

UMGC RFP #92232
Attachment A to Addendum #1 - Question and Answer Log

Question #	Vendor Question	UMGC Response
1	In writing the technical proposal, is it acceptable to use hyperlinks to indicate specific proof of something represented in the proposal (not a sales pitch, or pricing or agreement forms)? For example, if I state that we use best practices from education in our KIND OF IMPLEMENTATION, can I link to a short video showing how and why this immersive process? Or if I state that we provide a specific KIND OF CULTURE model with synchronous and asynchronous strategies consistent with shared power, can we link to a short video on the evolution of culture and the evolved model we use? If so, can these be linked in the technical proposal or do they belong in an appendix or not at all?	Hyperlinks may be included as supplemental support; however, evaluations will be based on the content of the submitted proposal. Offerors should ensure all required information is clearly presented within the proposal itself. Links should be used sparingly and not as a substitute for required responses. Any marketing materials should be placed in an appendix.
2	In reference to these 2 sections below - how much of the curriculum is already developed? And how much will the consultant need to design from scratch? 2.1.2. Customize or adapt training materials, curricula, and content as necessary to align with organizational goals and audience needs. 2.1.3. Becoming familiar with provided training materials, agendas, and materials (slides, handouts, exercises) for delivery.	The curriculum for these sessions has been developed. The vendor may be required to adjust content based on user feedback or if sessions need to be adjusted for specific work groups.
3	Scope of customization. Please clarify the expected level of effort for adapting training materials. Should proposers assume light facilitation preparation, moderate customization of existing materials, or more substantial redesign of agendas, activities, and course content?	Assume preparation for facilitation based on already developed curriculum to include participant materials and facilitator guides. Some customization may be required if a need is identified to adapt content for a specific workgroup.
4	Materials ownership and development. Will UMGc provide final facilitator guides, slide decks, handouts, exercises, and participant materials for each course, or should vendors include time for developing or revising learner-facing materials?	UMGC will provide final facilitator guides, slide decks, and all participant materials.
5	Scheduling and global delivery expectations. Given that participants may include team members in Europe and Asia, please clarify expected delivery windows and whether sessions may occur outside standard U.S. Eastern Time business hours.	Delivery to audiences in Asia and Europe will occur outside of standard U.S Eastern Time business hours.
6	Session planning assumptions. What is the typical notice period for scheduling sessions, and should vendors anticipate concurrent sessions requiring multiple facilitators or backup facilitation capacity?	Scheduling will happen approximately 2 months out from a session's delivery date and we do not anticipate concurrent delivery of sessions.
7	Audience composition by course. Please clarify the intended audience for each course (staff, faculty, first-level leaders, mid-level leaders, or mixed groups) and whether cohorts will be open enrollment or department-based.	Cohorts are open enrollment and composition will align with the nature of course. For example a first level leader course will only have first level leaders within the cohort.
8	Reporting expectations. Please clarify the expected format, timing, and frequency of summary reports, including whether UMGc has a standard reporting template and how engagement levels should be measured.	Please use your standard template to report out on items that need to be addresses and report out on progress of sessions along with course changes. We have surveys linked to each course already to get feedback and measure adoption.
9	Technology responsibilities. Will UMGc host Zoom sessions and provide technical moderation, attendance tracking, polling, breakout support, and accessibility features, or should vendors include these services in their proposal and pricing?	The vendor will be responsible for all aspects of facilitation in a virtual environment including attendance tracking, polls breakout rooms, monitoring chat etc.
10	Pricing worksheet assumptions. For Appendix B-3, should hourly and/or session rates include preparation time, stakeholder meetings, post-session debriefs, and reporting, or may these elements be priced separately?	The fees UMGc will pay for Session rates should be all inclusive.
11	Award structure. Does UMGc anticipate making a single award or multiple awards, and if multiple awards are made, how will work be allocated among selected vendors?	The intent is for a single award.
12	Security requirements. For a facilitation-focused engagement where UMGc may host sessions and retain participant data, please confirm whether SOC 2 Type 2 or HECVAT documentation is required for all vendors or only for those hosting systems or storing UMGc data.	A SOC2 or HECVAT will be required for vendors that store or host UMGc data. At this time UMGc does not anticipate the need for that.
13	"Becoming familiar with provided training materials, agendas, and materials (slides, handouts, exercises) for delivery". Will there be any point of contact / support regarding materials clarification?	Yes, UMGc will have a dedicated point of contact for facilitation materials.

