



1 April 2026

Addendum 3 for RFP 26-34

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

Amber Floyd

Buyer, Procurement, and Contract Services

Solution Strategy (COTS vs Custom vs Hybrid)

1. Does the University prefer a commercial off-the-shelf (COTS) platform, or will solutions that include a custom or hybrid (platform plus custom extensions) approach be considered equally?
 - **Everyone is considered equally.**

2. How will the University evaluate tradeoffs between configurability (no-code platforms) and extensibility (custom development) in meeting long-term needs?
 - **We will evaluate based on our internal requirements for development support required for content creators. We have limited in-house developers and prefer low-code or no-code solutions to support campus offices with content creators.**

3. Requirement #50 references a no-code platform. Is this a strict requirement, or will solutions that provide administrative flexibility through configurable components and CMS-driven interfaces also be considered?
 - **Please see previous answer. We prefer low/no-code but encourage everyone. We have some internal development support that can be utilized for content creators support.**

References

4. For the required references, will the University accept higher education web, portal, or digital experience projects that include complex integrations, accessibility, and ongoing support?
 - **Yes.**
5. Will the University accept mobile application projects from regulated industries that demonstrate similar integration, accessibility, support, and scale?
 - **Yes. We realize not everyone has a Higher Education client.**
6. Does “implemented the proposed solution and/or services” include implementation, integration, user experience design, accessibility, training, and ongoing support services?
 - **Section E is a request for references that have experience with your proposed solutions and products.**

Investment Level

7. Can the University provide a budget range or expected investment level for implementation and ongoing support over the five-year term?
 - **At this time, the University does not plan to disclose a budget range or expected investment level. Vendors are encouraged to propose their most competitive and transparent pricing based on the requirements outlined in this solicitation.**
8. How will the total cost of ownership, including licensing, implementation, integrations, and long-term support, be evaluated relative to the upfront cost?
 - **The University will evaluate total cost of ownership as part of the overall evaluation process. This evaluation will include consideration of licensing fees, implementation costs, required and optional integrations, ongoing support, and any additional costs over the proposed term, as well as the upfront cost.**

Integrations

9. Can the University provide additional detail on the current versions and integration methods available for PeopleSoft, Canvas, and identity systems (such as, APIs, middleware, ESB)?
 - **APIs are provided by the vendors Oracle PeopleSoft and Instructure.**
 - **Versions:**
 - **PeopleTools 8.61, Campus Solutions 9.2, HCM 9.2 and FSCM 9.2**
 - **Canvas is managed via cloud services and runs the latest version.**
10. Are there existing integration layers or APIs available, or will the selected vendor be expected to build custom integrations directly with each system?
 - **The vendor will be expected to build integrations.**
11. Are there any known limitations, rate limits, or security constraints that vendors should account for when integrating with university systems?
 - **We follow FedRamp, FERPA, and any Institute of Higher Learning guidelines given by the State of Mississippi. Please refer to the Security section of Appendix A.**

