Date: August 2, 2019

To: All Prospective Bidders

From: Wendy Johnson, Assistant Director

Re: Addendum Number #1 to Solicitation Number #91726

This Addendum is being issued as a result of questions received from potential proposers.

Note:

Diploma Mailers are to be added to the Pricing Proposal form. Proposers may hand write or type the information on the Pricing Proposal form.

Page 23 states that certificates will be mailed in flat navy-blue folders. Note that the color may change due to the recent rebranding. Proposals should clarify price differences for folders, if any.

Page 23: Change the quantity for Diplomas and Diploma Tubes from 12,000 to 21,000.


Vendor Questions:

1. Does thermography need to be used to print all text and signatures?
   Thermography is not used for the signature. It is used for the University name, degree type, and award text.

2. How many diplomas are undergrad versus grad? As well as how many certificates are undergrad versus grad?
   See breakdown included below.

3. The diploma covers mentioned limited quantity. Is there a rough estimate for how many will be needed annually?
   The diploma covers may or may not be used. A quantity is difficult to determine this time.

4. There are product specifications for both diploma tubes and diploma mailers. Will the vendor be mailing any diplomas in mailers or will they be mailed exclusively in tubes? We understand that the certificates will be mailed in a folder and mailer.
   The University is looking for mailing options. Currently, all diplomas are mailed in tubes. There have been issues with the diplomas being damaged in transit as a result of being sent in tubes. Diplomas were previously mailed out in mailers with the option to insert it into a diploma cover to avoid damage. The decision was made some time ago to eliminate the use of diploma covers, however, due to the issues with damaged diplomas the University is exploring other options. The cost difference and damage factors will be considered.
Undergraduate and graduate diplomas and certificates awarded during the period outlined. Diploma orders are typically sent weekly to contractor for replacements or duplicate copies. The University does not have a method for capturing those totals.

2018 - winter

- 576 GR4T students awarded
- 17 Certificates (GR4T)

2018 - spring

- 3945 Undergrad
- 1473 Graduate
- 434 GR4T
- 392 Certificates (30 GR4T, 144 GRAD, 218 UGRD)

2018 – summer

- 1884 Undergrad
- 825 Graduate
- 386 GR4T
- 260 Certificates (32 GR4T, 103 GRAD, 125 UGRD)

2018 - fall

- 3248 Undergrad
- 1161 Graduate
- 436 GR4T
- 340 Certificates (52 GR4T, 116 GRAD, 172 UGRD)

2019 - winter

- 621 GR4T students awarded
- 36 Certificates (GR4T)

2019 - spring

- 3601 Undergrad
- 1119 Graduate
- 464 GR4T
- 313 Certificates (46 GR4T, 99 GRAD, 168 UGRD)

Total Undergrad Diplomas: 12,678

Total Graduate Diplomas: 7,495

Total Certificates: 1,358 (683 UGRD, 675 GRAD)
5. Contract commencement is noted for September 16th, 2019. P. 20 notes that the current contract for paper diplomas expires on November 21, 2019. When does the current transcript services contract expire? Will there be the possibility of contract overlap with one or both services?
   
   There may be a transition period if necessary. The current contract for transcripts expires January 2020.

6. For reference in preparation of our proposal, can UMGC provide an example of a "concise" proposal that was recently awarded?
   
   A concise proposal submission should follow the format outlined in the Solicitation.

7. Shall the Technical Proposal be provided on 8 1/2 * 11 paper and be double sided or single sided?
   
   The Proposals should be on 81/2 x 11 and single sided.

8. With regard to delivery of Proposals: (1) If hand delivered to the Office of Procurement, will Wendy Johnson and/or Robert Powell need to be present for receipt? If so, what are the preferred business hours? (2) If shipped by carrier, does UMGC approve delivery requiring signature upon receipt?
   
   Proposals will be time stamped in room 4100 by Procurement staff. Daily hours for delivery are 8:30am – 4:30pm. Procurement staff will sign courier requests.

9. With regard to the Contract included in Appendix C, if deemed necessary during our Legal review, how do we submit requests for red-lines to the contract terms and conditions?

   The Contract contains the University Mandatory Terms and Conditions that are a requirement of the state. Requests that are submitted with the Technical Proposal will be reviewed and considered but may not be accepted.

10. Can UMGC provide the Security Assessment Questionnaire? Will completion of the aforementioned Security Assessment be part of the Technical Proposal?

   This information was outlined in the RFP. The Security Assessment Questionnaire was included with the RFP document and should be provided with the Technical Proposal.

11. Can UMGC provide UMGC's Confidentiality Terms? Will completion of the aforementioned Confidentiality Terms be part of the Technical Proposal? The RFP terms reference Appendix S, can UMGC provide Appendix S, or provide clarity on how confidential information within proposals should be identified.