14	“Foundational Workplace Communications Skills: Communication skills are vitally important when serving our students, partners, and colleagues. By sharpening communication skills routinely and continually evaluating the effectiveness of your communication will yield better relationships and a higher level of success in meeting the needs of individuals and the organization. This course helps team members to leverage those skills to support the vision of UMGC. – Approximately 8 hours.” Is the University looking for a one full day 08-hour session or split into two 04-hour half day session ?	Split into two 4-hour sessions.
15	2.2.1. Facilitate training sessions (virtual via Zoom) as scheduled by the organization (UMGC has team members in Europe and Asia that will be included in the training sessions). Will the training timings be as per US time zones?	Training sessions for Asia and Europe will be outside of core US Standard business hours.
16	Will the training timings be as per US time zones?	Training sessions for Asia and Europe will be outside of core US Standard business hours.
17	Are U.S.-based participants expected to take part as well?	Yes.
18	Will it possible to get the list of countries for candidates participating from Asia & Europe?	All sessions are delivered virtually. Information on UMGC's global locations can be found here - https://www.umgc.edu/locations
19	Will the training timings align with the participants' local time zones?	Training sessions will be scheduled to provide options for employees in stateside, Asia and Europe.
20	Is the University's preference limited to U.S.-based facilitators, or are European and Asian facilitators also acceptable?	UMGC has no US limitations on facilitation. All courses are being delivered in English in all regions.
21	The services requested in this RFP are for global staff and collegiate faculty – e.g., employees, managers, leadership team. How many personnel is this (even if it is an approximate number globally)?	Approximately 2130 employees are going through virtual instructor training globally.
22	Are facilitators expected to support multiple courses, or will they be aligned to specific subject areas?	UMGC will expect the vendor to assign facilitators to courses based on level of experience.
23	Will UMGC provide standardized facilitator guides, or should facilitators expect to interpret and adapt materials independently?	UMGC will provide final facilitator guides, slide decks, and all participant materials.
24	What level of content customization is expected vs. strictly delivering provided materials?	UMGC will provide final facilitator guides, slide decks, and all participant materials.
25	What is the typical session cadence (weekly, monthly, ad hoc)?	This varies depending on the course and track.
26	Are sessions typically delivered: Single session per day, or Multiple sessions per day across time zones?	One per day over days or weeks depending on the time of the course delivery.
27	Will UMGC provide Zoom hosting and technical support, or is the vendor expected to provide full production support?	The vendor will be responsible for full production support.
28	Does UMGC have a standard format/template for post-session reporting?	See Question # 8.
29	What level of data analysis is expected in reporting (summary vs. deeper insights/trends)?	See Question # 8.
30	Are participant evaluations currently collected by UMGC, or should the vendor manage feedback collection?	Participant evaluations are collected by UMGC.
31	Does UMGC expect vendors to provide a Dedicated Program Manager?	Staffing to meet the Services is up to the vendor, however there should be a point of contact for issues and escalations.
32	Does UMGC expect vendors to provide a Session Producer/technical support role?	The vendor will be responsible for full production support.
33	Are there any expectations regarding facilitator continuity (same facilitator per course vs rotating)?	This is up to the vendor, however we want to ensure the participants have a smooth training experience.
34	For oral presentations, will shortlisted vendors be expected to conduct a mock facilitation session?	In the event UMGC elects to hold discussions with shortlisted firms, an abbreviated mock session is likely to be requested.
35	For oral presentations, will shortlisted vendors be expected to present their methodology and team?	Yes.
36	For HECVAT submission, is the Lite version acceptable for this engagement?	If required, a full HECVAT will be requested. See response to Question # 12.
37	Are there any additional data handling requirements beyond participant information (e.g., integration with UMGC systems)?	No integration requirements. UMGC will handle Workday Learning registrations using vendor created zoom links and will provide the registrant information ahead of the sessions.
38	What learning management system (LMS) has UMGC used for past training delivery, and will the selected vendor be expected to integrate with it?	See Question # 37.
39	What was the registration process for participants under the previous contract? Managed by UMGC or vendor?	Employees register through UMGC's Workday Learning system and UMGC will share the rosters with the vendor.
40	Were there any participant fees or internal cost allocations associated with training delivery?	No.
41	What aspects of the previous contract worked well, and what areas is UMGC seeking to improve?	This is irrelevant to the RFP response. Details of the prior contract will be shared with the awarded vendor.
