



Administered by University of Maine System  
Office of Strategic Procurement  
Request for Proposal (RFP)  
#2016-004

Groupwise Conversion Services

**Issued Date: July 10, 2015**

**Response Deadline Date/Time:** July 24, 2015 at 2:00 p.m.

**Response Submission Information:**

Submitted electronically to [robin.cyr@maine.edu](mailto:robin.cyr@maine.edu)  
Email Subject Line – [Groupwise Conversion Services - RFP#2016-004](#)

**Response Contact Information:**

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# SECTION 1

## 1.0 General Information

### 1.1 Purpose

The University of Maine System is seeking responses to provide professional services to convert legacy email, calendaring and departmental resource management application to our currently supported Gmail system as defined in this document. This document provides instructions for submitting responses, the procedure and criteria by which the Provider(s) will be selected, and the contractual terms which will govern the relationship between the University and the awarded Bidder(s).

Bidders should review **Section 2** of this document to see the full Scope of Services/Products required.

Though this document is primarily for the University of Southern Maine, all campuses in the University of Maine System must be afforded the use of this solution, with all the same terms and conditions applicable to the various University locations.

### 1.2 Definition of Parties

The University of Maine System will hereinafter be referred to as the "University." Respondents to the document shall be referred to as "Bidder(s)" or "bidder(s)". The Bidder to whom the Contract is awarded shall be referred to as the "Contractor."

### 1.3 Eligibility to Submit Responses

1.3.1 Public entities, private for-profit companies, and non-profit companies and institutions are invited to submit a response to this document.

## 1.4 Evaluation Criteria

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

Submission Requirements	Category	Points
Section 5 (5.1-5.3)	Organization Qualifications, Experience, Financial Stability and References	20
Section 5 (5.4)	Economic Impact Within State of Maine	5
Section 5 (5.5)	Cost Response	30
Sections 6 & 7	Business Requirements (Matrix and Narrative)	15
Section 8 (8.1 – 8.4)	Technical Requirements	20
Section 8 (8.5)	Technical Requirements - Security	Pass/Fail
Section 9	Contract for Services	10
	<b>Total Points</b>	<b>100</b>

### **Section 5 (5.5 Only)** – Cost Response

The total cost proposed for conducting all the functions specified in this document will be assigned a score according to a mathematical formula. The lowest cost response will be awarded the total points. Responses with higher cost response values will be awarded proportionately fewer points calculated in comparison with the lowest cost response.

The scoring formula is:

$$(\text{Lowest submitted cost response} / \text{cost of response being scored}) \times (30) = \text{prorated score}$$

**No Best and Final Offers:** The University will not seek a best and final offer (BAFO) from any Bidder in this procurement process. All Bidders are expected to provide their best value pricing with the submission of their response.

## 1.5 Timeline of Key Events

Reference Section	Event Name	Event Due Date and Time
Section 1, 1.6	Deadline for Written Communication	July 16, 2015
Section 1, 1.6	Response to Written Communication	July 20, 2015
Section 1, 1.15	Deadline for Response Submission	July 24, 2015
	Award Announcement (subject to change)	July 29, 2015
	Contract Negotiations (subject to change)	August 6, 2015
	Estimated Contract Start Date (subject to change)	August 7, 2015

## 1.6 Communication with the University

It is the responsibility of the bidder to inquire about any requirement of this document that is not understood. Responses to inquiries, if they change or clarify the document in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the document. Addenda will also be posted on our web site, [www.maine.edu/strategic/upcoming\\_bids.php](http://www.maine.edu/strategic/upcoming_bids.php)

It is the responsibility of all bidders to check the web site before submitting a response to ensure that they have all pertinent documents. The University will not be bound by oral responses to inquiries or written responses other than addenda.

Inquiries must be made using the **Response Contact Information** provided on the cover sheet of this document.

Refer to table in **Section 1, 1.5 Timeline of Key Events** for deadline requirements.

## 1.7 Award

Presentations may be requested of two or more bidders deemed by the University to be the best suited among those submitting responses on the basis of the selection criteria. After presentations have been conducted, the University may select the bidder(s) which, in its opinion, has made the response that is the most responsive and most responsible and may award the Contract to that/those bidder(s). While the University prefers a single solution that is scalable to meet the needs of both large and small institutions, it reserves the right to award contract(s) to one or multiple vendors, which may include awards to bidders for a geographical area, if such award is in the best interest of the University.

