

Maine Community College System
323 State Street
Augusta, ME 04330



Competitive Bid
REQUEST FOR PROPOSAL
This is not an Order

Student Information System (SIS)

RFP Coordinator	<i>All communication regarding this RFP <u>must</u> be made through the RFP Coordinator identified below.</i> Name: Chris Glancy Title: RFP Coordinator Contact Information: SISproject@mccs.me.edu
Informational Meeting	Date: 01/07/2022 Time: 11:00 AM EST Location: Virtual Meeting
Submitted Questions Due	<i>All questions <u>must</u> be submitted to the RFP Coordinator identified above by:</i> Date: 01/13/2022, no later than noon, EST. Responses to the questions will be posted by 01/14/2022 at 12:00 pm.
Response Submission	Submission Deadline: 01/28/2022 no later than 5:00 pm, local time Submit to: SISproject@mccs.me.edu

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PUBLIC NOTICE

Maine Community College System

Student Information System

The Maine Community College System (MCCS) seeks to enter into a contract for acquisition and implementation of a cloud-based Student Information System.

MCCS seeks to modernize and enhance its SIS and its capabilities to service the academic community and its students.

Vendors who are interested in receiving a copy of the RFP should contact Chris Glancy at SIproject@mccs.me.edu or visit <https://www.mccs.me.edu/request-for-proposals/> Request for Proposals are due January 28, 2022 at 5 p.m..

An Informational Meeting will be held on 01/07/2022 **Time:** 11:00 am EST
Location: Virtual Meeting

Responses must be submitted to Chris Glancy at SIproject@mccs.me.edu by 01/28/2022 no later than 4:00 pm, local time

RFP DEFINITIONS/ACRONYMS

The following terms and acronyms shall have the meaning indicated below as referenced in this Request for Proposal:

<u>Term/Acronym</u>	<u>Definition</u>
RFP	Request for Proposal
RFI	Request or Information
State	State of Maine
MCCS	Maine Community College System
FOAA	Maine Freedom of Access Act
Respondent	Any individual or organization submitting a response to this RFP.
Workforce Development	College-to-Employer and College-to-Individual skills training services offered by the Colleges, which may include grant-funded initiatives and special services.
SIS	Student Information System
SaaS	Software as a Service
IaaS	Infrastructure as a Service
PaaS	Platform as a Service
SLA	Service Level Agreement
CRM	Customer Relationship Management
Configuration	To use tools in the application to meet specific requirements without the use of code.
Customization	Write new code (programs, class files, scripts) in the software that meets specific requirements.

Maine Community College System

Student Information System (SIS)

PART I INTRODUCTION

1. Purpose and Background

This Request for Proposal (RFP) is issued by the Maine Community College System (MCCS) and is a state-wide request for the planning, configuration, implementation, training, and ongoing support of a Student Information System (SIS) solution to be made available as the primary learning platform to be used by the colleges within the system.

MCCS is made up of the seven accredited community colleges across the State of Maine. Over the course of a typical academic year, MCCS serves more than 22,000 students in credit courses and another 7,000 students in non-credit offerings. . In addition to the degree programs, the colleges also provide an extensive array of continuing education and Workforce Development training to individuals across the State. The mission of MCCS is to provide associate degree, diploma, and certificate programs directed at the educational, career, and technical needs of the State's citizens and the workforce needs of the State's employers. MCCS's primary goals are to create an educated, skilled and adaptable labor force that is responsive to the changing needs of the economy of the State and promote local, regional and statewide economic development.

This initiative supports the MCCS desire to modernize and enhance its SIS and its capabilities to service the academic community and its students. MCCS will evaluate, plan implement, and support a modernized and enhanced SIS across all seven MCCS colleges in support of the three strategic priorities:

- Get them in,
- Get them through,
- Keep them connected.

