



Administered by University of Maine System  
Office of Strategic Procurement  
Request for Proposal (RFP)

Virtual Bookstore Solution  
RFP #2018-26

**Issued Date:** November 20, 2017

**Response Deadline Date/Time:** December 21, 2017, 2:00 p.m. EST

**Response Submission Information:**

Submitted electronically to [robin.cyr@maine.edu](mailto:robin.cyr@maine.edu)  
Email Subject Line – Virtual Bookstore Solution RFP#2018-26

**Response Contact Information:**

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## 1.0 INTRODUCTION

### 1.1 Definitions, Background, Purpose and Specifications

#### 1.1.1 Definitions

The University of Maine System will hereinafter be referred to as the "University." Respondents to the document shall be referred to as "Respondent(s)" or "Respondent".

The Respondent to whom the Agreement is awarded shall be referred to as the "Contractor."

The University of Maine System and other components of the University shall be referred to as "Multi-Institution".

#### 1.1.2 Background

##### Overview

Established in 1968, the University of Maine System (UMS) unites seven distinctive public universities, comprising 10 campuses and numerous centers, in the common purposes of providing quality higher education while delivering on its traditional tripartite mission of teaching, research, and public service.

Maine's largest educational enterprise, the University extends its mission as a major resource for the state, linking economic growth, the education of its people, and the application of research and scholarship.

A comprehensive public institution of higher education, UMS serves nearly 40,000 students annually and is supported by the efforts of more than 2,000 full-time and part-time faculty, more than 3,000 regular full-time and part-time staff, and a complement of part-time temporary (adjunct) faculty.

Reaching more than 500,000 people annually through educational and cultural offerings, the University of Maine System also benefits from more than two-thirds of its alumni population residing within the state; more than 123,000 individuals.

The System consists of the following seven universities: University of Maine (UM); University of Maine at Machias (UMM); University of Maine at Augusta (UMA); University of Maine at Presque Isle (UMPI); University of Maine at Farmington (UMF); University of Southern Maine (USM); and, University of Maine at Fort Kent (UMFK).

*Operating within a shared services model, the offices of Information Technology, Strategic Procurement, Human Resources, Facilities, Risk and General Services, Finance and Budget, Shared Processing Center, General Counsel and Organizational Effectiveness partner to form the University Services organization.*

*Charged with delivering key administrative functions across the System, University Services is dedicated to leveraging its significant unit and collective resources to not only serve the immediate needs of its constituents, but deliver sustainable economies and efficiencies for the future benefit of the System as well.*

Campus thumbnailsUniversity of Maine at Augusta

Founded in 1965, the University of Maine at Augusta transforms the lives of students of every age and background across the State of Maine and beyond through access to high-quality distance and on-site education, excellence in student support, civic engagement, and professional and liberal arts programs. Celebrating its 50<sup>th</sup> anniversary, UMA is the third largest public university in Maine. In addition to its main campus in the state's capital, UMA also serves students at its campus in Bangor (UMA Bangor) and through University College centers around the state. With its multiple locations and long-term expertise in online and distance learning, UMA is generally considered the university of choice for Mainers of all ages who want to attend college without uprooting their lives.

## CURRENT BOOKSTORE OPERATIONS &amp; SALES VOLUME

The gross annual sales of the UMA Bookstore for the periods indicated are as follows:

University of Maine at Augusta				
VIRTUAL BOOKSTORE RFP				
Revenue Summary (FY15-FY17)				
<i>x:\finance\tim brokaw\bookstore\bookstore sales history fy15-fy17.xlsx]sheet1</i>				
<b>Dept</b>	<b>1703500</b>	<b>Bookstore Admin Uma</b>		
<b>Fund 03</b>				
<b>Acct</b>	<b>Descr</b>	<b>2015 Actuals</b>	<b>2016 Actuals</b>	<b>2017 Actuals</b>
48009	Sales to Univ Depts	7,754	7,991	6,080
48010	Sales - Textbooks	678,000	648,490	637,783
48011	Sales - Textbooks II	95,819	69,572	53,170
48012	Sales - Trade Books	14,695	13,786	8,672
48013	Sales - Trade Books II	30,320	24,669	12,169
48014	Sales - Used Books	427,422	386,515	343,415
48015	Sales - Paper Backs	-	277	903
48016	Sales - Supplies	46,142	32,996	27,972
48018	Sales - Novelties	31,356	28,896	23,507
48024	Sales - Clothing	28,232	24,890	27,953
48034	Sales - Course Paks	6,393	5,160	2,483
48035	Sales - Gift Certificates	2,154	(3,372)	4,106
48039	Commisions	20,593	8,517	7,120
48048	Sales - DVD/Videos	61	-	-
	<b>Total</b>	<b>1,388,940</b>	<b>1,248,386</b>	<b>1,155,332</b>
	<b>Less:</b>			
	General Merchandise	105,731	86,781	79,432
	<b>Textbooks</b>	<b>1,283,210</b>	<b>1,161,605</b>	<b>1,075,901</b>

University of Maine at Farmington

Established in 1864, the University of Maine at Farmington is a small, increasingly selective public liberal arts college, featuring programs in teacher education, the

arts & sciences and professional studies, serving primarily full-time, traditional-age undergraduates in a residential setting. Farmington continues to be recognized for its academic quality, small classes, close-knit community and integrated curricular, co-curricular and extra-curricular offerings. With enrollment at around 1,800 full-time students, UMF is about the same size as many of New England's most selective private colleges and offers many of the same advantages, yet at a very attractive price.

### CURRENT BOOKSTORE OPERATIONS & SALES VOLUME

The gross annual sales of the UMF Bookstore for the periods indicated are as follows:

Account	Description	2015 actuals	2016 actuals	2017 actuals
48010	Sales - Textbooks	250892.74	212433.91	195507.15
48012	Sales - Trade Books	1039.56	770.83	262.47
48014	Sales - Used Books	65260.14	59319.09	63769.07
48016	Sales - Supplies	20893.11	20863.1	12403.58
48018	Sales - Novelties	35190.94	26909.56	30682.27
48020	Sales - Magazines & News	7.25	12	0.00
48021	Sales - Sundries	1158.46	816.06	257.33
48024	Sales - Clothing	84329.51	92515.6	86999.62
48029	Sales - Cards	2449.78	2064.36	1703.56
48032	Sales - Computer Supplies	1684.14	1988.56	1193.94
48038	Commissions - Ski Passes	1077	71.8	0.00
48039	Commissions	1278.27	3841.45	2224.59
48041	Cap & Gown Revenue	19383.9	15569.56	24909.80
	<b>Totals</b>	<b>484644.8</b>	<b>437175.88</b>	<b>419913.38</b>
	<b>General Merchandise</b>	<b>167452.36</b>	<b>164652.05</b>	<b>160374.69</b>
	<b>Textbooks</b>	<b>317192.44</b>	<b>272523.83</b>	<b>259538.69</b>

### University of Maine at Fort Kent

Founded in 1878, the University of Maine at Fort Kent is a unique learning institution perfect for people seeking a rural scholastic atmosphere of modern academic standards combined with an eclectic mix of rugged outdoor vistas and access to cosmopolitan epicenters across two countries. The learning opportunities at UMFK have become a model of a "rural university" that other New England campuses attempt to emulate. Strong academic programs include associate and bachelor's degrees in such disciplines as nursing, business, education, forestry and cyber security among others. The student body at UMFK numbering 1,500, has a higher percentage of international students than any other university in New England, allowing immersion in a cultural opportunity that is unique in the world. Featuring seventy-seven full-time and adjunct faculty and eighty-one staff, UMFK enjoys national recognition for quality and value as well as championships in men's and women's soccer.

### University of Maine at Machias

The University of Maine at Machias, a member of the University of Maine System, sits on the Gulf of Maine, surrounded by rivers, forests, fishing villages, and blueberry barrens. This unspoiled portion of the Atlantic coast is known for its outdoor recreational opportunities and quality of life. As Maine's Coastal University, faculty and students approach the liberal arts with a focus on coastal, environmental and community issues. The academic experience emphasizes learning both in the classroom and in experiential settings. UMM's fifteen undergraduate degree programs serve approximately 800 students. The

University's applied research and public services contribute to the improvement of the quality of life and economic development in Downeast Maine.

**University of Maine**

Established as a land grant college in 1865, the University of Maine is a public research university located in Orono and referred to as the flagship institution of the University of Maine System. UMaine, as it is often called, has an overall enrollment of over 11,000 students who pursue majors in ninety undergraduate disciplines, more than seventy masters' courses of study and thirty doctoral programs. Ranked 105<sup>th</sup> by the National Science Foundation among American research universities, UMaine's research faculty has an international reputation for excellence and the campus' Fogler Library is the largest in the state. Located on more than 600 acres only a few miles from Bangor, one of Maine's largest cities, the University of Maine is a major resource not only for education but economic and community development throughout the state as well.

**University of Maine at Presque Isle**

For more than a century, the University of Maine at Presque Isle has been helping students find their path to great professional careers providing its 1,100 traditional and non-traditional students from all areas of the state, country, and world with life-changing opportunities in a caring, small-university environment. UMPI combines liberal arts and selected professional programs and serves as a cultural and educational resource for the entire region. The campus sits on 150 acres surrounded by the rolling hills and potato fields of northern Maine and the University strives to be the region's premier learning institution while helping to stimulate cultural and economic development in Aroostook County and the State of Maine. The University serves as an educational and cultural center for the area and its facilities are utilized for lectures, programs, concerts, dance performances, exhibits, and plays that benefit the entire region.

**University of Southern Maine**

The University of Southern Maine, northern New England's outstanding public, regional, comprehensive university, is dedicated to providing its diverse student body of more than 9,000 students from forty states and thirty foreign countries with a high-quality, accessible, affordable education. Through its undergraduate, graduate, and professional programs, USM faculty members educate future leaders in the liberal arts and sciences, engineering and technology, health and social services, education, business, law, and public service. Located on three campuses in Gorham, Portland, and Lewiston-Auburn, USM is known as Maine's Metropolitan University and serves communities that are among the largest population centers in the state.

**1.1.3 Purpose**

UMS recognizes that the traditional university bookstore business is in a transformational period, and UMS's intent is to be on the cutting-edge of campus retail services. Therefore, UMS has initiated this Request for Proposal process and is seeking an innovative and proactive partner (or partners) that is on the cutting-edge of campus retail services to effectively serve the UMS community. UMS's goal is to provide innovative, state-of-the-art retail services that will result in the following:

- Provide a custom, one-stop online bookstore for all of your textbook needs, offering both hardbound textbooks and digital content.
- Improved affordability for UMS students by reducing course materials costs
- Improved customer satisfaction through cutting-edge retail innovation and “Premier” state-of-the-art campus retail services
- Provide students with a personalized store that is seamless.
- Enhanced exposure of the UMS brand
- Increased financial contribution to UMS that will assist with supporting the UMS Student Scholarship

The solution UMS desires includes campus retail services that are customer-centric; a visible representation of the academic quality and image of UMS; an industry leader in providing creative and affordable course materials; and focused on advancing the campus brand by increasing the selection and marketing of campus emblematic merchandise.

Respondents should review **1.1.4 Specifications / Scope of Work** of this document to see the full Scope of Services/Products required.

Though this document is primarily for University of Maine at Augusta, University of Maine at Farmington and University of Maine at Fort Kent, 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

#### **1.1.4 Specifications / Scope of Work**

The University of Maine System is seeking a Contractor to create and implement effective strategies to reduce the cost of textbooks and course materials for University students by offering a combination of textbook related solutions including new, used, rental, digital (lease and download), course packets, other merchandise and other innovative ways of delivering course materials and programs utilizing emerging technologies and creative solutions.

The Contractor shall provide full scale Virtual Bookstore Retail Services which will provide;

- retail services that are customer-centric, user-friendly, efficient and positive experience for patrons of the University,
- visible representation of the academic quality and image of the University,
- industry leader in providing creative and affordable course materials,
- focused on advancing the campus brand by increasing the selection and marketing of campus emblematic merchandise,
- mobile device functionality,
- significant efficiencies in its bookstore operations,
- help drive greater revenue to the University, and
- provide real time tracking and revenue updates..