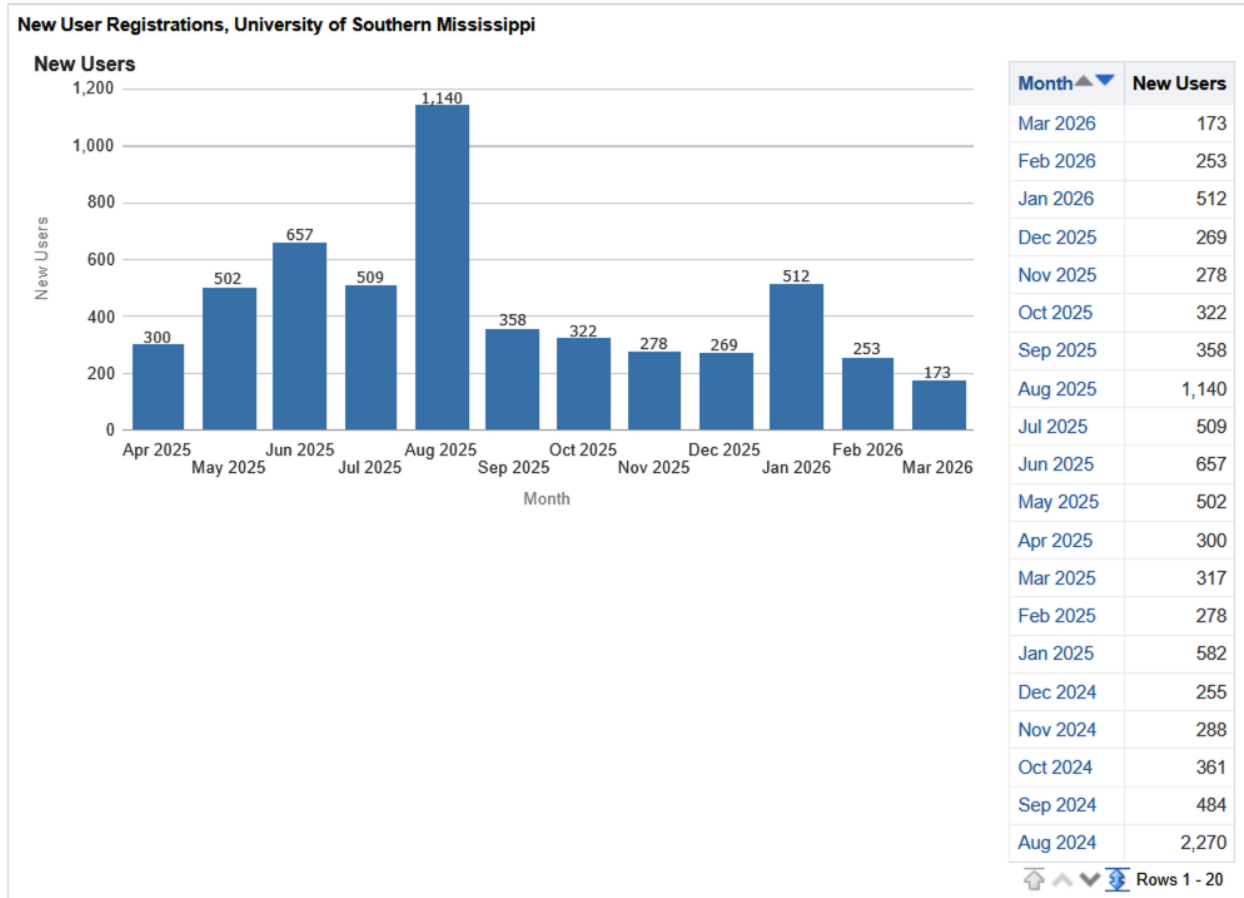
Data, Analytics, and Ownership

12. Does the University have an existing analytics strategy or preferred tools (such as GA4, Firebase, or business intelligence platforms) that the mobile solution should align with?
 - **We use GA and want to utilize Firebase. We also use Apple Analytics.**
13. Will the University require raw data access and export into its own data warehouse, or is reporting within the platform sufficient?
 - **Reporting within the platform is sufficient. However, Firebase code is required to utilize Google Analytics to full capacity.**
14. Are there any institutional data governance or retention policies that will impact analytics storage and reporting requirements?
 - **The only ones are the security requirements included in the RFP for reporting. There are no university policies related to retention of analytics or usage data of the app.**

User Roles and Scale

15. Can the University provide estimated user volumes by audience (students, faculty, staff, visitors) and expected concurrency levels?

- **We have 2 main roles at USM. Those who are verified users and Guests. The beginning of the semester shows drastic increases in app usage.**



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

16. How granular should role-based targeting be (such as, department, program, campuslocation)?

- **We do not provide that currently in the app, but we would like to in the future.**

17. Are there use cases requiring dynamic role transitions (such as, student to alumni), and how should those transitions be managed?

- **The SIS provides who is a student or who is an alumni. We transition access and login access based on our SIS.**

Implementation and Phasing

18. Does the University have a preferred implementation approach (such as, phased rollout versus full deployment)?

- **We do not have a preference. We've done both.**

19. Are there key milestones or target launch dates tied to academic calendars or institutional priorities?
- **We will not be able to update or change the app during the beginning of a semester.**
20. Would the University consider a phased delivery approach that prioritizes high-impact features in an initial release?
- **Yes.**

Migration / Incumbent

21. Is there an existing mobile application or platform currently in use? If so, can the University provide details on:
- **Current vendor/platform**
 - **Scope of functionality**
 - **Data and content to be migrated**
- **There is an existing mobile app, iSouthernMS. We are not able to provide details about the incumbent vendor. The mobile app is used as an information source for our University; class schedules, maps, parking, dining, campus activities, etc. are all included in the app.**

Security and Compliance

22. Are there any additional institutional or state-specific security requirements beyond those listed (such as FERPA-specific policies or internal security reviews)?
- **No.**
23. For FedRAMP Low (Requirement #83), is certification required at the time of proposal submission, or can it be achieved during implementation?
- **The requirement is that the vendor has implemented the FEDRAMP low baseline controls not that the vendor is certified.**