   The Confidentiality terms are outlined in Appendix C.1 contained in the RFP. Appendix S is a typo.

12. The current terms of the RFP state by submitting a Proposal, the Offeror warrants that they have reviewed Appendix C and will execute a contract. Is there a mechanism to provide alternative terms or take exceptions?

   See above response to contract exceptions.
13. Can you provide the Names and Titles of all of the members of the UMGC Evaluation and Selection Committee for RFP # 91726?
   This information can be provided to shortlisted firms prior to the anticipated Discussion Sessions.

14. With regard to Pricing, for all other possible fees as noted on the bottom of page 49, where does UMGC recommend those be detailed in the Pricing Proposal?
   Other fees may be added to the Pricing form or attached on a separate page.

15. It is our understanding that the incumbent vendor for Academic Transcript Services provides services for inbound and outbound Academic Transcript Services. Is the Request for Proposal #91726 for outbound Academic Transcript Services only, or inbound Academic Transcript Services as well?
   This service is for outbound transcripts only, but we would like a way to request transcripts for our IHE population.

16. Electronic Transcripts - With regard to requesting transcripts from other IHE's, what is the estimated annual volume of requests that UMGC expects to make from other IHEs in the next 12 months? What are the top-10 institutions from which such a request would be made?

   The estimated annual volume of requests UMGC expects to make from IHE within in the next 12 months could range from 5,000 to 10,000 electronic transcripts. The top 10 IHE colleges are highlighted below.

   - Allegany College
   - Anne Arundel Community College
   - Baltimore City Community College
   - Carroll Community College
   - Cecil College
   - Chesapeake College
   - College of Southern Maryland
   - The Community College of Baltimore County
   - Frederick Community College
   - Garrett College
   - Hagerstown Community College
   - Harford Community College
   - Howard Community College
   - Montgomery College
   - Prince George’s Community College
   - Wor-Wic Community College

17. Can UMGC provider further clarification on the requirement for Inbound transcript data?
   The Inbound transcript data is wide range since we receive transcripts through various vendors for electronic services, paper mailed transcripts, and student walk-ins. UMGC is
looking for a contractor to provide Inbound transcript services to certain UMGC student population. We are looking for those transcripts to be received electronically as a file.

18. As it relates to the requirement inclusion of the EDI and/or XML within outbound PDF transcript, can UMGC provide further clarification on this requirement?

   We are looking for a vendor to provide EDI transcripts in a secure format through PDF using a secure passcode. The document must look exactly like a transcript that a student would receive through the mail with UMGC’s brand logo, including a transcript key that describes what a person is viewing on the transcript. The PDF can be printed and must have a watermark that states that it is a COPY across the transcript. The PDF transcript can only be opened by the e-mail that the transcript was sent to as the recipient.

19. Other than USM and Alliance Partners, with which institutions does UMGC currently have an agreement to provide no cost transcripts?

   UMGC has an agreement to provide Phoenix University and all Asian division student their first official transcript for free.

20. What are the specific 15 HOLD codes?

   The Service Indicator codes are:
   ABE, ABT, ADR, AFT, ALL, COL, DTR, DUP, FIL, ISR, LIB, MGA, MTR, ODB, PBC, PEX, PKR, RGT, RIT, TRA, TRE, TST, WOF, XBS

   The University no longer uses some of these codes. However, staff still sees them on some of the older UMGC student records.

21. Please advise on the expectation around the desired customer service hours for diplomas: “Provide extended customer service hours.” What hours does UMGC prefer?

   The University has a unique population that consists of students in Europe and Asia. Extended customer service includes weekends, nights, and holidays. An electronic student request for transcript or diplomas should have quick response. There should be a clear way to contact the vendor when an issue arises.

22. What would you say are the two or three aspects of your current Diploma Services process that UMGC seeks to improve through this solicitation?

   UMGC is seeking to improve a way that all students can order transcripts and diplomas from one vendor. In addition, we are also seeking an efficient way to request transcript from our IHE population.

23. What is meant by "provide electronic transcripts to all graduates after each conferral”? This sounds like a process related to Academic Transcript Services, but it is included in the section for Diploma Services.

   Yes, this is part of the transcript services and is a desired element of new services. Having the capability to provide the contractor with a list of students in need of official transcripts is ideal.

24. What is meant by "provide unlimited support at "Go-Live" date...”? Please be more specific.
Go-Live is the day services are turned on and fully functioning. The Contractor shall supply immediate and unlimited phone support to University staff for problems or issues.

25. How often are flyers inserted in diploma mailings? How many per diploma? How frequently do the flyers change? Who designs the flyers? Who prints the flyers? What size are the flyers? Currently, flyers are not included in the diploma mailings. In the past, there have been occasions when they were included and were provided by the University.