42	Were there any challenges with facilitator consistency, scheduling, or engagement under the prior contract?	No.
43	To ensure accurate pricing and resource alignment, can UMGC clarify the expected level of facilitator involvement in content enhancement? Specifically: Are facilitators expected to strictly deliver UMGC-provided materials?	Yes, unless a course is to be adapted for a specific workgroup from the original content.

44	To ensure accurate pricing and resource alignment, can UMGC clarify the expected level of facilitator involvement in content enhancement? Specifically: Should facilitators anticipate adapting or enhancing content based on participant needs?	See Question # 43.
45	If content adaptation or enhancement is expected, should vendors account for this effort within their proposed pricing, or will it be addressed as separate or optional services?	See Question # 43.
46	Does the \$1,000,000,00 maximum budget for contracts resulting from this solicitation include the two option years (i.e., is the budget intended to fund a total of five possible years of work)?	There is no minimum amount of guaranteed work under this contract. \$1M is the expected spend over the possible 5 year term based on estimates. \$1M is also the maximum allowed spend for this type of solicitation under state procurement regulations.
47	Item 2.1.2 mentions customizing or adapting training materials and content, and the deliverables include "make recommendations on changes and updates to existing training agenda and content for each session." Can you estimate the amount of updating anticipated and how much instructional design time will be needed? Should a rate for an instructional designer be included in the price proposal?	See response to Question # 10. Session rates should be inclusive of all services. UMGC owns the content and customization is minimal.
48	Item 2.2.1 mentions that training sessions will be scheduled by the organization and may include team members in Europe or Asia. In what time zone(s) will training sessions be delivered? We assume training will be delivered in English. Can you confirm?	See Question # 16, 19, and 20.
49	The RFP states the vendor will facilitate 35-40 training sessions per year. How long is a typical training session? Is it an entire course, or an individual session that is part of a course?	Courses are all designed differently and can be 4 hours, 8 hours and broken into different sessions. Please see the course hours and descriptions provided in the RFP for the courses.
50	When a course lists "4-5 hours" or "8 hours" – are these delivered in one meeting or is the total time spread over multiple sessions?	See Question # 49.
51	Is there a vendor currently providing these services?	Yes. Information regarding the current contract will be available to the awarded firm.
52	Insurance Requirement - Can UMGC confirm whether a Certificate of Insurance is required at proposal submission, or if it can be provided upon award?	Per Mandatory Requirements criteria 2.7 on Page 14, proposers are to provide "an electronic copy of a Certificate of Insurance verifying your firm's Coverage for Commercial General Liability, Workmen's Compensation, Automobile Liability Insurance, and Professional Liability." This is a requirement for your proposal submission.
53	Content Development vs. Facilitation - To what extent is the facilitator expected to develop new content versus adapting existing UMGC materials?	See Question # 2-4.
54	Evaluation Criteria Weighting - Can UMGC provide a scoring breakdown for the evaluation criteria?	Per Section 2 Initial Technical Criteria on Page 12, the criteria 2.1 to 2.9 are listed in order of importance. There is no scoring breakdown to provide beyond that.
55	Is there a preferred format or structure for submitting the technical proposal beyond organizing it by the evaluation criteria?	There is no format for submittal other than compiling the response in the same order listed beginning on Page 12 of the RFP. Proposals submitted in a Word or PDF format usually work best for review.
56	Are there specific performance metrics or success indicators UMGC will use to evaluate training effectiveness?	UMGC will track employee satisfaction and delivery through surveys we will manage.
57	Will UMGC provide participant data, learning objectives, or pre-assessment results prior to training sessions?	UMGC will do a preboarding and information session(s) for the successful vendor along with regular checkins.
58	Will facilitators be required to travel at any point, or is all delivery expected to be virtual?	The sessions are all virtual instructor lead. We do not anticipate travel at this time.
59	Will UMGC provide standard training materials/templates, or is there flexibility in instructional design and format and What level of customization is expected for different departments or audience groups?	See Question # 2-4.
60	Will all training materials, slides, and handouts fully developed, or is the vendor expected to significantly adapt content? How far in advance will materials be shared before each session?	See Question # 2-4.
61	How much advance notice will the vendor receive before a scheduled training session?	Approximately 2 months.
62	Given that team members in Europe and Asia will participate, will UMGC dictate session times, or will the vendor have input on scheduling to accommodate time zones?	UMGC will recommend times for these sessions based on current practice.
63	If a vendor submits a completed HECVAT in lieu of a SOC 2 Type 2 audit, will that categorically satisfy the data security requirement, or will it be evaluated on a case-by-case basis?	See response to Question # 12 and #36. A SOC2 or HECVAT is not required as part of the proposal submittal.
