REQUEST FOR PROPOSALS # 2026-024
University Store Retail Solution
RESPONSE ADDENDUM #2
March 10, 2026

QUESTIONS

1. **Are there any limitations on convenience offerings for food or beverage?**
ANSWER: Yes, the University of Maine System has an exclusive pouring rights contract with Pepsi, so all beverages must be Pepsi products. Currently food and beverage are very limited at the USM University Store and not offered at the UMF University Store, due to partnerships with campus dining services.

2. **Please clarify if there is an opportunity now or in the future for course materials to be included as a seamless part of bookstore operations, combining efforts to both save students money and provide a higher rate of return for the Universities.**

   ANSWER: The RFP is structured to allow Respondents to submit additional items for consideration. For any questions related to textbooks, course materials, or similar ancillary items, vendors should refer to Appendix C, Table 4. This table is designated for listing any additional materials, options, or related offerings the vendor wishes to propose for consideration.

   By centralizing these items in Appendix C, Table 4, we can maintain consistent "apples to apples" comparisons across vendor submissions for the primary solution. This also ensures that any supplementary materials or optional future offerings are documented in a uniform manner for evaluation.

3. **Is there interest in implementing and growing a digital access program as a part of this transition or a future transition? What efforts have been made to date to drive adoption of digital access?**

   ANSWER: The RFP is structured to allow Respondents to submit additional items for consideration. For any questions related to textbooks, course materials, or similar ancillary items, vendors should refer to Appendix C, Table 4. This table is designated for listing any additional materials, options, or related offerings the vendor wishes to propose for consideration.

   By centralizing these items in Appendix C, Table 4, we can maintain consistent "apples to apples" comparisons across vendor submissions for the primary solution. This also ensures that any supplementary materials or optional future offerings are documented in a uniform manner for evaluation.

4. **What signing bonus, facility investment, or financial incentives have been offered and/or paid by the incumbent bookstore vendor?**
a. In what year was this paid? Not applicable.
b. Please confirm you do not want scholarship to be included in the financial offer. The RFP does not request or require scholarship funding as part of any proposal. Vendors should not include scholarships unless they choose to offer them voluntarily and clearly identify them as an optional enhancement outside the required scope.

ANSWER:

The RFP does not include any information regarding prior signing bonuses, facility investments, or financial incentives offered or paid by the incumbent bookstore vendor. It also does not specify any amounts, timelines, or carry-forward obligations that a new partner would need to assume. These financial considerations are outside the scope of the RFP as written.

The stated purpose of the RFP is to select a new cloud-based retail and inventory management solution to modernize University Stores operations:

"We are seeking to move to new cloud-based software to support our brick-and-mortar retail locations and back-end inventory management systems to improve daily workflow and prioritize our educational environments. The solution proposed will preferably include an integrated website with live inventory tracking or recommend alternative web platforms that will integrate well with their POS system."

This focus on software modernization means the RFP is not structured as a financial rebid of bookstore operations and therefore does not include any expectations related to capital investments, incentives, or revenue sharing commitments from an operator

5. **Please describe how students utilize their financial aid in the campus stores and if there are any restrictions.**
    a. Please specify with your technical team whether the college uses a specific Student Financial Aid integration/software/module. An example is; Campus Card by CBoard OR TrimData.

    ANSWER: Some students receive funding through financial aid packages, campus departments, or external grants that can be applied toward textbook and school supply purchases. Neither campus currently uses a dedicated student financial aid integration, software, or module; instead, these transactions are managed through internal processes and tracked in the POS using custom tenders and customer accounts, as outlined in Requirements #9–#11. We are open to solutions that better integrate these processes with the POS system. Please describe how your product supports this functionality in the Submission Form Package, Appendix C. If these capabilities are not included in the base product and would require additional cost, please provide pricing using Table 4 in the cost section.

5. **Of the fixtures that currently reside in the bookstores, will all remain for use by a new partner?**
    a. Is there any unamortized expense the new partner must absorb upon commencing operations

    ANSWER:
    The RFP does not provide any information regarding the ownership, transfer, or continued use of existing bookstore fixtures (e.g., shelving, counters, display units, furniture, cash wrap stations). It also does not indicate whether fixtures will remain for use by a new partner or whether any unamortized expense exists that a new partner would be required to assume.