The Respondent of the solution will host, maintain and update the website and will work in concert with each campus to provide a link to their site. The Respondent shall ensure that all customer transactions completed on the website are

conducted in a secure environment. University reserves the right to determine the level of security present.

The Respondent will be responsible for updates and maintenance of the website in a timely manner and will practice excellent customer service to clients and respond to input from the campuses as soon as possible.

Detail requirements for the solution are provided in **Appendix H-2 Solution Requirements**.

## 1.2 General Information

### 1.2.1 Contract Administration and Conditions

1.2.1.1 The winning Respondent will be required to execute a contract in the form of a University of Maine System Contract for Services, which is attached to this response as **Appendix E**. Contract initial term and renewal periods are reflected in Section 2 of Appendix E, Contract for Services, and are subject to continued availability of funding and satisfactory performance.

The Agreement entered into by the parties shall consist of the University of Maine System Contract for Services (attached to this document), the RFQ, the selected Respondent's submission, including all appendices or attachments and clarifications, 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 Agreement Documents.

In the event of a conflict of terms the following precedence will apply:

1. University of Maine System Contract for Services
2. Agreement Riders as required
3. Contract Amendments (as required)
4. The University's RFQ
5. Respondent's Submission
6. Purchase Order or Letter of Agreement

1.2.1.2 Modification of Agreement terms and conditions is permitted except that the University, due to its public nature, will not :

- a. Provide any defense, hold harmless or indemnity;
- b. Waive any statutory or constitutional immunity;
- c. Apply the law of a state other than Maine;
- d. Procure types or amounts of insurance beyond those UMS already maintains or waive any rights of subrogation.
- e. Add any entity as an additional insured to UMS policies of insurance;
- f. Pay attorneys' fees, costs, expenses or liquidated damages;
- g. Promise confidentiality in a manner contrary to Maine's Freedom of Access Act;
- h. Permit an entity to change unilaterally any term or condition once the contract is signed;



- i. Accept any references to terms and conditions, privacy policies or any other websites, documents or conditions referenced outside of the contract; or
- j. Agree to automatic renewals for term(s) greater than month-to-month.

1.2.1.3 By submitting a response to a Request for Proposal, bid or other offer to do business with the University your entity understands and agrees that:

- a. The above Agreement provisions (**Section 1.2.1.2**) will not be modified and are thereby incorporated into any agreement entered into between University and your entity; that such terms and condition shall control in the event of any conflict with such agreement; and that your entity will not propose or demand any contrary terms;
- b. The above Agreement provisions (**Section 1.2.1.2**) will govern the interpretation of such agreement notwithstanding the expression of any other term and/or condition to the contrary;
- c. Your entity agrees that the resulting Agreement will be the entire agreement between the University (including University's employees and other End Users) and Respondent and in the event that the Respondent requires terms of use agreements or other agreements, policies or understanding, whether on an order form, invoice, website, electronic, click-through, verbal or in writing, with University's employees or other End Users, such agreements shall be null, void and without effect, and the terms of the Agreement shall apply.
- d. Your entity will identify at the time of submission which, if any, portion or your submitted materials are entitled to "trade secret" exemption from disclosure under Maine's Freedom of Access Act; that failure to so identify will authorize UMS to conclude that no portions are so exempt; and that your entity will defend, indemnify and hold harmless UMS in any and all legal actions that seek to compel UMS to disclose under Maine's Freedom of Access Act some or all of your submitted materials and/or contract, if any, executed between UMS and your entity.

## 1.2.2 Communication with the University

It is the responsibility of the Respondent 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 Respondents 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 1.3.1 Timeline of Key Events** for deadline requirements.

### **1.2.3 Confidentiality**

The University must adhere to the provisions of the Maine Freedom of Access Act (FOAA), 1 MRSA §401 et seq. As a condition of submitting a response under this section, a respondent 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.

The information contained in responses submitted for the University's consideration will be held in confidence until all evaluations are concluded and a Respondent selected (the successful Respondent). At that time the University will issue award notice letters to all participating Respondents and all Respondents' responses may be made available to participating Respondents upon request. Such request must be made by submitting a written request to the individual noted in the Response Contact Information shown on the cover sheet of this document, with a copy of the request provided to the other Respondents. Such requests are public records.

After the protest period has passed and the Agreement is fully executed, responses will be available for public inspection upon request.

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 that meets the definition of "trade secret" under Maine law. Clearly mark any portion of your submitted materials which are entitled to "trade secret" exemption from disclosure under Maine's Freedom of Access Act. Failure to so identify as trade secret will authorize the University to conclude that no portions are so exempt; and that your entity will defend, indemnify and hold harmless the University in any and all legal actions that seek to compel the University to disclose under Maine's Freedom of Access Act some or all of your submitted materials and/or contract, if any, executed between the University and your entity.

### **1.2.4 Costs of Preparation**

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

### **1.2.5 Authorization**

Any 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.

### **1.2.6 Multi-Institutional**

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

### **1.2.7 Pricing**

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

### 1.2.8 Cost Response Form 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 Agreement regardless of whether they are more or less than the quantities shown.

### 1.2.9 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 Agreement Administrator or designee, notifies the Contractor in writing that any person employed on this Agreement is incompetent, disorderly, or otherwise unsatisfactory, such person shall not again be employed in the execution of this Agreement without the prior written consent of the Agreement Administrator.

## 1.3 General Submission Provisions

### 1.3.1 Timeline of Key Events

Reference Section	Event Name	Event Due Date
Section 1.2.2	Deadline for Written Inquiries/Questions	December 5, 2017
Section 1.2.2	Response to Written Inquiries/Questions	December 8, 2017
Section 1.2.2	Deadline for Proposal Submission	December 21, 2017, 2:00 p.m. EST
Section 1.3.8	Estimated Respondent Presentation Date <b>(subject to change)</b>	January 10 & 11, 2018
Section 2.2	Award Announcement <b>(subject to change)</b>	January 23, 2018
	Estimated Agreement Start Date <b>(subject to change)</b>	February 5, 2018

### 1.3.2 Eligibility to Submit Responses

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

### 1.3.3 Debarment

Respondents must complete and submit the “Debarment, Performance and Non-Collusion Certification Form provided in Appendix B. Failure to provide this certification may result in the disqualification of the Respondent’s proposal, at the University’s discretion.

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.

#### 1.3.4 Response Understanding

By submitting a response, the Respondent agrees and assures that the specifications are adequate, and the Respondent accepts the terms and conditions herein. Any exceptions should be noted in your response.

#### 1.3.5 Response Validity

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

#### 1.3.6 Non-Response Submission

The University will not consider non-responsive submissions, i.e., those with material deficiencies, omissions, errors or inconsistencies or that otherwise do not follow instructions. The University in its sole discretion will determine what is Non-Responsive.

#### 1.3.7 Respondents' Presentations

Presentations may be requested of two or more Respondents 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 Respondent(s) which, in its opinion, has made the response that is the most responsive and most responsible and may award the Agreement to that/those Respondent(s).

#### 1.3.8 Response Submission

A **SIGNED** virus-free electronic copy must be submitted as follows:

- The response must be received 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.
- Response submissions that exceed 20 MB will be submitted with multiple emails modifying email subject line shown in the **Response Submission Information** section of the cover page of this document to include: Submission 1 of X ('X' representing the number of files being submitted).

## 2.0 EVALUATION AND AWARD PROCESS

### 2.1 Evaluation Criteria

#### 2.1.1 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:

Evaluation Appendices	Category	Points
Appendix C	Cost Evaluation – Table 1 and Table 2	30
Appendix C	Cost Evaluation – Table 3 Student Course Materials	20
Appendix D	Economic Impact	10
Appendix E	Contract for Services	10
Appendix G & H	Organization, Qualifications, Experience and References	15
Appendix H-2	Solution Requirements	15
Appendix I	General, Implementation, Training and Support	10
Appendix J	Accessibility	Pass/Fail
Appendix K	Information Technology Security	Pass/Fail
Appendix L	Information Technology	10
<b>Total Points</b>		<b>120</b>

#### 2.1.2 Scoring Section Descriptions

##### 2.1.2.1 Cost Evaluation

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:

$$\frac{\text{(Lowest submitted cost response / cost of response being scored)}}{\text{(Maximum Score)}} = \text{pro-rated score}$$

The University will NOT seek a best and final offer (BAFO) from any Respondent in this procurement process. All Respondents are expected to provide their best value pricing with the submission of their response. Respondents will NOT be given another opportunity to modify pricing once submitted.

##### 2.1.2.2 Economic Impact

Using the form in **Appendix D** (Economic Impact Evaluation Form), the Respondent (Respondent identified on the “Response Cover Page” of their submission) is required to describe the Respondent’s recent and anticipated economic impact upon and within the State of Maine.

The Economic Impact for this RFP will be assigned a score according to a mathematical formula.

Recent Economic Impact: The highest recent economic impact will be awarded 5 points. Proposals with lower recent economic impact will be awarded proportionately fewer points calculated in comparison with the highest impact.

The Recent Economic Impact scoring formula is:  
(Recent Economic Impact proposal being scored / Highest submitted recent Economic Impact proposal) x 5 = pro-rated score

Projected Economic Impact\*: The highest projected economic impact will be awarded 5 points. Proposals with lower projected economic impact will be awarded proportionately fewer points calculated in comparison with the highest projected economic impact.

The Projected Economic Impact scoring formula is:  
(Projected Economic Impact proposal being scored / Highest submitted projected Economic Impact proposal) x 5 = pro-rated score

*\*Projected Economic Impact is to be based **solely** on the resulting contract should the Respondent be awarded the contract for these services (See **Appendix D** for a more detailed explanation).*

Please note: If the University determines that the Respondent's recent and/or projected economic impact information is deemed to be substantially inaccurate, then the University may determine to not award any points for economic impact to that Respondent for the applicable section(s).

#### 2.1.2.3 Contract for Services (Appendix E)

Responses which indicate full acceptance of the terms and conditions will receive the total points noted in the table above. Responses with language adjustments, will have point reductions based on University risk assessment. Refer to Agreement provisions detailed in **Section 1.2.1.2** for additional guidance

#### 2.1.2.4 Organization, Qualifications, Experience and References

The evaluation team will use a consensus approach to evaluate and assign evaluation points. Reference checks will be performed on the top Respondent(s) only as determined by consensus scoring in the other categories.

#### 2.1.2.5 Solution Requirements (Appendix H-2)

As part of the design of the RFP the evaluation team has assigned a weighted score for each requirement detailed in the document. The final score will be assigned based on a mathematical formula

The scoring formula is:  
(Total Respondent Points / Total Possible Matrix Points) x (Maximum Score) = pro-rated score

- 2.1.2.6 Implementation, Training, Support and Reporting  
The evaluation team will use a consensus approach to evaluate and assign evaluation points.
- 2.1.2.7 Information Technology Security  
The evaluation team will use a consensus approach to evaluate and assign evaluation based on pass/fail decision.
- 2.1.2.8 Accessibility  
The evaluation team will use a consensus approach to evaluate and assign evaluation based on pass/fail decision.
- 2.1.2.9 Information Technology  
The evaluation team will use a consensus approach to evaluate and assign evaluation points.

## 2.2 Award

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 Agreement(s) to one or multiple Respondents, which may include awards to Respondents 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 Respondent 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 bid/proposal/submission, in whole or in part, and is not necessarily bound to accept the lowest cost response if that bid/proposal/submission 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 Respondent is fully qualified, or that one Respondent is clearly more qualified than any other under consideration, an Agreement may be awarded to that Respondent without further action.

## 2.3 Negotiations

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

## 2.4 Award Protest

Respondents 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 Respondent. The

protest must contain a statement of the basis for the challenge. The protest must contain a statement of the basis for the challenge. Further information regarding the appeal process can be found at

[http://staticweb.maine.edu/wp-content/uploads/2015/07/APL\\_VII-A\\_20150630-FINAL.pdf?565a1d](http://staticweb.maine.edu/wp-content/uploads/2015/07/APL_VII-A_20150630-FINAL.pdf?565a1d).