64	Does UMGC intend to award to a single vendor or multiple vendors, and if multiple, how will work be allocated among awardees?	See Question # 11.
65	Will the vendor be required to provide language translation for international participants?	No. Everything is delivered in English
66	Can UMGC confirm whether there is a peak period or concentrated timeframe within the contract year during which the majority of sessions are expected to be scheduled?	UMGC has a calendar of training offerings that will be shared with the successful vendor. Trainings occur throughout the year.

67	Are the training sessions being conducted on our organization's Zoom platform, or UMGC's?	Training is conducted using the vendors zoom and handled by the vendor. UMGC will handle the Workday Learning registration and send the selected vendor rosters.
68	Regarding the required cyber security assurances: We pay Zoom to host all our online trainings, and Zoom is SOC 2 Type 2 compliant. Would I need to request and submit Zoom's latest SOC 2 II report to show that we abide by all cyber security requirements, or simply state we use Zoom, which undergoes regular SOC2 Type 2 audits for its customers?	The security requirements relate to the proposing firm. See response to Question #12 and # 36.
69	Could you please clarify what you see as the difference between the "Attendant" and "Producer" roles. The "Attendant" sounds like someone helping the facilitator during the presentations themselves, correct? Could you give specific examples of the Producer's role, especially since UMGC provides the training materials, handouts, and participants, as well as gives us their schedules. Is the Producer the logistical contact on our end who coordinates with the UMGC contacts to ensure UMGC provides all that, or are there other logistical roles for the Producer not already being handled by UMGC?	A producer provides assistance to the facilitator: is familiar with the presentation and can assist in managing zoom and breakout rooms, admittance, assist with videos, help with technical issues, monitor chats, set up timers for activities etc. An attendant may be used as another layer of support for larger capstone activities that require more direction and help during break out sessions. Please recommend how you would manage the sessions and what level of support you would recommend based on the RFP definitions of the courses.
70	Can the Facilitator, Producer, and Attendant roles be combined, e.g., Facilitator/Producer or Producer/Attendant?	Yes. See Question # 69.
71	Section III, Article 1, §2.2 requires firms to demonstrate five (5) years of experience conducting training facilitation engagements. Does this requirement apply to the proposing firm as a legal entity, or may it be satisfied through the demonstrated experience of the firm's proposed key personnel and/or a teaming arrangement with a subcontractor whose combined experience meets the threshold?	This requirement relates to the proposing firm, not proposed individuals or subcontractors. The minimum requirement for award is for the proposing firm itself to meet the level of experience.
72	When a proposing firm intends to utilize a subcontractor for a substantial portion of service delivery, may the subcontractor's relevant experience and client references be included in the Technical Proposal to satisfy the mandatory experience requirements under §2.2 and the reference requirements under §2.4?	The preference would be for the proposing firm to meet the requirements, and use subcontractor(s) to supplement. UMGC is entering into a contract with the proposing firm only, and the proposing firm will be expected to manage their subcontractor(s).
73	Section II, §4 states that UMGC's preference is for the vendor to have undergone a SOC 2 Type 2 audit, and that a completed HECVAT is acceptable in its absence. Is a completed HECVAT required as part of the proposal submission, or is it acceptable to provide a HECVAT completion commitment and deliver the completed assessment prior to contract execution?	See response to Question # 63.
74	Appendix B-3 instructs proposers to provide a per-session rate assuming four (4) hours. Several courses described in Section II, §2.4 are 7-12 hours in length (e.g., Courses 3, 5, 6, 8, 9, and 10). Should proposers provide separate per-session rates for different session durations (e.g., half-day, full-day), or should the Assumptions tab be used to explain how the four-hour baseline rate scales for longer sessions?	Appendix B-3 gives the option to provide either an hourly rate, or session rate (assuming 4 hours). The assumption tab can be used to clarify and part of the proposed pricing. The courses UMGC will expect the awarded firm to facilitate vary in length.
75	The Scope of Work (Section II, §2.1) includes training preparation activities such as reviewing materials, customizing content, and becoming familiar with agendas and handouts. Are proposers expected to include preparation time within their session rates, or should preparation be priced as a separate line item or hourly component?	See response to Question #10. Proposers should provide all inclusive pricing.