    The stated purpose of the RFP is:
    "to move to new cloud based software to support our brick and mortar retail locations and backend inventory management systems to improve daily workflow and prioritize our educational environments.

The solution proposed will preferably include an integrated website with live inventory tracking or recommend alternative web platforms that integrate well with the POS system."

Because the RFP is strictly focused on software and systems modernization, it does not address facilities, fixtures, capital assets, or financial obligations related to physical store infrastructure.

6. **What other school expenses must the campus store pay for (utilities, phone, internet trash etc.) and what are those costs?**

   ANSWER:
   The RFP does not provide any information regarding which campus store operating expenses—such as utilities, phone service, internet, trash removal, custodial services, facility maintenance, or other overhead—are paid for by the campus store versus covered centrally by the University. No costs, estimates, chargeback models, or financial responsibilities are included in the RFP documentation.

   This is because the stated purpose of the RFP is focused exclusively on software modernization:
   "We are seeking to move to new cloud-based software to support our brick-and-mortar retail locations and back-end inventory management systems to improve daily workflow and prioritize our educational environments. The solution proposed will preferably include an integrated website with live inventory tracking or recommend alternative web platforms that will integrate well with their POS system."

   Operational expense structures—such as utilities or facility costs—are outside the scope of this solicitation.

7. **Is there any other provider of campus store services or merchandise sales the school works with? (Off campus store, athletic website, publisher content provider etc.)**

   ANSWER:
   USM University Store serves as the official campus gift shop (in-store and online), offering regalia, apparel, and specialty merchandise through usm.maine.edu and shop.usm.maine.edu. All course material sales—including new, used, digital, and CourseWare purchases, rentals, and buybacks—are facilitated through eCampus (usm.ecampus.com). USM also partners with Libro.fm and Bookshop.org for online general reading sales and with Oak Hall for commencement regalia ordering.

   UMF University Store operates in-person at the Olsen Student Center and online at store.umf.maine.edu, offering branded apparel, gifts, and supplies. Course materials are facilitated through eCampus (umf.ecampus.com), which includes features such as Shop by Schedule and Digital Bookshelf access. UMF also maintains a separate campus e-commerce platform (via Sodexo) for dining plans and related purchases.

   Both USM and UMF Athletics departments operate independent digital storefronts through third-party vendors while coordinating with their respective University Stores for in-store sales and event merchandise promotion.

8. **Are there any limitations on graduation related sales?**

   ANSWER: The RFP does not define any limitations on graduation-related sales. Vendors should assume full retail capability is required for commencement events, supported by mobile/offsite POS

functionality, standard payment acceptance, live inventory visibility, and multilocation operations as outlined in Requirements #8, #17, #18, #20, #21, #26, and #40.

9. **What is your SIS on campus? What is your LMS on campus?**

    ANSWER: UMaine (and the broader UMS) uses MaineStreet (PeopleSoft) as its SIS. Students log in with their MaineStreet credentials (e.g., @maine.edu account) to access services and course registration

    The University of Maine System uses Brightspace (D2L) as its official LMS.
    *   Every UMS course in MaineStreet is automatically provisioned in Brightspace.
    *   Student enrollments sync between MaineStreet and Brightspace every 20 minutes.
    *   Brightspace integrates with tools like Zoom and Kaltura for video and course delivery.

10. **Are there any plans to move or alter the current bookstore locations?**

    ANSWER: The RFP is limited to selecting new cloud-based POS, inventory, and online retail software to support existing campus store operations. It does not address physical facilities, future building plans, or real-estate strategy. The system should be capable of supporting more than one location.

11. **When was the last time the campus store was renovated, or in the case of the Portland campus, relocated?**

    ANSWER: The RFP is limited to selecting new cloud-based POS, inventory, and online retail software to support existing campus store operations. It does not address physical facilities, future building plans, or real-estate strategy.

12. **What renovations would you like to see in the bookstores?**

    ANSWER: The RFP is limited to selecting new cloud-based POS, inventory, and online retail software to support existing campus store operations. It does not address physical facilities, future building plans, or real-estate strategy.