If this RFP results in the creation of a pre-qualified or pre-approved list of vendors, then the appeal procedures mentioned above are available upon the original determination of that vendor list, but not during subsequent competitive procedures involving only the pre-qualified or pre-approved list participants.



## 3.0 RESPONSE FORMAT REQUIREMENTS

### 3.1 General Format Instructions

#### 3.1.1 Electronic Submissions

Documents submitted as part of the electronic response are to be prepared on standard electronic formats of 8-1/2" x 11" and of PDF file type. Submissions requiring additional supporting information, such as, foldouts containing charts, spreadsheets, and oversize exhibits are permissible and must be submitted as Appendices, clearly numbered and referencing the Section in which they provide supporting information.

For clarity, the Respondent's name should appear on every document page, including Appendices. Each Appendix must reference the section or subsection number to which it corresponds.

#### 3.1.2 Respondents Responsibility

It is the responsibility of the Respondent 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. 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.

#### 3.1.3 Brief Response

Respondents are asked to be brief and to respond to each question listed in the "Response to Questions" section of this document. Number each response in the response to correspond to the relevant question in this document.

#### 3.1.4 Additional Attachments Prohibited

The Respondent 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. Respondents 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.

### 3.2 Response Format Instructions

This section contains instructions for Respondents to use in preparing their response. The Respondent's submission must follow the outline used below, including the numbering of section and sub-section headings. 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

Respondent's experience and ability to perform the requirements specified throughout this document.

**3.2.1 Section 1 - Response Cover Page**

- 3.2.1.1 Label this response - Section 1 – UMS Response Cover Page
- 3.2.1.2 Insert Appendix A – University of Maine System Response Cover Page

**3.2.2 Section 2 - Cost Response**

- 3.2.2.1 Label this response - Section 2 – Cost Evaluation
- 3.2.2.2 Insert Appendix C – Required Cost Evaluation Exhibits

**3.2.3 Section 3 – Response to Economic Impact**

- 3.2.3.1 Label this response - Section 3 – Economic Impact Evaluation
- 3.2.3.2 Insert Appendix D – Economic Impact Evaluation Form

**3.2.4 Section 4 - Contract for Services**

- 3.2.4.1 Label this response - Section 4 – Contract for Services
- 3.2.4.2 Insert Appendix E – Contract for Services
- 3.2.4.3 Insert Appendix F – Certificate of Insurability Form

**3.2.5 Section 5 - Response to Questions**

- 3.2.5.1 Label this response - Section 5 – Response to Evaluation Questions & Related Information
- 3.2.5.2 Insert Appendix B – Debarment, Performance and Non-Collusion Certification
- 3.2.5.3 Insert Appendix G – Organization Reference Form
- 3.2.5.4 Insert Appendix H – Evaluation Question(s) - Organization, Qualifications and Experience
- 3.2.5.5 Insert Appendix H-2 – Evaluation Matrix – Solution Requirements
- 3.2.5.6 Insert Appendix I – Evaluation Question(s) –Implementation, Training Support, and Reporting
- 3.2.5.7 Insert Appendix J – Evaluation – Accessibility Requirements
  - Voluntary Product Accessibility Template (VPAT)
  - Detailed Description of Accessibility features.
- 3.2.5.8 Insert Appendix K – Evaluation Question(s) – Information Technology Security
- 3.2.5.9 Insert Appendix L – Evaluation Question(s) – Information Technology

## **4.0 APPENDICES**

- 4.1** Appendix A – University of Maine System Response Cover Page
- 4.2** Appendix B – Debarment, Performance and Non-Collusion Certification
- 4.3** Appendix C – Required Cost Evaluation Exhibits
- 4.4** Appendix D – Economic Impact Evaluation Form
- 4.5** Appendix E – Contract for Services
- 4.6** Appendix F – Certificate of Insurability Form
- 4.7** Appendix G – Organization Reference Form
- 4.8** Appendix H – Evaluation Question(s) - Organization, Qualifications and Experience
- 4.9** Appendix H-2 – Evaluation Matrix – Solution Requirements
- 4.10** Appendix I – Evaluation Question(s) – Implementation, Training, Support and Reporting
- 4.11** Appendix J – Evaluation – Accessibility Requirements
- 4.12** Appendix K – Evaluation Question(s) - Information Technology Security
- 4.13** Appendix L – Evaluation Question(s) - Information Technology

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

**RFP # 2018-21**  
**Grant Management Business Analyst 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:	

1. This pricing structure contained herein will remain firm for a period of 90 days from the date and time of the quote deadline date.
2. 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 Respondent's response.
3. No attempt has been made or will be made by the Respondent to induce any other person or firm to submit or not to submit a response.
4. The undersigned is authorized to enter into contractual obligations on behalf of the above-named organization.
5. By submitting a response to a Request for Proposal, bid or other offer to do business with the University your entity understands and agrees that:
  - a. The Agreement provisions in **Section 1.2.1.2** of this document will not be modified and are thereby incorporated into any agreement entered into between University and your entity; that such terms and condition shall control in the event of any conflict with such agreement; and that your entity will not propose or demand any contrary terms;
  - b. The above Agreement provisions in **Section 1.2.1.2** of this document will govern the interpretation of such agreement notwithstanding the expression of any other term and/or condition to the contrary;
  - c. Your entity agrees that the resulting Agreement will be the entire agreement between the University (including University's employees and other End Users) and Respondent and in the event that the Respondent requires terms of use agreements or other agreements, policies or understanding, whether on an order form, invoice, website, electronic, click-through, verbal or in writing, with University's employees or other End Users, such agreements shall be null, void and without effect, and the terms of the Agreement shall apply.
  - d. Your entity will identify at the time of submission which, if any, portion or your submitted materials are entitled to "trade secret" exemption from disclosure under Maine's Freedom of Access Act; that failure to so identify will authorize UMS to conclude that no portions are so exempt; and that your entity will defend, indemnify and hold harmless UMS in any and all legal actions that seek to compel UMS to disclose under Maine's Freedom of Access Act some or all of your submitted materials and/or contract, if any, executed between UMS and your entity.

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

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

Date: \_\_\_\_\_

---

Name and Title (Printed)

---

Authorized Signature

Appendix B – Debarment, Performance and Non-Collusion Certification

**University of Maine System  
DEBARMENT, PERFORMANCE and NON-COLLUSION  
CERTIFICATION  
RFP # 2018-21  
Grant Management Business Analyst Services**

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.

**Failure to provide this certification may result in the disqualification of the Respondent’s proposal, at the University’s discretion.**

Date: \_\_\_\_\_

\_\_\_\_\_  
Name and Title (Printed)

\_\_\_\_\_  
Authorized Signature

## Appendix C – Required Cost Evaluation Exhibits

University of Maine System  
COST EVALUATION

**RFP # 2018-21**  
**Grant Management Business Analyst Services**

Respondent's Organization Name:

---

### **GENERAL INSTRUCTIONS:**

1. The Respondent must submit a cost response that covers the entire period of the Agreement, including any optional renewal periods.
2. The cost response shall include the costs necessary for the Respondent to fully comply with the Agreement terms and conditions and requirements. **Note regarding total cost of ownership:** This "cost" will encompass the entire solution pricing along with all products and services offered as part of the solution.
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. You can add rows and columns required to insert additional information. If a particular cost table is not required as part of your response simply leave it blank.
4. No costs related to the preparation of the Response for this document or to the negotiation of the Agreement with the University may be included in the Response. Only costs to be incurred after the Agreement effective date that are specifically related to the implementation or operation of contracted services may be included.
5. Identify all costs by year, to be charged for performing the services necessary to accomplish the objectives of this document.
6. If there are additional options or services that are not included in the offering, they must be identified and itemized as "optional" and include a description of the product or service and the costs of the option. All items identified in the response (including third party items required) will be considered free add-ons to the proposed solution at the prices included in this response unless expressly stated otherwise.
7. Respondents' are encouraged to provide additional price incentives for providing an enterprise solution, multi-year or award of multiple institutions.
8. Pricing will be guaranteed by the vendor for the term of the Agreement.
9. The University will NOT seek a best and final offer (BAFO) from any Respondent in this procurement process. All Respondents are expected to provide their best value pricing with the submission of their response. Respondents will NOT be given another opportunity to modify pricing once submitted.
10. An **MS Excel Version** must be included in your final submission for all of these tables. For a copy of the excel version, email the contact provided on the cover page of this document.

**INSTRUCTIONS FOR - Exhibit 1 (Table 1) - Commission as a Percentage of Commissionable Sales**

Respondent will provide commission as a percentage of commissionable sales for each category description provided in Exhibit 1 Table 1.

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

**Year 1 – 5** – Provide % of commissionable sales for each year noted.

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

#	Category Description	Commissions as Percentage of Commissionable Sales				
		Year 1	Year 2	Year 3	Year 4	Year 5
1	Books Sales					
2	Apparel & Merchandise					
3	Book Buybacks (both onsite & online)					
4	Marketplace Purchases					

**INSTRUCTIONS FOR - Exhibit 1 (Table 2) – Minimum Annual Guarantee**

Respondent will provide the minimum annual guarantee and shall pay UMS the greater of the Minimum Annual Guarantee or the commission as a percentage of commissionable sales provided in Exhibit 1 Table 1.

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

**Year 1 – 5** – the minimum annual guarantee and shall pay UMS the greater of the Minimum Annual Guarantee or the commission as a percentage of commissionable sales provided in Exhibit 1 Table 1 for each year noted.

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

Respondent's Name:						
#	Category Description	Commissions as Percentage of Commissionable Sales				
		Year 1	Year 2	Year 3	Year 4	Year 5
1	Books Sales					
2	Apparel & Merchandise					
3	Book Buybacks (both onsite & online)					
4	Marketplace Purchases					



**INSTRUCTIONS FOR - Exhibit 1 (Table 3) –**

The University of Maine System is committed to making course materials affordable to UMS students. Respondent's course materials pricing policies should be innovative and will be represented what is detailed in the pricing table.

**Category Description** - The description for purchase type

**Pricing Model** - The Model the Respondent uses to price course materials. We have provided three options List Plus, Cost Plus, or Other. For the Category Description provided please provide the pricing you will be offering using the pricing model you use. If you choose 'OTHER' as the pricing model please note the description of other in the column provided.

**Book Title** - Book Title provided by UMS so that you can provide a Student Cost based on the book title and your pricing model.