The University reserves the right to waive minor irregularities, which may include contacting the Bidder to resolve the irregularity. Scholarships, donations, or gifts to the University, will not be considered in the evaluation of responses. The University reserves the right to reject any or all responses, in whole or in part, and is not necessarily bound to accept the lowest cost response if that response is contrary to the best interests of the University. The University may cancel this request or reject any or all responses in whole or in part. 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, 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 of Maine System's Chief Procurement Officer within five (5) business days of the date of the award notice, with a copy of the protest to the successful bidder. The protest must contain a statement of the basis for the challenge.

## 1.9 Confidentiality

The information contained in responses submitted for the University's consideration will be held in confidence until all evaluations are concluded and a

vendor selected (the successful bidder). At that time the University will issue an award notice letters to all participating bidders and the successful bidder's response may be made available to participating bidders upon request. After the protest period has passed and the contract is fully executed, the winning response 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 confidential.

The University must adhere to the provisions of the Maine Freedom of Access Act (FOAA), 1 MRSA §401 et seq. As a condition of accepting a contract under this section, a contractor must accept that, to the extent required by the Maine FOAA, responses to this solicitation, and any ensuing contractual documents, are considered public records and therefore are subject to freedom of access requests.

### 1.10 Costs of Preparation

Bidder assumes all costs of preparation of the response and any presentations necessary to the response process.

### 1.11 Debarment

Submission of a signed response 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 Response Understanding

By submitting a response, 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 Response Validity

Unless specified otherwise, all responses shall be valid for ninety (90) days from the due date of the response.

### 1.14 Non-Responsive Responses

The University will not consider non-responsive responses, i.e., those with material deficiencies, omissions, errors or inconsistencies.



### 1.15 Response Submission

A **SIGNED** electronic copy must be made as follows:

- The response must be provided electronically to the E-Mail shown in the **Response Submission Information** section of the cover page of this document.
- Electronic submission must be received by the required **Response Deadline Date/Time** reflected on the cover page of this document.

### 1.16 Authorization

Any contract or agreement for services that will, or may, result in the expenditure by the University of \$50,000 or more must be approved in writing by the Office of Strategic Procurement, Chief Procurement Officer and it is not approved, valid or effective until such written approval is granted.

### 1.17 Multi-Institutional

The University of Maine System, Office of Strategic Procurement reserves the right to authorize other University Institutions to use the contract(s) resulting from this document, if it is deemed to be beneficial for the University to do so.

## SECTION 2

### 2.0 Scope of Work

Solution will provide migration of up to 1,500 campus staff from Groupwise 8 (usm.maine.edu) mail files, calendars, contacts, archives, tasks and resources to their pre-existing Gmail (Maine.edu) accounts.

1. Proposals must handle the potential for dis-similar ids on each system, including the potential for account collisions.
2. Solution must allow forwarding of usm.maine.edu domain addresses to potentially different maine.edu addresses.
3. Provide seamless method to collect the staff archives off of various locations and automate migration. The ability to selectively go back and collect missed archives should be considered.
4. Provide secondary solution for staff who have begun to self-migrate in order to avoid duplication of data and appointments.
5. Provide a solution that has minimal impact to staff, including allowing new mail to be collected.
6. Assessment of feasibility to maintain Groupwise as archive only option.
7. No requirement to transfer any data to google documents since University of Southern Maine is not using the document library currently.

## SECTION 3

### 3.0 General Terms and Conditions

#### 3.1 Contract Administration

The Office of the Chief Procurement Officer or its designee shall be the University's authorized representative in all matters pertaining to the administration of this Contract.

#### 3.2 Contract Documents

The Contract entered into by the parties shall consist of the University of Maine System Contract for Services (attached to this document), the RFP, the selected Bidder's response, including all appendices or attachments, 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.

#### 3.3 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 Contract Administrator. Any agreed upon modification or amendment must be in writing and signed by both parties.

#### 3.4 Contract Term

The Contract term shall be for a period of **two year** commencing upon the completion of implementation and acceptance by the University. With mutual written agreement of the parties this Contract may be extended for two additional one periods. The University will consider other contract terms at its discretion if proposed and in the best interest of the University.

