

OFFICE OF STRATEGIC PROCUREMENT  
UNIVERSITY OF MAINE SYSTEM  
16 CENTRAL STREET  
BANGOR ME 04401

**REQUEST FOR PROPOSAL FOR  
ADDRESS CLEANSING SOFTWARE  
FOR THE UNIVERSITY OF MAINE SYSTEM**

1.0 GENERAL INFORMATION:

- 1.1 Purpose: The University of Maine System (UMS) is seeking proposals for the provision of address cleansing software.  
  
This Request for Proposal (RFP) states the instructions for submitting proposals, the procedure and criteria by which a vendor may be selected and the contractual terms by which the University intends to govern the relationship between it and the selected vendor.
- 1.2 Definition of Parties: The University of Maine System will hereinafter be referred to as the "University." Respondents to the RFP shall be referred to as "Bidders." The Bidder to whom the contract is awarded shall be referred to as the "Contractor."
- 1.3 Background: The University of Maine System is comprised of seven geographically dispersed institutions of higher education; 11 University College outreach centers that offer on- and off-site access to system-wide courses and programs; a Board of Trustees and Chancellor, who together determine the nature, purpose, and direction of the universities and their respective programs, services, missions and budgets; and a System Office that performs a wide variety of policy and administrative support services for the 34,000 students and 5,000 employees of the University of Maine System.
- 1.4 Scope: The University seeks to reduce duplicate identification record creation in administrative systems through the provision of address cleansing software. The University intends to purchase, install and implement address cleansing software starting with PeopleSoft Campus Community, SunGard Advance and eventually extending to other applications.
- 1.5 Evaluation Criteria: Proposals will be evaluated on many criteria deemed to be in the University's best interests, including, but not limited to upfront and ongoing costs; ability to conform to USPS standards; CASS certification; ability to provide web, desktop input, and batch services; implementation and training resources; demonstrated compatibility with University systems and databases; ability to provide optional enhancements; and references.
- 1.6 Communication with the University: It is the responsibility of the bidder to inquire about any requirement of this RFP that is not understood. Responses to inquiries, if they change or clarify the RFP in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the RFP. The University will not be bound by oral responses to inquiries or written responses other than addenda. Inquiries about the RFP must be made to:

Kevin Carr  
Office of Strategic Procurement  
University of Maine System  
16 Central Street  
Bangor, Maine 04401  
(207) 973-3307  
kevin.carr@maine.edu

- 1.7 Award of Proposal: Presentations may be requested of two or more bidders deemed by the University to be the best suited among those submitting proposals on the basis of the selection criteria. After presentations have been conducted, the University may select the bidder which, in its opinion, has made the proposal that is the most responsive and most responsible and may award the contract to that bidder. The University reserves the right to reject any or all proposals, in whole or in part, and is not necessarily bound to accept the lowest cost proposal if that proposal is contrary to the best interests of the University. The University reserves the right to waive minor irregularities. Scholarships, donations, or gifts to the University will not be considered in the evaluation of proposals. The University reserves the right to cancel this RFP or reject any or all proposals in whole or in part, and is not necessarily bound to accept the lowest cost proposal if that proposal is contrary to the best interests of the University. Should the University determine in its sole discretion that only one bidder is fully qualified, or that one bidder is clearly more qualified than any other under consideration is, a contract may be awarded to that bidder without further action.
- 1.8 Award Protest: Bidders may appeal the award decision by submitting a written protest to the University Director of Strategic Procurement within five (5) business days of the date of the award notice, with a copy to the successful bidder. The protest must contain a statement of the basis for the challenge.
- 1.9 Confidentiality: The information contained in proposals submitted for the University's consideration will be held in confidence until all evaluations are concluded and an award has been made. At that time, the winning proposal will be available for public inspection. Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. The University will honor requests for confidentiality for information of a proprietary nature to the extent allowed by law. Clearly mark any information considered proprietary.
- 1.10 Costs of Preparation: Bidder assumes all costs of preparation of the proposal and any presentations necessary to the proposal process.
- 1.11 Debarment: Submission of a signed proposal in response to this solicitation is certification that your firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the University will be notified of any change in this status.
- 1.12 Proposal Understanding: By submitting a proposal, the bidder agrees and assures that the specifications are adequate, and the bidder accepts the terms and conditions herein. Any exceptions should be noted in your response.
- 1.13 Proposal Validity: Unless specified otherwise, all proposals shall be valid for 90 days from the due date of the proposal.
- 1.14 Proposal Submission: A **SIGNED ORIGINAL** and nine (9) copies of the proposal must be