**Student Cost** - The cost you plan to charge the student based on the book title and pricing model

Respondent's Name:							
#	Category Description	Pricing Model			#	Book Title	Student Cost
		List Plus	Cost Plus	Other			
1	New Textbooks				1	Priveledge, Power and Difference (9780072874891)	
					2	Management: Leading and Collaboration (9781259546945)	
					3	Dos Mundos: En Breve (9780073385327)	
					4	Marketing (9780134149530)	
					5	Supervision as Collaboration (9780761926283)	
					6	Blended HTML & CSS Fundamentals (9781133526100)	
					7	Becoming a Helper (9781305085091)	
					8	Computer Science Illuminated (9781284129038)	
					9	Practical Strategies for Tech Comm (9781319003364)	
					10	MS Office 2016: Introductory (9781305870048)	
2	Materials (i.e. textbooks, workbook, CD, passcode, etc.)				1	Organizational Behavior w/MyMgmtLab (9780134787374)	
					2	Fund of Abnormal Psychology w/Launchpad (9781319061791)	
					3	Using Financial Acct. Info w/CengageNow (9781337491471)	
					4	Intermediate Accounting w/Connect (9781260089035)	
3	Digital Course Materials				1	MyManagementLab (9780134793870)	
					2	OnMusic Fundamentals (9780977927685)	
					3	MyMathLab (9781323657782)	
4	Used Textbooks				1	Priveledge, Power and Difference (9780072874891)	
					2	Management: Leading and Collaboration (9781259546945)	
					3	Dos Mundos: En Breve (9780073385327)	
					4	Marketing (9780134149530)	
					5	Survey of Math w/Applications (9780321759665)	
					6	Supervision as Collaboration (9780761926283)	
					7	Blended HTML & CSS Fundamentals (9781133526100)	
					8	MS Office 2016: Introductory (9781305870048)	
					9	Becoming a Helper (9781305085091)	
					10	Computer Science Illuminated (9781284129038)	
5	published materials (i.e., materials requiring copyright permissions)				1	Advanced Accounting (9781269831611)	
					2	ECO 201/202 (9781307097054)	
					3	Introduction to Sociology (9781305031036)	
6	New Rental Textbooks				1	Priveledge, Power and Difference (9780072874891)	
					2	Management: Leading and Collaboration (9781259546945)	
					3	Dos Mundos: En Breve (9780073385327)	
					4	Marketing (9780134149530)	
					5	Organizational Behavior w/MyMgmtLab (9780134787374)	
					6	Supervision as Collaboration (9780761926283)	
					7	ECO 201/202 (9781307097054)	
					8	Becoming a Helper (9781305085091)	
					9	Computer Science Illuminated (9781284129038)	
					10	Practical Strategies for Tech Comm (9781319003364)	
7	Used Rental Textbooks				1	Priveledge, Power and Difference (9780072874891)	
					2	Management: Leading and Collaboration (9781259546945)	
					3	Dos Mundos: En Breve (9780073385327)	
					4	Marketing (9780134149530)	
					5	Supervision as Collaboration (9780761926283)	
					6	Blended HTML & CSS Fundamentals (9781133526100)	
					7	Becoming a Helper (9781305085091)	
					8	Computer Science Illuminated (9781284129038)	
					9	Practical Strategies for Tech Comm (9781319003364)	
					10	MS Office 2016: Introductory (9781305870048)	
8	online)				1	Constructions of Deviance (9781305093546)	
					2	Marketing (9780134149530)	
					3	Business Analytics (9780321997821)	
					4	Illustrated Dental Embryology (9781455776856)	
					5	Give Me Liberty, Seagull Ed., Vol 1 (9780393603422)	
					6	Understanding Nursing Research (9781455770601)	
					7	Social Problems (9781483369372)	
					8	Pharmacology & Nursing Process (9780323358286)	
					9	By the People, Brief Ed. (9780190298890)	
					10	MS Office 2016: Introductory (9781305870048)	

## Appendix D – Economic Impact Evaluation Form

Respondent's Organization Name: \_\_\_\_\_

**Instructions**

Each Respondent will complete the tables below to quantify the Respondent's economic impact upon and within the State of Maine.

For the purposes of this RFP, the term "economic impact" shall be defined as the "Economic Impact Factors" listed in the table below. To complete the "economic impact" section of the Respondent's response, the Respondent shall provide the information requested, describing the Respondent's **overall** recent economic impact with the State of Maine and, separately, the projected economic impact with the State of Maine that would **specifically result from the awarded contract only**, should the Respondent be selected.

**Table D1** - Recent Economic Impact (Respondent's overall Economic Impact over the past 24-month period)

Economic Impact Factors	Factors Expressed in Dollars
Salaries paid to Maine residents in past 24-month period	\$
Payments made to Maine-based subcontractors in past 24-month period	\$
Payments of State and local taxes in Maine within past 24-month period	\$
Payments of State licensing fees in Maine within past 24-month period	\$
<b>Total Overall Recent Economic Impact</b>	<b>\$</b>

**Table D2** - Projected Economic Impact (Future 24-month economic impact resulting from the awarded contract)

Economic Impact Factors	Factors Expressed in Dollars
Salaries to be paid to Maine residents in future 24-month period as a result of the awarded contract	\$
Payments made to Maine-based subcontractors in future 24-month period as a result of the awarded contract	\$
Payments of State and local taxes in Maine within future 24-month period as a result of the awarded contract	\$
Payments of State licensing fees in Maine within future 24-month period as a result of the awarded contract	\$
<b>Total Projected Economic Impact Only from Awarded Contract, If Selected</b>	<b>\$</b>

For the tables above, the following definitions are provided:

- "Respondent": Organization identified on the Proposal Cover Page under "Respondent's Organization Name".
- "Maine resident": Any person whose primary residence is located within the State of Maine.
- "Maine-based": Any organization whose primary operations are located within the State of Maine.
- "Past 24-month period": The past 24-months, starting on the date that the RFP was publicly released.
- "Future 24-month period": A projection for the future 24-month period, starting upon the "Initial Period of Performance" start date Section 1.3.1

**Certification Statement**

*To the best of my knowledge, all information provided in the Economic Impact Evaluation Form is complete and accurate at the time of submission and I confirm that I am authorized to make such a determination on behalf of my organization.*

Date: \_\_\_\_\_

\_\_\_\_\_  
Name and Title (Printed)

\_\_\_\_\_  
Authorized Signature

## Appendix E – Contract for Services

### UNIVERSITY OF MAINE SYSTEM CONTRACT FOR SERVICES MASTER AGREEMENT

This Contract for Services Master Agreement (“Agreement” or “Master Agreement”) entered into this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, by and between the **University of Maine System**, hereinafter referred to as the “**University**”, and \_\_\_\_\_, hereinafter referred to as “**Contractor**”.

**WITNESSETH**, that for and in consideration of the payments and agreements hereinafter mentioned, to be made and performed by the University, the Contractor hereby agrees with the University to provide the products and services described in this agreement, and the following Riders, hereby incorporated into this Agreement and made part of it by reference:

**Rider A** - Specifications of Work to be Performed

**Rider A-1** – Pricing

**Rider B-1** – Insurance Requirements

**Rider B-2** – Substitute Form W-9 - Taxpayer Identification Number Request & Certification

**Rider C** – University of Maine System Standards for Safeguarding Information

**Rider D** – Services Engagement Form

**Rider E** – Implementation Plan and Timeline

**Rider F** – Contractor’s Service Level Agreement to Support the University

**Contract Amendments** as required

**Request for Proposal #2018-26** Issue Date **November 20, 2017** Titled **Virtual Bookstore Solution**

**Contractor’s Bid in Response to Request for Proposal #2018-26** Proposal Submission Date **December 21, 2017** Titled **Virtual Bookstore Solution**

**WHEREAS**, the University desires to enter into a contract for professional services, and the Contractor represents itself as competent and qualified to accomplish the specific requirements of this Contract to the satisfaction of the University;

**NOW THEREFORE**, in consideration of the mutual promises contained herein, the parties hereby agree as follows:

This Agreement, along with any documents identified, which are incorporated by reference, constitutes the entire Agreement between the parties, and there are no other or further written or oral understandings or agreements with respect thereto.

1. **Specifications of Work:** The Contractor agrees to perform the Specifications of Work as described in **Rider A**, hereby incorporated by reference.
2. **Term:** This Contract shall commence on **February 5, 2018** and shall terminate on **June 30, 2021**, unless terminated earlier as provided in this Contract with option for **one (1) two (2) year or two (2) one (1) year renewals** upon the parties’ mutual agreement.

**3. Payment:**

A. Payment shall be made upon submittal of an electronic invoice to the University by the Contractor on a net 30 basis unless discount terms are offered. In the event there is a discrepancy with the invoice, payment terms shall be effective starting on the date the discrepancy is resolved, for only that portion of the invoice that is disputed. Invoices must include a purchase order number.

B. “**Additional Services**” The University will have the option to purchase additional services under this Agreement.

4. **Termination:** The **Agreement** may be terminated by the University in whole, or in part, whenever for any reason the University shall determine that such termination is in the best interest of the University. Any such termination shall be effected by delivery to the Contractor of a Notice of Termination specifying the extent to which performance of the Agreement is terminated and the date on which such termination becomes effective. The University shall pay all allowable costs incurred up to the effective date of termination. However, the Contractor shall not be reimbursed for any costs incurred after the effective date of termination.

5. **Obligations Upon Termination:** Any materials produced in performance of this agreement are the property of the University and shall be turned over to the University upon request. The University shall pay the Contractor for all services performed to the effective date of termination subject to offset of sums owed by the Contractor to the University.

6. **Non-Appropriation:** Notwithstanding any other provision of this Agreement, if the University is not appropriated sufficient funds to pay for the work to be performed under this Agreement or if funds are de-appropriated, then the University is not obligated to make payment under this Agreement.

7. **Conflict of Interest:** No officer or employee of the University shall participate in any decision relating to this contract which affects his or her personal interest in any entity in which he or she directly or indirectly has interest. No employee of the University shall have any interest, direct or indirect, in this contract or proceeds thereof.

8. **Modification:** This Contract may be modified or amended only in a writing signed by both parties.

9. **Assignment:** This Contract, or any part thereof, may not be assigned, transferred or subcontracted by the Contractor without the prior written consent of the University.

10. **Applicable Law:** This Contract shall be governed and interpreted according to the laws of the State of Maine.

11. **Administration:** **Tim Brokaw** shall be the University's authorized representative in all matters pertaining to the administration of the terms and conditions of this Contract.

12. **Non-Discrimination:** In the execution of the contract, the Contractor shall not discriminate on the basis of race, color, religion, sex, sexual orientation, transgender status or gender expression, national origin or citizenship status, age, disability, genetic information, or veteran status and shall provide reasonable accommodations to qualified individuals with disabilities upon request. The university encourages the employment of qualified individuals with disabilities.

13. **Indemnification:** The Contractor shall comply with all applicable federal, state and local laws, rules, regulations, ordinances and orders relating to the services provided under this Contract. Contractor shall indemnify, defend and hold the University, its Trustees, officers, employees, and agents, harmless from and against any and all loss, liability, claims, damages, actions, lawsuits, judgments and costs, including reasonable attorney's fees, that the University may become liable to pay or defend arising from or attributable to any acts or omissions of the Contractor, its agents, employees or subcontractors,

in performing its obligations under this Contract, including, without limitation, for violation of proprietary rights, copyrights, or rights of privacy, arising out of a publication, translation, reproduction, delivery, performance, use or disposition of any data furnished under the Contract or based on any libelous or other unlawful matter contained in such data.

14. **Contract Validity:** In the event one or more clauses of this Contract are declared invalid, void, unenforceable or illegal, that shall not affect the validity of the remaining portions of this Contract.
15. **Independent Contractor:** Contractor is an independent contractor of the University, not a partner, agent or joint venture of the University and neither Party shall hold itself out contrary to these terms by advertising or otherwise, nor shall either party be bound by any representation, act or omission whatsoever of the other. For U.S. entities, Contractor, its employees and subcontractors if any, is/are independent contractors for whom no Federal or State Income Tax will be deducted by the University, and for whom no retirement benefits, social security benefits, group health or life insurance, vacation and sick leave, Worker's Compensation and similar benefits available to University's employees will accrue. The parties further understand that annual information returns as required by the Internal Revenue Code and Maine Income Tax Law will be filed by the University with copies sent to Contractor. Contractor will be responsible for compliance with all applicable laws, rules and regulations involving but not limited to, employment, labor, Workers Compensation, hours of work, working conditions, payment of wages, and payment of taxes, such as unemployment, social security and other payroll taxes, including other applicable contributions from such persons when required by law.
16. **Intellectual Property:** Any information and/or materials, finished or unfinished, produced in performance of this Contract, and all of the rights pertaining thereto, are the property of the University and shall be turned over to the University upon request.
17. **Entire Contract:** This Contract sets forth the entire agreement between the parties on the subject matter hereof and replaces and supersedes all prior agreements on the subject, whether oral or written, express or implied. This Contract is the entire agreement between the University (including University's employees and other End Users) and Contractor. In the event that Contractor enters into terms of use agreements or other agreements, policies or understandings, whether on Contractor's purchase order, website, electronic, click-through, verbal or in writing, with University's employees or other End Users, such agreements shall be null, void and without effect, and the terms of this Contract shall apply. University will not be bound to any other terms and conditions set forth in any documents, agreements or policies posted on Contractor's website unless such terms and conditions are set forth in this Contract. Contractor may not unilaterally change any term or condition of this Contract.
18. **Licensing:** Contractor shall secure in its name and at its expense all federal, state, and local licenses and permits required for operation under this Contract. Contractor shall provide proof of such licensure or permit to the University prior to commencing work under this Contract.
19. **Record Keeping, Audit and Inspection of Records:** The Contractor shall maintain books, records and other compilations of data pertaining to the requirements of the Contract to the extent and in such detail as shall properly substantiate claims for payment under the Contract. All such records shall be kept for a period of seven years or for such longer period as specified herein. All retention periods start on the first day after the final payment of the Contract. If any litigation, claim, negotiation, audit or other action involving the records is commenced prior to the expiration of the applicable retention period, all records shall be retained until completion of the action and resolution of all issues resulting therefrom, or until the end of the applicable retention period, whichever is later. The University, the grantor agency (if any), or any of their authorized representatives shall have the right at reasonable times and upon reasonable notice, to examine and copy the books, records and other compilations of data of the Contractor pertaining to this Contract. Such access shall include on-site audits.
20. **Publicity, Publication, Reproduction and use of Contract's Products or Materials:** Unless otherwise provided by law or the University, title and possession of all data, reports, programs, software, equipment, furnishings and any other documentation or product paid for with University funds shall vest with the University. The Contractor shall at all times obtain the prior written approval of the University

before it, any of its officers, agents, employees or subcontractors, either during or after termination of the Contract, makes any statement bearing on the work performed or data collected under this Contract to the press or issues any material for publication through any medium of communication. If the Contractor or any of its subcontractors publishes a work dealing with any aspect of performance under the Contract, or of the results and accomplishments attained in such performance, the University shall have a royalty free, non-exclusive and irrevocable license to reproduce, publish or otherwise use and to authorize others to use the publication.

