

**REQUEST FOR PROPOSAL #2026-097
STUDENT VIRTUAL ORIENTATION SOLUTION
RESPONSE ADDENDUM #2
August 25, 2026**

QUESTIONS

1. Is there a current or previously budgeted amount for this solution?

ANSWER: This is a new initiative, and we are seeking bids through this RFP process. We do not have a budget at this point.

2. Is the currently used solution being replaced, and if so, can the University share what is prompting the change (end of contract term, dissatisfaction, new requirements)?

ANSWER: We are currently conducting new student orientation exclusively in person. The goal of this solicitation is to move new student orientation to an entirely online, digital format.

3. Does the University require distinct orientation pathways by student population (e.g., first-time, transfer, adult learner, dual enrollment, international, graduate) at each institution?

ANSWER: This solicitation is for our Orono campus however other University of Maine System campuses may look to utilize this solution in the future. We have historically segmented orientation by first year, international, and transfer students. We are open to further segmentation with this solution if it makes sense.

4. Can the University share what specific challenges or gaps exist with the current onboarding/orientation experience?

ANSWER: Participation for first year students is our biggest challenge.

5. If UMS is transitioning from an existing orientation/onboarding solution, will the University require the awarded vendor to migrate existing content and/or historical user completion data from the prior system, or is this considered a net-new implementation with no legacy data migration in scope?

ANSWER: This is a net new implementation with no legacy data migration in scope.

6. Can the University confirm whether Maine Community College System participation in the resulting Agreement is entirely optional, or does MCCC have any role in the evaluation/selection process for this RFP?

ANSWER: MCCC participation is optional and requires mutual agreement between both parties. MCCC does not have a role in this RFP.

7. Do you need the platform to support a language other than English at launch? If so, will you require translation services for that language?

ANSWER: No.

8. How many distinct audiences are you hoping to tailor the orientation for at launch (e.g., first-time online learners, adult learners)?

ANSWER: See response to question 3.

9. Would you prefer a custom-designed interface, or would you rather select from a suite of professionally designed templates that reflect University of Maine branding?

ANSWER: We are open to either option. If there is a price difference, please include that information in your proposal.

10. Do you need video production support for your orientation? If so, what types of videos are you looking for?

ANSWER: UMaine does have capacity for video and film development however we would be interested in knowing the associated costs both with and without such support.

11. Do you need support writing content for the different subject areas covered in your orientation?

ANSWER: No.

12. If you're providing your own content for the platform, do you need assistance placing it into the orientation before launch?

ANSWER: Yes.

13. What is the appropriate way to respond if an answer is considered a trade secret or proprietary?

ANSWER: Note trade secrets and proprietary information on your RFP response/proposal.

14. Appendix J (Page 20) – Question #3: It is unclear if this question refers to development libraries, helpers, and modules, or if the question is referring to simply Server Software and Hosting. Please provide clarification of the depth of information being requested.

ANSWER: This question is relevant to any products and services that are connected or provided by a third-party vendor.

15. Appendix J (Page 22) – Technical Interface Data Exchange Requirements – Question #3: This section appears to require a different type of response from other questions/requirements in Appendix J. Please clarify the type of response that you are expecting and the scope of the statement in Question #3 as it relates to Appendix J.

ANSWER: We do not need a direct response to question 3 in this section; however, your RFP response must indicate if system modification, additional products, costs, or if any other accommodation would be necessary to meet a requirement. This information should be provided in the relevant sections of the RFP.