requests.

- 3. Could you please confirm the initial contract duration for the Event and Room Booking Solution? Additionally, are there any renewal or extension options vendors should be aware of?**

ANSWER: Please see the RFP Master Agreement file titled:
06 - 2026-036-RFP-IT-Appendix D-Agreement

- 4. Is this procurement intended to replace an existing solution, or is it for a net-new implementation? If a system is currently in use, could you please identify the provider?**

ANSWER: This is a procurement for a new implementation. The solution must be currently built and deployable. Proposals that contemplate significant new development, beta functionality, or functionality dependent upon future product releases or development efforts will be deemed non-responsive.

- 5. Is there an estimated budget range or target spend associated with this procurement that vendors should consider when preparing their response?**

ANSWER: We cannot disclose budget ranges.

- 6. Will the University of Maine System be publishing vendor questions and answers publicly, and should vendors anticipate formal addenda if updates or clarifications are issued?**

ANSWER: All questions received by the written question deadline, and the answers to those questions will be posted publicly as a formal addendum. Any updates or clarifications regarding the RFP will also be posted publicly as a formal addendum.

**All materials are posted on our website at:
www.maine.edu/strategic/upcoming_bids.php**

7. **Do you have a preference for how the software is hosted; would you prefer a cloud-based solution, or something hosted locally, or on your own servers?**

ANSWER: The University seeks a Software as a Service (SaaS) solution.

8. **Although this RFP is primarily for the Maine Graduate and Professional Center, how many campuses/sites will need to use this system? How many event/bookable spaces are there for each campus/site and how many will be in the system in total?**

ANSWER: The right to exercise the option is provided in the RFP Master Agreement. This does not indicate a commitment to do so.

9. **Document 04 - 2026-036-RFP-IT-CostTemplate stipulates a 10 year cost forecast. However, document 06 - 2026-036-RFP-IT-Appendix D-Agreement stipulates a 5 year agreement. Please clarify the term of the required fixed pricing**

ANSWER: The cost table should include the 5-year term of the agreement, as well as the 5-year renewal option.

10. **Within document 05 - 2026-036-RFP-IT-SolutionRequirements #17 requires integration with payment gateways. Could you please stipulate which one is the preferred by the University?**

ANSWER: Touchnet, please refer to the requirements detailed in document named: 05 - 2026-024-RFP-IT-SolutionRequirements

11. **Do you have a preferred payment processor that will be leveraged for this engagement?**

ANSWER: Touchnet, please refer to the requirements detailed in document named: 05 - 2026-024-RFP-IT-SolutionRequirements

12. **Within document 05 - 2026-036-RFP-IT-SolutionRequirements #8 stipulates Google calendar integration. Is this the only calendar integration required?**

ANSWER: Yes

13. **Has a budget been allocated for this project? Can you share funding sources, and budget amounts?**

ANSWER: We cannot disclose budget information.

14. In the process of researching potential solutions and/or preparing this RFP, has the team engaged in conversations and/or seen demos of any specific products? If so, can you share a list?

ANSWER: Pursuant to 1 M.R.S.A. 402(3)(E), the RFP materials are records and working papers used by or prepared for an administrative committee of the University of Maine System, and are not public records and not available for review at this stage of the process.

15. For mobile app functionality, is it desired to have applications published to the Apple App and Google Play stores or does browser-based mobile functionality meet requirements?

ANSWER: Please review requirements outlined in Appendix I and J of the RFP and document named: 05 - 2026-024-RFP-IT-SolutionRequirements.

16. Can you describe any IPAAS (Integration Platform as a Service) or ETL (Extract Transform Load) tools that are available for this project?

ANSWER: Please review requirements outlined in Appendix I and J of the RFP and document named: 05 - 2026-024-RFP-IT-SolutionRequirements.

17. Does your institution have a data lake? If so, please specify the underlying technology. Are you considering an approach that leverages the data lake to meet the reporting needs specified in this RFP?

ANSWER: Please review requirements outlined in Appendix I and J of the RFP and document named: 05 - 2026-024-RFP-IT-SolutionRequirements.

18. We often find it in our customer's best interest to have separate contracts with our firm as the implementation partner and vendors that provide software as a service. For the purposes of this RFP, if our proposed solution is selected, can multiple contracts be awarded?

ANSWER: No, the award and any resulting contractor will be made to the awarded Respondent. That Respondent will be responsible for the solution implementation, etc. Please see our requirements. Please see RFP sections within Appendix F and the Master Agreement for subcontracting relationships.

