



UNIVERSITY OF CENTRAL FLORIDA

Department of Procurement Services
12424 Research Parkway, Suite 355
Orlando, FL 32826

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

ITN NUMBER: 2024-03OCSA

ITN TITLE: Internship Management System

OPENING DATE & TIME: December 18, 2024; 3:00 PM

ADDENDUM NUMBER: I ADDENDUM DATE: December 9, 2024

The purpose of this addendum is to answer questions asked during the q/a period, and to extend the due date until December 18th, 2024 at 3:00 PM.

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PROPOSERS SIGNATURE

PRINT OR TYPE PROPOSER'S NAME

COMPANY NAME

EMAIL ADDRESS

1. Vendor Question: Is there an existing implementation of Salesforce or is this new Salesforce implementation?

UCF Answer: Yes, there is an existing but unfinished implementation of Salesforce that is currently not in use. Some design and buildout have been completed, including the creation of objects and a partially tested data feed from our Student Records System (SRS).

2. Vendor Question: Is there any CMS or LMS used currently for managing contents?

UCF Answer: Yes, we currently use Canvas as our Learning Management System (LMS), which houses some of the content utilized for internship-related activities.

3. Vendor Question: Are you looking for any creative design support for web portals (web applications)?

UCF Answer: Yes, we are looking for creative design support to develop a custom web portal that provides seamless access for both students and partners.

4. Vendor Question: Are there any other Salesforce products in place like SFDC, SFMC..?

UCF Answer: No, there are no other Salesforce products currently in use.

5. Vendor Question: Do you already have a license for Salesforce Salescloud?

UCF Answer: Yes, we already have active Salesforce Salescloud licenses for both development and student / partner access.

6. Vendor Question: What is the support and maintenance duration expected?

UCF Answer: We expect ongoing support and maintenance throughout the product lifecycle. Year one is particularly critical as we focus on identifying and implementing fixes and enhancements.

7. Vendor Question: Is there preference for 24 x 7 support & maintenance or only during office hours?

UCF Answer: We prefer 24/7 support and maintenance to ensure consistent system availability and quick resolution of any issues. We anticipate most issues to be reported during office hours.

8. Vendor Question: Is there a specific requirement for team to be working onsite in university campus?

UCF Answer: There is no requirement for the team to work onsite. However, availability and easy access to the team and resources are essential.

9. Vendor Question: What is the expected duration for implementation of the project?

UCF Answer: The expected implementation timeline is flexible and will depend on the proposed approach. However, we anticipate a swift and efficient rollout that aligns with UCF's operational needs and academic calendar.

10. Vendor Question: "The Respondent's response to this ITN should be submitted via UCF's Bonfire Web Portal, as listed in Section 2.6." - Section 2.6 is not to be found in ITN.

UCF Answer: Please refer to the ITN document page 10, section 2.6 titled, "Offer Due/Proposal Opening Date".

11. Vendor Question: Need to register a Bonfire user account for uploading response?

UCF Answer: Yes.

12. Vendor Question: What is the student enrollment process?

UCF Answer: The student enrollment process involves UCF managing registrations and ensuring that all student data is properly integrated into the system. Details will depend on the functionality of the proposed system, and seamless integration with existing systems will be crucial.

13. Vendor Question: Will the system integrate with UCF's existing platforms (like learning management systems, HR databases, etc.) for seamless data flow? What integrations are already set up, is there an integration bus for data transfer etc.

UCF Answer: A one way data feed has been established to populate the Salesforce database with student data from our SRS system. No information is to flow in the other direction and no additional integrations will be needed.

14. Vendor Question: How are partner organizations and facilities onboarded? Are various levels of access and permissions set required for Organizations and preceptors?

UCF Answer: Partner organizations and facilities are currently onboarded manually, which involves verifying their credentials and specific requirements. The new system should streamline this process by provided web based forms to collect necessary information, and support tiered access levels and permissions for organizations and preceptors to facilitate secure collaboration.

15. Vendor Question: What is the onboarding process for the new students, orgs and preceptors?

UCF Answer: The onboarding process involves collecting relevant information, verifying documentation, and assigning roles within the system. This has been both a manual process for those programs not utilizing InPlaceSoftware, and a student completed web based forms to capture partner details. For organizations and preceptors, the system should accommodate documentation uploads and permissions settings to streamline onboarding.