#### 3.5 Contract Quantities

The quantities shown on the cost response form are approximate only. The contractor shall cover the actual needs of the University throughout the term of the contract regardless of whether they are more or less than the quantities shown.

#### 3.6 Contract Data

The Contractor is required to provide the University with detailed data concerning the Contract at the completion of each contract year or at the request of the University at other times. The University reserves the right to audit the Contractor's records to verify the data.

### 3.7 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.

### 3.8 Non-Waiver of Defaults

Any failure of the University to enforce or require the strict keeping and performance of any of the terms and conditions of this Contract shall not constitute a waiver of such terms, conditions, or rights.

### 3.9 Cancellation/Termination

If the Contractor defaults in its agreement to provide personnel or equipment to the University's satisfaction, places University students or employees at significant risk of harm, 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 seventy-two (72) hours 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. Cancellation does not release the Contractor from its obligation to provide goods or services per the terms of the Contract during the notification period.

### 3.10 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 prior written consent of the Contract Administrator.

### 3.11 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 Contract Administrator.

### 3.12 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 principles. The Contractor agrees that any litigation, action or proceeding arising out of this Contract, shall be instituted in a state court located in the State of Maine.

### 3.13 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.

### 3.14 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, genetic information, or veteran's status and to provide reasonable accommodations to qualified individuals with disabilities upon request. The University encourages the employment of individuals with disabilities.

### 3.15 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.

### 3.16 Gramm Leach Bliley (GLB) Act (Confidentiality of Information)

The Contractor shall comply with all aspects of the GLB Act regarding safeguarding confidential information.

### 3.17 Payments

Payment will be upon submittal of an invoice to the address shown on the purchase order by the Contractor on a Net 30 basis unless discount terms are offered. Invoices must include a purchase order number. The University is using several, preferred methods of payment: Bank of America's ePayables and PayMode electronic payment systems. Please indicate your ability to accept payment via any or all of these methods.

### 3.18 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.

### 3.19 Contractor's Liability Insurance

During the term of this agreement, the Contractor shall maintain the following insurance:

<u>Insurance Type</u>	<u>Coverage Limit</u>
1. Commercial General Liability (Written on an Occurrence-based form)	\$1,000,000 per occurrence or more (Bodily Injury and Property Damage)
2. Automobile Liability (Including Hired & Non-Owned)	\$1,000,000 per occurrence or more (Bodily Injury and Property Damage)
3. Workers Compensation	Required for all personnel (In Compliance with State Law)

The **University of Maine System** shall be named as Additional Insured on the Commercial General Liability insurance and as additional insured and certificate holder.

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 statement pertaining to written notification in the event of cancellation, with a thirty (30) day notification period.

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

**University of Maine System  
Risk Manager  
16 Central Street  
Bangor, Maine 04401**

### 3.20 Sexual Harassment

The University is committed to providing a positive environment for all students and staff. Sexual harassment, whether intentional or not, undermines the quality of this educational and working climate. The University thus has a legal and ethical responsibility to ensure that all students and employees can learn and work in an environment free of sexual harassment. Consistent with the state and federal law, this right to freedom from sexual harassment was defined as University policy by the Board of Trustees. Failure to comply with this policy could result in termination of this Contract without advanced notice.

### 3.21 Smoking Policy

The University must comply with the "Workplace Smoking Act of 1985" and M.R.S.A. title 22, § 1541 et seq "Smoking Prohibited in Public Places." In compliance with this law, the University has prohibited smoking in all University System buildings except in designated smoking areas. This rule must also apply to all contractors and workers in existing University System buildings. The Contractor shall be responsible for the implementation and enforcement of this requirement within existing buildings.

The University of Southern Maine is a tobacco-free campus. This policy applies to faculty, staff, students, contractors, vendors and visitors. The use of tobacco and all smoking products is not permitted on any university-owned property, which includes but is not limited to, buildings, university grounds, parking areas, campus walkways, recreational and sporting facilities, and university or personally-owned, rented or leased vehicles.