2. Current Conditions

Historically, the Colleges of the MCCS system have managed their individual IT systems, including making individual procurement decisions and managing their own IT enterprise. The MCCS currently utilizes a SIS with seven different instances, one at each college, deployed over ten years ago. Each College has managed its own instance, with sometimes common and sometimes disparate customizations and integrations. An additional instance (for a total of eight) is deployed at the system level for accounting and data collection purposes. The instances are not utilizing a shared infrastructure and are deployed individually. The current SIS has limited custom integrations to third-party platforms,

including the recently deployed system-wide Learning Management System (LMS) Brightspace, PowerFAIDS, the One Card or Student Access system for access, purchasing on-campus or meal programs, and bookstore vendor system Barnes and Noble.

The current systems' integrations are limited and troublesome due to the decentralized architecture, uneven versioning, and disparate databases.

3. Challenge Statement

The purpose of this RFP is to solicit proposals to deliver a “best of breed” SIS solution to the MCCS and its Colleges to modernize and enhance how they will meet the needs of learners and businesses in the State. A desired outcome of a new SIS solution is to make the delivery of education, training, and supporting services to students more efficient and effective. It is expected that a modern platform will free staff and faculty from cumbersome processes and enable them, by leveraging a simple, intuitive technology platform, to innovate in process and programs and to utilize modern data analytic tools to create the strategic insights necessary to achieve the strategic priorities. In addition, moving from the current technology platform and architecture is expected to remove barriers to inter-College collaboration and program delivery, creating new opportunities to meet the needs of learners and businesses. Similarly, it is expected that a modern SIS solution will deliver a student experience and access to their needed information in the ways that they have come to expect from technology, enhancing enrollment and retention. Responses to this RFP should highlight how the proposed SIS solution will achieve these expectations and outcomes.

The ideal SIS will have the following attributes:

- Be a SaaS-based platform for the MCCS and its Colleges with no customizations required.
- Provide flexibility for each College to maintain its unique brand and support significant individual workflow, data analytics, and offering needs while leveraging the advantages of a common platform across the MCCS and Colleges. In doing so, the SIS solution will enable shared services, common data taxonomy for analytics, and opportunities for collaboration in educational delivery and offerings.
- Address both degree-seeking and non-degree students, including those engaged through Workforce Development programs.
- Be simple to use, govern, and maintain.
- Provide simple configuration capabilities that are accessible by the typical college staffer.
- Provide simple, standardized APIs for robust, stable integrations to third-party products.

4. General Provisions

- 4 a. From the time the RFP is issued until award notification is made, all contact with the MCCS regarding the RFP must be made through the RFP Coordinator. No other person/employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at MCCS' discretion.
- 4 b. Issuance of the RFP does not commit the MCCS to issue an award or to pay

expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at interviews or other meetings and software or system demonstrations, where applicable.

- 4 c. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the MCCS. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
- 4 d. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the MCCS will consider generally available materials, any provided in the proposal, information obtained through interviews/presentations (if any), and internal MCCS information of previous contract history with the Bidder (if any). If materials were submitted as part of the preceding Request For Information RFI SIS MCCS V5 document posted on the Maine Community College Request for Proposal website on September 16, 2021, such materials and any interviews/presentations may also be considered in the review. It shall be the responsibility of any Bidder to identify changes in any submissions under this RFP from the RFI submission. The MCCS also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
- 4 e. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
- 4 f. The RFP and the awarded Bidder’s proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the MCCS.
- 4 g. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. §§ 401](#) et seq.).
- 4 h. The MCCS, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
- 4 i. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

5. Eligibility to Submit Bids

All qualified parties are invited to submit bids in response to this Request for Proposals. Bidders must demonstrate successful implementations of the proposed SIS solution at five (5) colleges, three (3) of which must be multi-campus community colleges successfully operating the platform.

6. Contract Term

The MCCS is seeking a cost-efficient proposal to provide services, as defined in the RFP, for the anticipated contract period defined in the table below. Please note, the dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with the RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the MCCS may opt to renew the contract for three (3) or more renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from the RFP, is defined as follows:

Period	Start Date	End Date
Implementation Period	April 11, 2022	June 30, 2023
Initial Period of Performance	July 1, 2023	June 30, 2025
Renewal Period #1	July 1, 2025	June 30, 2027
Renewal Period #2	July 1, 2027	June 30, 2030
Renewal Period #3	July 1, 2030	June 30, 2033
Transition Period	TBD	TBD

Delays in implementation shall result in adjustments to the terms. A final transition period will be negotiated with the awarded Bidder in the event of non-renewal or final renewal is implemented. The awarded Bidder will be expected to facilitate a transition of data to a new awarded bidder.