76	Appendix B-3 includes roles for Producer and Attendant in addition to Facilitator. Does UMGC anticipate requiring a Producer and/or Attendant for all training sessions, or only for specific session types? Will UMGC specify which roles are needed per session at time of order, or is the proposer expected to recommend a staffing model as part of its proposal?	A producer provides assistance to the facilitator: is familiar with the presentation and can assist in managing zoom and breakout rooms, admittance, assist with videos, help with technical issues, monitor chats, set up timers for activities etc. An attendant may be used as another layer of support for larger capstone activities that require more direction and help during break out sessions. Please recommend how you would manage the sessions and what level of support you would recommend based on the RFP definitions of the courses.
77	Section II, §2.4 notes that course quantities represent anticipated demand and are not a guaranteed minimum or maximum. Can UMGC provide any additional guidance on anticipated session volume in Year 1, or the approximate distribution between Foundational Track courses (Courses 1-2, 1,000-1,800 participants/year) and Leadership Track courses (Courses 3-11, 0-360 participants/year)?	The vendor's support will be distributed across support of Foundational Track courses for new employees and employee who have not yet completed the courses in 2026 and in supporting courses for all leadership tracks as needed.
78	Does UMGC intend to make a single award or multiple awards resulting from this solicitation? If multiple awards are contemplated, will awardees be assigned specific course types, or will all awardees be eligible to receive task orders across the full curriculum?	See response to Question # 11.
79	Section II, §2.2.1 notes that UMGC has team members in Europe and Asia who will be included in training sessions. Are facilitators expected to deliver sessions across all time zones, including early morning or late evening ET delivery to accommodate international participants? If so, does UMGC anticipate a separate rate structure or premium for non-standard-hours delivery?	See Question # 5, 15-16 and 19. Please provide your rates based on this information. There will be no separate rate structure for Europe and Asia.

80	Section III, Article 1 does not specify a page limit for the Technical Proposal. Is there a recommended or maximum page length? Are there specific formatting requirements (font size, margins, file type) beyond those referenced in the solicitation?	There is no page requirement. Proposers should make their response as clear and concise as possible. See response to Question # 55.
81	Use of external LMS. Is UMGC open to vendors utilizing their own learning platform to support session delivery, participant access, resource distribution, and reporting, provided it integrates with Zoom?	UMGC will host registrations through Workday Learning. The vendor will manage and handle zoom sessions and links.
82	Is UMGC currently using internal staff or external vendors to facilitate any of these leadership development offerings, and is this RFP intended to replace, supplement, or expand that support?	Yes, currently internal staff and external vendors provide additional support. The purpose of the RFP is to replace an expiring contract.
83	Customization expectations. What level of content adaptation or enhancement does UMGC expect from the awarded facilitator(s)—for example, tailoring content to UMGC's context, activity design, participant tools, or broader recommendations for cohesion across the leadership development program?	See Question # 2-4.
84	Playbooks and reinforcement. Would UMGC welcome optional learner reinforcement tools such as participant playbooks, reflection guides, manager discussion prompts, or post-session application resources, provided they align with the existing training program?	Proposing firms are certainly welcome to expand on their capabilities beyond the requested services in the RFP. However, proposals are evaluated solely on the Mandatory Requirements listed on Page 12-14 of the RFP document.
85	Pre- and post-assessments / tracking. Is UMGC open to the use of pre-assessments, post-assessments, and related progress-tracking tools to support learner reflection, measure growth, and inform follow-up recommendations?	Proposing firms are certainly welcome to expand on their capabilities beyond the requested services in the RFP. However, proposals are evaluated solely on the Mandatory Requirements listed on Page 12-14 of the RFP document.
86	Real-time support / FAQs. Would UMGC consider value-added learner support features such as real-time FAQs, session-specific guidance, or just-in-time resource support as part of the overall training experience?	Proposing firms are certainly welcome to expand on their capabilities beyond the requested services in the RFP. However, proposals are evaluated solely on the Mandatory Requirements listed on Page 12-14 of the RFP document.
87	Budget. Can UMGC provide any guidance on expected annual spend?	See response to Question # 46.
88	SME. Will UMGC provide subject matter experts and finalized materials, or should respondents assume they must supply facilitator SMEs?	See Question # 2-4. UMGC has internal facilitators to provide guidance that currently deliver the content if needed.
89	Course migration. Should respondents assume there are no course migration or platform transition responsibilities in scope?	Correct. Migration services are not part of the scope.