submitted to the Office of Strategic Procurement, University of Maine System, 16 Central Street, Bangor, Maine 04401, in a sealed envelope by close of business on **Wednesday, April 4, 2007**, to be date stamped in order to be considered. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Proposals received after the due date will be returned unopened. There will be no public opening of proposals (see section 1.9 - Confidentiality clause). Bidders are strongly encouraged to submit proposals in advance of the due date to avoid the possibility of missing the due date because of unforeseen circumstances. Bidders assume the risk of the methods of dispatch chosen. The University assumes no responsibility for delays caused by any package or mail delivery service. Postmarking by the due date WILL NOT substitute for receipt of proposal. In the event that the University is closed due to inclement weather on the day that a proposal is due, proposals will be accepted on the next day that the University is open. Bidders may wish to call 207-973-3298 if the weather is bad, to learn if the University has closed. Additional time will not be granted to any single Bidder, however, additional time may be granted to all Bidders when the University determines that circumstances require it.

**FAXED OR E-MAIL PROPOSALS WILL NOT BE ACCEPTED.**

Proposals must be submitted in a sealed envelope clearly marked with the proposal number and due date on the outside as follows:

Name of Bidder  
Address of Bidder  
Due Date  
RFP #17-07

**2.0 GENERAL TERMS AND CONDITIONS:**

- 2.1 Contract Documents: If a separate contract is not written, the contract entered into by the parties shall consist of the RFP, the signed proposal submitted by the Contractor, the specifications including all modifications thereof, and a purchase order or letter of agreement requiring signatures of the University and the Contractor, all of which shall be referred to collectively as the Contract Documents.
- 2.2 Contract Modification and Amendment: The parties may adjust the specific terms of this contract (except for pricing) where circumstances beyond the control of either party require modification or amendment. Any modification or amendment proposed by the Contractor must be in writing to the Office of Strategic Procurement. Any agreed upon modification or amendment must be in writing and signed by both parties.
- 2.3 Contract Term: The contract term shall be for three (3) years with the provision for two one year extensions.
- 2.4 Contract Validity: In the event one or more clauses of the contract are declared invalid, void, unenforceable or illegal, that shall not affect the validity of the remaining portions of the contract.
- 2.5 Cancellation/Termination: If the Contractor defaults in its agreement to provide personnel or equipment to the University's satisfaction, or in any other way fails to provide service in accordance with the contract terms, the University shall promptly notify the Contractor of such default and if adequate correction is not made within five (5) calendar days, the University may take whatever action it deems necessary to provide alternate services and may, at its option, immediately cancel this Contract with written notice. Except for such

cancellation for cause by the University, either the University or the Contractor may terminate this Contract by giving thirty (30) days advance written notice to the other party. Loss of license will mean immediate termination of this contract. Cancellation does not release the Contractor from its obligation to provide goods or services per the terms of the contract during the notification period.