7. Number of Awards

The MCCS system anticipates making one (1) award as a result of the RFP process.

PART II SCOPE OF DELIVERABLES TO BE PROVIDED

The awarded Bidder must deliver and maintain a functional, fully implemented SIS platform that meets the requirements of this RFP and conforms to the descriptions and commitments made as part of its submissions. The awarded Bidder must warranty the representations and commitments it provides in conjunction with this RFP.

1. Requirements

ID #	Sub #	Requirement
TR1		GENERAL
TR1	A	Certificate of Insurance: Provide a certificate of insurance on a standard Acord form (or the equivalent) evidencing the Bidder’s commercial general liability, professional liability and any other liability insurance policies relevant to the proposed services. At minimum, cyber liability insurance shall be ten million (\$10,000,000) per claim and commercial crime two million (\$2,000,000) per occurrence.
TR1	B	Changes in Architecture: The awarded Bidder will provide the MCCS at least ninety (90) days prior written notice of any planned material change in architecture or the underlying cloud service provider. A “material change” includes, but is not limited to, a change which is substantial, and results in reliance on different reference architecture, foundation elements of the software bill of materials or movement to a new IaaS or PaaS provider.

ID #	Sub #	Requirement
TR1	C	Data Ownership: The awarded Bidder does not own any of the data or content created or stored in the solution platform resulting from business processes of MCCS or the Colleges.
TR1	D	Preservation of Archival Data: The SIS solution provides data storage and retention capacity to meet MCCS records retention requirements pursuant to MCCS Procedure 200.1 and Section 206 of the MCCS Finance Policy and Procedure Manual.
TR1	E	FOAA Compliant: The SIS solution must enable compliance with State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.)
TR1	F	Data Transfer: Upon any termination of use of the SIS solution by the MCCS or its Colleges, the awarded Bidder will provide material assistance without compensation to successfully transfer data to a subsequent solution or service.
TR2		Comprehensive SIS Solution
TR2	A	Deliver the SIS solution as a cloud-hosted or SaaS platform.
TR2	B	<p>The SIS solution will be an enterprise-class solution that is clearly defined and described by the functional products or product components that comprise the base solution. The base solution should include not less than:</p> <ul style="list-style-type: none"> • Admissions/Enrollment • Student Record Management and Registration • Course Catalog Management and Scheduling • Student Billing, AP/AR and Related Financial Functions • Student Portal • Academic Affairs and Advising • Workforce Development <p>Any optional offerings and their relevant functional contributions are also clearly defined and described. The following capabilities, if not ordinarily included in the base solution and offered as part of the base solution, should be included as optional capabilities:</p> <ul style="list-style-type: none"> • Data Analytics • College-level Finance, Budgeting, Asset Management, and AP/AR • HR/Human Capital Management • Housing-Student Life • CRM • Financial Aid <p>Where third-party partners deliver some or all of the described solution, they are clearly identified and their inclusion in any pricing also clearly defined.</p>
TR2	C	Describe the common third-party add-on services or products that are utilized by similarly situated college systems when purchasing your SIS solution.
TR2	D	The awarded Bidder will describe optional on-going support, training, and other professional services.
TR2	E	Provide a secure, stable, and resilient infrastructure platform through Amazon Web Services, Microsoft Azure or a comparable provider. Evidence includes a provided reference architectural diagram and data flow diagram (where the