16. Vendor Question: What is the expected data volumes in the system, for eg. the number of orgs and students?

UCF Answer: The system is expected to support approximately several hundred organizations and their preceptors, and roughly 800 student logins annually (our license is for 800 student logins). However, scalability is crucial to accommodate potential growth in partnerships and enrollment.

17. Vendor Question: Is there any retention policies that are needed on the records, logs? Is there any back up policy that are mandatory?

UCF Answer: Yes, the system must comply with UCF's data retention policies, which align with Florida state laws. Internship-related records, including logs, may need to be retained for a minimum of seven years. A robust backup policy ensuring secure, periodic backups is mandatory to prevent data loss and ensure compliance.

18. Vendor Question: Apart from automated notifications via email and Salesforce portal, are any other notifications needed .. For eg. Chat or calendar events?

UCF Answer: None identified at this time, although we are interested in learning about functionality that would enhance our ability to engage and interact with our students and community partners.

19. Vendor Question: Does an escalation policy need to set up when reminders are passed due date?

UCF Answer: Yes, the system should support an escalation policy to notify administrators or supervisors when reminders or tasks are past due. This feature ensures accountability and timely follow-up.

20. Vendor Question: Will students be able to search and apply for both internships and job opportunities directly through the portal?

UCF Answer: Yes, the portal should allow students to search and apply for both internships and job opportunities directly. The majority of listings will be for internships. The job board should include advanced search and filtering options to improve usability and efficiency.

21. Vendor Question: System track student hours and daily internship tasks? Will it allow customization of logbook entries based on program requirements?

UCF Answer: Yes, the system must track student hours and daily internship tasks. It should also allow customization of logbook entries to align with specific program requirements, including the ability to map tasks to competencies as outlined in the ITN. Our current system supports this functionality.

22. Vendor Question: What manual over-ride features need to be provided to super admins?

UCF Answer: Super admins should have the ability to manually adjust data, override permissions, reset passwords, edit or delete log entries, and modify workflows when necessary. These features ensure flexibility and control over the system. All activities within the system should be logged for audit purposes.

23. Vendor Question: Does the system need to accommodate for encryption of data for different User profiles?

UCF Answer: Yes, the system must include encryption for data at rest and in transit. Additionally, it should enforce role-based access controls to ensure that data is securely accessible only by authorized user profiles.

24. Vendor Question: Are the administrators expected to be Salesforce Users or does the portal need to accommodate provide admin related tasks for admins?

UCF Answer: Administrators are expected to have Salesforce user accounts to access the platform. However, the portal should also include intuitive interfaces for admin-related tasks, such as managing user accounts, monitoring activity, and generating reports to name a few.

25. Vendor Question: For the student access, process and notifications is any web portal set up or are students expected to be SF users?

UCF Answer: Students are not expected to be Salesforce users. The web portal should be designed to handle all student interactions, including access to notifications, logbooks, and applications, without requiring direct Salesforce access. We prefer the interface be custom as to not reveal that Salesforce is powering the portal.

26. Vendor Question: We assume it would be in English language & for US region for currently. Any future plans?

UCF Answer: Yes, the initial implementation will be in English and tailored for the US region. However, the system should be scalable to support additional languages and regional requirements in the future as the need arises.

27. Vendor Question: It's mentioned in the ITN (Page6) Employers can list the Jobs and Students can apply for the same as Job Board. How these list of jobs would be injected as Batch file, or its expected that those Employers would have individual log in screens to create individual jobs, also responsible to managing the same?

UCF Answer: Partners (Employers and their respective preceptors) should have individual logins to the portal that would facilitate the management of jobs and student opportunities. We would have use for batch data uploads and interested in learning about how to best utilize this approach.

28. Vendor Question: In ITN its mentioned that the students can log hours for internship courses. Are we also expecting Training videos and progression tracking? Or it's a simple hour capturing screen with internship tasks?