Tobacco use by definition includes the possession of any lighted tobacco products, or the use of any type of smokeless tobacco, including but not limited to chew, snuff, snus, electronic cigarettes, and all other nicotine delivery devices that are non-FDA approved as cessation products.

### 3.22 Pricing:

All prices quoted shall remain firm for the entire term of the agreement.

## SECTION 4

### 4.0 Response Submission Requirements

This section contains instructions for Bidders to use in preparing their responses. The Bidder's response must follow the outline used below, including the numbering and section and sub-section headings as they appear here. Failure to use the outline specified in this section or to respond to all questions and instructions throughout this document may result in the response being disqualified as non-responsive or receiving a reduced score. The University and its evaluation team for this document have sole discretion to determine whether a variance from the document specifications should result in either disqualification or reduction in scoring of a response. Re-phrasing of the content provided in this document will, at best, be considered minimally responsive. The University seeks detailed yet succinct responses that demonstrate the Bidder's experience and ability to perform the requirements specified throughout this document.

Responses to each requirement below should be in order and clearly marked with the section number to which they respond.

#### 4.1 General Format Instructions

- 4.1.1 Responses are to be prepared on standard 8-1/2" x 11" paper. Foldouts containing charts, spreadsheets, and oversize exhibits are permissible. The pages should be placed in a binder with tabs separating the sections of the response. Manuals and other reference documentation may be bound separately.
- 4.1.2 All pages should be numbered consecutively beginning with number 1 on the first page of the narrative (this does not include the cover page or table of contents pages) through to the end, including all forms and attachments. For clarity, the Bidder's name should appear on every page, including Attachments. Each Attachment must reference the section or subsection number to which it corresponds.
- 4.1.3 Bidders must complete and submit the response cover page provided in **Appendix A** of this document and provide it with the Bidder's response. The cover page must be the first page of the response. It is important that the cover page show the specific information requested, including Bidder address(es) and other details listed. The response cover page shall be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.
- 4.1.4 It is the responsibility of the Bidder to provide all information requested in the document package at the time of submission. Failure to provide information requested in this document may, at the discretion of the University's evaluation review team, result in a lower rating for the incomplete sections and may result in the response being disqualified for consideration.



- 4.1.5 The Bidder may not provide additional attachments beyond those specified in the document for the purpose of extending their response. Any material exceeding the response limit will not be considered in rating the response and will not be returned. Bidders shall not include brochures or other promotional material with their response. Additional materials will not be considered part of the response and will not be evaluated.
- 4.1.6 Include any forms provided in the application package or reproduce those forms as closely as possible. All information should be presented in the same order and format as described in this document.
- 4.1.7 Bidders are asked to be brief and to respond to each question listed in the “**Requirements Sections**” of this document. Number each response in the response to correspond to the relevant question in this document.

## 4.2 Content Format Instructions

The response shall be submitted under the same cover at the same time, in the six (6) distinct sections noted below:

### **Section I - Requirements - Organization Qualifications and Experience**

1. Appendix A – University of Maine System Response Cover Page and table of contents.
2. Provide responses for each requirement in **Section 5**:
  - a. 5.1 Organizational Qualifications and Experience
  - b. 5.2 Financial Stability
  - c. 5.3 References
  - d. 5.4 Economic Impact within the State of Maine

### **Section II - Requirements - Cost Response**

1. Provide responses for each requirement in **Section 5**:
  - 5.5 Cost Response – Exhibit 1 referenced in Appendix C.

### **Section III - Requirements – Business Functional**

1. Provide responses for each requirement in **Section 6 and 7**:
  - 6.0 Business Functional Requirements (Matrix)
  - 7.0 Business Functional Requirements (Narrative)

### **Section IV - Requirements – Technical**

1. Provide responses for each requirement in **Section 8**:
  - 8.0 Technical Requirements

### **Section V - Contract for Services**

1. Provide copy of the University of Maine, Contract for Services with the required responses as outlined in **Section 9**.

### **Section VI - Confidential Information**

1. Provide the documents as outlined in **Section 10**.

**Section VII - Attachments**

1. Any remaining attachments required as part of the response.

## SECTION 5 - REQUIREMENTS

### 5.0 Organizational Qualifications, Experience, Financial Stability, References & Costs

Bidders shall ensure that all information required herein is submitted with the response. 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 response 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.