ID #	Sub #	Requirement
		MCCS data touches the hosting environment and any interfaces with other systems) and accompanying explanation emphasizing how the MCCS data is secured, how the solution protects the confidentiality of the MCCS assets, and how the solution ensures security, stability, and resilience.
TR2	F	The system and data architecture of the SIS solution is comprehensively described.
TR2	G	The SIS solution and related support shall be subject to rigorous SLAs.
TR2	H	The awarded Bidder will provide monthly SLA reporting related to its solution and for the underlying hosting platform.
TR2	I	The SIS solution shall provide flexibility for each College to maintain its unique brand and support significant individual workflow, data analytics, and offering needs while leveraging the advantages of a common platform across the MCCS and Colleges to enable shared services, common data taxonomy for analytics, and opportunities for collaboration in educational delivery and offerings. Where different delivery models or underlying tenant configurations may affect this flexibility, they are fully described, along with the respective advantages and disadvantages of each.
TR2	J	The awarded Bidder's SIS solution is accompanied by a strong, clear, and specific roadmap for product enhancement. The roadmap should provide delivery dates expected in the next year and more strategic schedules over the subsequent two years.
TR3		CYBER SECURITY AND RESILIENCY OF THE PROPOSED SOLUTION
TR3	A	The SIS solution must have a comprehensive approach to cyber security that is documented and shared with the MCCS and its Colleges.
TR3	B	The SIS solution shall be subject to third party attestations by registered/accredited providers that shall be maintained while the SIS solution is delivered, including SSAE 18 SOC 1, 2, and 3, ISO 27001:2013, or comparable certifications. A defined, reasonable roadmap to such attestations/certifications will be deemed compliant with this requirement.
TR3	C	The awarded Bidder, subject to the shared security responsibility of the hosting provider, shall be responsible for delivering and maintaining the SIS solution in compliance with all relevant federal, state, and local law and regulation. With respect to the cloud hosting provider's shared responsibilities, the awarded Bidder shall be responsible for monitoring and providing reasonable assurance of that provider's ongoing compliance with its responsibilities.
TR3	D	The SIS solution and backup data must be hosted in the continental United States and backup data must be stored in a separate availability zone or region from the operational instance used to deliver the SIS solution (e.g., US-EAST and US-WEST).
TR3	E	The SIS solution must ensure the capability to restore data completely to its status at the time of the last backup; with a minimum recovery point objective (RPO) of eight (8) hours (i.e., maximum data loss cannot exceed eight (8) hours) demonstrated by a disaster recovery plan. This RPO may be extended where evidence of compensating controls is provided.
TR3	F	Ensure a minimum recovery time objective (RTO) of four (4) hours (i.e., maximum time to recover the system cannot exceed four (4) hours) as

ID #	Sub #	Requirement
		demonstrated by a disaster recovery plan. This RTO may be extended where evidence of compensating controls is provided.
TR4		IMPLEMENTATION OF THE PROPOSED SOLUTION
TR4	A	Provide a description of the approach to implementation with a notional, but detailed implementation a plan for migration of the current MCCS and College SIS instances to the solution platform. Identify key decision points required to implement such a plan.
TR4	B	The awarded Bidder will provide technical, business, and project support, as needed, to ensure a successful transition with no material degradation of service during the transition period.
TR4	C	The awarded Bidder will conduct data migration and, with guidance from MCCS and College staff, data cleansing from the existing SIS platforms to proposed solution.
TR4	D	Execute and verify a successful transition using the MCCS and awarded Bidder agreed-upon acceptance criteria similar to a provided sample.

2. Additional Technical and Operational Evaluation Criteria

Interested Bidders should provide information in response to the questions about capabilities, functionality, implementation, and related matters contained in **Appendix D**.

PART III KEY RFP EVENTS AND PROCESSES

1) Bidders' Conference

- 1.a The MCCS will sponsor an Informational Meeting concerning this RFP beginning at the date, time, and location shown on the RFP cover page. The purpose of the Informational Meeting is to provide interested parties with additional information related to this RFP, field questions, and clarify any questions as to this RFP request. Interested attendees should email the RFP Coordinator to gain the meeting credentials.

2) Questions

2.a General Instructions

- 2.a.i It is the responsibility of each interested party to examine the entire RFP and seek clarification in writing if they do not understand any information or instructions.
- 2.a.ii Interested parties should use **Appendix F** – Submitted Questions Form – for submission of questions.
- 2.a.iii The Submitted Questions Form must be submitted by email and received by the RFP Coordinator, identified on the cover page of this RFP, as soon as possible but no later than the date and time specified on the RFP cover page.
- 2.a.iv Submitted questions must include the RFP Title in the subject line of the email. The MCCS assumes no liability for assuring accurate, complete, or on-time email transmission and receipt.