UCF Answer: The primary focus is on logging hours, capturing internship tasks and facilitating the mapping of program competencies to those tasks. The goal is to see that students are not only meeting the hourly requirement, but that they are performing tasks relevant and appropriate for their program of student. These competencies are assigned to us by our accrediting body, and the ability to report on student application of competencies on real world projects is imperative.

29. Vendor Question: Competency Mapping: How are we going to map Program competencies with Student expertise? Can please elaborate on "How it would be executed?"

UCF Answer: Competency mapping will involve linking program-defined competencies to specific tasks logged by students. Each program has their own unique set of competencies grouped in hierarchical form. Our current system captures student tasks, the amount of time they spent on those tasks, and then provides dropdown menus to select categories of competencies, which then reveal the nested competencies per category. Faculty and preceptors will review and validate the mapping during logbook approvals.

30. Vendor Question: Do we have Social media integrations with such postings / social reviews?

UCF Answer: Currently, social media integration is not a requirement. However, the system should be designed to accommodate such integrations in the future if needed.

31. Vendor Question: Are there any Post completion survey in scope?

UCF Answer: Yes, the system should include functionality for post-completion surveys, allowing students to evaluate their internship experience and preceptors to evaluate student performance. These surveys should support customizable questions and reporting. Each program will have their own unique surveys.

32. Vendor Question: What specific features are expected for tracking student placements and evaluations?

UCF Answer: The system should track placements by maintaining detailed records of assigned students, internship sites, and preceptors. The system should facilitate viewing of students by cohort. It should provide the ability to identify students who have not secured internships or have not completed sufficient hours by a certain date, who have not completed their evaluations or have had their preceptor evaluations completed. Internships should have status tracking, such as "seeking opportunities, applied, interviewing, onboarding, started, completed, evaluated". Features should include automated evaluation workflows, secure storage of evaluations, and robust reporting tools for analysis.

33. Vendor Question: Can you clarify the expected level of customization for the job board functionality?

UCF Answer: The job board should allow employers to create, edit, and manage job postings. Customization should include filtering by program, location, and skills, along with support for branded employer profiles to include logo upload and automated application tracking.

34. Vendor Question: How will student logbook tracking integrate with existing systems or requirements?

UCF Answer: Presently, we do not need the logbook to integrate with any existing systems.

35. Vendor Question: Are there any required integrations with external systems beyond Salesforce?

UCF Answer: No

36. Vendor Question: What are the expected roles and access levels for different user types?

UCF Answer: Expected roles include students, preceptors, faculty, administrators, and employers. Access levels should be role-based, ensuring that each user can only access functionalities relevant to their role, with robust controls for data privacy and security.

37. Vendor Question: Should the system support multi-language options?

UCF Answer: While multi-language support is not a current requirement, the system should be designed to allow for future implementation of additional languages as needed.

38. Vendor Question: Are there specific reporting metrics UCF requires?

UCF Answer: Yes, the system should support reporting on metrics such as student placement rates, hours logged, competency achievements, evaluation scores, and partner engagement. Customizable dashboards are preferred for real-time data analysis.

39. Vendor Question: Will the platform need to support mobile access or responsive design?

UCF Answer: Yes, the platform must support mobile access with a responsive design to ensure usability on smartphones, tablets, and other devices.

40. Vendor Question: How will competency mapping be implemented in the system?

UCF Answer: See Q&A #29

41. Vendor Question: Are there preferences for data backup and recovery strategies?

UCF Answer: Yes, the system must include a robust backup and recovery strategy. Data backups should occur at least daily and include off-site storage for disaster recovery. The recovery process should ensure minimal downtime and support quick restoration of critical functionalities.

42. Vendor Question: What types of automated notifications or reminders are expected?

UCF Answer: Automated notifications should include reminders for students to log hours, preceptors to approve logbooks, and faculty to review evaluations. Additional notifications could include deadlines for applications, system updates, and alerts for overdue tasks. Notifications should be customizable and delivered via email and portal notifications.

43. Vendor Question: Will there be an integration with existing databases?

UCF Answer: No. However, we would like existing data to be moved to the new database.