#### 5.1 Organizational Qualifications and Experience

- 5.1.1 Provide a statement describing your company to include name, number of employees, locations, number of years in business, number of years offering/supporting the proposed solution, and any and all acquisitions or mergers in the last five years. Is the company publicly or privately held?
- 5.1.2 If subcontractors are to be used, provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors' organizational capacity and qualifications.
- 5.1.3 Please provide information about contract cancellations or non-renewals your company has experienced over the last three years.
- 5.1.4 Describe your experience offering a solution for the business requirements identified in this document within higher education. Provide a client list that includes any and all higher education clients.
- 5.1.5 Provide a statement that explains why your company would be most qualified to provide products and services to the University of Maine System. What differentiates you from your competitors? In the response the Bidder must demonstrate that they are a recognized leader in the services and/or products covered in this document.
- 5.1.6 Describe your firm's understanding of the current higher education needs for providing the products / services described in **Section 2** of this document. Include in your response what challenges do higher education organizations face in this area how would your solution support our goals?

#### 5.2 Financial Stability

No financial statements are required to be submitted with your responses, however, prior to an award the University may request financial statements from your company, credit reports and letters from your bank and suppliers.

### 5.3 References

Provide at least three (3) current professional references who may be contacted for verification of the bidder's professional qualifications to meet the requirements set forth herein. We will request that the references include one long-standing customer (minimum of 3 year engagement) and one new customer (one who has been engaged with vendor for less than one year). We strongly prefer clients from higher education institutions similar in size and requirements to the University of Maine System, including those with multi-campus integrated solutions.

### 5.4 Economic Impact within the State of Maine

In addition to all other information requested within this document, each Bidder must dedicate a section of its response to describing the Bidder's economic impact upon and within the State of Maine.

For the purposes of this document, the term "economic impact" shall be defined as any activity that is directly performed by or related to the Bidder and has a direct and positive impact on the Maine economy and public revenues within the State of Maine. Examples may include, but are not limited to, employment of Maine residents, subcontracting/partnering with Maine businesses, payment of State and Local taxes (such as corporate, sales, or property taxes), and the payment of State licensing fees for the Bidder's business operations.

To complete the "economic impact" section of the Bidder's response, the Bidder shall include no more than one page of typed text, describing the Bidder's current, recent, or projected economic impact with the State of Maine, as defined above. The Bidder may include all details and information that it finds to be most relevant for this section.

### 5.5 Cost Response

#### 5.5.1 General Instructions:

- 5.5.1.1 The Bidder must submit a cost response that covers the entire period of the contract, including any optional renewal periods.
- 5.5.1.2 The cost response shall include the costs necessary for the Bidder to fully comply with the contract terms and conditions and requirements.
- 5.5.1.3 Failure to provide the requested information and to follow the required cost response format provided in Appendix C may result in the exclusion of the response from consideration, at the discretion of the University.
- 5.5.1.4 No costs related to the preparation of the response for this document or to the negotiation of the contract with the University may be included in the response. Only costs to be incurred after the contract effective date that are specifically

related to the implementation or operation of contracted services may be included.

5.5.2 Cost Response Form Instructions – Appendix C

**5.5.2.1** The Bidder **MUST** fill out **Exhibit 1** referenced in **Appendix C**, following the instructions detailed in Appendix C. For a copy of the excel version of Exhibit 1, email the contact provided in **Section 1.6**.

## **SECTION 6 - REQUIREMENTS**

### **6.0 Business Functional Requirements (Matrix Section)**

Section 6 is intentionally left blank.

## SECTION 7 - REQUIREMENTS

### 7.0 Business Functional Requirements (Narrative Section)

All responses to the requirements should reflect delivered, or out-of-the-box, functionality. Bidders **MUST** indicate if system modification, additional products or vendors, costs or if any other accommodation would be necessary to meet a requirement.

