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Addendum 1 for RFP 26-36

This responds to questions submitted by potential respondents. The University's answers are shown in

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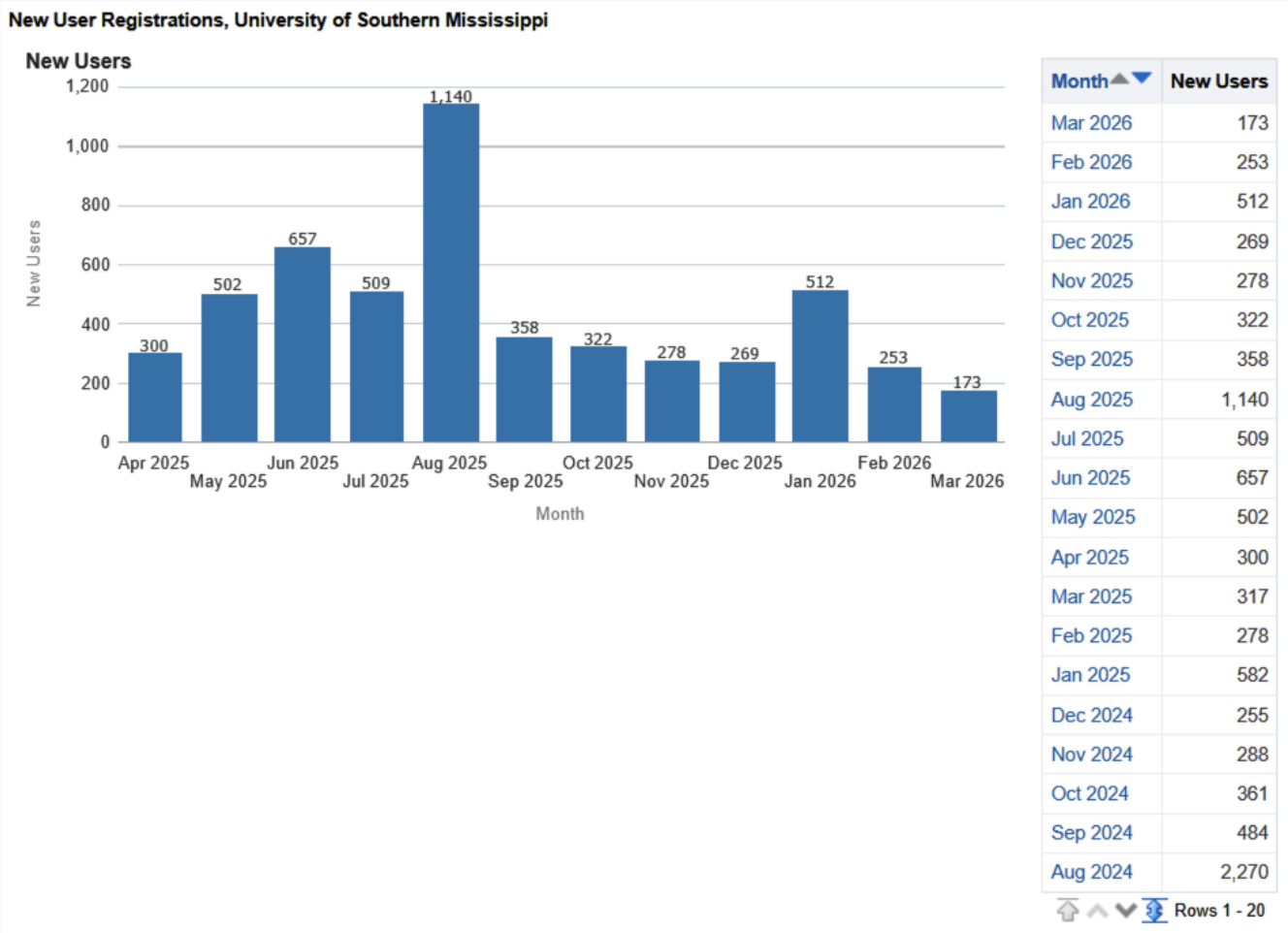
1. **Kindly can you confirm if this is a mandatory requirement for this bid or does the issuing team have any flexibility in the below requirement being optional:**

“The solution must provide the ability to utilize APIs to aggregate analytics data from multiple sources into a single, unified dashboard and support integration with Google Analytics, including full compatibility with the Firebase SDK for mobile analytics as documented by Google.”