13. **What are the top three challenges you face with your current course materials operations/vendor that the institution hopes to resolve with a new provider?**

    ANSWER: The RFP is limited to procuring a cloud-based POS and inventory management system and is not soliciting proposals for a new course materials vendor or changes to the existing course materials partnership. However, the proposed POS and inventory management system should be capable of supporting future operational growth, including course material purchases, rentals, related processes, and general trade book sales. Please describe how your product supports this functionality in the Submission Form Package, Appendix C. If these capabilities are not included in the base product and would require additional cost, please provide pricing using Table 4 in the cost section.

9. **The RFP mentions integration with Transact/Windcave for University Card ("UMS Bucks") payments. Does the University currently use Transact's eAccounts API for stored value transactions, and should the solution support real-time balance inquiries at the point of sale for both online and in-store purchases?**

ANSWER: The RFP does not specify whether UMS currently uses the Transact eAccounts API for stored value ("UMS Bucks") transactions. Therefore, vendors should not assume a specific API such as eAccounts, but should instead be prepared to support the general integration requirements as defined in the RFP.

Currently, a peripheral device is used to handle UMS Bucks balance inquiries and fund transfers. Transaction information is manually entered into the NetSuite register using a custom tender to update inventory and support daily income reporting. This device operates independently of NetSuite. We are open to solutions that provide a built-in or integrated option to streamline this process. Please describe how your product supports this functionality in the Submission Form Package, Appendix C. If these capabilities are not included in the base product and would require additional cost, please provide pricing using Table 4 in the cost section. UMS Bucks are currently limited to in-store purchases.

10. **For the department and third-party voucher system with declining balances, should the solution support approval workflows where department heads authorize purchases against their budget codes before transactions are completed, or is post-transaction reporting sufficient for reconciliation?**

    ANSWER: The RFP does not require a pre-transaction approval workflow for department or third-party voucher purchases. The required scope is that the solution must support vouchers as a tender, store/manage declining balances, and produce robust, auditable reports for reconciliation after transactions are completed. Vendors may describe optional preauthorization/approval capabilities, but these are not mandated.

11. **The RFP emphasizes the importance of student internship and experiential learning programs. Beyond role-based permissions, are there specific reporting or audit trail requirements that would support academic assessment of student performance within the retail environment?**

    ANSWER: Yes. While the University does not require the POS/retail solution to perform academic assessments directly, the system **must** provide several reporting and audit trail features that support supervisor review of student intern activity. These requirements are documented in the RFP as follows:

    - **Full history of edits and submissions** — Requirement **#30**. This supports review of actions taken by individual student workers.
    - **Timestamped logs for compliance reviews** — Requirement **#31**. This enables supervisors to see when students performed transactions, inventory changes, or other system updates.
    - **Variable permissions for different logins (Preferred)** — Requirement **#23**. This allows the creation of student specific roles with limited access, making performance tracking clearer.
    - **Customizable reporting across user defined fields** — Requirement **#51**. Reports can be filtered by user, task, transaction type, date, or other relevant indicators tied to student responsibilities.

    These built-in capabilities provide the transparency, auditability, and detail needed to support academic assessment of student performance within the retail environment

12. **Regarding multi-location inventory tracking across USM's Portland, Gorham, Lewiston, and LAC campuses plus UMF, should the solution support inter-campus inventory transfers with automated stock rebalancing recommendations, or will each location operate as an independent inventory pool?**

ANSWER:

The RFP requires multi-location inventory tracking as outlined in Requirement #40. While the final contract must remain available to any institution within the University of Maine System, USM and UMF operate as separate entities with no overlapping inventory and do not allow transfers between one another. Preferably, each institution will operate within independent instances of the POS and inventory management system.

USM currently operates storefronts on the Portland and Gorham campuses, as well as a third storage location, and regularly transfers inventory among these locations. The solution must support efficient inter-location stock movement, including:
● Transfer out / transfer in functionality
● In-transit inventory status
● Full audit history of movements

These capabilities align with Inventory Management requirements (#37), full history of edits and submissions (#30), and timestamped logs (#31) to ensure all transfers are fully auditable.