3) Question & Answer Summary

- 3.a.i Responses to all questions will be compiled in writing and posted on the following website: <https://www.mccs.me.edu/request-for-proposals/>
- 3.a.ii It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

4) Submitting the Response

4.a Responses Due

- 4.a.i Responses must be received no later than the date and time listed in the timeline above.

4.b Delivery Instructions

- 4.b.i Responses must be submitted to the RFP Coordinator via email, listed on the cover page of this RFP document.

PART IV RFP SUBMISSION REQUIREMENTS

This section contains instructions for Bidders to use in preparing their proposals. The MCCS seeks detailed yet succinct responses that demonstrate the Bidder's qualifications, experience, and ability to perform the requirements specified throughout the RFP.

The Bidder's proposal must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The MCCS, and its evaluation team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in the RFP will, at best, be considered minimally responsive.

Bidders are not to provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated. Include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

Proposal Format and Contents

Section I Preliminary Information (PDF File #1)

1. Proposal Cover Page

Bidders must complete **Appendix A** (Proposal Cover Page). It is critical that the cover page show the specific information requested, including Bidder address(es) and other details listed. The Proposal Cover Page must be dated and signed by a person authorized to enter contracts on behalf of the Bidder.

2. **Debarment, Performance and Non-Collusion Certification**

Bidders must complete **Appendix B** (Debarment, Performance and Non-Collusion Certification Form). The Debarment, Performance and Non-Collusion Certification Form must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

3. **Eligibility Requirements**

Bidders must provide documentation to demonstrate meeting eligibility requirements stated in PART I, 5. of the RFP. This documentation includes:

- Bidders must complete **Appendix C** (Experience and Reference Form) describing their qualifications and skills to provide the requested services in the RFP. All qualified parties are invited to submit bids in response to this Request for Proposals. Bidders must identify five (5) colleges, three (3) of which must be multi-college community colleges, successfully operating the proposed SIS solution.

Section II Organization Qualifications and Experience (PDF File #2)

1. **Overview of the Bidder Organization**

Provide an overview of the organization, including its participation in the higher education market and the evolution of its products. The overview should also include its ownership structure, identification of principal shareholders, size of company and general staffing levels of internal organizations (e.g., development, professional services), number of customers using the SIS solution, and number of migrations from Jenzabar customers to the SIS solution in the past 2 years (including those in progress).

2. **Subcontractors**

If subcontractors are to be used for implementation services, Bidders must provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors' organizational capacity and qualifications.

3. **Organizational Chart**

Bidders must provide an organizational chart. The organization chart must demonstrate the capacity to perform the transition and required services. Each position must be identified by position title and corresponding to the personnel job descriptions.

4. **Litigation**

Bidders must attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree. For each, list the entity bringing suit; the caption, location of filing, and docket number of the complaint; the allegations, amount of claimed damages, and outcome (including settlement amount if public).

5. **Financial Viability**

Bidders must provide a current copy of their Dun & Bradstreet Business Information Report Snapshot.

6. **Licensure/Certification**

Bidders must provide documentation of all applicable licensure/certification and specific credentials required to provide the proposed services of the RFP.

7. Certificate of Insurance

Bidders must provide a certificate of insurance on a standard Acord form (or the equivalent) evidencing the Bidder's commercial general liability, professional liability and any other relevant liability insurance policies relevant to the proposed services.

The awarded Bidder shall carry cyber-liability insurance associated with these services. At minimum, cyber liability insurance shall be ten million (\$10,000,000) per claim and commercial crime two million (\$2,000,000) per occurrence.

