



DATE: February 18, 2016

TO: All Potential Proposers

FROM: Valerie Rolandelli  
Associate Vice President  
301-985-7895

RE: RFP 91374 – Online Employee Rewards Program  
Addendum #4 dated 02/18/2016

The following amends the above referenced Solicitation documents and is issued to all potential Proposers. Receipt of this addendum is to be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda Form" and including it in the Technical Proposal submittal.

1. The due date and time for **Technical Proposals REMAINS as Wednesday, February 24, 2016, on or before 11:59 p.m.** Per Section I of the solicitation document, Technical Proposals are to be provided electronically to the Issuing Office (Paragraph 2) in accordance with Proposal Closing Date/Due Date and Time (Paragraph 6). Late proposals cannot be accepted.
2. Attached please find the Questions with Responses Log. This log responds to the balance of the questions (Q27 through Q39) received by February 11, 2016 (the due date for questions to be submitted). Please note that Q25 response is also revised.

Attachment: Questions with Responses Log – RFP 91374

End of Addendum 4 dated February 18, 2016

**ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM**

**RFP NO.:** 91374

**TECHNICAL PROPOSAL DUE DATE:** **Wednesday, February 24, 2016 on or before 11:59 pm EST.**

**RFP FOR:** Online Employee Rewards Program

**NAME OF PROPOSER:** \_\_\_\_\_

**ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA**

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. <u>1</u>	dated <u>02/05/2016</u>
Addendum No. <u>2</u>	dated <u>02/09/2016</u>
Addendum No. <u>3</u>	dated <u>02/15/2016</u>
Addendum No. <u>4</u>	dated <u>02/18/2016</u>
Addendum No. <u>    </u>	dated <u>    </u>

As stated in the RFP documents, this form is included in our Technical Proposal.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name Printed

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

**END OF FORM**

	Addendum No.	Solicitation Section	Solicitation Reference	Question	UMUC Response
<b>Questions - Addendum No. 1</b>					
1	1	General	n/a	What is the total annual budget allocated for this project?	Generally, UMUC does not provide a budget as we want the Proposers to respond completely, and not price to a budget. However, we anticipate the value of the program to not exceed \$250,000 annually including software licensing/maintenance/hosting, implementation of the program, and employee reward costs.
2	1	Section II	Scope of Work	What specific countries are included in the program?	UMUC's Asia division is headquartered in Yokota Air Base, Japan, and UMUC's European division is headquartered in Kaiserslautern, Germany. However, as an online institution, UMUC's employees, including faculty and adjunct faculty, could be located anywhere in the world.
3	1	Section II		Page 10, Requirements 3 discusses "knowledge transfer". Is UMUC interested in SASS model (Software as a Service)? Our products reside on our servers and we do not offer the option for our platforms to be transferred to customer servers. Will this be a disqualifier?	UMUC is interested in a SaaS model that does not reside on our servers. However, it is expected that the vendor still provide knowledge transfer to HR and IT staff at UMUC so that UMUC can successfully administer including, but not limited to, configuration of the SaaS solution and administer communication to UMUC employees without having to utilize the vendor for such support.
4	1	Section III	Price Proposal format	Section III outlines a request to quote a "fixed price for the initial two year license." While we understand fixed-based pricing, we include	Per Section III, Article 3, <b>only</b> the shortlisted proposers following the interview/demonstration sessions will

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				standard language for labor hours that go over our fixed based pricing models – to offset any customer requests that fall outside the scope of what was agreed upon up front. Is this an acceptable approach to UMUC?	be requested to submit a price proposal. UMUC is anticipating that there will be a fixed price for the two year license as well as a fixed price for the initial implementation/deployment of the system for UMUC. In addition, per the 4 <sup>th</sup> paragraph of Section 1. Price Proposals, shortlisted vendors will quote fully loaded hourly rates for use in negotiating change orders or for any additional work.
5	1			Could you further define the requirements outlined on Page 15, 2.3, bullet 3.	Bullet 3 states “Verify that Proposer can demonstrate that the system will be accessible to users who are visually impaired, deaf, hard of hearing and/or have other physical limitations that would impair their use of the system.” This bullet speaks to compliance to the Americans with Disabilities Act of 1990, including but not limited to, the National Rehabilitation Act Section 508. (Refer to paragraph 13 of the Contract in Appendix C of the RFP.)
6	1			Our experience working with Higher Education is non-existent. Will our lack of experience operating programs in higher education disqualify us outright and/or put us at a serious disadvantage?	Higher Education experience is not mandatory.