44. Vendor Question: Can you provide examples of desired visualizations for dashboards?

UCF Answer: Desired dashboard visualizations include:

- **Student Progress:** A progress tracker showing hours logged, tasks completed, and competencies mapped.
- **Cohort Progress:** a progress tracker showing the aggregate performance of students in a particular group.
- **Evaluation Metrics:** Aggregated scores from preceptor and student evaluations, with trends over time.
- **Placement Statistics:** Insights into placement rates, site performance, and partner engagement.

- **Compliance Monitoring:** Metrics to track outstanding logbook approvals and overdue evaluations.

Dashboards should allow customization and export options for reporting purposes.

45. Vendor Question: What type of user authentication methods are required?

UCF Answer: The system should support secure user authentication methods, including:

- *Single Sign-On (SSO) for integration with UCF's existing authentication protocols.*
- *Multi-factor authentication (MFA) for enhanced security, especially for admin and faculty roles.*
- *Role-based access controls to ensure users only access data relevant to their permissions.*

We have implemented and semi-tested SSO in our current instance. Although working, further testing is necessary.

46. Vendor Question: Will training be required for end users, and if so, what level?

UCF Answer: Yes, training will be required for end users, including students, faculty, preceptors, and administrators. The training should cover:

Basic Users (e.g., students and preceptors): How to navigate the portal, search and apply for internships / jobs, log hours, submit evaluations, and manage job applications.

Advanced Users (e.g., faculty and administrators): Generate reports, login as students, and manage user access, approve / reject applications and logbooks.

Training materials should include user guides, video tutorials, and live training sessions, with ongoing support available as needed. We may adopt a train the trainer model. Training materials would help accelerate roll-out and adoption.

47. Vendor Question: What is the allocated budget range for the project?

UCF Answer: There is not an established budget for this project.

48. Vendor Question: Are there any ongoing maintenance budget requirements?

UCF Answer: No.

49. Vendor Question: Will UCF cover costs for third-party integrations?

UCF Answer: Third-party integration costs will be evaluated on a case-by-case basis. Vendors should clearly outline any such costs in their proposal for consideration.

50. Vendor Question: Are there additional budgetary considerations for scaling the platform?

UCF Answer: There are no established budgets for this project/platform.

51. Vendor Question: Is there a budget for any specific tools or platforms?

UCF Answer: There is not an established budget for this project.

52. Vendor Question: Will the project require a custom Salesforce environment or utilize an existing one?

UCF Answer: This project will require a custom Salesforce environment. Vendors are expected to build and customize the platform to meet the specified requirements, and are free to utilize existing environment should it prove beneficial.

53. Vendor Question: Are there specifications for hosting and server requirements?

UCF Answer: The system will leverage Salesforce's cloud-hosting capabilities. Vendors should ensure the proposed solution adheres to Salesforce's hosting standards and UCF's data security policies.

54. Vendor Question: Does the system need to integrate with UCF's existing authentication protocols?

UCF Answer: Yes, the system must integrate with UCF's existing authentication protocols, including Single Sign-On (SSO) and compliance with UCF's identity management standards. This was also answered previously.

55. Vendor Question: What database management solutions are preferred for this project?

UCF Answer: We anticipate that the system will primarily use Salesforce's native database management features. Vendors should ensure the solution aligns with Salesforce's data architecture while supporting secure data storage and retrieval.

56. Vendor Question: Are there requirements for REST API integrations?

UCF Answer: Yes, REST API integrations are required to facilitate a one-way data feed from UCF's Student Records System (SRS) to the Salesforce database.

57. Vendor Question: What level of user concurrency is expected?

UCF Answer: The system should support 300 users concurrently. Usage spikes are anticipated around when assignments are due, at the beginning and end of the semesters when applications and evaluations are due, or in response to a new job / internship posting.

58. Vendor Question: How often will data synchronization with external platforms occur?

UCF Answer: Daily – for the UCF SRS data feed the populates Salesforce with student demographic and enrollment data. This is uni-directional from UCF → Salesforce. There is nothing going out of Salesforce to an external partner.

59. Vendor Question: Should the system use specific development languages or frameworks?

UCF Answer: The system should align with Salesforce's development environment and utilize but not limited to Salesforce-supported languages and frameworks, such as Apex, Lightning Web Components, and Visualforce. Additionally, compatibility with industry-standard languages like JavaScript and Python for integrations is preferred.

