

REQUEST FOR PROPOSALS # 2025-013
OIP Software Solution
RESPONSE ADDENDUM #1
August 16, 2024

CLARIFICATION

The submission deadline is changed to September 5, 2024 on or before 11:59 pm EST.

QUESTIONS

1. How many student users would be likely to access the platform in a year? How many internal staff or administrative users would have access to the system?

ANSWER: 150-200 students, 5-6 staff/admin users

2. Which user roles would likely be required?

ANSWER: student, advisor, possibly IT

3. Can you supply a generic copy of your annual report so that we know the format?

ANSWER: Yes, we will attach it.

4. Does the annual report need to be prepared in a print format or for electronic submission as a document and/or through API?

ANSWER: We prepare a digital document.

5. What customizable compliance forms will students need to submit?

ANSWER: Application forms, and Predeparture forms including the international study away registration form, health and safety form, contract for study abroad, travel insurance form, release and assumption of risk, passport form, consortium agreement form, conduct release form, verification of enrollment

6. In what way do the compliance forms need to be customizable? For example, will the format change over time? Do certain fields need to be pre-filled for each student? Will different campuses use different templates?

7. **ANSWER: General formats will remain the same with some variations in questions/student information requested as needs shift. Ex. Covid required new questions in the release and assumption of risk, and additional forms. Pre-filling is desirable but not necessary.**

8. Will students submit the forms as a PDF file attachment, or will they complete them using a web form in an online portal or in the software itself?

ANSWER: Forms will be submitted in a web form through the online software. The study away registration form will likely be submitted as a fillable pdf, which will need to be downloadable in the software. Students and admin will need to be able to upload the completed form as a PDF.

9. Will the list of approved education abroad programs be the same for all students and all campuses, or will choices available depend on information about the student (such as major or educational program) or the campus?

ANSWER: Approved programs abroad are the same for all students who study abroad through our office, regardless of campus or major. We need to have a mechanism to manually add exchange programs and faculty-led programs as options for every term. We also allow for exceptions to participate in a program not currently on the approved list, which requires the student to submit a petition to the UMaine OIP for consideration

10. What is involved in submitting an application to study abroad? What information is the student required to submit? Is there conditional logic whereby answers to some questions would require the student to submit additional information?

ANSWER: Applications include questions on meeting eligibility requirements, academic information, residence, if they receive financial aid, have a passport, and where they heard about study abroad at UMaine. They are required to submit an unofficial transcript, a passport-style photo, and an application fee of \$50 via Touchnet. They must also complete a conduct release form which asks questions about criminal history as required by the UMaine System.

When a conduct form is submitted by the student, we would like to have a trigger to the Student Life conduct officers to check the students' UMaine conduct history and provide a response to the UMaine OIP office about the student's conduct situation (approved or need to discuss further with OIP).

11. How many study abroad applicants does the university expect to have in a given cycle? How many would it like to have, since one of the goals is to increase participation?

ANSWER: Last year we had about 130 students successfully apply. About 90 students began and did not complete and application, and since those are the students we want to target for additional engagement, it would be our goal to reach 200 successful applicants.

12. How many steps would comprise a typical review and approval process for a study abroad application? How many reviewers and approvers would be involved in a single application?

ANSWER: Applications require only one reviewer. Reviewer will check the application form, conduct release and clearance by Student Life, and issue an approval message if everything is completed correctly and the student meets eligibility criteria.

13. What email system does the university use? (i.e., Microsoft Exchange, Microsoft 365, Google Gsuite, etc.)

[ANSWER: Google Suite](#)

14. Which single sign-on (SSO) provider does the university work with?

[ANSWER: CAS or Shibboleth for Single Sign-On](#)

15. When does the university want to have this system ready for staff to begin to use? When would students first be able to use it?

[ANSWER: Staff – May 2025; students – September 2025.](#)

16. What is the university's budget for initial development, configuration, and deployment of the software?

[ANSWER: We cannot share budget as a part of the RFP](#)

17. Aside from initial development costs, what is the university's expectation about the ongoing year-over-year costs for licensing, maintenance, and support?