19. For requirement 17, do you have a specific payment system (or systems) that you need integration with, or is this a general capability that would be leveraged during implementation? If the former, which payment system(s) will be leveraged. If the latter, how many total payment integrations do you anticipate requiring?

ANSWER: Refer to requirement 8 in the same document.

20. Please provide word versions of the RFP documents so we can complete the forms / Appendices.

ANSWER: All materials are posted on our website at:
www.maine.edu/strategic/upcoming_bids.php

21. Please provide Rider B outlining Insurance Requirements (mentioned on page 13 in section 3/Appendix D1).

ANSWER: Please refer to the Master Agreement in the document named:
06 - 2026-024-RFP-IT-Appendix D-Agreement and specifically Rider B.

22. To meet certain requirements related to role-based and room-based permissions, we would need to develop custom functionality as a deliverable for this project. Would the school still consider our solution if this required functionality was unavailable by the estimated contract start date of May 1, 2026? We would add a separate addendum including timeline to address this deliverable as part of the larger contract.

ANSWER: The solution must be currently built and deployable. Proposals that contemplate significant new development, beta functionality, or functionality dependent upon future product releases or development efforts will be deemed non-responsive.

23. Item 8: Please clarify Google calendar synchronization and compatibility requirement. Are users creating reservations from individual Google calendars?

ANSWER: Two-way Google calendar synchronization is required, as users (permission-dependent) currently create room bookings using individual Google room calendars, and some groups may continue to do so within Google as we transition to the new software. The core need is calendar interoperability so bookings made in the scheduling system are reflected on calendars for visibility and conflict avoidance and vice versa.

24. Item 11: Please elaborate on the Billing & Invoicing requirement. What billable services are being tracked/invoiced? What specific audit trail reporting is needed?

ANSWER: Billing/invoicing applies to external clients/partners and may also apply to internal University departments depending on the group and circumstance. Billables may include: space/room fees, equipment add-ons, setup/teardown or facilities services, complex IT needs, and other service-based charges defined in the Maine Center's fee schedule.

For internal groups, a preferred but not required feature is a way to support interdepartmental chargebacks (e.g., internal billing codes, cost centers, or interdepartmental transfer workflows). Vendors should describe how internal charges can be handled—such as generating internal invoices/statements, tracking charge codes on reservations, and exporting billing data for internal financial processing—even if payment is not collected through the platform.

Audit trail: ability to report/export a record of who created/changed reservations and invoices,

what changed, and when (including approvals and financial adjustments/credits), as well as total revenue and a breakdown of revenue by fee type.

25. Item 17: What specifically is needed for the Payment integration? Is this a one-way feed?

ANSWER: The system should be able to integrate with any third-party payment processing service. Please describe what capabilities you have available to interact with payment processors.

26. Our pricing is based off of the number of individual rooms, desks, offices, collaboration spaces, and event spaces that will be reservable in the solution; is there a list outlining the approximate number of reservable rooms, desks, and spaces that we can have access to?

ANSWER: The initial scope is approximately 30 reservable rooms/spaces (classrooms, conference/meeting rooms, event space, and other reservable spaces within the Maine Center facility). The facility is currently undergoing renovations to be completed in about 1 year, at which point we will have about 30 additional spaces for a total of 60+ bookable spaces. Final inventory will be confirmed during implementation/discovery.

27. Could you share the expected number of users, including administrative staff, departmental users, and members of the public, to help inform pricing and deployment assumptions?

ANSWER: We anticipate ~250 total internal users or fewer on the platform, with a possible smaller number of users for the initial rollout/soft launch. This includes all staff and faculty working in the building, as well as a small group of non-University building residents, all with varying permission levels depending on their group/role. External users will include anyone in the general public interested in booking space at our facility, in some cases as one-off requests, so this number is more challenging to estimate. We may explore membership models for repeat external requestors. Vendors should propose licensing that supports mixed internal + external usage without requiring all external requestors to be licensed as named users.

28. Are there specific use cases, workflows, or departments that are considered priorities for implementation?

ANSWER: Priority implementation will focus on the Maine Center facility and the primary user groups that book or request spaces:

- Internal faculty and staff (self-service booking for eligible rooms; request/approval for select spaces)
- Students (request/approval workflow only; no self-service bookings)
- External clients/partners (public request workflow with approvals and communications; possible membership model)
- Maine Center operations staff (administration of bookings, services/resources, and billing as applicable)

The implementation should also support the operational coordination needed for events (e.g., service requests and billing) as part of those core workflows.

29. Do you host overnight stays for events and if so, how many beds do you own?

ANSWER: The Maine Center does **not** provide overnight lodging and does **not** own beds for event stays (N/A).