While automated stock rebalancing or replenishment recommendations are not explicitly required, solutions that provide configurable reporting and filtering by item, date, location, and user-defined fields (#51), as well as inventory reporting on sales and trends (#52), are preferred to support data-driven reallocation decisions. Vendors should describe any native rebalancing features, alerts, or reporting tools that guide stock movement between locations.

USM anticipates operating as a single multi-location inventory within each institution, with the flexibility to perform inter-location transfers while also allowing locations to function as independent inventory pools when necessary (e.g., special events or campus-specific assortments). Support for bulk updates (#38) and matrix items (sizes/colors, #39) will further streamline multi-location management.

13. **For pop-up sales at events such as graduation ceremonies, athletic events, and author appearances, does the University require offline transaction capability when network connectivity is unreliable, with automatic synchronization when connectivity is restored?**

ANSWER:

The University anticipates pop-up and offsite sales (e.g., graduation, athletic events, author appearances) and therefore requires strong mobile/offsite POS support. Specifically:
- Mobile/offsite sales capability (Preferred): The solution should support taking mobile payments at in person offsite events. (Req. #26 — Preferred)
- Connectivity options: POS readers must be able to operate on both wired and wireless connections. (Req. #13 — Required)
- Mobile POS integration: If the solution does not include a native mobile POS, it must be able to integrate with a mobile POS (e.g., Square). (Req. #17 — Required)
- Security for mobile POS: Offsite/mobile use must remain secure with validated P2PE and adherence to PCI-DSS. (Req. #27, #28, #33 — Required)

Offline capability:

- The RFP does not explicitly require an offline ("store-and-forward") transaction mode. However, given the nature of popup events, vendors are encouraged to describe any optional offline capability and how it safely queues and later synchronizes transactions once connectivity is restored. Any such feature must still comply with required security controls (P2PE/PCIDSS) and maintain full auditability upon sync (e.g., timestamped logs and edit/submission history). (Req. #28, #33, #31, #30 — Required)

14. **The RFP mentions interest in third-party integrations with Libro.fm and Bookshop.org. Should these integrations enable affiliate revenue tracking so the University Stores receive commission on purchases made through these partnerships, and should customers see a unified order history across all channels?**

    ANSWER:
    The RFP expresses interest in integrations with select third-party partners (e.g., Libro.fm and Bookshop.org). While the RFP does not explicitly require affiliate/commission tracking or a unified, cross channel order history, the University encourages vendors to describe these capabilities where available.

    - Third-party integrations: The solution should support integrations with external vendors and applications. (Req. #5 — Preferred)
    - Affiliate/commission tracking: Not expressly mandated in the requirements. However, proposed integrations that can attribute referrals and report revenue earned via partner programs would be advantageous if they can be surfaced through the system's reporting tools. (Req. #47 — Robust reporting; #49 — Multiple export formats; #51 — Customizable reports)
    - Unified customer/order history across channels: Also not explicitly required. The RFP does require simple web order processing with customer communication for the online storefront (Req. #6 — Required) and emphasizes inventory and sales reporting (Req. #52 — Inventory sales & trends), but it does not specify a single, consolidated customer order history spanning external partner platforms. Vendors may describe options to surface partner orders, either through native integrations or import/reporting methods that preserve auditability. (Req. #47, #49, #51, #30 — Full edit/submission history; #31 — Timestamped logs)

15. **As the University plans to extend this solution to other UMS campuses beyond USM and UMF, should the platform architecture support independent store branding and product catalogs per institution while enabling system-wide purchasing agreements and consolidated vendor management at the UMS level?**

    ANSWER:
    The only two campuses included in this RFP are USM and UMF. Other campuses may consider exercising the option later but should not be included as a factor in the Respondent's submission.

    The platform must support institution level independence (branding and product assortment) while enabling UMS level consolidation (purchasing agreements and vendor management).

    - Independent store branding & catalogs (per institution):
      While the RFP does not mandate a full multitenant branding engine, it does call for an online storefront that is modern, supports simple web order processing, and allows special collections and storefronts within the primary website (e.g., regalia, department specific merchandise).