60. Vendor Question: Are there performance benchmarks or SLAs expected?

UCF Answer: Yes, the system should meet performance benchmarks that include 99.9% uptime, response times of under 2 seconds for user actions, and quick recovery from failures. Vendors should outline SLAs to guarantee performance and response times for issue resolution.

61. Vendor Question: Will you require automated testing as part of the deployment?

UCF Answer: Yes, automated testing should be included as part of the deployment process. This should cover functionality, performance, security, and regression testing to ensure the system meets UCF's requirements and operates reliably under various conditions.

62. Vendor Question: Are there any licensing requirements for third-party software used in the project?

UCF Answer: Yes, vendors must disclose and detail any third-party software licenses required for the proposed solution. These should include cost estimates and renewal terms to allow UCF to evaluate long-term implications.

63. Vendor Question: What are the data privacy considerations under Florida law?

UCF Answer: Please refer to Appendix V, Secure Handling of UCF Data Questionnaire, on page 49-56.

64. Vendor Question: Are there specific compliance requirements for contract agreements?

UCF Answer: Yes, vendors must comply with UCF's standard contract terms and conditions outlined in the ITN. Compliance with relevant Florida state laws, including those related to public records and data security, is mandatory.

65. Vendor Question: Will any external vendors need additional clearance?

UCF Answer: Yes, external vendors may require clearance depending on their level of access to sensitive data or systems. This may include background checks and adherence to UCF's vendor onboarding and compliance processes.

66. Vendor Question: How will IP rights for custom development be handled?

UCF Answer: All intellectual property (IP) rights for custom development under this project will be owned by UCF. Vendors must transfer all rights, title, and interest of custom-developed features to UCF as outlined in the ITN's work-for-hire provisions.

67. Vendor Question: What level of IT support will UCF provide during the implementation?

UCF Answer: UCF will provide limited IT support, including access to relevant systems and existing documentation. UCF IT will support efforts that involve data flow out of the UCF SRS. Vendors are expected to have the necessary resources to manage the implementation independently.

68. Vendor Question: Are there existing Salesforce administrators or developers on staff?

UCF Answer: No.

69. Vendor Question: Will UCF provide access to any current internship management resources?

UCF Answer: Yes, UCF will provide access to existing resources, such as the data feed from UCF, the data from InPlaceSoftware, internship requirements, and documentation on current processes. These resources will help guide the development and ensure alignment with institutional needs.

70. Vendor Question: Is there a designated UCF IT contact for troubleshooting?

UCF Answer: Yes, a designated UCF IT contact will be assigned for troubleshooting and technical support during the implementation phase. This contact will facilitate communication and resolve issues in collaboration with the vendor.

71. Vendor Question: Are there guidelines for integrating with UCF's existing IT infrastructure?

UCF Answer: No. Salesforce will only receive data from UCF, but will not send data back to UCF systems.

72. Vendor Question: Will UCF require training for system administrators?

UCF Answer: Yes, UCF requires training for system administrators. This training should include managing user roles, managing student placements, approvals and rejections/ generating reports, troubleshooting, and ensuring system security. Vendors should provide comprehensive documentation and live training sessions as part of the implementation.

73. Vendor Question: How many users are expected initially?

UCF Answer: 300-400 users initially. Each may log into the system multiple times daily.

74. Vendor Question: Are there specific skillsets required for UCF's in-house team?

UCF Answer: UCF's in-house team should have basic Salesforce administration skills and familiarity with database management, reporting, and workflow configurations. Vendors should provide necessary training to bridge any skill gaps.

75. Vendor Question: Will UCF staff participate in user acceptance testing?

UCF Answer: Yes, UCF staff will participate in UAT to ensure the system meets institutional requirements and operates as intended. Vendors should provide a structured UAT plan, including scenarios and test scripts, to facilitate this process.

76. Vendor Question: What is the anticipated level of support UCF needs post-launch?

UCF Answer: Post-launch, UCF anticipates needing comprehensive support, especially in the first year. This includes troubleshooting, system enhancements, and user training. Ongoing support should include a ticketing system for issue resolution and periodic system reviews.