#### 7.1 Implementation Requirements

- 7.1.1 Describe your recommended implementation strategy, best practice consulting options, and professional services. The University of Maine System requires the review of consultant's credentials/experience and reserves the right to request replacement if he/she fails to meet expectations at any time.
- 7.1.2 Describe your project management approach. What project management tools do you use? Describe the project management offered as part of a standard implementation.
- 7.1.3 Indicate your timeline from implementation start to "go live" date. Provide task lists and timelines for a standard implementation.
- 7.1.4 Outline the staffing and composition of the implementation team. Include University staff and roles, vendor staff and roles, and proposed hours required for successful implementation.
- 7.1.5 Implementation roles and responsibilities - Please elaborate on the project team required and time commitment to implement your software including functional and technical resources within the University. A sample project plan would be helpful.
- 7.1.6 Identify any third party vendors involved in your implementation strategy and describe these relationships. Indicate whether these relationships are required or optional for implementation of the proposed solution. Be sure to detail associated costs and requirements related to the third party vendor.

#### 7.2 Training Requirements

- 7.2.1 Describe the training options available in support of this product and implementation. Include training for functional and technical users.
- 7.2.2 Describe the training methods available such as on-site, online instructor led, online self-help, documentation, etc.
- 7.2.3 Describe your training best practices and what you would recommend for a successful implementation of this product.

## 7.3 Support Requirements

- 7.3.1 Is there a customer portal available for clients to report issues and obtain information via a knowledge base? What is the process for reporting issues and seeking assistance? What are your turn-around times?
- 7.3.2 What services or events do you offer clients to maximize or leverage the features/functionality of the solution?
- 7.3.3 Describe how you manage on-going contact with your clients. Would the University of Maine System be assigned an account manager? What expertise would that person have to support our needs?



## SECTION 8 - REQUIREMENTS

### 8.0 Technical Requirements

All responses to the requirements should reflect delivered, or out-of-the-box, functionality. Bidders **MUST** indicate if system modification, additional products or vendors, costs or if any other accommodation would be necessary to meet a requirement.

Responses to each requirements below should be in order and clearly marked with the section number to which they respond.

#### 8.1 Technical Requirements – General

- 8.1.1 What are the underlying technologies for the component(s) provided by third-party technology partner(s)?
- 8.1.2 What security protections are provided by the third party? Can they show evidence that they have been audited, accredited, or reviewed by an independent auditor?
- 8.1.3 Provide the third-party technology partner(s) name(s), address(es) and contact(s), as well as explain additional costs or fees associated with the components.
- 8.1.4 Include a description of the provisions available for virtual server and data storage.

#### 8.2 Technical Requirements – Data

- 8.2.1 Describe how your solution will work to avoid duplication of data being transferred.
- 8.2.2 We require policies and procedures which insure the integrity of University of Maine System data in case of system failure. Explain your backup and disaster recovery policies.

#### 8.3 Technical Requirements – Interface Data Exchange

- 8.3.1 Include a statement that the solution proposed will comply with the high-level Interface Data Exchange Requirements, outlined in **Appendix B – Interface Data Exchange Requirements** contained within this document. The statement will include language that indicates there is an understanding that the Interface Data Exchange may require additional requirement definition and that the solution proposed considers this task and the resulting work in scope.

#### 8.4 Technical Requirements – Accessibility

- 8.4.1 The University is interested in procuring Information Technology products and services, such as software, hardware, web services, etc., that provide equitable access to persons with disabilities. The University relies on the

accessibility guidelines of “Section 508 of the United States Rehabilitation Act of 1973” and the “Web Content Accessibility Guidelines (WCAG) 2.0” published by [www.w3.org](http://www.w3.org) to assess accessibility of the bid for products/services.

If the proposed solution includes any end-user-facing human interface, such as an end-user device software component or web site form, file upload system, etc. bidders will submit as part of their bid either, or both, of the following assessments covering all Information Technology-related products, services or components that users, managers, installers, system administrators, etc., are expected to interact with:

1) Current and accurate "Voluntary Product Accessibility Template", or VPAT, (see <http://www.itic.org/public-policy/accessibility>), to document products and/or services' conformance and deviations from Section 508 of the Rehabilitation Act of 1973.

2) Detailed description of the accessibility features in the bid products and/or services that shows and explains compliance with and deviations from the guidelines of the "Web Content Accessibility Guidelines (WCAG) 2.0" published by [www.w3.org](http://www.w3.org).