21. **Confidentiality:** The contractor shall comply with all laws and regulations relating to confidentiality and privacy including but not limited to any rules or regulations of the University.
22. **Force Majeure:** Neither party shall be liable to the other or be deemed to be in breach of this Contract for any failure or delay in rendering performance arising out of causes beyond its reasonable control and without its fault or negligence. Such causes may include, but are not limited to, acts of God or of a public enemy, fires, flood, epidemics, strikes, embargoes or unusually severe weather. Dates or time of performance shall be extended to the extent of delays excused by this section provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.
23. **Notices:** Unless otherwise specified in an attachment hereto, any notice hereunder shall be in writing and addressed to the persons and addresses below.

**To the University:**

University of Maine System  
Robinson Hall  
46 University Drive  
Augusta, ME 04330

Attn: **Contract Administration**

**To Contractor:**

**<<BID INSTRUCTIONS – Bidder to supply information noted below for submission with their proposal/bid. >>**

**Company Name:**

**Contact Name:**

**Address:**

**Phone Number:**

**Fax Number:**

24. **Invoices:** Unless otherwise specified in an attachment hereto, invoices and questions regarding invoices will be directed to:

University of Maine System  
Accounts Payable  
PO Box 533  
Bangor, ME 04402

Phone: [207-581-2692](tel:207-581-2692)

Fax: [207-581-2698](tel:207-581-2698)

Email: [UMAP@maine.edu](mailto:UMAP@maine.edu)

25. **Order of Precedence:** In the event of any conflict among the documents in this agreement, the following order of precedence shall apply:



- A. **Terms and conditions of this Agreement**
- B. **Rider A** - Specifications of Work to be Performed
- C. **Rider A-1** – Pricing
- D. **Rider B-1** – Insurance Requirements
- E. **Rider B-2** – Substitute Form W-9 - Taxpayer Identification Number Request & Certification
- F. **Rider C** – University of Maine System Standards for Safeguarding Information
- G. **Rider D** – Services Engagement Form
- H. **Rider E** – Implementation Plan and Timeline
- I. **Rider F** – Contractor’s Service Level Agreement to Support the University
- J. **Contract Amendments** as required
- K. **Request for Proposal #2018-26** Issue Date **November 20, 2017** Titled **Virtual Bookstore Solution**
- L. **Contractor’s Bid in Response to Request for Proposal #2018-26** Proposal Submission Date **December 21, 2017** Titled **Virtual Bookstore Solution**

**Signatures**

FOR THE UNIVERSITY OF MAINE SYSTEM:

FOR THE CONTRACTOR:

BY: \_\_\_\_\_  
(signature)

LEGAL NAME: \_\_\_\_\_  
BY: \_\_\_\_\_

Name: \_\_\_\_\_  
(print or type)

(signature)  
Name: \_\_\_\_\_

Title: \_\_\_\_\_

(print or type)  
Title: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Fax: \_\_\_\_\_

Date: \_\_\_\_\_

Tax ID #: \_\_\_\_\_

**Per University policy, “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 Chief Procurement Officer, or designee, and if it is not approved, valid or effective until such written approval is granted.”**

**Chief Financial Officer approval is required of any University of Maine System agreement of \$50,000 or more, and it is not approved, valid or effective until such written approval is granted.**

**Chief Business Officer approval is required of any campus specific agreement of \$50,000 or more, and it is not approved, valid or effective until such written approval is granted.**

BY: \_\_\_\_\_

BY: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Chief Procurement Officer or designee

Chief Financial/Business Officer or designee

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## RIDER A SPECIFICATIONS OF WORK TO BE PERFORMED

The Contractor agrees to the **Specifications of Work to be Performed** as follows:

### INTENT AND PURPOSE

University of Maine System (UMS) recognizes that the traditional university bookstore business is in a transformational period, and UMS's intent is to be on the cutting-edge of campus retail services.

Therefore, UMS has initiated this Request for Proposal process to identify an innovative and proactive partner (or partners) that is on the cutting-edge of campus retail services to effectively serve the UMS community. UMS's goal is to provide innovative, state-of-the-art retail services that will result in the following:

- Provide a custom, one-stop online bookstore for all of your textbook needs, offering both hardbound textbooks and digital content.
- Improved affordability for UMS students by reducing course materials costs
- Improved customer satisfaction through cutting-edge retail innovation and "Premier" state-of-the-art campus retail services
- Provide students with a personalized store that is seamless.
- Enhanced exposure of the UMS brand
- Increased financial contribution to UMS that will assist with supporting the UMS Student Scholarship

Program UMS desires campus retail services that are customer-centric; a visible representation of the academic quality and image of UMS; an industry leader in providing creative and affordable course materials; and focused on advancing the UMS brand by increasing the selection and marketing of UNC emblematic merchandise.

### PRODUCT SCOPE OF WORK:

The University of Maine System is sought a Contractor to create and implement effective strategies to reduce the cost of textbooks and course materials for University students by offering a combination of textbook related solutions including new, used, rental, digital (lease and download), course packets, other merchandise and other innovative ways of delivering course materials and programs utilizing emerging technologies and creative solutions.

The Contractor shall provide full scale Virtual Bookstore Retail Services which will provide;

- retail services that are customer-centric, user-friendly, efficient and positive experience for patrons of the University,
- visible representation of the academic quality and image of the University,
- industry leader in providing creative and affordable course materials,
- focused on advancing the UMS brand by increasing the selection and marketing of UMS emblematic merchandise,
- mobile device functionality,
- significant efficiencies in its bookstore operations,
- help drive greater revenue to the University, and
- provide real time tracking and revenue updates..

The Respondent of the solution will host, maintain and update the website and will work in concert with each campus to provide a link to their site. The Respondent shall ensure that all customer transactions completed on the website are conducted in a secure environment. University reserves the right to determine the level of security present.

The Respondent will be responsible for updates and maintenance of the website in a timely manner and will practice excellent customer service to clients and respond to input from the campuses as soon as possible.

Detail requirements for the solution are provided in **Appendix H–2 Solution Requirements**.

**<< Appendix H–2 Solution Requirements will be listed here based on Respondents proposal >>**

**Additional Scope:** The Contractor shall permit product and services not covered herein to be added by mutual agreement, without voiding the provisions of the existing contract. The Contractor, for additional consideration, shall furnish additional such products and services to the University.

**PRICING:** Refer to RIDER A-1. Pricing will be valid for the term of the Agreement.

### **PERFORMANCE TERMS AND CONDITIONS**

1. **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 University Contract Administrator notifies the Contractor in writing that any person employed on this Contract is incompetent, disorderly, or otherwise unsatisfactory, such person shall not again be utilized in the execution of this Contract without the prior written consent of the Contract Administrator.
2. **Business and Performance Reviews:** Recognizing that successful performance of this contract is dependent on favorable response, the Contractor shall meet at least quarterly with the Contract Administrator or designee for a business and performance review to evaluate operations and make necessary adjustments. These meetings will normally be conducted electronically but shall be face-to-face on demand. As part of these reviews, the University reserves the right to review equipment specifications quarterly and update equipment specifications accordingly. Contractor shall provide a single point of contact (i.e., relationship manager) and shall notify University in writing and in advance whenever there is a change to that single point of contact.
3. **Campus Visits:** The Contractor agrees to maintain good relations with the University. The Contractor shall make campus visits “as needed” on three days’ notice. The Contractor will coordinate campus visits with the University Services Information and Technology Department to ensure proper communication and sharing of information related to customer projects.
4. **Accessibility:** If the solution includes any end-user-facing human interface, such as an end-user device software component or web site form, file upload system, etc. the Contractor hereby warrants that the products or services to be provided under this agreement comply with the accessibility guidelines of “Section 508 of the Rehabilitation Act of 1973” as amended as of the date of this agreement, and the [“Web Content Accessibility Guidelines \(WCAG\) 2.0” published by www.w3.org](http://www.w3.org).

If the solution includes any end-user-facing human interface, such as an end-user device software component, web pages or site, video or audio playback, file upload system, mobile device components, etc., the Contractor agrees to promptly respond to and resolve any complaint regarding accessibility of its products or services which is brought to its attention and vendor further agrees to indemnify and hold harmless the University of Maine campuses and system or any university entity using the Contractor's products or services from any claim arising out of its failure to comply with the aforesaid requirements.

The University, at its discretion, may at any time test the vendor's products or services covered by this agreement to ensure compliance with Section 508 and WCAG 2.0. Testing that results in findings of non-compliance, shall result in a 25% reduction in the total cost of the products and/or services covered by this agreement if the non-compliance is not corrected within 30 days of being reported to the vendor in writing. All withheld amounts will be paid to the vendor upon correction of the non-compliance and acceptance by the University. Said acceptance not to be unreasonably withheld.

Failure to comply with these requirements shall constitute a breach and be grounds for termination of this agreement and a pro-rated refund of fees paid from the University for the remainder of original contract period.

5. **Standards for Safeguarding Information:** The Contractor is expected to comply with these standards as outlined in *Rider C - University of Maine System Standards for Safeguarding Information*. Should the Contractor fail to comply with the standards and is unable to reasonably cure its noncompliance within 60 days, the University may terminate this agreement. The University will be entitled to receive a prorated refund measured from the effective date of the termination.

**RIDER A-1  
PRICING**

**<< BID INSTRUCTIONS - Details in Exhibit 1 will be inserted here during Agreement negotiations.  
No action needed for Bidder as part of their proposal/bid submission. >>**

## RIDER B-1 INSURANCE REQUIREMENTS

**<< BID INSTRUCTIONS - Bidder to provide their Contractor's Liability Insurance (CIA) Form here as part of their proposal/bid submission. The text below will be removed and the CIA form will be inserted as an image under Rider B-1>>**

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, including Product's and Completed Operations  (Written on an Occurrence-based form) (Bodily Injury and Property Damage)	\$1,000,000 per occurrence or more
2	Vehicle Liability (Including Hired & Non-Owned) (Bodily Injury and Property Damage)	\$1,000,000 per occurrence or more
3	Workers Compensation (In Compliance with Maine and Federal Law)	Required for all personnel
3	Professional Liability Insurance (Agents, Consultants, Brokers, Lawyers, Financial, Engineers, or Medical Services)	\$1,000,000 per occurrence or more

Coverage limit requirements can be met with a single underlying insurance policy or through the combination of an underlying insurance policy plus an Umbrella insurance policy.

**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  
Risk Manager  
Robinson Hall  
46 University Drive  
Augusta, Maine 04330**

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.