Section III Proposed SIS Platform and Associated Services (PDF File #3 & Excel File #4)

1. SIS Platform and Associated Services to be Provided (PDF File #3)

Bidders must demonstrate how they meet the requirements specified in Part II, Section "1. Requirements" by submitted documents in a .pdf format that meet the following criteria:

- a. Narrative sections of documents shall be in common fonts (Arial, Calibri, Times New Roman) of not less than 12 pt. size with margins of not less than 1-inch on all sides.
- b. An Executive Summary may be provided of not more than 5 pages.
- c. Detailed descriptions to the following requirements shall be provided with headings that reflect the relevant requirements discussed and subject to the following page limits:
 - i. TR1 A-G may not exceed 3 pages in addition to the required certificate of insurance
 - ii. TR2 A-D may not exceed 20 pages
 - iii. TR2 E-F may not exceed 10 pages
 - iv. TR2 G-I may not exceed 5 pages
 - v. TR2 J may not exceed 10 pages
 - vi. TR3 A may not exceed 10 pages or 3 pages plus attachments
 - vii. TR3 B may not exceed 3 pages
 - viii. TR3 C may not exceed 5 pages
 - ix. TR3 D-F may not exceed 5 pages
 - x. TR4 A-D may not exceed 20 pages

2. Additional Technical and Operational Evaluation Criteria (Excel File #4)

Bidders must respond to Part II, Section "2. Additional Technical and Operational Evaluation Criteria" by entering responses to the questions in the Excel spreadsheet found in **Appendix D**. The answers should be succinct and where appropriate may reference information provided in the other portions of the Proposal. Responses should conform to the following directions:

- a. Answer each of the following tabs in the spreadsheet:
 - i. Technical
 - ii. Data and Analytics
 - iii. Operational Capabilities
 - iv. Student Finances-FinAid
 - v. HCM-HR
 - vi. Implementation and Services
 - vii. College-level Finance
 - viii. Workforce Development
 - ix. College-level Finances

- b. On tabs that include “Function Indicator,” select the appropriate response from the list, which can be found in the Drop-Down Definitions Tab.
- c. For each question, provide an answer to each as it pertains to the context of a traditional, associate degree seeking student in the column headed “Description – Traditional Student.”
- d. Where the answer would be different or requires clarification for a non-degree seeking learner, as might be the case of Workforce Development program participant, highlight the proper answer in the column headed “Description – Non-Degree/Workforce Student”.

Section IV Cost Proposal (PDF File #5)

1. General Instructions

- a. Bidders must submit a cost proposal that covers the period starting April 11, 2022 and ending on June 30, 2033.
- b. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
- c. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the MCCS, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the SIS Platform, implementation or operation of contracted services may be included.

2. Cost Proposal Form Instructions

Bidders must provide a detailed description of its pricing and costs, including any optional or tiered offerings described in their RFP response and provide it as a .pdf attached as **Appendix E** that clearly includes the following elements:

- a. Complete the operational cost summary for SIS solutions licensing/subscription costs and associated support, implementation and professional services to deliver the SIS solution with the capabilities described in this RFP in the table provided in **Appendix E** (Cost Proposal Form). Bidders must provide an operational budget including all costs anticipated to operate the SIS solution. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in the exclusion of the proposal from consideration, at the discretion of the MCCS.
- b. Include clear pricing for optional services and platform capabilities, including those delivered by third party partners.
- c. Where time and materials services are offered as optional components, provide the offered rate as a firm commitment for not less than two (2) years.

In order to achieve consistency, comparability, and fairness in the scoring of the cost proposals, the MCCS reserves the right to request clarification from any and/or all Bidders on their cost proposal submissions.

PART V PROPOSAL EVALUATION AND SELECTION

Evaluation of the submitted proposals will be accomplished as follows:

A. Evaluation Process - General Information

1. An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the MCCS
3. The MCCS reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. The MCCS may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Changes to proposals, including updating or adding information, will not be permitted during any interview/presentation process and, therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.

B. Scoring Weights and Process

1. **Scoring Weights:** The score will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria.

Section I. ORGANIZATION, EXPERIENCE AND VISION (20 POINTS)

- Ability to deliver a cloud-native platform
- Experience serving multi-college community college systems
- Product roadmap

Section II. SIS SOLUTION CAPABILITIES (40 points)

- Intuitive, easy to use functional capabilities integrated in the solution
- Intuitive, easy to use configuration capabilities that enable automated, flexible business workflows within the solution
- Designed for integration with third-party solutions through proven APIs
- CRM-based capabilities that aggregate student/learner information and make that available for all functional capabilities over a learner's journey from prospect to alum.
- Architectural and capability model that enable rapid development cycles and support future MCCS and College priorities

Section III. PRICING (40 points)

- Implementation services cost
- Annual subscription pricing for base and optional solution capabilities
- Professional services rates for 1-year post implementation go-live

2. **Scoring Process:** For proposals that demonstrate meeting the eligibility requirements in Section I, the evaluation team will use a consensus approach to evaluate and score. Section II, Members of the evaluation team will not score that section individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Section III, the pricing, will be by consensus with the MCCS CFO and the evaluation team.