Together, these imply the need to segment assortments and experiences by campus/institution. (Req. #1 — Required; #6 — Required; #7 — Preferred)

- Multi-location inventory & operations across campuses:
  The solution must support multi-location inventory tracking and register systems, which is foundational for operating across multiple campuses (USM, UMF, and future UMS institutions). (Req. #40 — Required)

- System-wide purchasing agreements & consolidated vendor management:
  The platform must provide inventory management with generation and receiving of purchase orders/invoices and inventory reports, enabling centralized procurement oversight even when stores operate distinct catalogs. The ability to store vendor/manufacturer data in item records also supports consolidated vendor management. (Req. #37 — Required; #52 — Required; #44 — Required)

- Cross institution reporting & controls:
  Robust, customizable reporting—exportable to formats like Excel/CSV—is required, enabling UMS level financial, compliance, and operational rollups while still allowing campus level views. (Req. #47 — Required; #49 — Required; #51 — Required)

- Governance, access, and auditability at scale:
  To safely administer multiple institutions, the system must support modern SSO and MFA for privileged users, provide full history of edits and submissions, and maintain timestamped logs for compliance reviews. Variable permissions (preferred) help differentiate roles for UMS central staff vs. campus store teams. (Req. #32 — Required; #30 — Required; #31 — Required; #23 — Preferred)

- Cloud architecture & readiness (no netnew development):
  The University requires a cloud hosted (SaaS) solution and will not accept proposals dependent on significant new development or future product promises—capabilities for multicampus use must be available at deployment. (Req. #36 — Required; "No Development Dependent Solutions" — Required)

16. **Is connecting to Heartland a hard requirement?**

ANSWER:
Connecting to Heartland/Touchnet payment processors is listed as required in RFP Appendix H.
The RFP states: "Card transactions will work with Heartland/Touchnet payment processors." — Requirement #21 (Required)

Because this is listed as Required, all proposed solutions must support Heartland/Touchnet. A proposal that cannot meet this requirement may be considered non-responsive.

Vendors may, however, describe any additional processors they support for the evaluation team's consideration.

17. **Transact "UMS Bucks" Sandbox: To facilitate a precise fixed-fee quote for the custom integration, does UMS have a developer sandbox or technical API documentation available for the specific Transact/UMS Bucks instance currently in use?**

ANSWER:
UMS does not provide a public developer sandbox for Transact/UMS Bucks as part of this RFP. However, technical documentation and integration support can be made available to the awarded vendor during implementation through the University's Transact representatives and internal IT teams.

The RFP requires that the proposed solution:
- Support University eCommerce software (Transact/Windcave) offering payment with the University Card ("UMS Bucks"). — Requirement #8 (Required)
- Protect cardholder and financial data in accordance with PCI-DSS and GLBA. — Requirements #33 and #34 (Required)

18. **TouchNet Gateway Path: Does the University currently utilize TouchNet uPay or TouchNet Bill+Pay? Additionally, is there a preference for a direct API integration versus a hosted payment page redirect to reduce PCI-DSS scope? Or can it be replaced by Square?**

ANSWER:
USM currently utilizes TouchNet uPay sites for various departmental payments and TouchNet Bill+Payment Center for student payments and payment plans. The RFP requires compatibility with the Heartland/TouchNet payment processors (Requirement #21 — "Card transactions will work with Heartland/Touchnet payment processors." Required). Because this requirement is listed as Required, all proposed solutions must support Heartland/TouchNet payment processing to be considered responsive. The RFP does not mandate a specific implementation method (e.g., direct API integration or hosted payment page redirect), and vendors may describe their preferred integration approach provided the solution remains compatible with the University's TouchNet environment and maintains PCI-DSS compliance. Vendors may also describe support for additional processors (e.g., Square) for informational purposes; however, Heartland/TouchNet compatibility is required.

19. **Refund Reconciliation: Does UMS have specific fiscal policies for processing returns across different campus locations (e.g., Orono to USM) that must be automated in this solution?**

ANSWER:
The only two institutions included in this RFP are the University of Southern Maine (USM) and the University of Maine at Farmington (UMF). While other University of Maine System campuses may choose to exercise the contract option in the future, they should not be considered as part of the Respondent's submission scope.

