



DATE: June 16, 2016

TO: All Prospective Proposers

FROM: Eric Pfister
Senior Buyer, Technology Procurement
301-985-7095

Amy Kisloski
Assistant Director, Technology Procurement
301-985-7707

RE: Solicitation # 91419 – Website User Testing Platform Services
Addendum #1 dated 6/16/2016

The following amends the above-referenced Solicitation documents. 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.

- A. Section II. Scope of Work, subparagraph 2.5 at page 9 of the RFP is deleted in its entirety, and replaced with:

"At UMUC's discretion, shortlisted firms will be asked to provide (at no cost to UMUC) access to a trial environment that will allow UMUC to test the firm's actual user testing platform, that is being proposed, for a period not to exceed two (2) weeks. The trial is anticipated to occur during the dates listed in the Solicitation Schedule."

- B. Questions from Potential Proposing Firms:

1. "[Can non-US companies (like, from India or Canada) be considered for award]?"

UMUC Response
Yes, companies from outside the United States can submit a proposal. Pursuant to Paragraph L. <i>Certification of Corporate Registration and Tax Payment</i> , of Appendix A, Bid/Proposal Affidavit, at page 24 of the RFP, foreign and domestic firms are permitted to respond and all proposing firms must register with the State of Maryland to conduct business. In addition, please note UMUC's expectations for Technical Support in Section III, Article 1, subparagraph 2.4: Technical Support.

2. *“[Will contractor be required] to come [to the US] for meetings?”*

UMUC Response

Meetings that result from this contract award can be done remotely.

3. *“Can [contractor] perform the tasks (related to RFP) outside USA (like, from India or Canada)?”*

UMUC Response

Yes.

4. *“Can [potential proposers] submit the proposals via email?”*

UMUC Response

Yes. Refer to Section I, subparagraph 5.1, for proposal submission details.

5. *“For Oral Presentation/Discussion Session(s): Will these be conducted over a GoToMeeting or some sort of web conferencing tool?”*

UMUC Response

The Oral Presentation/Discussion Session(s) will be conducted in person and/or via web conferencing.

6. *“What does the product trial period entail? [Does it apply to an incumbent]?”*

UMUC Response

The product trial is described in Section II: Scope of Work, subparagraph 2.5: Product Trial. The requirements of the product trial have been revised above in Section A of this Addendum.

7. *“[Will UMUC consider changes to its Contract to accommodate the awarded vendor’s service offering]?”*

UMUC Response

Exceptions to UMUC’s terms and conditions can be submitted with a firm’s proposal. The exceptions will be considered at UMUC’s discretion.

8. *“[A firm does] not provide Heat maps, but [has] other advantages[...]. Are Heat maps a must have for [UMUC]?”*

UMUC Response

Heat maps are a desirable component of the solution but are not required.

9. *“Which browsers and versions and specific devices (i.e. Mac, PC, iPad, iPhone, Android, etc) will be required for testing?”*

UMUC Response

The browsers in scope for testing are the two (2) most recent versions of Google Chrome®, Firefox®, and Internet Explorer®. The specific devices in scope for testing are mobile devices or mobile device emulators including Apple iPhones®, Apple iPads®, and Android® devices.

10. *“Will the vendor be providing usability test design services (i.e. helping to determine which tasks will be tested, what questions will be asked)?”*

UMUC Response

Yes, the usability test design services will be provided via research service hours. Research Services are explained in Section II: Scope of Work, subparagraph 2.4.

11. *“[A potential proposing firm’s] preferred solution requires users to download software - would that preclude [this firm] from this opportunity?”*

UMUC Response

The ability to conduct testing without users being required to download software is desirable, but not required. In the Proposal, provide a list of any software that will be required to be downloaded as part of the complete solution.

12. *“For remote moderated and unmoderated tests, is the installation of a plug-in acceptable?”*

UMUC Response

The ability to conduct testing without users being required to install a plug-in is desirable, but not required. In the Proposal, provide a list of all plug-ins that will be required to be downloaded as part of the complete solution.

13. “[As specified in Section II: Scope of Work, subparagraphs] 2.1.15: Ability to filter and compare results based on screening questions.

Can [UMUC] elaborate what [that] means? Does this mean being able, for example, to review screening and/or quantitative and/or survey results, and click on a particular result and see the data generated by said participant including video recordings?”

UMUC Response

It is desirable for UMUC to have the ability to view user test results for a subset of participants, such as civilian students vs. military-affiliated students, while being able to filter on an answer to a screening question. This would include being able to compare how two different subsets within the test group answered questions or performed on task with a visual display of data. It is also desirable to have the ability to click on an individual participant and see that participant’s answers to questions and audio/video recordings.

14. “[As specified in Section II: Scope of Work, subparagraphs] 2.2.1 and 2.2.2: Recruitment of 300 or more qualified real-world testers to complete tests through the firm’s platform per year (does not count against research services hours). Screening of testers based on UMUC-specified criteria, e.g., location, age, military affiliation, interest in higher education, etc. (may vary by test).

Does this mean a commitment to supply, on demand, within the specified time limits, the screened candidates? Or to have the 300 in a select pool, previously screened, available to participate at any time, and replaced as necessary to compensate for churn?”

UMUC Response

Section 2.2.1 and 2.2.2 mean the proposer will need to supply, on demand, over the course of the year, 300 total screen testers. The request for an individual test may range from 5 to 100 testers. Screening criteria may vary by test. The turnaround time of five (5) business days or less is for each individual test.

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM

Solicitation: UMUC Solicitation #91419 – Website User Testing Platform Services

TECHNICAL PROPOSAL DUE DATE: Monday, June 27, 2016 at 2:00 PM EDT

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> 06/16/2016 </u>
Addendum No. <u> </u>	dated <u> </u>
Addendum No. <u> </u>	dated <u> </u>
Addendum No. <u> </u>	dated <u> </u>
Addendum No. <u> </u>	dated <u> </u>

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

Signature

Name Printed

Title