[ANSWER: We cannot share budget as a part of the RFP](#)

18. What kinds of support options would the university like to consider?

[ANSWER: Please provide options for support as options in Appendix C, Exhibit 1 Table 4.](#)

19. Is the university open to a cloud solution built on a third-party platform?

[ANSWER: Yes](#)

20. Does the university want custom software that can be hosted in a cloud managed by the university?

[ANSWER: We are seeking a SaaS solution that is already developed.](#)

21. Does the university currently have software or a web platform that will need to be replaced?

[ANSWER: Yes, AbroadOffice web software used by UMaine Office of International Programs.](#)

22. Is there any historical data or records that will need to be imported?

[ANSWER: Yes, we would like to add the historical data from the prior year \(from when we start using the software\) to prepare the IIE Open Doors report, if it is possible.](#)

[IMPORTANT: Please put this pricing in Appendix C, Exhibit 1, Table 4 ONLY, as we may not opt to move forward with the data conversion depending on the cost.](#)

23. Besides email, SMS, SSO, PeopleSoft, and possibly IIE Open Doors, are there any other integrations that you can anticipate wanting in the near future?

ANSWER: No

24. Is the System's preference to have one environment used by all the campuses, or for each campus to have their own environment purchased by the individual campus when needed?

ANSWER: We prefer to have one environment for the UMaine campus only.

25. Is the preferred term length 5 years?

ANSWER: See answer in RFP, Master Agreement, Appendix D, Section 2 Term

26. Would the system be interested in a sandbox during the evaluation period?

ANSWER: YES

27. Would the system like pricing to represent for the central office use or also include pricing options for each campus?

ANSWER: This is specific to the UMaine Office of International Programs' needs. Limit pricing to just that program.

28. We see that presentations will be held via Zoom in 45 minutes windows.

- Will The University of Maine be open to holding demonstration meetings in-person?
- Is there any flexibility in the length of the demonstrations?

ANSWER: All presentations will be via ZOOM.

29. Will The University of Maine share an agenda ahead of time to guide the vendor presentation meetings?

ANSWER: Yes

30. How many students from The University of Maine participate in education abroad programs annually? Can education abroad participation totals be broken down for each university and/or each campus?

ANSWER: Currently about 120 per year for UMaine.

31. In Section 2 of the Submission Form it states respondents are encouraged to provide additional price incentives for providing an enterprise solution, multi-Year or award of multiple institutions.

- Is the preference to have the 6 Universities of The University of Maine System retain their own license of the solution, or to share one license all within the same instance?

- Based on the answer above, should we still submit pricing options based on a single license as well as multiple licenses?

[ANSWER: This is specific to the UMaine Office of International Programs' needs. Limit pricing to just that program.](#)

32. Do The University of Maine staff in the Office of International Education respond to study abroad student emergencies? Or are emergencies handled by another office entirely?

[ANSWER:](#)

[Yes, UMaine OIP is responsible for crisis management. We work with UM Police, Risk Management, and study abroad providers on emergencies abroad](#)

33. Does The University of Maine require emergency response and check-in functionality embedded within your study abroad solution?

[ANSWER: Not required but desired](#)

34. Will The University of Maine want access to Live Chat with subject matter experts to answer questions and suggest best practices?

[ANSWER: We will have a chatbot on our general university study abroad website for students' Q+A. Regarding a Live Chat with staff and admins, we would welcome Live Chat for support.](#)

35. Will the solution need to integrate in with TouchNet to accept payments as a part of the study abroad process?

[ANSWER: We need to post a link to Touchnet where the student can make the application fee payment and then upload the receipt into the study abroad software to show payment has been completed.](#)

36. Does the University of Maine maintain one student and staff information system across all 7 campuses or does each campus maintain its own student and staff information system?

[ANSWER: No, each campus has its own system](#)

37. Will The University of Maine want options to mass email prospective students or current study? For example, emailing more than 100 students at a time?

[ANSWER: Yes](#)

38. Is The University of Maine seeking software that also includes CRM marketing tools such as automated email journeys, event management, and event QR codes?

[ANSWER: Please review the RFP Appendix H for requirements](#)

39. Do you require University of Maine system-level visibility into data and reporting across all campuses education abroad activities?

ANSWER: This is specific to the UMaine Office of International Programs' needs.

40. Is it important for The University of Maine to be able to build and customize reports including data visualizations tools within the solution?