The University reserves the right to change the insurance requirement or to approve alternative insurances or limits, at the University's discretion.

RIDER B-2

Substitute Form W-9 - Taxpayer Identification Number Request & Certification

Please complete the following information. We are required by law to obtain this information from you when making a reportable payment to you. If you do not provide us with this information, your payments may be subject to federal income tax backup withholding. Use this form only if you are a U.S. person (including US. resident alien.). If you are a foreign person, use the appropriate Form W-8.

Part 1 Tax Status:

Print Name: \_\_\_\_\_

Address (number, street, and apt. or suite no.): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

Complete One:

Individual/Sole Proprietor Business Name, if different from above \_\_\_\_\_
Social Security Number \_\_\_\_ - \_\_\_\_ - \_\_\_\_
-or- Business EIN \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Partnership EIN \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Corporation EIN \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Please answer questions below if you are a corporation:

1. Corporation providing legal services? Y N

2. Corporation providing medical services? Y N

Limited Liability Company EIN \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Tax-Exempt or Not-for-Profit under § 501(C)(3) EIN \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Government Entity EIN \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Estate or Trust EIN \_\_\_\_ - \_\_\_\_ - \_\_\_\_

All other Entities EIN \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Part 2 Exemption: If exempt from Form 1099 reporting, check here: [ ] and circle your qualifying exemption reason below

- 1. An organization exempt from tax under IRC section 501(a)
2. The United States or any of its agencies or instrumentalities
3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities
4. A foreign government or any of its political subdivisions, agencies, or instrumentalities
5. An international organization or any of its agencies or instrumentalities
6. Other: \_\_\_\_\_

Part 3 Certification:

Under penalties of perjury, I certify that:

- 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding,
and
3. I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return.

Signature of U.S. person: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this form with the attached contract. Thank you for your cooperation.



**RIDER C**  
**UNIVERSITY OF MAINE SYSTEM**  
**STANDARDS FOR SAFEGUARDING INFORMATION**

This Attachment addresses the Contractor's responsibility for safeguarding Compliant Data and Business Sensitive Information consistent with the University of Maine System's Information Security Policy and Standards. ([infosecurity.maine.edu](http://infosecurity.maine.edu))

Compliant Data is defined as data that the University needs to protect in accordance with statute, contract, law or agreement. Examples include Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley Act (GLBA), Maine Notice of Risk to Personal Data Act, and the Payment Card Industry Data Security Standards (PCI-DSS).

Business Sensitive Information is defined as data which is not subject to statutory or contractual obligations but where the compromise or exposure of the information could result in damage or loss to the University.

1. Standards for Safeguarding Information: The Contractor agrees to implement reasonable and appropriate security measures to protect all systems that transmit, store or process Compliant Data and Business Sensitive Information or personally identifiable information from Compliant Data and Business Sensitive Information furnished by the University, or collected by the Contractor on behalf of the University, against loss of data, unauthorized use or disclosure, and take measures to adequately protect against unauthorized access and malware in the course of this engagement.
  - A. Compliant Data and Business Sensitive Information may include, but is not limited to names, addresses, phone numbers, financial information, bank account and credit card numbers, other employee and student personal information (including their academic record, etc.), Driver's License and Social Security numbers, in both paper and electronic format.
  - B. If information pertaining to student educational records is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with FERPA.
  - C. If information pertaining to protected health information is accessed, used, collected, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with HIPAA and Contractor shall sign and adhere to a Business Associate Agreement.
  - D. If Contractor engages in electronic commerce on behalf of the University or cardholder data relating to University activities is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with current PCI-DSS guidelines.
  - E. If information pertaining to protected "Customer Financial Information" is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with GLBA.
2. Prohibition of Unauthorized Use or Disclosure of Information: Contractor agrees to hold all information in strict confidence. Contractor shall not use or disclose information received from, or created or received by, Contractor on behalf of the University except as permitted or required by this Agreement, as required by law, or as otherwise authorized in writing by the University.
3. Return or Destruction of Compliant or Business Sensitive Information:
  - A. Except as provided in Section 3(B), upon termination, cancellation, or expiration of the Agreement, for any reason, Contractor shall cease and desist all uses and disclosures of Compliant Data or Business Sensitive Information and shall immediately return or destroy (if the University gives written permission to destroy) in a reasonable manner all such information received from the University, or created or received by Contractor on behalf of the University, provided, however, that Contractor shall reasonably cooperate with the University to ensure that no original information records are destroyed. This provision shall apply to information that is in the possession of subcontractors or agents of Contractor. Contractor shall retain no copies of University information,

including any compilations derived from and allowing identification of any individual's confidential information. Except as provided in Section 3(B), Contractor shall return (or destroy) information within 30 days after termination, cancellation, or expiration of this Agreement.

- B. In the event that Contractor determines that returning or destroying any such information is infeasible, Contractor shall provide to University notification of the conditions that make return or destruction infeasible. Upon mutual agreement of the Parties that return or destruction of such information is infeasible, Contractor shall extend the protections of this Agreement to such information and limit further uses and disclosures of such information to those purposes that make the return or destruction infeasible, for so long as Contractor maintains such information.
  - C. Contractor shall wipe or securely delete Compliant Data or Business Sensitive Information and personally identifiable information furnished by the University from storage media when no longer needed. Measures taken shall be commensurate with the standard for "clearing" as specified in the National Institute of Standards and Technology (NIST) Special Publication SP800-88: Guidelines for Media Sanitization, prior to disposal or reuse.
4. Term and Termination:
    - A. This Attachment shall take effect upon execution and shall be in effect commensurate with the term of the Agreement
  5. Subcontractors and Agents: If Contractor provides any Compliant Data or Business Sensitive Information received from the University, or created or received by Contractor on behalf of the University, to a subcontractor or agent, the Contractor shall require such subcontractor or agent to agree to the same restrictions and conditions as are imposed on Contractor by this Agreement.
  6. Contractor shall control access to University data: All Contractor employees shall be adequately screened, commensurate with the sensitivity of their jobs. Contractor agrees to limit employee access to data on a need-to-know basis. Contractor shall impose a disciplinary process for employees not following privacy procedures. Contractor shall have a process to remove access to University data immediately upon termination or re-assignment of an employee by the Contractor.
  7. Unless otherwise stated in the agreement, all Compliant Data or Business Sensitive Information is the property of the University and shall be turned over to the University upon request.
  8. Contractor shall not amend or replace University-owned hardware, software or data without prior authorization of the University.
  9. If mobile devices are used in the performance of this Agreement to access University Compliant Data or Business Sensitive Information, Contractor shall install and activate authentication and encryption capabilities on each mobile device in use.
  10. Reporting of Unauthorized Disclosures or Misuse of Information: Contractor shall report to the University any use or disclosure of Compliant Data or Business Sensitive Information not authorized by this Agreement or in writing by the University. Contractor shall make the report to the University not more than one (1) business day after Contractor learns of such use or disclosure. Contractor's report shall identify; (i) the nature of the unauthorized use or disclosure, (ii) the information used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what Contractor has done or shall do to mitigate the effects of the unauthorized use or disclosure, and (v) what corrective action Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide such other information, including a written report, as reasonably requested by the University. Contractor shall keep University informed on the progress of each step of the incident response. Contractor shall indemnify and hold University harmless from all liabilities, costs and damages arising out of or in any manner connected with the security breach or unauthorized use or disclosure by Contractor of any University Compliant Data or Business Sensitive Information. Contractor shall mitigate, to the extent practicable, any harmful effect that is known to Contractor of a security breach or use or disclosure of Compliant Data or Business Sensitive Information by Contractor

in violation of the requirements of this Agreement. In addition to the rights of the Parties established by this Agreement, if the University reasonably determines in good faith that Contractor has materially breached any of its obligations, the University, in its sole discretion, shall have the right to:

- Inspect the data that has not been safeguarded and thus has resulted in the material breach, and/or
- Require Contractor to submit a plan of monitoring and reporting, as the University may determine necessary to maintain compliance with this Agreement; and/or Terminate the Agreement immediately.

11. Survival: The respective rights and obligations of Contractor under Section 12 of the Agreement or Section 3 of this Attachment shall survive the termination of this Agreement.

12. Contractor Hosted Data: If Contractor hosts University Compliant Data or Business Sensitive Data, in or on Contractor facilities, the following clauses apply.

- A. Contractor computers that host University Compliant Data or Business Sensitive Information shall be housed in secure areas that have adequate walls and entry control such as a card controlled entry or staffed reception desk. Only authorized personnel shall be allowed to enter and visitor entry will be strictly controlled.
- B. Contractor shall design and apply physical protection against damage from fire, flood, earthquake, explosion, civil unrest, and other forms of natural or man-made disasters. Contractor shall protect hosted systems with Uninterruptible Power Supply (UPS) devices sufficient to meet business continuity requirements.
- C. Contractor shall backup systems or media stored at a separate location with incremental back-ups at least daily and full back-ups at least weekly. Incremental and full back-ups shall be retained for 15 days and 45 days respectively. Contractor shall test restore procedures not less than once per year.
- D. Contractor shall provide for reasonable and adequate protection on its network and system to include firewall and intrusion detection/prevention.
- E. Contractor shall use strong encryption and certificate-based authentication on any server hosting on-line and e-commerce transactions with the University to ensure the confidentiality and non-repudiation of the transaction while crossing networks.
- F. The installation or modification of software on systems containing University Compliant Data or Business Sensitive Information shall be subject to formal change management procedures and segregation of duties requirements.
- G. Contractor who hosts University Compliant Data or Business Sensitive Information shall engage an independent third-party auditor to evaluate the information security controls not less than every two (2) years. Such evaluations shall be made available to the University upon request.
- H. Contractor shall require strong passwords for any user accessing personally identifiable information or data covered under law, regulation, or standard such as HIPAA, FERPA, or PCI. Strong passwords shall be at least eight characters long; contain at least one upper and one lower case alphabetic characters; and contain at least one numeric or special character.

13. If the Contractor provides system development, Compliant Data or Business Sensitive Information shall not be used in the development or test environments. Records that contain these types of data elements may be used if that data is first de-identified, masked or altered so that the original value is not recoverable. For programs that process University data, initial implementation as well as applied updates and modifications must be produced from specifically authorized and trusted program source libraries and personnel. Contractor shall provide documentation of a risk assessment of new system development or changes to a system.

**RIDER D**  
**SERVICES ENGAGEMENT FORM**  
**Services Engagement to Agreement for Services**

This Services Engagement is entered into as of the date written below between \_\_\_\_\_ (“Contractor”) and \_\_\_\_\_ (“Institution”).

This Services Engagement shall be governed by the terms and conditions of the Master Level Agreement for Services dated \_\_\_\_\_ by and between \_\_\_\_\_ (“Contractor”) and the University of Maine System, and is incorporated herein by reference.

This Services Engagement describes the Services to be provided by \_\_\_\_\_ (“Contractor”) and the fees associated with such Services.

**INSTITUTION REPRESENTATIVE & PROJECT MANAGER:**

**CONTRACTOR REPRESENTATIVE & PROJECT MANAGER:**

**SCOPE OF WORK:**

**TERM:**

The term of this Work Order will be from \_\_\_\_\_ to \_\_\_\_\_.

Installation of the \_\_\_\_\_ shall be Substantially Complete on or before \_\_\_\_\_ subject to adjustments mutually agreed to by the parties.

**PRICE:**

**SIGNATURES:**

**Institution**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Contractor**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Chief Information Officer approval is required of any University of Maine System information technology service engagements.**

BY: \_\_\_\_\_

Title: \_\_\_\_\_

Chief Information Officer or designee

Date: \_\_\_\_\_

**RIDER E  
IMPLEMENTATION PLAN AND TIMELINE**

**<<BID INSTRUCTIONS – Bidders will insert their implementation plan and timeline here as part of their proposal/bid submission. >>**

## RIDER F

### CONTRACTOR'S SERVICE LEVEL AGREEMENT TO SUPPORT THE UNIVERSITY

#### 1. INTRODUCTION

##### 1.1 Purpose

The purpose of this Service Level Agreement (SLA) is to identify and set expectations for the delivery of services provided by \_\_\_\_\_ to the University of Maine System (UMS), in support of virtual bookstore solution.