90	Section I.7 on Page 7 refers to 'all contacts resulting from this Solicitation' and Appendix C-1, Section 2.2 on Page 37 refers to 'Contract(s) resulting from Solicitation 92132' and 'aggregate maximum fee for the Contract(s)'. Please confirm if UMGC intends to make multiple awards from this RFP 92232, and also confirm that the correct solicitation number referenced in Appendix C-1, Section 2.2 should be '92232' instead of '92132'.	RFP# 92232 is a single award contract. The sample contract provided in Appendix C1, on Page 35, is intended to be a sample to give proposers an idea of the terms and conditions they will need to agree to. Dates, numbers, and relevant information will be changed for the final version.
91	Section II., Item 4, Data Security Requirements states: UMGC's preference is for the awarded vendor to have undergone a SOC 2 Type 2 audit. In the absence of a SOC 2 Type 2 audit, a completed Higher Education Community Vendor Assessment Tool (HECVAT) will be acceptable. Please clarify whether a completed HECVAT is required at the time of submission. If so, does that include having UMGC conduct their analysis prior to submission or should the vendor submit the form with our portion completed with the Technical Proposal?	A completed HECVAT is not required at the time of submission. See response to Question # 63.
92	Given that the eleven courses in Section II.2.4 vary significantly in duration (from 4–5 hours to 12 hours per session), will UMGC accept differentiated session rates based on course duration and/or participant volume, or is UMGC expecting a single flat session rate regardless of course length?	See response to Question # 74.
93	Can UMGC confirm whether this preparation and coordination time; including pre-session review, planning meetings, and any required UMGC onboarding, will be compensable under the contract, and if so, at what rate structure (hourly or otherwise)?	See response to Question #10. Proposers should provide all inclusive pricing.
94	Can UMGC clarify the mechanism by which training materials will be made available to the selected vendor?	See Question # 96 & 97.
95	Will the selected vendor be granted access to UMGC's Learning Management System (LMS), SharePoint, or other internal content repository to retrieve session materials independently ahead of each session?	See Question # 94. UMGC will host registrations through Workday Learning.
96	Will UMGC push materials directly to the vendor (e.g., via email or shared drive) in advance of each scheduled training session?	UMGC will share materials via a Teams Drive.
97	Will the selected vendor be expected to maintain, store, or host any UMGC training materials, participant data, or session recordings within the vendor's own systems at any point during the contract period?	Vendors will host all sessions and will not record sessions. UMGC will house and own all the course materials.
98	Are the 35–40 sessions per year spread across all 11 courses, or will certain courses be prioritized in Year 1?	Yes, these sessions will be spread across all courses.
99	Will UMGC provide an anticipated annual session schedule at contract start?	Yes UMGC will provide a training schedule of courses

100	Will UMGC share participant evaluation data or historical training metrics used from prior facilitation engagements to help offerors understand baseline performance expectations?	UMGC will do a preboarding and information session(s) for the successful vendor along with regular check-ins.
101	Will UMGC provide a format for evaluation feedback, or will this be developed by the vendor?	UMGC manages course survey satisfaction
102	In Section II, the "Types of Training" table (pp. 9–10) lists anticipated annual participant volumes that, when aligned to the stated class sizes, appear to imply a number of sessions that exceeds the Deliverables estimate of 35–40 training sessions per year on p. 11. Can UMGC clarify how these two sections should be reconciled for planning purposes? Specifically, should offerors base their staffing and pricing assumptions on the session estimate in the Deliverables section, or on the participant volume ranges outlined in the course table?	The Types of Training table is intended to give an idea of the quantity of participants per year. "35–40 training sessions" mentioned in the Deliverables section is intended to give proposers an idea of the amount of training sessions that will take place in a given year. Each training session is made up of a certain amount of participants.
103	Can UMGC provide additional detail on the expected frequency, duration, and cadence of the UMGC hosted virtual meetings (e.g., per session, monthly, quarterly), as well as the anticipated level of facilitator participation (p. 11)? This information will help inform appropriate staffing and pricing assumptions.	UMGC anticipates that sessions will be distributed across a 12 month period, with approximately 10 sessions per quarter. Duration and exact timings will depend on the specific courses and a mutually agreeable calendar will be developed with the selected vendor.
104	New or Existing Learning Management System. Will training delivery require integration with UMGC's existing Learning Management System (LMS), and/or is the Vendor expected to provide an LMS as part of the solution?	UMGC will host registrations through Workday Learning. The vendor will manage and handle zoom sessions and links.
105	SOC Security Audit. Why is a SOC security audit required for a training RFP?	See response to Question # 63.
106	Project Management model. What is the "UMGC Project Management model", does it already exist, or will it be built as part of the training strategy for this contract?	Upon award all content will be shared with the vendor and will give more insight on alignment. The course is designed for flexibility and understanding of different models.