30. Do you sell tickets for events or need your own registration system?

ANSWER: Ticketing and registration are not a core requirement, though may be preferred if available. All events in the building require RSVP/attendee registration which is currently managed through external registration platforms. The primary scope is space scheduling + event management workflow. Vendors may describe any optional registration capabilities, but proposals should not assume ticketing is required.

31. Do you require catering management services? If so, what are the requirements?

ANSWER: We **do not** require a full catering management system, as this is managed through UMS internal procurement processes. We do require the ability to capture catering-related details as part of the event (e.g., whether catering is planned, menu/timing/logistics notes, and any internal coordination fields) and include those details in operational views/run sheets as needed.

32. When is the anticipated Go-Live date?

ANSWER: The Maine Center would ideally like to begin software implementation by Spring 2026, with a soft launch for certain user groups in Summer 2026 and full launch in Fall 2026; all depending on discovery, configuration, integrations, testing, and training. Respondents should propose an achievable plan and call out any assumptions or dependencies.

33. Does the Scope of this project include academic class scheduling? (i.e. Standard course sections). Or is the scope limited to the use of classroom space (in addition to other spaces) for non-academic events?

ANSWER: We **are not** seeking to replace the University's academic course scheduling/registrar systems for standard course section scheduling. However, the solution should support recurring/term-based room bookings/holds as well as semester blackout dates such as final exams, since classrooms will be available for event booking requests when not in use.

34. Within document 05 - 2026-036-RFP-IT-SolutionRequirements #10 is there scope for integration to a third-party CRM, should it provide a deeper client engagement experience

ANSWER: A full third-party CRM integration is not required. The only core requirement is some level of "CRM-light" client management (client/org profiles, booking history, documents) within the platform. Vendors may propose optional CRM integrations (via API/export or connectors) as value-add.

35. How many staff users will need to manage / administrator the solution?

ANSWER: We anticipate a small administrator group of approximately 3–6 core admin users, which includes those managing events, operations, and technology; with possible additional limited admin access for additional roles (e.g., facilities and security creating run sheets/queues, etc). There may need to be additional admin access for UMS IT to conduct necessary maintenance. Vendors should propose role-based access that supports this model.

36. How many staff or faculty will need to access the solution (e.g. make reservation requests, etc.)

ANSWER: We anticipate ~250 total internal users or fewer on the platform, with a possible smaller number of users for the initial rollout/soft launch. This includes all staff and faculty working in the building, as well as a small group of non-University building residents, all with varying permission levels depending on their group/role. External users will include anyone in the general public interested in booking space at our facility, in some cases as one-off requests, so this number is more challenging to estimate. We may explore membership models for repeat external requestors. Vendors should propose licensing that supports mixed internal + external usage without requiring all external requestors to be licensed as named users.

37. Can you provide a detailed description of your current IT environment and any existing systems that need to be integrated?

ANSWER: UMS will evaluate proposed solutions against system IT requirements as outlined in the Appendix H1 of the RFP. The Maine Center also currently uses Google Workspace (email/calendar) and has a preference for TouchNet for payment processing. Vendors should propose standard, out-of-the-box integrations and clearly indicate if any custom development is required.

38. What are the critical success factors for this project, including go-live deadlines?

ANSWER: Critical success factors include:

- Meets core functional requirements (role- and room-based permissions; internal self-service + external requests; approvals/automation; event details/services/resources; reporting; billing/invoicing)
- Meet all requirements as outlined in Appendix H1 – Solutions Requirements Matrix.
- Implementation plan that is realistic for our size (40–50 spaces / ~250 users or less) and includes training and adoption support

- **Go-live:** The Maine Center would ideally like to begin software implementation by Spring 2026, with a soft launch for certain user groups in Summer 2026 and full launch in Fall 2026; all depending on discovery, configuration, integrations, testing, and training.

39. Are there any constraints or limitations we should consider when proposing a solution?

ANSWER:

- Single-building deployment (not an enterprise campus-wide program, though if successful could be implemented elsewhere in the system)
- Preference for SaaS and configurable workflows over custom development
- Budget sensitivity (annual costs should align with UMS expectations; large enterprise pricing may be non-competitive)
- Administrative capacity and usability: Day-to-day administration will be handled by a small number of Maine Center staff. The system must be easy and efficient to manage and not require significant ongoing effort or technical expertise.
- Training expectations: More in-depth training may be appropriate for administrators and event operations staff, but everyday users (faculty/staff and external requestors) should be able to complete common tasks with minimal training through an intuitive interface and self-service guidance.