##### 1.2 UMS Operating Hours

Academics: 7am to 10pm M-F (Eastern)  
Business: 8am to 5pm M-F (Eastern)

#### 2. SCOPE OF SERVICES

Create and implement effective strategies to reduce the cost of textbooks and course materials for University students by offering a combination of textbook related solutions including new, used, rental, digital (lease and download), course packets, other merchandise and other innovative ways of delivering course materials and programs utilizing emerging technologies and creative solutions.

Provide full scale Virtual Bookstore Retail Services which will provide;

- retail services that are customer-centric, user-friendly, efficient and positive experience for patrons of the University,
- visible representation of the academic quality and image of the University,
- industry leader in providing creative and affordable course materials,
- focused on advancing the UMS brand by increasing the selection and marketing of UMS emblematic merchandise,
- mobile device functionality,
- significant efficiencies in its bookstore operations,
- help drive greater revenue to the University, and
- provide real time tracking and revenue updates..

Solution will host, maintain and update the website and will work in concert with each campus to provide a link to their site. The Respondent shall ensure that all customer transactions completed on the website are conducted in a secure environment. University reserves the right to determine the level of security present.

Provide updates and maintenance of the website in a timely manner and will practice excellent customer service to clients and respond to input from the campuses as soon as possible.

#### 3. SERVICE LEVELS

This section describes the priority levels and response times for all incidents & requests logged with the contractor.

**3.1 Minimum Compliance Target** – Provide 99.9% uptime for the website and virtual bookstore retail services solution. A minimum of 98% of incidents & requests, including orders, shall be resolved (for orders, resolution is defined as “delivered to university shipping location”) within the resolution times (from report/order to resolution) included herein. General Incident/Request Time to Resolution shall apply to incidents or requests that are not specifically listed below.

##### 3.2 Service Severity

3.2.1 The University will set the severity for all incidents & requests. When a severity is not explicitly provided, the default severity of “normal” will apply to that incident/request.

3.2.2 Severity Table

Priority	Definition
Severity 1 – Critical	Issue affecting a large group of customers and/or business critical functions or essential services, or an “Urgent” request or incident for which the service target was not met.
Severity 2 – Urgent	University business-disruptive issue affecting a small group, or a serious, but not business-disruptive issue affecting a large group. Also, a “Normal” severity request or incident for which the service target was not met.
Severity 4 – Normal	A reasonable workaround is available for the request or incident. University operations are largely unaffected.

### 3.3 Resolution Time Definition

Resolution time is the time taken from the University’s report of the incident, or request, to the contractor, until the service is restored or the request is fulfilled. Whether the service has been restored, or request fulfilled, is normally determined by the University within the scope and responsibilities laid out for the service in the contract and this agreement.

### 3.4 Contractor Business Hours.

All times are in, or indicated relative to, local University of Maine time.  
Contractor Business Hours (*contractor provides here*)

### 3.5 Order to Delivery (at University location) Time

When an order delivery target date falls on a non-business day, the target for that order will automatically extend to the next business day.

Product Type	Definition	Order to Delivery (minimums)
Books Sales		X calendar days from order receipt
Apparel & Merchandise		X calendar days from order receipt
Book Buybacks (both onsite & online)		X calendar days from order receipt
Marketplace Purchases		X calendar days from order receipt
Custom course packs--not just limited to books (UMA architecture, for example... or online BIO class).		X calendar days from order receipt
Other?		X calendar days from order receipt
Other?		X calendar days from order receipt

### 3.6 Incident/Request - Time to Resolution by Service and Severity - General Issues

These time to resolution commitments apply to issues not covered in 3.7 All durations are in business time.

Measure	Critical	Urgent	Normal
Books Sales	4 hours	1 day	2 days
Apparel & Merchandise	4 hours	1 day	2 days
Book Buybacks (both onsite & online)	4 hours	1 day	2 days

Marketplace Purchases	4 hours	1 day	2 days
Other Services	1 day	1 day	2 days

**3.7 Other Incident/Request/Process Resolution Times**

<b>Catalog Development</b>	<b>Resolution Time</b>
Notification of future unavailability of books, merchandise, etc.	90 days before the item becomes unavailable to order and receive within SLA target
In collaboration with the University, develop and deploy replacement items as needed.	30 days before previous items become unavailable.
Notify about item availability problems and affected items.	1 business day
Correction of virtual bookstore solution website errors	1 business day
Replacement in virtual bookstore solution website of upcoming semester needs	30 business day from start of semester
Posting to the ordering system books and merchandise changes as required	1 business day

<b>Ordering &amp; Fulfillment</b>	<b>Resolution Time</b>
order confirmation, via email, with target ship date	1 business day
Online order status	Immediate
Notification during ordering if an optional change will affect shipping date	1 business day
Ordering and order status system availability and accuracy for virtual bookstore solution	99.9% availability and accuracy



Other	Metric & Target
Buy-Back Program	Coordinate pick-up/shipment of merchandise within 5 business days.
Priority service toll-free phone number for incidents & requests from University staff	Call pickup within 5 minutes during University Business Hours
End user phone support for order issues.	Call pickup within 10 minutes during University Academic Hours

#### 4 MANAGEMENT OF SERVICES

##### 4.1 Contact with Contractor's Service Desk

UMS will contact the Contractor via the following methods for each service area. Contact points may differ for each service based on whether the contact is for an incident or request and based on severity.

All University contact with the Contractor for incidents and service requests regarding services described in the SLA will be logged by the contractor and is required to meet reporting requirements.

Service	Contractor Service Contact Points
Catalog Development	
Ordering & Fulfillment	
Other – Please Specify	
Other – Please Specify	
Other – Please Specify	

##### 4.2 Incident & Request Prioritization

The University contact will be asked by the contractor to set the incident/request severity. Failure by the contractor to request from the university and set an incident/request severity will automatically designate that incident/request as "urgent".

##### 4.3 SLA Escalation Process

The following contractor escalation contacts are for the use of University IT personnel when any SLA in this agreement risks being, or already has been, exceeded. For each new SLA exception, University personnel will start with the 1st point of escalation, unless instructed otherwise by the Contractor. Contractor will ensure that these contact points are updated and communicated to the University as they change. In the case of multiple similar Service Level violations, the University may escalate directly to 2nd or 3rd level contractor contacts.

Escalation Point	Description
Title: Name: Phone: Email:	1 <sup>st</sup> point of escalation when service levels are not met. Substantive response within 1 business day.

Title: Name: Phone: Email:	2 <sup>nd</sup> point of escalation when service levels are not met. Substantive response within 4 business hours.
Title: Name: Phone: Email:	Final point of escalation when service levels are not met. C-level or direct C-level report. Substantive response within 2 business hours.

4.4 Service Management Processes - List, or refer to additional documentation of, any service management process the University will be required to follow, such as Change, Problem, and/or Incident Management.

## 5 REPORTING REQUIREMENTS

The following sections outline the reporting provided as part of the SLA. Reports will be provided on a monthly basis.

#	Performance Measure	Frequency	Format	Reporting Requirement
	Service Levels identified in Section 3	Quarterly	Excel	<ul style="list-style-type: none"> <li>% of events in compliance with the service level target</li> </ul>
<b>Reports In addition to general reporting of SLAs in Section 3:</b>				
1	Order To Delivery Time	Quarterly / On Demand	Excel	<ul style="list-style-type: none"> <li>By "Product Type", Section 3.5</li> <li>By delivery campus</li> <li>% of "devices" delivered within target</li> </ul>
2	Ordering and order status system Availability	Quarterly/ On Demand		<ul style="list-style-type: none"> <li>% uptime and performing normally DURING UNIVERSITY BUSINESS HOURS</li> </ul>
3	Order History	Monthly / On Demand	Excel	<ul style="list-style-type: none"> <li>Rolling 12-month monthly totals</li> <li>12 month aggregate total</li> <li>By Campus and Product Type</li> </ul>
4	Order History	On Demand	Web	a. Selectable start and finish dates

## Appendix F – Certificate of Insurability Form

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, including Product's and Completed Operations  (Written on an Occurrence-based form) (Bodily Injury and Property Damage)	\$1,000,000 per occurrence or more
2	Vehicle Liability (Including Hired & Non-Owned) (Bodily Injury and Property Damage)	\$1,000,000 per occurrence or more
3	Workers Compensation (In Compliance with Maine and Federal Law)	Required for all personnel
3	Professional Liability Insurance (Agents, Consultants, Brokers, Lawyers, Financial, Engineers, or Medical Services)	\$1,000,000 per occurrence or more

Coverage limit requirements can be met with a single underlying insurance policy or through the combination of an underlying insurance policy plus an Umbrella insurance policy.

**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  
Risk Manager  
Robinson Hall  
46 University Drive  
Augusta, Maine 04330**

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.

The University reserves the right to change the insurance requirement or to approve alternative insurances or limits, at the University's discretion

## Appendix G – Organization Reference Form

**Respondent's Organization Name:** \_\_\_\_\_

**INSTRUCTIONS:** Provide a minimum of three (3) current professional references who may be contacted for verification of the Respondent's professional qualifications to meet the requirements set forth herein. We strongly prefer references from higher education institutions similar in size and requirements to the University of Maine System, including those with multi-campus integrated solutions.

We request that the references include one long-standing customer (minimum of 3 year engagement) and one new customer (one who has been engaged with Respondent for less than one year).

REFERENCE #1	
Institution/Company Name	
Contact Name	
Contact Title	
Contact Phone Number	
Contact eMail Address	
Relationship Length	

REFERENCE #2	
Institution/Company Name	
Contact Name	
Contact Title	
Contact Phone Number	
Contact eMail Address	
Relationship Length	

REFERENCE #3	
Institution/Company Name	
Contact Name	
Contact Title	
Contact Phone Number	
Contact eMail Address	
Relationship Length	

REFERENCE #4	
Institution/Company Name	
Contact Name	
Contact Title	
Contact Phone Number	
Contact eMail Address	
Relationship Length	

## Appendix H – Evaluation Question(s) - Organization, Qualifications and Experience

Respondent's Organization Name: \_\_\_\_\_

**INSTRUCTIONS:** Respondents 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. Respondents are encouraged to provide any additional information describing operational abilities.

### Evaluation Question(s)

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?
2. Please provide information about contract cancellations or non-renewals your company has experienced over the last three years.
3. 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.
4. 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 Respondent must demonstrate that they are a recognized leader in the services and/or products covered in this document.
5. Describe your firm's understanding of the current higher education needs for providing the products / services described in **Specifications / Scope of Work** detailed in this document. Include in your response what challenges do higher education organizations face in this area how would your solution support our goals?
6. Provide specifics concerning how you set prices for the four categories below and for each of these include what your margin is over the pricing offered.
  - o Book Sales
  - o Apparel & Merchandise
  - o Book Buybacks
  - o Marketplace Purchases
7. Describe how you would best support the University of Maine System's committed to making course materials affordable to UMS students. Please detail your course materials pricing policies for the categories provided in Appendix C, Exhibit 1, Table 3.
8. Financial Stability  
No financial statements are required to be submitted with your responses, however, prior to an award the University may request audited financial statements from your company, credit reports and letters from your bank and suppliers.

## Appendix H-2 – Evaluation Question(s) – Solution Requirements

The Respondent **MUST** provide an answer to each of the requirements listed in the table below.

- A 'Yes' answer indicates the Respondent will meet the stated business requirement.
- A 'No' answer indicates the Respondent can NOT meet the stated business requirement.
- A 'Partial' answer indicates the Respondent can 'Partially' meet the stated business requirement. Where a 'Partial' answer is provided the Respondent should provide a brief explanation in the column provided.

If you answer "Partial" or "No" please provide the clarification in the Explanation column for what can be done to meet the requirement. You must indicate whether the enhancement is included in the cost for the solution provided in the Appendix C – Cost Exhibits or if it is an additional cost. If there is an additional cost please include it in Cost Exhibit 1 – Table 3 with a reference back to this requirement. Also we are asking that you provide an approximate timeline for completing the work.