77. Vendor Question: Are there specific compliance regulations the system must meet?

UCF Answer: Yes, the system must comply with relevant regulations, including FERPA, Florida public records laws, and UCF's internal data security policies. Vendors should ensure their solution adheres to these standards.

78. Vendor Question: How should the system support data retention policies?

UCF Answer: The system must comply with UCF's data retention policies, which require retaining student and internship-related records for a minimum of seven years. Vendors should include automated archival and deletion features to align with these requirements.

79. Vendor Question: Does the system need to support export compliance?

UCF Answer: Yes, the system should support export compliance to ensure that data shared or accessed internationally adheres to applicable U.S. export control laws, including EAR and ITAR regulations.

80. Vendor Question: Will there be regular audits of the system for compliance?

UCF Answer: Yes, regular audits will be conducted to ensure compliance with UCF's policies and applicable regulations. Vendors should include audit trail capabilities and provide support for external and internal audit processes.

81. Vendor Question: What measures are required for data integrity and audit trails?

UCF Answer: The system must include measures to ensure data integrity, such as automated validation checks, role-based access controls, and encryption for data at rest and in transit. It should also provide comprehensive audit trail capabilities, logging all user actions, changes to data, and system events to ensure accountability and traceability.

82. Vendor Question: What data encryption standards are required for this system?

UCF Answer: The system should comply with industry-standard encryption protocols, such as AES-256 for data at rest and TLS 1.2 or higher for data in transit. Compliance with UCF's internal security policies and applicable federal and state regulations is mandatory.

83. Vendor Question: Are there specific access control policies that need to be implemented?

UCF Answer: Yes, the system must implement role-based access control (RBAC) policies, ensuring that users only have access to the data and features relevant to their roles. Administrative users should have granular controls to manage access permissions securely.

84. Vendor Question: Will multifactor authentication be required for access?

UCF Answer: Yes, MFA will be required for all users accessing the system, particularly administrators and faculty. MFA should include options such as SMS, email-based codes, or authentication apps to enhance security.

85. Vendor Question: Should the system comply with any cybersecurity frameworks?

UCF Answer: Yes, the system must comply with established cybersecurity frameworks to ensure the protection of sensitive data and meet regulatory requirements. Key frameworks include the NIST Cybersecurity Framework (CSF) for federal best practices, ISO/IEC 27001 for robust information security management, and FERPA for safeguarding student records. Additionally, compliance with HIPAA, ensures the secure handling of health-related data, while adherence to Florida's Information Protection Act (FIPA) protects personal information under state law. The system should also align with UCF's internal cybersecurity policies, undergo regular security assessments, and incorporate controls for ongoing threat protection.

86. Vendor Question: What is the incident response plan if a security breach occurs?

UCF Answer: The system must include an incident response plan that complies with UCF's cybersecurity policies. This should include immediate breach notification, isolation of affected systems, forensic investigation, and resolution within defined timeframes. Vendors should also provide documentation and support for incident response.

87. Vendor Question: What is the expected data storage capacity for the system?

UCF Answer: The system should support scalable data storage with an initial capacity to manage data for approximately 10,000 users and their associated records, to include user profile photos, resumes, letters of recommendation and other reports. The capacity should be expandable as program needs grow.

88. Vendor Question: Are there data archival requirements?

UCF Answer: Yes, data archival requirements include securely archiving inactive records and internship-related data for a minimum of seven years, in compliance with UCF's data retention policies. Archived data must remain accessible for auditing and reporting purposes.

89. Vendor Question: How long should student records be retained in the system?

UCF Answer: Student records should be retained for a minimum of seven years, in accordance with UCF's data retention and state regulations.

90. Vendor Question: Are there requirements for off-site or cloud data storage?

UCF Answer: Yes, off-site or cloud data storage must meet UCF's security and compliance standards. Data should be stored in secure, U.S.-based locations to ensure adherence to federal and state regulations, including FERPA and Florida public records laws. It is our understanding that Salesforce cloud is hosted in US based data centers.