ANSWER: Yes

41. I need to know an estimate for the total number of on-site travelers UMS would process through Via in a 12 month period (i.e. not users in the system or applications - but a ceiling for your actual mobility count).

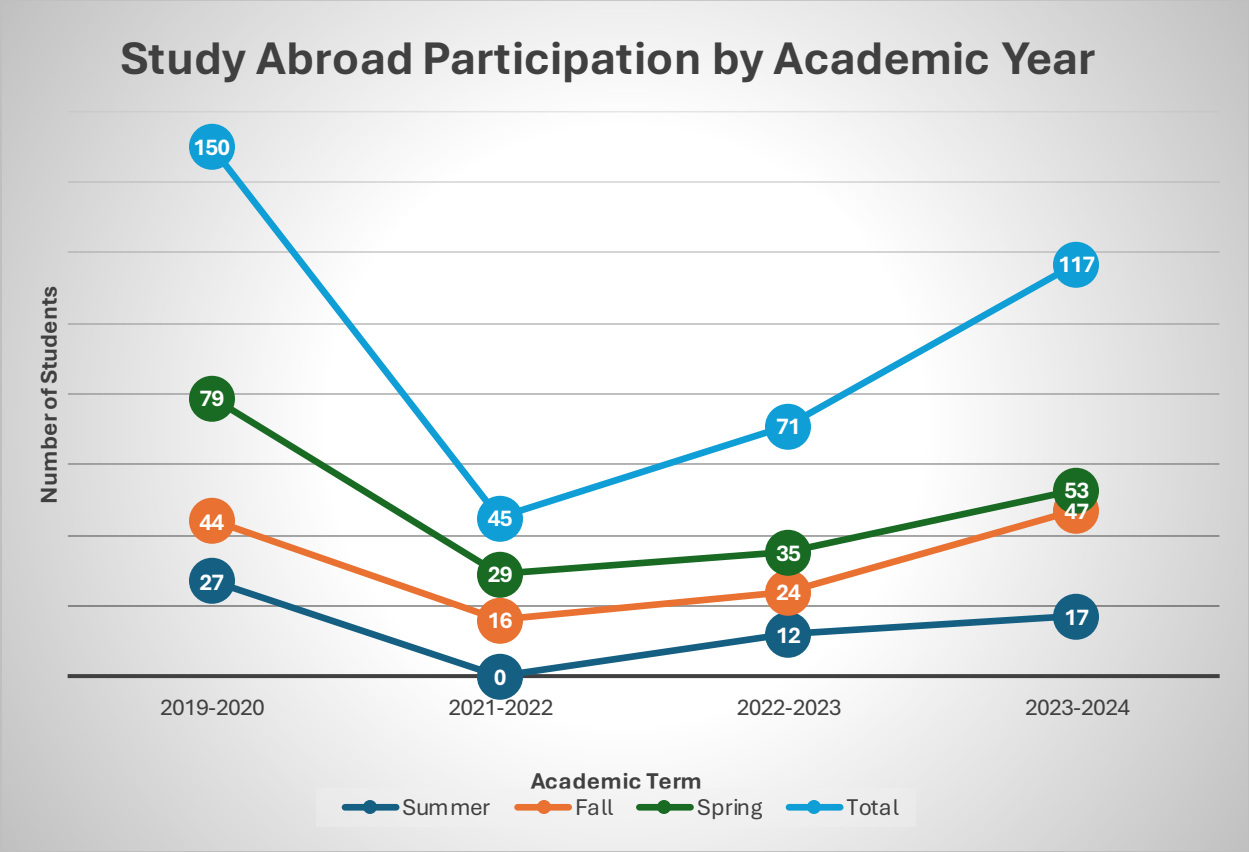
ANSWER: 250

Education Abroad Annual Report, 2023-2024

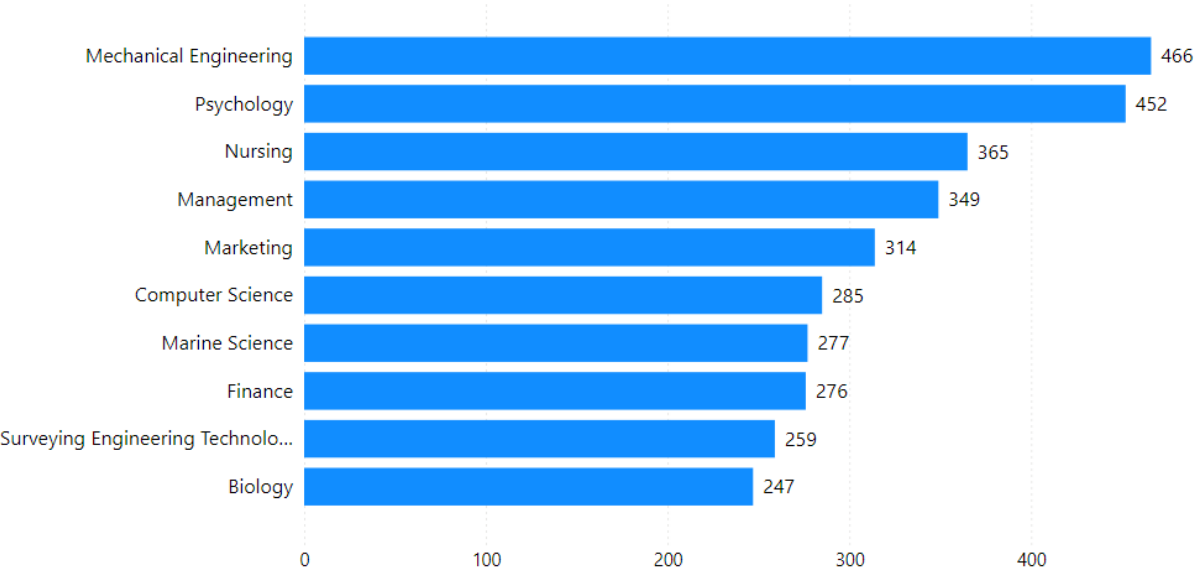
Advisor statistics:

- 640 advising appointments (595 in 2022-2023)
- 32 presentations to ~900 students
- ~160 students attended study abroad fairs
 - ~100 in fall
 - ~60 in spring
- Hosted 18 study abroad events on campus