## 8.5 Technical Requirements – Security

8.5.1 Describe how University data will be protected from unauthorized access or disclosure within your organization.

8.5.1.1 What type of encryption (if any) is used for both transmission and storage?

8.5.1.2 What measures are used to segregate University data from other clients' data?

8.5.1.3 Describe the architecture including any external data feeds or outputs.

8.5.1.4 Provide a statement that clearly lays out your position regarding the sharing of our data with any outside agency.

8.5.2 Explain the methods by which your system authenticates users and authorizes access.

8.5.2.1 Describe how user accounts are created and administered in the system. Will you need an administrator account, or do you require individual user passwords.

8.5.3 Describe what you have in place to ensure that our data is protected against loss.

8.5.3.1 How do you assure business continuity in the face of a catastrophic event like a network outage or data center failure? Comment on what we could expect by way of service disruptions and the speed of recovery.

8.5.4 Describe measures that you take to ensure your software is secure.

8.5.4.1 Is there a framework or methodology for testing software?

- 8.5.4.2 Describe your code review process to include whether the code reviews are external, when last performed, and whether we can see the results.
- 8.5.4.3 If a web application, what protections do you employ against the most critical web security flaws including: SQL injection, XSS, Broken authentication and session management?
- 8.5.5 Describe your information security policy and practices.
  - 8.5.5.1 What measures including training, processes, and/or background checks do you take to ensure employees will safeguard data?
- 8.5.6 Can you show evidence that you have been audited, accredited or reviewed by an independent auditor, e.g. SSAE-16? If so, please include the documentation as part of your submission.
- 8.5.7 What third-party technology partners will be used and what security protections are provided by the partners? Include any evidence that they have been audited, accredited, or reviewed by an independent auditor?
- 8.5.8 Include a statement that notes your acceptance to the conditions stated in **University of Maine System, Contract for Services, Rider C. Standards for Safeguarding Information**, as part of the agreement.

## SECTION 9

### 9.0 Contract for Services Requirements

- 9.1 The winning Bidder must enter into a formal University of Maine System Contract for Services, which is attached to this response, **University of Maine System, Contract for Services**.

As part of the response each Bidder is required to provide as part of their response submission the following:

- 9.1.1 Provide either a **red-line version** to reflect language adjustments to the University of Maine System, Contract for Services, “Agreement”.

For a copy of the word version of the Agreement email the contact provided in **Section 1.6**.

**OR**

Sign the Agreement signifying acceptance of the terms and conditions, Riders, the RFP and the Bidder’s response, including all appendices or attachments, are incorporated in the final Agreement.

- 9.1.2 Copies of your Certificate of Insurance and Form W9 or W8 should be provided as outlined in **Section 10** of this document to ensure the confidentiality of the information.

- 9.1.3 Provide University of Maine System, Contract for Services, language for **Rider D Implementation Plan and Timeline**.

The Implementation Plan and Timeline must reflect a high-level milestone plan with estimated duration for the implementation.

- 9.1.4 Provide University of Maine System, Contract for Services language for **Rider G Contractor’s Service Level Agreement to Support the University**.

Service Level Agreement (SLA) will include at a minimum a description of the agreement between the Contractor and the University through the documentation of Services, including but not limited to, Service Level Targets and specifies the responsibilities of the Service Provider and the University. The general structure of the agreement should include:

Service Description, Service Hours, Service Availability, Reliability, Customer Support, Service Performance, Functionality, Change Management Procedure, Service Reviews, Glossary of Terms, Amendment Sheet (as applicable).

## SECTION 10

### 10.0 Confidential Information

10.1 Certificate of Insurance – Provide on a standard Acord form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with this contract. See **3.19 Contractor’s Liability Insurance**.

10.2 Form W-9 or Form W-8 if you are a foreign person.

## **SECTION 11**

### **11.0 List of Appendices and Related Documents**

This section lists documents which are included.

11.1 Appendix A – University of Maine System Response Cover Page

11.2 Appendix B - Interface Exchange Requirements

11.3 Appendix C – Cost Response Form

11.4 Exhibit 1 – Pricing

11.5 University of Maine System, Contract for Services

## Appendix A – University of Maine System Response Cover Page

**RFP # 2016-004**  
**Groupwise Conversion Services**

Organization Name:	
Chief Executive – Name/Title:	
Telephone:	
Fax:	
Email:	
Headquarters Street Address:	
Headquarters City/State/Zip:	
Lead Point of Contact for Quote – Name/Title:	
Telephone:	
Fax:	
Email:	
Street Address:	
City/State/Zip:	

- This quote and the pricing structure contained herein will remain firm for a period of 90 days from the date and time of the quote deadline date.
- No personnel currently employed by the University or any other University agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder's response.
- 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 quote.
- The undersigned is authorized to enter into contractual obligations on behalf of the above-named organization.