107	Existing Training Material. Is the Vendor augmenting pre-existing training materials already released under UMGC branding, developed prior to the contract and owned by UMGC?	See Question # 2-4.
108	Existing Training Material. Will the Vendor be expected to provide, generate, and/or co-develop new training material in collaboration with UMGC?	See Question # 2-4.
109	Prior Vendor Experience. What have been the key strengths and limitations of previous facilitators or vendors delivering similar services?	Prior contract information will be shared with the awarded vendor.
110	Copyright & Derivative Works. If Vendor provides foundational materials for training modules, does the Vendor retain copyright, e.g. is UMGC okay with an unlimited license to use, reproduce, and distribute derivative works to UMGC and its partners, but without rights to resell derivative works created from foundational Vendor materials?	Any material produced specifically for UMGC with our branding and for our staff and collegiate faculty will be owned solely by UMGC and we will be able to reproduce, modify and deliver the content as needed.
111	Definition of Success. How does UMGC define and measure success for this engagement (e.g., behavior change, participant engagement, leadership readiness)?	UMGC will track employee satisfaction and delivery through surveys we will manage and make adjustments as needed. We also have our own EQ assessment and retest as well as 360 assessments.
112	Certification. Will UMGC or the Vendor be responsible for tracking UMGC employee selection, attendance, certification, and/or work products resulting from the training?	UMGC will manage certifications via Workday Learning. As the vendor will have the roster they will need to report on attendance and absences or needs to reschedule training.
113	Virtual Engagement Considerations. What challenges has UMGC encountered in maintaining participant engagement and interaction in virtual sessions, particularly across globally distributed cohorts?	UMGC hasn't encountered any issues as we're a hybrid online university and staff and collegiate faculty are very familiar with virtual online training.
114	The RFP states the vendor will 'customize or adapt training materials, curricula, and content as necessary.' Please clarify the expected level of customization: will UMGC provide production-ready materials for direct delivery, or is the vendor expected to substantially rewrite or redesign content modules? Additionally, please confirm whether pre-session preparation time is intended to be captured within the session rate or compensated separately.	See Question # 2-4.
115	The participant volumes listed for Courses 1 and 2 (1,000 to 1,800 participants per year, in sessions of 40 to 50 participants each) imply approximately 20 to 45 sessions per course per year. The stated deliverable is 35 to 40 sessions annually across all courses. Please confirm whether the 35 to 40 session figure represents the total expected annual volume across all courses combined, or a per-course estimate, and whether this figure is a guaranteed minimum, a cap, or a planning estimate.	The totals provided in the RFP are intended to give proposers an idea of the expected volume. There is no guaranteed minimum. It is also possible that participants are in more than one session throughout the year.
116	UMGC indicates that team members in Europe and Asia will be included in training sessions. Please clarify whether global participants will be incorporated into unified sessions (requiring extended scheduling windows) or scheduled into separate regional cohorts. This distinction directly affects facilitator availability assumptions and session planning.	Asia and Europe participants can join any available session, however the intent is for the vendor to support facilitation in the time zones of the employees.

117	Please confirm whether UMGC will administer participant surveys and provide raw data to the vendor for analysis and reporting, or whether the vendor is expected to design, administer, and analyze evaluations independently. Additionally, please specify the expected turnaround time for post-session summary reports.	UMGC will manage already designed surveys for each offering. UMGC will provide needed feedback and will communicate and review any needed changes or adjustments.
118	The RFP requests resumes for personnel who 'may be assigned' to provide services. Please clarify whether UMGC expects offerors to commit specific named facilitators at the time of proposal submission, or whether a qualified facilitator pool with representative resumes is acceptable. Please also confirm whether the same facilitator must deliver all cohorts of a given course, or whether different facilitators may be assigned to different sessions of the same course.	The facilitator is the main deliverable of this RFP. The expectation is the the facilitator(s) proposed is available to provide the services. Ideally the facilitator will deliver all the cohorts of a given course, but UMGC also recognizes that volume and timing may affect this. In that case different facilitators may be assigned.
119	The solicitation schedule lists contract commencement as June 1, 2026, while Section I, §7 states the anticipated start date as on or around July 1, 2026. Please confirm the expected operational start date for active facilitation services, and whether any onboarding or stakeholder alignment activities are expected between contract execution and the first facilitation session.	UMGC plans to make an award by 6/1/26, and the awarded vendor is expected to be available for services 7/1/26. The start date is an estimate, UMGC will discuss timing with the awarded firm.