26. Does UMGC’s incumbent Academic Diploma Services vendor currently provide electronic confirmation and status of orders to students? If so, what does the confirmation and status communication look like?
   Students receive an electronic confirmation via email when their diplomas have been shipped. It is an email template that is sent to all students who have a certificate or diploma mailed to them by the Contractor.

27. Does UMGC’s incumbent Academic Diploma Services vendor currently provide usage reports on all activities? Can you please provide a list of “all” activities?
   No, the current vendor does not provide usage reports for paper diploma orders. We are able to pull data on the number of students that reserve and download electronic diplomas, but the same data is not available for paper diplomas.

28. Is the estimated annual count of reprints in the total number of diplomas certificates included in the RFP? If not, can you provide that number?
   The estimate provided is for diplomas/certificates awarded within the last academic year only. Those totals do not include reprint, duplicate, or replacement diploma orders that were submitted during the same period. UMGC submits orders on a weekly basis for duplicate and/or replacement requests, however, those totals are not readily available.

29. Is it correct that there are no more than 12K diplomas and 900 certificates anticipated to be issued by UMGC in the Next Twelve Months? If incorrect, please provide more details on volume.
   See Notes above with revisions.

30. What is the estimated number of digital diplomas and certificates issued in the last 12-months?
    What is the estimated number of digital diplomas and certificates claimed in the last 12-months?
   In the last 12 months, 3938 diplomas have been downloaded. It is possible that issued would be the total number made available to graduates, versus claimed being the total number actually purchased and downloaded by graduates. If that is the case, the totals would be different.

31. Is UMGC willing to have the Awarded Diploma Services vendor use standard flat diploma folders and standard flat certificate folders instead of custom UMGC mailing tubes and navy-blue folders?
Our goal is to maintain the same level of quality. However, acceptable substitutes will be considered.

32. What is the annual count of damage claims?
*Diplomas – Not available
*Certificates – Not available

33. What are the expected delivery service levels expected for the following expenses?
*Emergency Rush Orders – Same day production and delivery
*Standard Rush Orders - Production and shipping within a week of order
*Corrections - Corrections due to contractor error should be handled as an emergency rush order

34. As it relates to the specific physical product requirements for diploma production (tubes, shells, etc.), would UMGC accept industry standard alternatives? If not, would UMGC accept a partial bid for electronic diplomas only? Lastly, if both equivalent alternatives and partial bid for digital diplomas only is not acceptable to UMGC, can vendors provide a partial bid for only Transcript services?
   UMGC will review alternatives and partial bids. However, it is desired to have one contractor.

35. Are the diploma/Certificate covers listed "as needed" to be provided by UMGC or existing vendor?
   The Contractor is responsible for the provision of all materials used for production and shipping of credentials.

36. Will the covers referenced be procured and provided to the awarded contractor?
   No, the contractor is responsible for the covers. UMGC is not involved in the procurement of any of the materials used for production or shipping.

37. Will the tubes referenced be procured and provided to the awarded contractor?
   See Number 36 above. UMGC is not involved in the procurement of any of the materials used for production or shipping of credentials.

38. Is foil an acceptable alternative for thermography in the seal?
   The goal is to maintain the same level of quality. Acceptable substitutes will be considered.

39. Is the UMGC Seal the same size and diameter for all of the diploma sizes listed in the RFP?
   No, the certificates and diplomas are sized differently.

40. In order to provide the most accurate quote and best samples, can UMGC provide physical samples of the current diploma to all organizations submitting questions?
   Electronic samples were issued as part of the RFP. The RFP states that samples are available for viewing in the University Procurement office by appointment. Vendors are responsible for providing courier information and shipping costs if hard copies are requested. The University will not be responsible for lost or late packages.

41. Is it acceptable for Technical Submission of diplomas and certificates to be provided in digital format, or is a paper format required? If paper format, can "like" diplomas from other institutions be used to show technical capabilities, allowing for specific design work to occur after contract awarding?
Physical samples must be submitted with the Technical Proposal. Similar diplomas will be considered.

42. Does UMGC's incumbent Academic Diploma Services vendor currently provide three-piece telescopic tubes with embossed navy-blue cardboard outer ply and UMGC seal with flat stamped in gold ink?
   Yes

43. Does UMGC's incumbent Academic Diploma Services vendor currently provide navy-blue certificate folders with UMGC seal in gold foil as outline?
   Yes

44. Is UMGC willing to accept a suitable alternative to the requested Diploma Mailers and Certificate Mailers that are "White coated board" and have an "Open end with zip and tear strip"?
   Our goal is to maintain the same level of quality. Acceptable substitutes will be considered.

45. Can UMGC provide the current procedures and timelines in place for paper and electronic diplomas and certificates? Including reprints and timelines?
   This information was provided in the RFP.

46. With regard to pricing, will UMGC accept additional pricing options whereby the Cost Per Transcript is inclusive of all Transcript Related and Diploma Related Fees?
   Yes, UMGC will accept additional pricing options.