	<b>Addendum No.</b>	<b>Solicitation Section</b>	<b>Solicitation Reference</b>	<b>Question</b>	<b>UMUC Response</b>
<b>Questions with Responses – Addendum 2</b>					
<b>7</b>	<b>2</b>	<b>Section II</b>	<b>Scope of Work</b>	Could you please elaborate on the objective of the online rewards program?	Beyond annual service awards, UMUC does not currently have an employee rewards and recognition program in place for its employees. We want to offer one.
<b>8</b>	<b>2</b>	<b>Section II</b>	<b>Scope of Work</b>	How will success be measured?	We have no predisposed ideas for this. We are looking for vendors in the field to advise UMUC of ‘best practices’ for such a program. This should be addressed within the Proposer’s Technical Proposal within 2.4. Approach to Providing the Services
<b>9</b>	<b>2</b>	<b>Section III</b>	<b>Paragraph 2.4 (Page 16)</b>	Section III, Article 1, 2.4 (page 16) makes mention of ‘survey’; could you please elaborate?	This is an editing error; DELETE all references to ‘survey’; In paragraph 2.4.1, DELETE the last two bullets. In 2.4.2, DELETE the word ‘survey’ in the first sentence. UMUC is in the process of procuring an Employee Climate Survey vendor. This climate survey is to be completed by the middle of May 2016. Any data and/or results of the survey that are pertinent to an online rewards and recognition program may, at UMUC’s sole discretion, be shared with the selected Online Employee Rewards Program vendor.
<b>10</b>	<b>2</b>	<b>Section III, Article 3</b>	<b>Price Proposal</b>	Does UMUC have a preference for a pricing model?	No, UMUC has no preference at this time. Proposers are to present the pricing models available and recommended ‘best practices’ in the Technical Proposal response to Paragraph 2.3.1. As the

	Addendum No.	Solicitation Section	Solicitation Reference	Question	UMUC Response
					procurement progresses, UMUC may provide to the final shortlisted firms, a specific pricing model, but at this time, UMUC has no predisposed preference.
11	2	General		Is there a current Online Rewards Program?	No. The only rewards and recognition program are annual service awards presented to UMUC employees based on years of service to UMUC.
<b>Questions - Addendum No. 3</b>					
12	3	Section II	Scope of Work/Requirements	Which best describes your objective with regard to the Recognition Program (and enabling technology): To acquire an existing but flexible program and its enabling technology and workflow and configure it for use at UMUC, OR To build a custom/bespoke recognition program based on your unique reward strategy, and build technology to enable that program	To acquire an existing but flexible program and its enabling technology and workflow and configure it for use at UMUC
13	3	Section II	Scope of Work/Requirements	Other than English, are there any additional language requirements for this project?	English is the only language requirement.
14	3	General		What is the background/context behind building the online Employee Rewards Program? What is the rewards/appreciation mechanisms in place today, if any?	See response to Question 11 and Question 7 above. The impetus for the online program is a UMUC study of best in class organizations who all utilize these programs, but also the increased desire for recognition and rewards mechanisms. Our goal is to create a culture of recognition, promote a positive work environment and increase employee engagement while supporting the strategic goals of UMUC. We have a limited anniversary award program, but no other mechanisms in place today.