Returns are not supported across institutions (e.g., a purchase made at UMF would not be returned at USM). However, USM operates multiple campuses, and the solution should support returns across USM locations (e.g., an item purchased on the Portland campus being returned at the Gorham campus). If the solution includes mobile or pop-up retail functionality, purchases made in those environments should also be returnable at USM brick-and-mortar store locations.

The RFP does not establish system-wide fiscal policies for cross-campus or cross-institution returns, nor does it require automation of campus-specific return rules. Vendors should therefore assume that return and reconciliation rules must be configurable and enforceable by location, tender type, and user role, while maintaining full auditability and compliance.

Relevant requirements that govern returns and reconciliation capabilities include:
● Multi-location operations: The solution must support multi-location inventory tracking and register systems, which is foundational for handling cross-campus transactions and returns. (Req. #40 — Required)

● Payment methods & processors: Returns must honor tender rules for cash, checks, credit/debit, and mobile payments (#20 — Required) and operate with Heartland/TouchNet processors where applicable (#21 — Required). If UMS Bucks/Transact is used, refunds/voids must respect that integration (#8 — Required).

● Third-party tenders: Where department or third-party vouchers are used, the system must reflect the voucher payment type on the receipt (#10 — Required) and support declining balance tracking tied to student or department identifiers (#11 — Required), which may extend to returns and adjustments.

● In-store POS controls: The system must allow manual adjustment of price, tax status, and other transaction details (#25 — Required) and support discounts according to defined customer types (#24 — Required), which may be relevant in exchange or return scenarios.

20. **Identity Provider (SSO): While the RFP mentions CAS and Shibboleth, would the University support an integration utilizing modern identity providers like Clerk or Okta as an intermediary layer?**

ANSWER:
The University can support an integration that utilizes a modern identity provider (IdP) such as Okta, Clerk, or similar platforms as an intermediary layer, provided that the solution fully supports modern SSO standards, including SAML 2.0 and/or OpenID Connect (OIDC).
The RFP specifies:
- "Solution must support modern SSO standards (SAML 2.0, OpenID Connect) and enforce MFA for admin or privileged users." — Requirement #32 (Required)

This requirement means:
- The University is not restricting vendors to CAS or Shibboleth exclusively.
- Any IdP—such as Okta, Azure AD, Clerk, Ping, Google Identity, or others—may be used as long as the integration ultimately supports SAML 2.0 or OIDC, and meets MFA expectations for administrators.
- The vendor's solution must integrate with the University's existing identity environment, and the intermediary IdP must not remove or weaken required authentication controls.

21. **Legacy Data Migration: Does UMS require the migration of historical transaction data from the Sequoia system, or is the scope limited to migrating the current product catalog and active gift card balances into the new Square-based "Source of Truth"?**

ANSWER:
Both USM and UMF currently use NetSuite ERP as their POS and inventory management system. Sequoia was the prior system, and we apologize if earlier documentation implied Sequoia is still in use. Square may be used only as a mobile POS option if the vendor does not provide native mobile POS functionality (Req. #17 — Required), but it cannot replace the required Heartland/TouchNet payment processor (Req. #21 — Required).

The University of Maine System does not require migration of historical transaction data from the legacy POS system. The minimum required migration scope is limited to loading the current product

catalog, active gift card declining balances, and active department/third-party voucher balances, allowing the new system to function as the authoritative source of truth at go-live.

Relevant requirements supporting this scope include:
● Inventory & Catalog Management: The solution must provide a cloud-based inventory management system and support item variations and additional variable data fields (Req. #37, #39, #44 — Required). Bulk catalog updates via file upload are preferred (Req. #38 — Preferred).
● Gift Cards & Declining Balances: The system must support selling gift cards and managing declining balances (Req. #2–#3 — Required), reflect voucher/gift card tenders on receipts (Req. #10 — Required), and track declining balances tied to student or department identifiers (Req. #11 — Required).

● Reporting Capabilities: Robust and customizable reporting is required (Req. #47–#52 — Required), but the RFP does not require historical transaction data to reside in the new system.

● Security & Compliance: Any migrated data must comply with FERPA protections (Req. #29 — Required) and PCI-DSS/GLBA controls for financial and cardholder information (Req. #33–#35 — Required).