- **We are confirming that this is a mandatory requirement for this bid.**
2. **What are the primary user groups (students, faculty, staff, alumni, visitors), and which group is the priority for Phase 1?**
 - **Students are always the priority.**

3. What is the expected user volume at launch and peak usage?

- Peak usage is at the beginning of each semester. Launch will vary based on the time the new app is released. However, we will not do a release during the beginning of a semester.



MENU CLICKS	
Regular Users:	
Apr-25	25,193
May-25	26,421
Jun-25	19,284
Jul-25	28,696
Aug-25	79,212
Sep-25	29,639
Oct-25	25,361
Nov-25	17,423
Dec-25	19,423
Jan-26	44,467
Feb-26	21,730
Mar-26	15,890
Guest Users:	
Apr-25	73
May-25	130
Jun-25	40
Jul-25	30
Aug-25	50
Sep-25	789
Oct-25	1,276
Nov-25	1,120
Dec-25	1,212
Jan-26	2,521
Feb-26	1,656
Mar-26	1,206

4. What existing systems must the app integrate with (SIS, LMS, ERP, authentication systems, etc.)?

- SIS – PeopleSoft
- LMS – Canvas
- ERP – We have some, but they don't use this app.
- Authentication Systems – Azure AD, SAML, LDAP are all authentication systems we can use. Preference is given to Azure AD, and we are working toward phasing out LDAP.

5. Are APIs for these systems already available, documented, and accessible, or will middleware be required?

- Assuming the “systems’ being referred to are in #3, there’s a mix of API’s provided by our vendors. However, we don’t have developers who create middleware. Any middleware required for the app, would need to be provided by the mobile vendor.

- 6. Who owns and maintains these systems, and will integration support be provided by the university or third parties?**
 - PeopleSoft, in-house system maintained by iTech, and it is our IS for ERP.
 - Canvas – Cloud based system maintained by the Online Learning Office.
 - Authentication – Microsoft Azure AD is vendor provided. LDAP and SAML are handled in iTech.

- 7. Should the app be developed as native (iOS/Android) or cross-platform, or is this vendor-defined?**
 - We prefer native. Please see the #42 Requirement.

- 8. Will the university require an admin panel/CMS to manage content (events, notifications, announcements)?**
 - Yes. We want to allow content creators to provide push notifications, and we have a team of content creators who want to be able to update their portions of the app.

- 9. What types of notifications are required: push notifications, emails, SMS, emergency alerts?**
 - Push notifications are required. Emails and SMS are not required. Emergency Alerts will not be provided with this app.

- 10. Are there existing brand guidelines, design systems, or UI standards to follow?**
 - Yes. Please visit <https://www.usm.edu/university-communications/index.php> for the full list of guidelines.

- 11. Is there any incumbent for this opportunity?**
 - Yes.

- 12. If there is an incumbent then why you are looking for other companies? Are you not happy with them?**
 - As a public university, we are required by the State of Mississippi to adhere to a specific set of guidelines for the purchasing process.

- 13. If there is an incumbent then are they bidding for this opportunity?**
 - Yes.

14. What is the allocated budget for this RFP?

- To be determined

15. Are you flexible in minimum requirements?

- Unable to fully respond due to clarity. For example, we're not flexible on security, but may be flexible in reporting.

16. What is the project schedule?

- As soon as possible

17. What are the current challenges?

- Integrations with other entities on campus (i.e. EagleHub) and with the current systems and frameworks (no in-house developers to create mobile services for SIS).