5-year Comparison of SA Participation

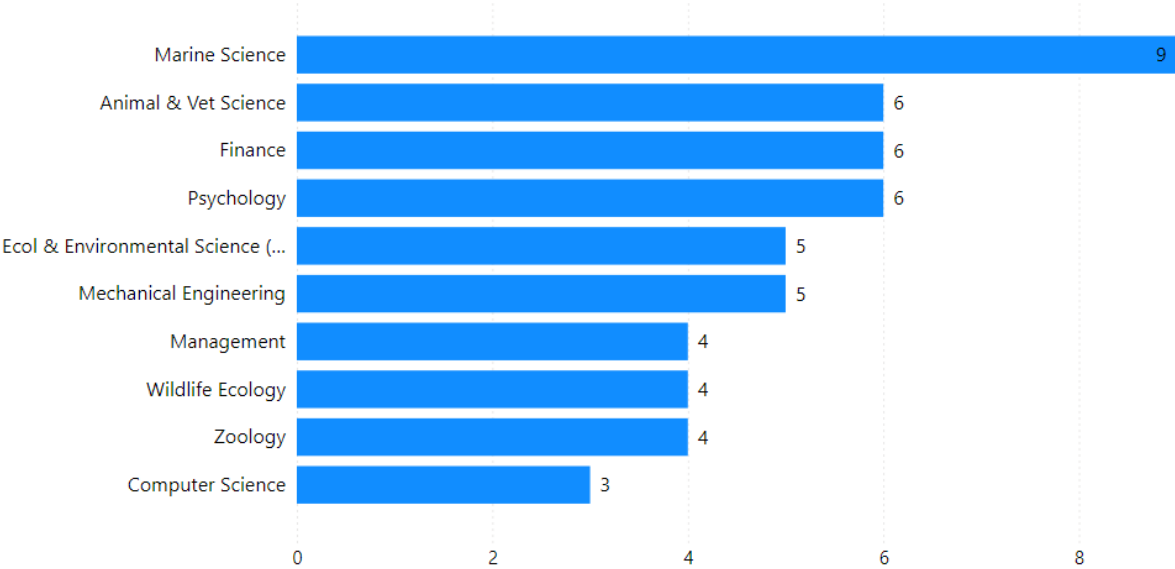


Highest Enrolled Majors at UMaine



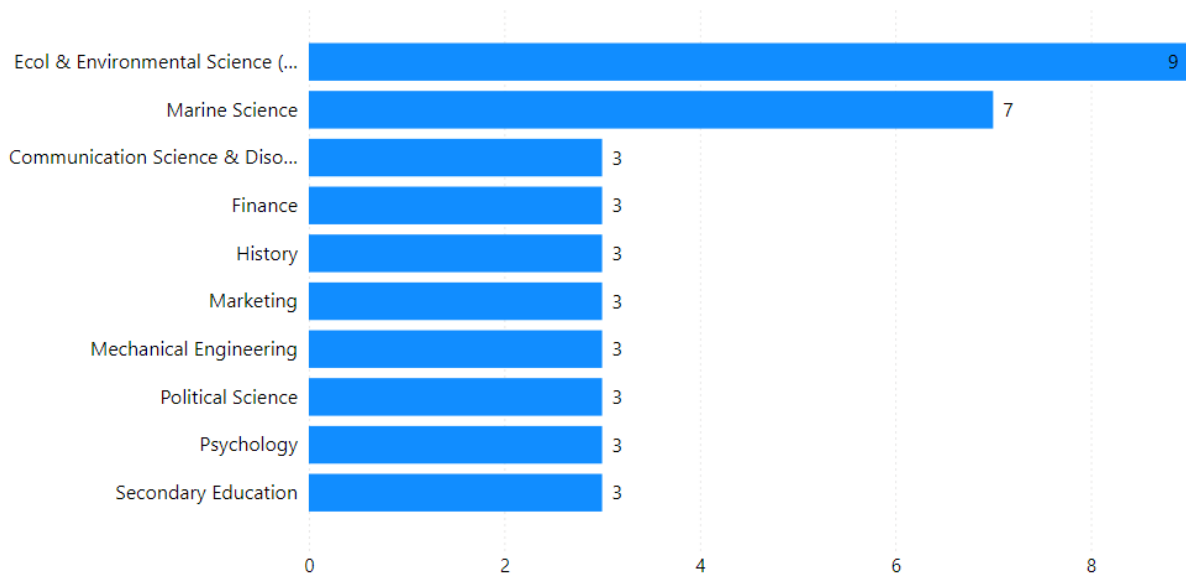
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Top Majors Abroad 2023-2024