22. **Hardware Configuration: While Seeed.us will provide a reference cost list, does UMS have an estimated count of the total "Check-out Lanes" or mobile POS units needed across all 10 campus locations for initial deployment?**

ANSWER: The only two campuses included in this RFP are USM and UMF. Other campuses may consider exercising the option later but should not be included as a factor in the Respondent's submission.

USM currently utilizes two registers, a primary store checkout and a backup system, as well as a mobile Square Terminal. While we need to track inventory in Gorham, there is not currently a register on that campus. We would like a solution that supports additional registers, including other campuses, as needed. UMF currently utilizes two registers, located on a single campus.

The RFP requests that the solution support:

- Support in-store POS hardware including cash drawers, scanners, and receipt printers (Req. #12 – Required)
- Support both wired and wireless POS connectivity (Req. #13 – Required)
- Provide EMV enabled readers and support for magstripe/NFC (Req. #14–15 – Required)
- Support mobile POS and the ability to integrate with mobile POS providers such as Square when native mobile POS is not available (Req. #17 – Required)
- Support offsite / pop-up event sales with mobile payment capability (Req. #26 – Preferred)
- Support multi-location operations across all campus stores (Req. #40 – Required)

23. **Reporting Hierarchy: In the multi-location Square setup, are there specific centralized administrative roles that require "view-only" access across all institutions while campus-level managers remain restricted to their own location's data?**

ANSWER:

The Universities anticipate that POS system access will primarily be managed at the institutional levels, with campus-level managers operating within their respective location's data. While the universities may utilize a governance model in which central (UMS-level) administrators have view-only access across institutions for oversight purposes, the solution should support flexible, role-based permissions that allow institutions to configure access in a manner that aligns with their operational and governance needs and could accommodate centralized oversight where appropriate.

● Role based access with variable permissions (Preferred): The solution should allow distinct roles (e.g., "UMS View Only Admin" vs. "Campus Manager") so central staff can view multi-institution data without edit rights, and campus staff can be scoped to their location(s) with appropriate permissions. (Req. #23 — Preferred)

● Modern SSO with MFA (Required): Centralized identity controls (SAML 2.0/OIDC) ensure consistent access enforcement across institutions and support separation of duties for privileged accounts. (Req. #32 — Required)

● Auditability (Required): Full history of edits and submissions and timestamped logs must capture who viewed/edited what and when, supporting oversight when some users are view only and others have write privileges. (Req. #30, #31 — Required)

● Reporting scope and filters (Required): Robust, customizable reporting—including filters by location, user, date, and user defined fields—enables UMS level rollups while allowing campus managers to run reports limited to their store(s). Exports to Excel/CSV support Finance and compliance workflows. (Req. #47, #49, #51 — Required)

● Multi-location support (Required): The system must track inventory and operate registers across multiple locations, which is foundational for enforcing location scoped data access. (Req. #40 — Required)

24. **Timeline Flexibility: Given the custom nature of the Transact integration and the multi-location rollout, would the University be open to a 6-month implementation plan targeting a Q3 2026 Go-Live?**

ANSWER:
The University is open to considering a 6-month implementation schedule that would target a Q3 2026 go live, provided that the proposed timeline:

1. Meets all Required functionality at go-live (including Transact/UMS Bucks, Heartland/TouchNet, multilocation inventory, security/SSO, reporting, and audit requirements),
2. Does not depend on future product development, and
3. Demonstrates a realistic, fully supported deployment plan for a multi-campus rollout.

Required for timeline approval
- A complete project plan with milestones for configuration, data migration, Transact/TouchNet integration, testing, training, and parallel operations.
- Ability to support both **USM and UMF** in the initial rollout, with runway for extension to other UMS campuses.
- No reduction or deferral of any **Required** scope elements to post go-live phases.
- A clear method for ensuring compliance and audit logging requirements are in place at launch.

25. **How many lanes (registers) of Point of Sale are desired at the University of Southern Maine and University of Maine Farmington campuses? This should include both stationary and mobile configurations for things like pop up events.**

   ANSWER:
   USM currently utilizes two registers, a primary store checkout and a backup system, as well as a mobile Square Terminal. While we need to track inventory in Gorham, there is not currently a register on that campus. We would like a solution that supports additional registers, including other campuses, as needed. UMF currently utilizes two registers, located on a single campus.