40. What internal resources will be available to support the implementation?

ANSWER: Maine Center operations/events staff will provide subject-matter expertise, workflows, room inventory, pricing rules, and user-testing participation. UMS IT will participate in required technical reviews and support approved integration approaches (e.g., SSO, payment, and security), with the expectation that the vendor will lead all configuration and implementation activities.

41. Are there institutional Milestones or Software renewal deadlines that are driving your timeline? If so, can you please provide additional details?

ANSWER: There is no software renewal deadline driving the schedule (current processes are largely manual and based on Google tools). Timeline is driven by the need to improve coordination, utilization visibility, and client workflow, especially as our facility is going under renovations this year to create additional space.

42. Does your team have existing reporting tools that are currently being leveraged? If so, please list out applicable tools that may be in consideration for this project.

ANSWER: Current reporting is primarily ad hoc/manual (spreadsheets and calendar-based tracking). We expect the solution to provide built-in reporting and exports to support utilization and operational reporting.

43. Are there any marketing/messaging requirements associated with this solution?

ANSWER: The solution should support a professional, client-friendly public-facing experience and configurable communications (confirmations, reminders, approval messages), including Maine Center branding where available.

44. For requirement 5, is it desired that the team members log into this solution to manage their work queues, or will the system need to integrate with existing work management tools? If the latter, which tools? Alternatively, will email notification suffice for this requirement?

ANSWER: Baseline expectation is that operational teams can receive and manage service requests through role-based queues within the solution and/or scheduled operational reports/run sheets. Email notifications and exportable reports are acceptable, provided they reliably support IT/Facilities workflows.

Current state: When IT requests are emailed to UMS IT today, the email automatically generates a ticket in the IT team's ticketing system for tracking and assignment. We do not know the feasibility of direct integration. Vendors may propose integration options (e.g., creating tickets automatically in an existing work management system) as a value-add and should describe what systems are supported, what configuration is required, and whether any custom development would be needed.

45. How many users (authorizers, requesters, etc.) and annual events (classes, meetings, etc.) do you expect to use the solution?

ANSWER: Users: We anticipate ~250 total internal users or fewer on the platform, with a possible smaller number of users for the initial rollout/soft launch. This includes all staff and faculty working in the building, as well as a small group of non-University building residents, all with varying permission levels depending on their group/role. External users will include anyone in the general public interested in booking space at our facility, in some cases as one-off requests, so this number is more challenging to estimate. We may explore membership models for repeat external requestors. Vendors should propose licensing that supports mixed internal + external usage without requiring all external requestors to be licensed as named users.

Events: The facility currently has about ~30 bookable spaces, including classrooms, conference rooms, hoteling offices, and event spaces, with about an additional 30 (~60 total) spaces available after renovations are completed in about 1 year. Each space is booked an average of 1 or more times per day, primarily for meetings or classes, so total bookings annually (~350 working days) for all rooms combined (30-60 rooms) can be upwards of 10,000-20,000+. Large events (not meetings or classes) occur about 50-75 times annually. Please propose solutions that can support high-volume reservations and typical event operations for a multi-use facility.

46. How many total users will be accessing this booking solution to manage and process incoming space requests including maintenance?

ANSWER: Admin users: We anticipate a small administrator group of approximately 3–6 core admin users will need back-end access for reviewing requests, producing run sheets, and handling service workflows. There may need to be additional admin access for UMS IT to conduct necessary maintenance.

Total users (not admins): We anticipate ~250 total internal users or fewer on the platform, with a possible smaller number of users for the initial rollout/soft launch. This includes all staff and faculty working in the building, as well as a small group of non-University building residents, all with varying permission levels depending on their group/role. External users will include anyone in the general public interested in booking space at our facility, in some cases as one-off requests, so this number is more challenging to estimate. We may explore membership models for repeat external requestors. Vendors should propose licensing that supports mixed internal + external usage without requiring all external requestors to be licensed as named users.

47. How many total spaces will be scheduled and managed within the solution?

ANSWER: The initial scope is approximately 30 reservable rooms/spaces (classrooms, conference/meeting rooms, event space, hoteling offices, and other reservable spaces within the Maine Center facility). The facility is currently undergoing renovations to be completed in about 1 year, at which point we will have about 30 additional spaces for a total of 60+ bookable spaces. Final inventory will be confirmed during implementation/discovery.

48. In the solution requirements spreadsheet regarding the support of room-adjacent tablets/kiosks for status (free/busy), check-in/no-show handling, and, if supported, walk-up booking/request. Does the University expect the vendor to provide this hardware or to integrate with existing hardware? If existing hardware exists currently, what is the name of this hardware/software and do they offer an API?

ANSWER: The vendor is **not** required to provide hardware.