- 2.6 Clarification of Responsibilities: If the Contractor needs clarification of, or deviation from, the terms of the contract, it is the Contractor's responsibility to obtain written clarification or approval from the Office of Strategic Procurement.
- 2.7 Litigation: This Contract and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Maine without reference to its conflicts of laws provisions. The Contractor agrees that any litigation; action or proceeding arising out of this Contract shall be instituted in state court located in the State of Maine.
- 2.8 Assignment: Neither party of the contract shall assign the contract without the prior written consent of the other, nor shall the Contractor assign any money due or to become due without the prior written consent of the University.
- 2.9 Equal Opportunity: In the execution of the contract, the Contractor and all subcontractors agree, consistent with University policy, not to discriminate on the grounds of race, color, religion, sex, sexual orientation, including transgender status or gender expression, national origin or citizenship status, age, disability or veteran status and to provide reasonable accommodations to qualified individuals with disabilities upon request. Software and/or on-line services provided by the Contractor will be accessible by persons with disabilities.
- 2.10 Independent Contractor: Whether the Contractor is a corporation, partnership, other legal entity, or an individual, the Contractor is an independent contractor. If the Contractor is an individual, the Contractor's duties will be performed with the understanding that the Contractor is a self-employed person, has special expertise as to the services which the Contractor is to perform and is customarily engaged in the independent performance of the same or similar services for others. The manner in which the services are performed shall be controlled by the Contractor; however, the nature of the services and the results to be achieved shall be specified by the University. The Contractor is not to be deemed an employee or agent of the University and has no authority to make any binding commitments or obligations on behalf of the University except as expressly provided herein. The University has prepared specific guidelines to be used for contractual agreements with individuals (not corporations or partnerships) who are not considered employees of the University.
- 2.11 Indemnification: The Contractor agrees to be responsible for, and to protect, save harmless, and indemnify the University and its employees from and against all loss, damage, cost and expense (including attorney's fees) suffered or sustained by the University or for which the University may be held or become liable by reason of injury (including death) to persons or property or other causes whatsoever, in connection with the operations of the Contractor or any subcontractor under this agreement.
- 2.12 Contractor's Liability Insurance: During the term of this agreement, the Contractor shall maintain the following insurance:

Insurance Type

Coverage Limit

- |  |   |
|--|---|
| 1. Commercial General Liability<br>(Written on an Occurrence-based form)   | \$1,000,000 per occurrence or more<br>(Bodily Injury and Property Damage) |
| 2. Medical Professional Liability<br>(If written on a "Claims Made" basis, the Contractor agrees to keep coverage in force for a minimum of three years following the termination of this contract.) | \$2,000,000 limit or more   |
| 3. Automobile Liability<br>(Including Hired & Non-Owned)   | \$1,000,000 per occurrence or more<br>(Bodily Injury and Property Damage) |
| 4. Workers Compensation  | In compliance with Maine law  |

The University of Maine System shall be named as Additional Insured on the Commercial General Liability insurance.

Certificates of Insurance for all of the above insurance shall be filed with:

University of Maine System  
16 Central Street  
Bangor, ME 04401

Certificates shall be filed prior to the date of performance under this Agreement. Said certificates, in addition to proof of coverage, shall contain the standard Acord statement pertaining to written notification in the event of cancellation, with a thirty (30) day notification period.

As additional insured and certificate holder, the University should be included as follows:

University of Maine System  
16 Central Street  
Bangor, ME 04401

### 3.0 PERFORMANCE TERMS AND CONDITIONS:

- 3.1 Contract Administration: The Director of Administrative Systems Development and Support shall be the University's authorized representative in all matters pertaining to the administration of this contract.
- 3.2 Payments: Payment will be upon submittal of an invoice to Information Technology Services, University of Maine System, 16 Central Street, Bangor, ME 04401 by the Contractor on a net 30 basis unless discount terms are offered. Invoices **must** include a purchase order number.
- 3.3 Employees: The Contractor shall employ only competent and satisfactory personnel and shall provide a sufficient number of employees to perform the required services efficiently and in a manner satisfactory to the University. If the Contract Administrator or designee, notifies the Contractor in writing that any person employed on this contract is incompetent, disorderly, or otherwise unsatisfactory, such person shall not again be employed in the execution of this contract without the written consent of the Contract Administrator.
- 3.4 Requirements:
  - 3.4.1 Contractor will offer products and services that implement best practices in

address data cleansing.