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15	3	Section II	Scope of Work/Requirements	RFP mentions "Training and continual product support for both overseas and stateside". Please explain how the training content will be delivered. What does continual product support entail?	We would be interested in a vendor providing best practices surrounding communication for both the rollout and on-going sustained interest in the program in conjunction with our internal team, as well as a strategic partner in scaling the program and driving engagement as part of "continual product support".
16	3	Section II	Scope of Work/Requirements	Do the multimedia application have to be rendered across various devices. What versions of the smart devices will need to supported.	This would not be a requirement
17	3	Section II	Scope of Work/Requirements	We understand that points will be rewarded to employee. Employee can redeem points on a separate e-commerce portal. We assume that development of ecommerce portal is not in scope. Please confirm our understanding.	That is correct, development of the e-commerce portal is out of scope. See response to Question 12 above. We would anticipate that a full platform inclusive of recognition and rewards through to redemption of awards would be developed and in place at time of go-live. Should this involve separate portals we would consider as part of the proposal
18	3	Section II	Scope of Work/Requirements	The RFP mentions "Ability to process and track online orders and provide shipping to international multi-military installations, including international residential addresses as well as APO addresses". Please provide more details on this.	UMUC employees live in locations across the globe, to include military bases and APO addresses for specific military installations. As such, any redemption of rewards by our employees would need to be capable of being sent to worldwide locations inclusive of APO. We would anticipate the vendor to outline specific considerations and/or concerns relative to employee locations and shipping.

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19	3	Section II	Scope of Work/Requirements	What kind of approval flow is involved in the Multi-level approval process. Does this need to be dynamically configurable	While we do not anticipate dynamic configuration as a need, we would prefer detail on setup and capability of multi-level approval processes.
20	3	Section II	Scope of Work/Requirements	Is cloud deployment preferred for the Employee Rewards application? Does UMUC have any existing public cloud preferences?	See response to question 3 above; Vendor should provide the hosting services for its program. The vendor's cloud services should be described in the Technical Proposal in response to Section III, Article 1, Paragraph 2.3 Description of the Online Rewards Program and associated services.
21	3	Section II	Scope of Work/Requirements	Should a single Rewards application be configurable for different geographies like US, Europe and Asia? Or will there be different deployments for different regions?	We do not anticipate needing the application configurable to different geographies, and we do not desire different deployments by region. We would like to understand any options or flexibility in this respect.
22	3	Section II	Scope of Work/Requirements	Does UMUC currently have any tie-ups with e-commerce platforms for maintaining the product catalog, order tracking, shipping goods etc.?	No
23	3	Section II	Scope of Work/Requirements	Can you provide detailed non-functional requirements such as number of concurrent users, availability, response time etc.	UMUC is interested in hearing of 'best practices' from the Proposers. Currently, we do not have any other non-functional requirements. Proposers should provide information on their standard Service Level Agreements for availability, support response times, number of concurrent users that the system can handle, etc.

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24	3	Section II	Scope of Work/Requirements	Are native iOS, Android applications preferred or is web-based access from tablets, smartphones acceptable?	We are open and do not have specific preferences in this respect.
25rev	3 Rev 4	Section II	Scope of Work/Requirements	What SAML based single sign-on platform/application is currently adopted in the University? Please provide more details on SSO integration SAML service provider	UMUC uses Shibboleth for its single sign on. <b>SAML 2.0 is preferred</b>
26	3			The RFP mention “Clear, simple and concise reports with the ability for UMUC to manage and control reporting structure”. Please provide more details on control reporting structure.	We would anticipate that administrative and manager reports would be available to monitor the program, and that a hierarchy (reporting structure) file would be part of the data exchange.
Questions with responses - Addendum 4 – Issued 2/18/2016 (note revision to Q25 above)					
27	4	General		In regards to wellness initiatives, are these UMUC incentives that are achieved by an employee based on data from a wellness vendor, or self-reported?	UMUC does not presently have a wellness incentive program, but it is a potentially future-slated endeavor. As such we would like to understand the vendor’s experience, if any, with such.
28	4	General		Are spouses or domestic partners included in wellness initiatives?	UMUC does not presently have a wellness incentive program, but it is a potentially future-slated endeavor. As such we would like to understand the vendor’s experience, if any, with such.
29	4	General		Can you share the composition of your wellness program and which vendors support the program?	UMUC does not presently have a wellness incentive program, but it is a potentially future-slated endeavor. As such we would like to understand the vendor’s experience, if any, with such.
30	4	Section II	Scope of Work	Outside of rewards and recognition plan design based on HRIS data and hierarchical data, what other data from UMUC do you expect to be required to drive this system?	UMUC would anticipate the data needs to be initiated and driven by the vendor.

