

To: Prospective Bidder

Date: **January 18, 2024**

Subject: **Request for Proposal - Bid# 224-25**

RE: **Q&A Responses: - Addendum # 1**

**Questions and Answers:**

* 1. 1. Our pricing is based on the number of rooms/spaces you will have configured in the system. How many spaces/rooms do you expect to have?
  2. a. Approximately 3000.
  3. 2. What GVSU departments use EMS today to schedule their space? Do you expect them all to use Mazévo?
  4. a. Schedules on what rooms need maintenance), and Records (for reserving academic spaces).
  5. 3. How many EMS databases do you have?
  6. a. We have 1 EMS database.
  7. 4. Is your EMS data hosted on university servers or in the Accruent Cloud?
  8. a. We are currently hosted on prem, but we prefer a solution that is cloud-based, as described in the RFP.
  9. 5. I didn’t see any academic scheduling requirements from the registrar’s office. Do you intend to use the system to assign rooms to academic courses?
  10. a. We currently have another solution outside of EMS for academic scheduling, but we interface with EMS for purposes of tracking occupancy. We would be interested, however, in understanding how your academic scheduling system works if that is something that you offer.
  11. 6. Could you elaborate on the specific security protocols and user authentication flows desired for integrating with Okta for single sign-on? This encompasses a request for details on preferred security frameworks, such as OAuth 2.0 or OpenID Connect, which might be required for this integration.
  12. a. We require SAML interface with Okta.

7. Could you provide specifics regarding the university branding guidelines or distinct user

* 1. includes details on color schemes, typography, iconography, and any other visual elements that are central to the university's brand identity. Also, clarity on the desired user experience, particularly in terms of navigation patterns, accessibility features, and interactive components, is sought.
  2. a. We do not have specific requirements here, just that we are able to customize colors and logos to our branding. We are interested in seeing to what extent you allow us to customize the interface to our university brand.
  3. 8. Could you detail its specific requirements for electronic signature functionalities, particularly focusing on preferred digital signature standards (such as X.509, PAdES, or CAdES) and any required compliance frameworks (like eIDAS or UETA)? Additionally, insights into the university’s expectations for file attachment capabilities, including supported file formats, encryption standards for secure transmission, and data retention policies, would be invaluable.
  4. a. We prefer integration with Docusign as that is our campus signature solution. If that is not possible, we would ask that you provide information about your signature solution.
  5. 9. Could you delineate the specific types of custom reports required for the Event and Room Management System? This inquiry aims to understand the scope and nature of the reports, such as detailed financial summaries, usage analytics, or operational efficiency metrics, that are vital for the university's administrative needs. Clarifying any preferred formats for these reports, data visualization expectations, and generation frequency would be beneficial.
  6. a. We are interested in hearing what reporting features you provide out of the box. In addition, we require that the solution allows us to create custom reports on our own without requiring the vendor to build these for us.
  7. 10. Could you elaborate on the specific formats or legacy systems from which data migration is required for the new Event and Room Management System? It is crucial to understand the types of data, such as reservation details, client information, or historical usage data, that need to be migrated and the formats they currently exist in.
  8. a. We would be looking to load all historical data from EMS into our new solution. We do not know what formats EMS would provide these in. We ask that the vendor provide details on how they have done data conversion from EMS in the past.
  9. 11. Could you provide detailed specifications on the anticipated level of integration with Workday for financial transactions in the Event and Room Management System? This encompasses clarifications on the desired data synchronization frequencies, specific financial transaction types to be integrated, and the extent of data granularity required, such as detailed worktag information. Understanding the depth and breadth of this integration is essential to ensure comprehensive financial data alignment, accurate recording of transactions, and seamless data flow between the proposed system and Workday, thereby supporting the university's financial management and reporting objectives.
  10. a. The details of what we are looking for are outlined in the RFP requirement.
  11. Further chosen but is not appropriate to get into detail during the RFP. We can also discuss further during evaluation call(s) if necessary.
  12. 12. Could you provide detailed specifications on the security and data privacy standards that the proposed Event and Room Management System must adhere to? This includes any university-specific policies or regulatory compliance requirements, such as FERPA, HIPAA, or GDPR, pertinent to protecting institutional and constituent data.
  13. a. We require adherence to FERPA. We also require SOC2 reports from a vendor before signing with them and a completed full HECVAT form.
  14. 13. Could you provide further details on the desired depth of integration with Workday, especially in terms of handling revenue and accounts receivable information?
  15. This includes a request for clarity on the extent to which financial data should be synchronized between the Event and Room Management System and Workday, including any specific requirements for transaction categorizations, reporting formats, and data granularity.
  16. a. This was already addressed above.
  17. 14. Could you specify the level of ADA (Americans with Disabilities Act) accessibility compliance required for the system, particularly in relation to browser compatibility? This inquiry seeks to understand the university’s expectations for accessibility standards, such as WCAG (Web Content Accessibility Guidelines) compliance levels, and how these standards should be applied across different web browsers.
  18. a. We require adherence to WCAG 2.0.
  19. 15. Could you articulate its specific requirements regarding the frequency of data backups and the detailed protocols for data recovery? Also, insights into the university's expectations for recovery time objectives (RTO) and recovery point objectives (RPO) in case of data loss or system failure are sought. This information is necessary to ensure that the backup and recovery strategy of the proposed system aligns seamlessly with the university's data management and security standards, guaranteeing operational resilience and data integrity.
  20. a. As described in the RFP, we are asking you to describe your data back-up and recovery policies so that we can understand how you conduct business. If this is variable depending on our needs, we would expect you to outline how you make this determination and any impact this would have on the cost of your solution.