- 3.4.2 Contractor will maintain United States Postal Service (USPS) Coding Accuracy Support System (CASS) certification throughout the life of the contract.
- 3.4.3 Contractor will provide software and/or services to update and correct addresses to CASS standard. Software provided will update and correct addresses to meet United States address formats.
- 3.4.4 Contractor will provide software and/or services that are compatible with PeopleSoft, SunGard Advance, and Oracle databases. Contractor will provide appropriate interfaces for all of these applications within initial up-front costs. Contractor will provide implementation and training services as part of the initial set up activities.
- 3.4.5 Contractor will provide software and/or services that include self-service data input on the web, desktop input within applications, and batch loads of data.
- 3.4.6 Contractor will provide comprehensive batch address cleansing of the PeopleSoft Campus Community and SunGard Advance data sets as part of the implementation stage of the project. Data set parameters are approximately as follows:

PeopleSoft Campus Community: Approx. 600,000 records

SunGard Advance: Approx. 175,000 records

#### 4.0 PROPOSAL CONTENT:

Bidders shall ensure that all information required herein be submitted with the proposal. All information provided should be verifiable by documentation requested by the University. Failure to provide all information, inaccuracy or misstatement may be sufficient cause for rejection of the proposal or rescission of an award. Bidders are encouraged to provide any additional information describing operational abilities. Responses to each requirement below should be in order and clearly marked with the section number to which they respond.

- 4.1 Business Profile: **At this time, we are not requesting the information listed in section 4.1 however, we may ask you to provide some or all the information in 4.1.1 and 4.1.2 prior to award.**

4.1.1 Financial – Bidders need only supply one copy of the following with their proposals.

Public Companies

- annual reports for the last three years
- history and description of the company
- recent reports from securities analysts
- published reports about the company

Private Companies

- audited financial statements or tax forms from three years
- history and description of the company

-published reports about the company, if any

- 4.1.2 Credit rating/report, letter from bank, suppliers.
- 4.2 Provide detailed information on all of the licensing, implementation, training, and maintenance costs of products and services you are providing. NOTE: ALL TRAVEL AND OTHER MISCELLANEOUS COSTS MUST BE INCLUDED.
- 4.3 Describe your ability to update and correct addresses to USPS standards and validate them against the USPS database. Describe your ability to meet the USPS CASS standard. Describe your ability, if applicable, to correct addresses to meet Canadian address standards.
- 4.4 Describe your ability to utilize USPS National Change of Address (NCOA) and Delivery Point Verification (DPV) systems to improve address quality and reduce undeliverable addresses.
- 4.5 Describe your ability to work across PeopleSoft, Sungard Advance, and Education Management Action System (EMAS) applications. Describe your ability to perform all address updating and correcting functions with an Oracle database. List other compatible applications (e.g. EMAS, Integrated Student Information System (ISIS), etc.)
- 4.6 Describe your ability to address self-service data input on the web, desktop input by staff within applications, and batch loads of data.
- 4.7 Describe your ability to identify and merge duplicate records into one comprehensive accurate record.
- 4.8 Describe your basic, and any optional, implementation services. Describe your initial and ongoing training services to cover installation and maintenance as well as the batch process.
- 4.9 Describe all pricing including up-front and ongoing costs (including support and maintenance agreements) for licensing, implementation, training, and support of the proposed system. Provide separate pricing for initial batch address cleansing as described in section 3.4.6.
- 4.10 Describe how long initial pricing for support and maintenance fees will be held steady. Describe what subsequent price increases will be limited to. Provide your most recent five year history of annual support and maintenance fee increases of a general nature that applied to all customers.
- 4.11 References: A list of three references shall be submitted with your proposal. These references should be agencies your firm has done business with in the past year **on projects with a similar scope to this one.**

5.0 SIGNATURE:

COMPANY NAME \_\_\_\_\_

By: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Date)