91. Vendor Question: What data recovery options are preferred?

UCF Answer: The system should include robust data recovery options, such as automated daily backups, point-in-time recovery capabilities, and disaster recovery plans to ensure minimal downtime and data loss in case of a failure.

92. Vendor Question: Is there an expected uptime requirement?

UCF Answer: Yes, the system must meet an uptime requirement of at least 99.9% to ensure reliable access for users. Scheduled maintenance should be minimal and communicated in advance.

93. Vendor Question: Should the system support disaster recovery protocols?

UCF Answer: Yes, the system should include disaster recovery protocols, such as redundant data centers, failover mechanisms, and regular testing of recovery processes to ensure continuity during emergencies.

94. Vendor Question: Are there specific peak usage periods to account for?

UCF Answer: Yes, peak usage periods include the start of academic semesters, internship application periods, and end of semester. The system should handle increased traffic during these times without degradation in performance.

95. Vendor Question: What type of load balancing or failover support is needed?

UCF Answer: The system should include load balancing to distribute traffic efficiently and failover support to ensure seamless operations in case of server outages or other issues. These measures are critical for maintaining high availability. It was our understanding that Salesforce cloud handles this natively.

96. Vendor Question: Will there be any scheduled maintenance windows?

UCF Answer: Yes, scheduled maintenance windows should be clearly defined and communicated in advance to minimize disruptions. Maintenance should preferably be performed during off-peak hours.

97. Vendor Question: Will UCF need multilingual support for the platform?

UCF Answer: Multilingual support is not a current requirement but should be considered for future scalability to accommodate diverse user needs.

98. Vendor Question: Are there any restrictions on using open-source software?

UCF Answer: No specific restrictions exist on using open-source software; however, any open-source components must meet UCF's security and compliance standards and should be clearly disclosed in the proposal.

99. Vendor Question: What are the expectations for ongoing maintenance?

UCF Answer: Ongoing maintenance should include regular system updates, security patches, user support, and performance monitoring. Vendors should provide detailed maintenance plans and cost options as part of the proposal.

100. Vendor Question: Will you require a sandbox environment?

UCF Answer: Yes, a sandbox environment is required for testing, staging and training purposes. The sandbox should replicate the production environment and allow for secure testing of new features or changes before deployment.

101. Vendor Question: Is there a timeline for phasing out the current system?

UCF Answer: There is no fixed timeline for phasing out the current system. The transition will depend on the implementation timeline of the new platform and successful data migration. A phased approach is preferred to minimize disruption.

102. Vendor Question: What format should system documentation follow?

UCF Answer: System documentation should follow industry standards, including user guides, technical specifications, and administrator manuals. All documentation must be provided in digital formats (e.g., PDF, HTML) and include version control for updates.

103. Vendor Question: Are there any specific UX/UI design standards to follow?

UCF Answer: The system should adhere to modern UX/UI design principles, including responsiveness, accessibility (WCAG 2.1 compliance), and intuitive navigation. The design should align with UCF's branding guidelines, which will be provided upon project initiation.

104. Vendor Question: Will mobile access be a requirement?

UCF Answer: Yes, mobile access is required. The system must be fully responsive and accessible on mobile devices, including smartphones and tablets, without compromising functionality or user experience.

105. Vendor Question: Should the system support offline functionality?

UCF Answer: Offline functionality is not a current requirement. Internet connectivity is expected for use of the system. However, the ability to capture and sync data when connectivity is restored could be a valuable future enhancement we are interested in exploring.

106. Vendor Question: What types of user training materials are needed?

UCF Answer: User training materials should include:

- **Guides:** Step-by-step user manuals for students, preceptors, and administrators.
- **Videos:** Short, focused tutorials on key features.
- **FAQs:** Comprehensive answers to common questions.
- **Interactive Training:** Optional live training sessions or self-paced modules for administrators and faculty.

107. Vendor Question: Can you elaborate more details on InPlaceSoftware? How will this integrate with the new platform we'd be developing?

UCF Answer: InPlaceSoftware currently serves as UCF's internship management system, handling student placement, hour tracking, and evaluation processes. The new system will not integrate with InPlaceSoftware, but is intended to replace it. Data from InPlaceSoftware should be migrated to the new system.