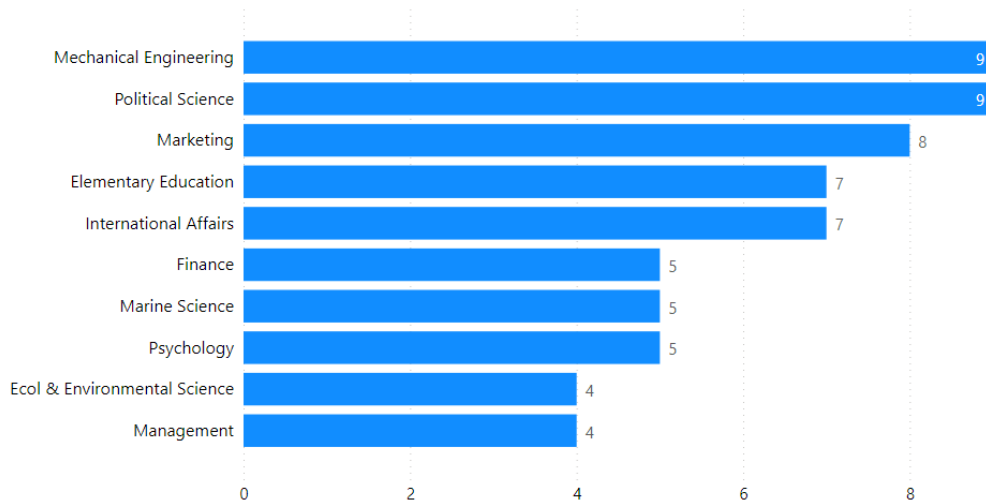
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Top Majors Abroad 2022-2023



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Top Majors Abroad 2019-2020



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