120	The RFP reserves the right to make a whole award, multiple awards, a partial award, or no award at all, and Section III, Article 4 references award of "contract(s)" in the plural. Please confirm whether UMGC intends to establish a single-vendor contract or a multiple-award pool for these facilitation services, and if multiple awards are anticipated, please describe the basis on which individual task assignments would be made among awardees.	The intent for this RFP is a single award.
121	Appendix B-3 instructs proposers to provide a per-session rate based on an assumed session length of four hours. However, the courses described in Section II, §2.4 range from approximately 4-5 hours to 12 hours in length, with several courses in the Mid-Level Leader and First-Level Leader tracks scheduled at 7 to 12 hours. Please confirm how proposers should price sessions that materially exceed the four-hour assumption: whether the per-session rate is intended as a flat fee regardless of session duration, whether an hourly bill rate applies to hours beyond a defined threshold, or whether proposers should note these distinctions as pricing assumptions in Tab 2 of Appendix B-3. Additionally, please clarify whether the Producer and Attendant roles are expected to be present for all session types, or whether their deployment is at the discretion of the proposer.	See response to Question # 74.
122	Section I, §7 establishes an aggregate contract maximum of \$1,000,000 across the initial term and any renewal options. Section II, §2.4 presents participant volume ranges that, when applied to the 35 to 40 annual sessions described in Section II, §3, suggest meaningful variation in annual demand across courses. Please confirm whether the \$1,000,000 aggregate ceiling applies to the full potential term, including renewal options, or solely to the base period, so that proposers may appropriately calibrate their pricing assumptions without inadvertently structuring rates that would render the contract ceiling unreachable or insufficient in scope.	See response to Question # 46.
123	Is the \$1,000,000 the total contract cap?	Yes. See response to Question # 46.
124	Is the SOC 2 Type 2 requirement mandatory?	See response to Question # 63.
125	Section 2.1 - Training Preparation. Will the Offeror design and create their own training modules or use training materials from UMGC as a template to adapt content?	See Question # 2-4.
126	Section 2.2 - Training Delivery, 2.2.1. How will training be facilitated for students in Europe and Asia, keeping in mind of the time difference?	The training is for staff and collegiate faculty only. No students are part of the training. See responses in regard to time zone delivery above.
127	Section 2.2 - Training Delivery, 2.2.1. Will the Offeror be responsible for purchasing a separate Zoom account for all UMGC training sessions?	The vendor is responsible for all set up and delivery of zoom for all sessions.
128	Section 2.3 - Staffing Organization and Proposed Key Personnel Qualifications. Section 2.3 asks for resumes for personnel. Can [UMGC] confirm that at minimum, the offerors should submit resumes for the key staff in Appendix B-3 (Facilitator, Producer, Attendant)?	There is no requirement for the specific types of staff to provide resumes for. UMGC is interested in reviewing key personnel that the proposing firm is providing to satisfy the services outlined in the RFP.

129	Section 2.4 - Types of Training. #5 Project Management and the Agile Leader (MLL): This course encourages Mid-Level Leaders to apply an agile mindset to their role as a leader at UMGC and provides an overview of Project Management best practices, including UMGC's Project Management model. The course focuses on the project lifecycle at UMGC, how to apply time, risk, and resource management techniques to enhance effectiveness in project management, and how to use project management models to guide projects and tasks. - Approximately 12 hours 40+ participants. Question: Is UMGC's PM model aligned with PMI's training model? Would the trainer be able to reference PMI training materials to conduct the UMGC's training?	Upon award all content will be shared with the vendor and will give more insight on alignment. The course is designed for flexibility and understanding of different models.
130	Section 2.7 - Insurance. Section 2.7 states the offeror must "Provide the Procurement Officer with an electronic copy of a Certificate of Insurance verifying your firm's Coverage for Commercial General Liability, Workmen's Compensation, Automobile Liability Insurance, and Professional Liability." Is this required at Contract Start or to be submitted with the proposal?	This is required as part of your Technical Proposal. All of the Mandatory Requirements beginning on Page 12 of the RFP, constitute a proposer's Technical Proposal.
131	How many awards does [UMGC] expect to make?	Single Award.
132	How does UMGC define a "highly successful" training session beyond participant satisfaction.	UMGC will track employee satisfaction and delivery through surveys we will manage and make adjustments as needed.
133	What agency will facilitators have in incorporating their own tools, frameworks, or examples to enhance engagement and relevance?	UMGC has content to deliver and is open to best practice recommendations and revisions that can be implemented if approved.