   Vendors should propose a scalable POS configuration that supports both:
   - Fixed (stationary) registers for daily in-store operations, and
   - Mobile POS configurations for popup sales at events such as commencement, athletics, and author appearances (consistent with Requirement #26 – Preferred for mobile/offsite sales and Requirement #17 – Required for mobile POS integration).

26. **Is the University of Maine interested in considering a virtual bookstore partnership for course materials in place of eCampus in conjunction with this retail system RFP which will include but not limited to a significant pricing discount and economies of scale? Course materials offerings such as First Day complete ensures that all students across all courses have access to their learning materials before the first day of class, allowing them to engage with course content from day one and support their academic success.**
   ANSWER: The RFP is limited to selecting new cloud based POS, inventory, and online retail software to support existing campus store operations.

27. **What are the current auxiliary revenues and/or commissions generated by the bookstores? What Commission percentages are you currently being paid for Digital and Non Digital Sales?**
   ANSWER: The RFP is limited to selecting a new cloud based POS, inventory, and online retail software to support existing campus store operations. Revenue generation is considered outside of the scope of this RFP.

28. **Please provide the last three years' worth of sales data including category breakdowns. (clothing, gifts, convenience, supplies, technology etc.) Understanding this RFP is for retail only, if you are open to considering a single provider of store and course materials services to compound the benefits, please also include new books, used books, digital, rental etc.)**
   ANSWER:

29. **Do you use an access program today for digital course materials?**
   a. If so, is it Equitable Access (Flat Fee) or Inclusive Access (Variable Pricing)?
   b. What % of content is provided this way?
   ANSWER: The universities currently utilize a digital course materials access program through eCampus. This program operates as Inclusive Access (Variable Pricing) rather than a flat-fee Equitable Access model. Our textbook vendor, eCampus, provides the option for courses to opt into Inclusive Access. At USM there are only a small number of courses that have historically opted in, less than 1% over the past 3 years

30. **Would you consider running an Equitable Access (Flat Fee per credit hour) program as a means to provide affordable digital course materials?**

ANSWER: At this time, the universities are not planning to immediately implement an Equitable Access (flat fee per credit hour) program. However, the universities remain open to learning about vendor capabilities and potential models that could support affordable digital course materials in the future.

31. **Are books included in tuition or a separate billed fee?**
ANSWER: Books are a separate expense paid independently by students. They are not billed by the universities.

32. **Do the universities view the course materials division as a revenue center or is student cost savings a priority (e.g., no mark-up by the institution with all savings passed to students)**
ANSWER: Currently, this area does not represent a division of revenue for the universities. However, the universities are interested in exploring opportunities to bring it back under University management as a potential revenue sector, while continuing to prioritize student cost savings where appropriate.

33. **Will you provide the most recent Text Adoptions book list -preferably in Google Sheet or Excel format?**
ANSWER: The stated purpose of the RFP is to procure a cloud-based POS and inventory management solution, and as such textbook adoptions are currently considered outside of scope. If a respondent clarifies the relevance of this information to their proposed solution, it may be shared at a later stage in the RFP process.

34. **What % of courses utilize OER?**
a. What is the target usage for the duration of the contract?
ANSWER: Historically less than 5%

35. **What is the enrollment growth rate projection for the next 5 years?**
ANSWER: The stated purpose of the RFP is to procure a cloud-based POS and inventory management solution, and as such enrollment projections are considered outside of that scope.

36. **We wanted to be sure we are clear on the number of campuses/locations. This RFP is on behalf of two of the University of Maine system campuses, correct?**
ANSWER: Yes. The RFP currently includes two institutions: the University of Southern Maine (USM) and the University of Maine at Farmington (UMF). USM operates across three campuses—Portland, Gorham, and Lewiston/Auburn—with brick-and-mortar bookstore locations in Portland and Gorham. Currently, Gorham operations are limited to inventory management with transactions managed by a third-party partner, but we would like the option to support full register systems as needed. At this time, there are no plans to establish a bookstore location at the Lewiston/Auburn campus.