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31	4	Section II	Scope of Work	In regards to workflow approval, is it a simple one-way manager approval up the hierarchy, or do you require more complexity? Can you provide an example?	UMUC does not anticipate a workflow approval outside of the direct management hierarchy.
32	4	Section II	Scope of Work	Do you envision an overall view to the employees of their total rewards or total compensation, when including all awards achieved in the year? If so, would you include annual compensation, awards, health and welfare and retirement benefits as a view to their total rewards?	This would be driven by vendor best practices and recommendations. We have no predisposed ideas. Inclusion into annual total rewards statement is not being considered at this time, as UMUC has not issued these to date.
33	4	Section II	Scope of Work	Do you have a standard tool used for visually impaired members of UMUC when accessing the current intranet?	This is not a concern at the outset, but we can address at such point a vendor selection and implementation occurs.
34	4	Appendix C	Sample Contract	We noted that the clause in your Terms & Conditions regarding contractor's indemnification lacks any tie to bad behavior, but rather just in general. This can be construed to be both a method around the liability limit since it is an exception to the \$500,000 direct damages limit, as well as not tied to vendor fault. Would it be possible if the indemnity could be limited to "gross" negligence only? Or some other approach where we do not feel we have that double issue outlined above? Please let us know whether we will have the opportunity to consider mutually agreeable language.	Per Section III, Article 1, paragraph 2.8, Proposers are to provide any exceptions to the UMUC Sample Contract within its Technical Proposal. Refer to this paragraph for further information regarding such exceptions, if any. UMUC does not intend to limit indemnity to only 'gross' negligence.
35	4	Section II	Scope of Work/Requirements	Please provide details on the Technology stack (Microsoft/Java/Open source). Are you using currently any Content Management System (CMS) tool? What databases are currently being used?	UMUC would need to more thoroughly understand the context and need for this detail. Vendors should provide their technology solution within their technical proposals for UMUC's review so that we can understand the technology

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					needs/requirements for the proposed solution. Details such as this will be reserved for the Demo/Discussion Sessions with the shortlisted firms, as may be applicable.
36	4	Section II	Scope of Work/Requirements	The RFP mentions "integration with Workday HCM". Could you elaborate more on this and give details on integration with Workday HCM	UMUC will be converting from Peoplesoft 9.0 to Workday HCM sometime this summer. Any needed integrations will need to developed by UMUC within Workday. Any prior experience, references to other clients using Workday, etc. to facilitate this would be helpful.
37	4	Section II	Scope of Work/Requirements	How would users be authenticated For e.g., can the application integrate with Active Directory? If yes, does the current infrastructure support? Else is there any alternatives that can be used? Also, please give us information on how employees worldwide would access this system? What are the security considerations that we should incorporate as part of the application?	Generally, UMUC does not integrate with Active Directory, and would not wish to do so without a complete understanding of the Proposer's online rewards program setup.  Overall, system access and security considerations would be addressed at a later date with Proposer's, and we would look to the Proposer's to help us understand best practices based on industry.
38	4	Section II	Scope of Work/Requirements	Please do give us more information on the various roles and their permissions on the application. Our assumption These roles and permission is part of the Active directory.	Generally, UMUC does not integrate with Active Directory, UMUC would like to understand the Proposer's online rewards program setup in order to more completely answer roles and permissions.

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39	4	Section II	Scope of Work/Requirements	Should a single Rewards application be configurable for different geographies like US, Europe and Asia? Or will there be different deployments for different regions?	We do not anticipate needing the application configurable to different geographies, and we do not desire different deployments by region. We would like to understand any options or flexibility in this respect.