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

---

 Authorized Signature

---

 Date

---

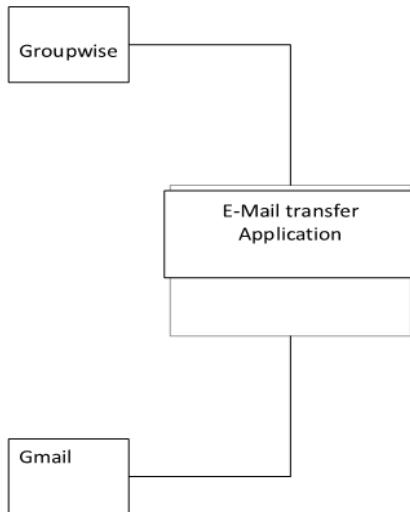
 Name and Title (Typed)

## Appendix B - Interface Exchange Requirements

The University of Southern Maine is looking for a solution to transfer existing E-mails, contacts, Calendars and resources, (as well as Archived e-mails) from its current Groupwise 8 implementation to Googles Apps for education, specifically Gmail.

The university will provide a listing of current Groupwise and corresponding Gmail accounts to the vendor who will be responsible for the transferal of above items.

We hope to have a system that will allow us to continue to transfer archives at a later date, as Faculty return to Campus and we gain access to their archives.





## Appendix C - Cost Response Form

### University of Maine System COST RESPONSE FORM

### RFP # 2016-004 Groupwise Conversion Services

Bidder's Organization Name:

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#### **GENERAL INSTRUCTIONS:**

**IMPORTANT** – Please do NOT change any formatting on the response sheet in any manner (such as merged cells). You can add rows required to insert additional information. If a particular cost table is not required as part of your proposal simply leave it blank.

#### **INSTRUCTIONS FOR - Exhibit 1 (Table 1) – Cost Schedule for Deliverables**

Provide rate schedule for the high-level deliverables defined in University of Maine System, Contract for Services, language for **Rider D Implementation Plan and Timeline**.

Total compensation for services rendered and deliverables shall include any hourly billing rate and all expected related expenses, both actual and administrative.

Costs for subcontractors are to be broken out separately.

**Exhibit 1 (Table 1)** –Bidders will use this attachment, specifically Table 1 to record all costs associated with this section. For a copy of the excel version of Exhibit 1 contact the Proposal Contact identified on the cover page of this document.

#### **INSTRUCTIONS FOR - Exhibit 1 (Table 2) – Professional Services Rate Schedule**

If you charge by the hour for professional services, provide a rate schedule, or range of hourly rates we could expect. Specify whether or not those rates include travel.

**Bidder's Organization Name** – Provide the Bidder's Organization Name.

**Role/Position Title if Individual** - List role/position title from your organization that would be responsible for making changes.

**Hourly Rate** is the hourly dollar amount that may be invoiced by role/position title.

**Exhibit 1 (Table 2)** –Bidders will use this attachment, specifically Table 2 to record all costs associated with this section. For a copy of the excel version of Exhibit 1 contact the Proposal Contact identified on the cover page of this document.

Cost Schedule for Deliverables  
Exhibit 1 (Table 1)

#	Deliverable Description	Cost
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
	<b>Subtotal</b>	
	<b>Less Discount</b>	
	<b>Total Cost</b>	
	<b>Include additional explanation of costs and list assumptions.</b>	
	List explanations and assumptions here:	
	-	
	-	
	-	
	-	
	-	
	-	
	-	
	-	

TABLE 2  
Professional Services Rate Schedule

#	Role of Individual/Position Title	Hourly Rate
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
	<b>Include additional explanation of costs and list assumptions.</b>	
	<b>List explanations and assumptions here;</b>	
	-	
	-	
	-	
	-	
	-	