- 3. Negotiations:** The MCCS reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the MCCS's Request for Proposal to an extent that may affect the price of goods or services requested. The MCCS reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the MCCS may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the MCCS may cancel the RFP, at its sole discretion.

C. Selection and Award

1. The final decision regarding the award of the contract will be made by the MCCS CFO.
2. Notification of conditional award selection or non-selection will be made in writing by the MCCS.
3. Issuance of the RFP in no way constitutes a commitment by the MCCS to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
4. The MCCS reserves the right to reject any and all proposals or to make multiple awards.

D. Appeal of Contract Awards

Any person aggrieved by the award decision that results from the RFP may appeal the decision in writing to the Chief Financial Officer., 323 State Street, Augusta, Maine, 04333, within 10 calendar days of receipt of notification of conditional contract award.

E. Standard MCCS Contract Provisions

1. Contract Administration
Following the award, a Contract Administrator will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. MCCS staff will be available after the award to consult with the awarded Bidder in the finalization of the contract.
2. Payments and Other Provisions
The MCCS anticipates paying the awarded Bidder, for fee-based services, on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains correct pricing information relative to the contract, provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from the RFP.

APPENDIX A

**Maine Community College System
PROPOSAL COVER PAGE
Student Information System (SIS)**

Lead Point of Contact - Name/Title:			
Organization Name (if applicable):			
Tel:		Fax:	
Email:		Website:	
Street Address:			
City/State/Zip:			

- This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
- No personnel currently employed by the MCCS participated, either directly or indirectly, in any activities relating to the preparation of the Bidder’s proposal.
- No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
- The above-named organization is the legal entity entering into the resulting contract with the MCCS if they are awarded the contract.
- The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.

Name (Print):	Title:
Authorized Signature:	Date:

APPENDIX B

Maine Community College System

DEBARMENT, PERFORMANCE, and NON-COLLUSION CERTIFICATION

Student Information System (SIS)

Bidder's Organization Name:	
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By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:

- a. Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.
- b. Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:
 - i. Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.
 - ii. Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.
 - iii. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
 - iv. Have not within a three (3) year period preceding this proposal had one or more federal, state or local government transactions terminated for cause or default.
- c. Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.

Name (Print):	Title:
Authorized Signature:	Date:

APPENDIX C

**Maine Community College System
EXPERIENCE and REFERENCE FORM
Student Information System (SIS)**

Bidder's Organization Name:	
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Provide a description of implemented SIS solutions comparable to that proposed here. Bidders must identify five (5) colleges, three (3) of which must be multi-college community college systems, successfully operating the proposed SIS solution. For each of the references provided, a contact person from the client organization involved should be listed, along with that person's telephone number and e-mail address.

Project One	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	

Project Two	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	

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Project Three	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	

Project Four	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	

Project Five	
Client Name:	
Client Contact Person:	

Telephone:	
E-Mail:	
Brief Description of Project	

APPENDIX D

**Maine Community College System
RESPONSE TO PROPOSED SERVICES
Student Information System (SIS)**

[MCCS RFP Requirement Tracking - Link](#)

APPENDIX E

**Maine Community College System
 Cost Proposal Form
 Student Information System (SIS)**

Bidder's Organization Name:	
Proposed Cost:	\$

Operational Cost Summary			
Bidders shall provide a summary of the operational costs to deliver the base SIS solution.			
	Annual Subscription or Licensing	Annual Support, Implementation, Professional Services	Annual Total Over Period
Implementation Period			\$
Initial Period of Performance			\$
Renewal Period #1			\$
Renewal Period #2			\$
Renewal Period #3			\$