Your submission of this form must include an **MS Excel Version** of this document for ease of evaluation. For a copy of the excel version of **Appendix H-2** contact the Proposal Contact identified on the cover page of this document.

#	Category	Description	Weighted Value	Bidder Response (enter one) YesPartialNo	If PARTIAL please explain.
1	Course Materials	Provide a full range of course materials including but not limited to: - New Textbooks - Used Textbooks - Digital Textbooks - Custom Published Materials - Rental Textbooks	Must		
2		Provide sufficient quantities of course materials, custom-published materials, software, and related academic supplies and materials, as required by faculty for course work, available for purchase by students according to the schedule established by University.	Must		
3		Provide effective and proactive coordination with campus designated personnel regarding course material adoptions.	Must		
4		Provide course materials services to University's current or future distance learning programs.	Must		
5		Provide for maximum availability of used and rental textbooks.	Must		
6		Provide state-of-the-art technology and emerging technologies for web based course materials operations (e.g., online transactions, inventory status, registration integration, online textbook rental, online buyback, etc.).	Must		
7	Custom Publishing Service	Provide custom publishing services as may be requested, including the development of course packs for faculty members, securing the appropriate copyright clearances, printing and binding of course packs and distribution and sale of the course packs in the Bookstore, as well as digital delivery of course packs.	Must		
8		Provide complimentary desk copies of the course packs shall be provided to faculty members.	Must		
9	Virtual Bookstore Website	Provide support of the academic mission of the University by providing efficient and effective online course materials services to students and faculty, including online buyback and online adoptions.	Must		
10		Provide easy access for online course materials.	Must		

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11		Provide proactive course materials strategy to compete effectively in the challenging university textbook environment.	Must		
12		Provide virtual store website which shall include, but not be limited to, the ability for customers to order and reserve course materials.	Must		
13		Provide efficient and effective online course materials services to students and faculty, including online buyback and online adoptions.	Must		
14		Provide fully customizable website with all content under the University's control.	Must		
15		Provide an all-encompassing view of a specific customer with regard to purchase history, demographic info and any forms of communication to or from that customer	Preferred		
16		Provide required services to students with disabilities, in accordance with the ADA	Must		
17		Provide effective strategies to reduce the cost of course materials to students by minimizing shipping costs and providing a wide selection of used textbooks, textbook rental titles, and digital textbooks/course materials.	Must		
18	<b>Virtual Course Materials Storefront/Kiosk</b>	Provide an on-campus Virtual Course Materials Storefront/Kiosk and an on-campus buyback program.	Must		
19	<b>Used Text Book Program/BuyBack</b>	Storefront/Kiosk Buyback Contractor shall buy back books at the storefront/kiosk on a daily basis, including at the end of each semester.	Must		
20		Provide used textbook program to maximize the availability of used textbooks for University students.	Must		
21	<b>Shipping</b>	Provide free shipping, or, if shipping charges apply, establish fair and reasonable shipping charges for both domestic and international.	Must		
22	<b>E-COMMERCE</b>	Provide a campus specific solution for an integrated, real time, branded, large scale e-commerce site tied to sales, students and database.	Must		
23		Provide online payment process, which is redirected to the credit card processor.	Must		
24		Provide option for gift card sales online and accepted as tender for online sales.	Must		
25		Provide ability to accept AR payments regarding financial vouchers online as a form of tender	Must		
26		Provide ability to sell ebooks and process rentals online.	Must		
27		Provide ability to sell fee based non-inventory items online (example: collecting fees for online tests administered).	Nice To Have		
28		Provide capability to show price transparency on the bookstore's website by allowing customers to compare the bookstore's textbook prices to those in the online marketplace without leaving the store's webpage	Must		
29		Provide purchase of textbooks and merchandise, within the same transaction as rental textbooks.	Must		
30	<b>Dedicated Customer Support / Services</b>	Provide a complete customer support structure – number of support staff, hours of operation, and process for prioritizing problems/issues. The University will require standard technical support Eastern Standard Time (EST), as well as emergency service 24/7, 365 days.	Must		
31		Provide ongoing learning and training opportunities	Preferred		
32		Provide an organized user group and/or an annual conference for learning/networking opportunities	Preferred		

33		Provide an experienced account manager to manage the day to day partnership including relevant work experience with peer college institutions	Must		
34	<b>Integrated Data Analytics / Reporting solution</b>	Provide a standard suite of dashboards and reports as part of the solution as well as the ability to personalize and customize reports and marketing services solution.	Must		
35		Provide reports on customer profiles including purchase history, events attended, and demographic information.	Must		
36		Provide on demand sales activity reporting with configurable parameters (e.g. date, revenue, event, etc.).	Must		
37		Provide ability for staff to print real time with regard to activity, availability, and manage other related data.	Preferred		
38		Provide ability to work with social media resources, such as Facebook, Twitter, and YouTube, to increase revenues	Preferred		
39	<b>System Control / Customization</b>	Provide the University with control and ownership of the data – including how and when customers and prospects are marketed	Preferred		
40		Provide the University with approval authority for advertising and sponsorship opportunities	Must		
41		Provide the University with approval authority for all fees.	Must		
42		Provide the ability to customize/personalize the system including but not limited to custom HTML, custom user settings, etc.	Preferred		
43	<b>System Security / PCI Compliance</b>	Provide flexible payment processing options - i.e. Can the University collect all of the funds or can the system provider	Nice To Have		
44		Provide a solution that is compliant with Payment Card Industry (PCI) Data Security Standards.	Must		
45		Provide a PCI validated Point to Point Encryption (P2PE) solution	Must		
46		Provide systems mechanisms to detect and protect client/personal confidential information, commercial misuse, and hacking	Must		
47		Provide protections against anti-fraud, anti-thief, robot attacks and anti-malice	Must		
48	<b>Integrated End-to-End Solution</b>	Provide import export capabilities with a variety of third party systems via flat text file to support data imports as required.	Preferred		
49	<b>Customer Profile and Information Management</b>	Provide the capability to define and store multiple customer addresses and create user defined address types.	Preferred		
50		Provide ability to maintain adherence to USPS and international addressing standards including private carriers.	Must		
51		Provide ability to store complete customer demographic data, including multiple phone numbers, street addresses, email addresses, etc.	Preferred		
52		Provide a fully programmable auto-notification process to generate email and paper mailing based on customer type, semester options, etc.	Preferred		
53		Provide historical customer data, such as previous addresses, contact information, etc.	Preferred		
54	<b>Other</b>	Provide a seamless ordering and delivery process for those students whose course materials and supplies are paid for by third-party agencies.	Must		
55		Provide where possible, in collaboration with faculty, inclusive student access to course materials for first day of class.	Must		
56		Ability to liquidate existing bookstore inventory during the implementation?	Must		
57		Ability to process returns and at what kind of fee?	Must		



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58		Ability to accept financial aid vouchers?	Must		
59		Ability to customize course packs--not just limited to books (UMA architecture, for example... or online BIO class).	Must		

## Appendix I – Evaluation Question(s) – General, Implementation, Training, Support and Reporting

### Evaluation Question(s) - General Questions

1. Describe opportunities offered for students to buy (with cash, credit card, debit card, financial aid, third-party payments) any of the above in-person and on-line with delivery to home.
2. Describe the on-line requisition system by which faculty may order textbooks, including the capacity to search for new instructional materials with an intuitive interface. Describe any training programs available for onboarding faculty, including an orientation.
3. Describe plans to provide a fully integrated buy-back program that includes the ability for students to sell their used textbooks to any University bookstore location.
4. Describe plans for new or expanded product lines or services for general merchandise to be offered, including an emphasis on products and services that will meet the needs of students, faculty, and staff, including but not limited to; educational supplies, notebooks, stationery, desk and room accessories, gift items, class and alumni rings, jewelry and clothing including any and all such items bearing a campus emblem, logo or identifying marks.
5. Describe plans for new or expanded product lines or services for specialized instructional support materials that are particular to a specific program or course or to integrate course materials written and produced by faculty.
6. Describe the overall marketing plan for the virtual bookstore.
7. Describe plan to support academic programs and events by selling and promoting books at events throughout the year.
8. Describe your refunds policy including options for refund and/or exchange and any fees associated with that such as restocking and shipping fees.
9. Include a detailed description of proposer's plans to offer the following:
  - a. A textbook/course materials reservation program;
  - b. An online textbook ordering program (with multiple campus capabilities);
  - c. An online textbook adoption program;
  - d. A registration integration program;
  - e. Compliance to HEOA (i.e., textbook ISBN number availability); and
  - f. An ordering program for general merchandise (i.e., emblematic clothing and gifts).
10. Commitment to Student Success
  - a. What measures do you have in place to enable more students to have access to their content?
  - b. How do you proactively enable more students to have access to content on the first day of class?
11. Catalog of Services – For the online service offerings please describe how your company would envision how each offering would work, including the responsibilities of each of the parties and the pros and cons of each level of service.
  - a. General description of this offering and how your company envisions accomplishing.
  - b. What are the proposed services to be offered as part of the operation of the bookstore?
  - c. Management processes and procedures
  - d. Textbook programs available (i.e. e-book, textbook rental, on-line options, buy back plans, etc.)
  - e. Delivery of service methods (i.e. sales, marketing and communication strategies, etc.)

- f. How do you provide customizable textbook versions that are more affordable to students (print on demand, loose leaf, etc?)
- g. How is student success a focus?
- h. What are the risks associated with this option?
- i. Examples of ongoing support models
- j. Ability to process returns and at what kind of fee?

**Evaluation Question(s) - Implementation Questions**

- 1. Describe the steps your firm will take to understand the business model and functional needs of the client and ensure that during the configuration and implementation process the product will be applied for optimal performance and satisfaction.
- 2. It is expected that the Respondent will assign a Project Manager who will have responsibility for its implementation team, and who will partner with the University's Project Manager.
  - a. Describe your project management approach.
  - b. What project management tools do you use?
  - c. Describe the project management offered as part of a standard implementation.
  - d. List the typical Project Management qualifications and/or certifications, such as PMP, held by the Project Manager(s) that would be assigned to this engagement.
- 3. Indicate your timeline from implementation start to "go live" date. Provide task lists and timelines for a standard implementation. A sample project plan would be helpful.
- 4. It is our expectation that the Contractor will liquidate existing book inventory prior to implementation. Please outline your solution for accomplishing this expectation.
- 5. Outline the staffing and composition of the implementation team.
  - a. Include University staff and roles, Respondent staff and roles, and proposed hours required for successful implementation.
  - b. Indicate the time commitment to implement this solution including functional and technical resources within the University.
  - c. Describe the skill set required for the staff person responsible for configuration and implementation before and after "go-live".

**Evaluation Question(s) - Training Questions**

- 1. Describe the standard training included as part of implementation.
- 2. Describe ongoing training options available for functional and faculty users.
- 3. Describe the training methods available such as on-site, online instructor led, online self-help, documentation, etc. Provide an example of each method where possible, e.g. written documentation or webinars.

**Evaluation Question(s) - Support Questions**

- 1. Explain what type of documentation, or help system, is included with this solution.
- 2. Is there a customer portal available for clients to report issues and obtain information via a knowledge base? Is the knowledge base available within the product's back office?
- 3. Describe your incident, request and problem management processes. Describe these processes in terms of how the client submits a request, such as thru a service desk or website, and how you respond, thru resolution. What is the standard wait time for an initial response? Provide an example.

4. Please provide a sample Service Level Agreement (SLA) related to your services. The SLA will include:
  - 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? What is the ongoing relationship between the account manager, support, and the product developers?
  - What is the process for an emergency, e.g. system down, from notification through resolution?
  - Detail an account of your actions should you miss a Service Level Agreement (SLA) requirement, if applicable. Include a description of the actions you would take to assure the lapse did not occur again.
  - What level of support should the UMS be expected to provide to ensure success in the use of your service?
  - What is the standard support model, and what is the estimated effort involved for the UMS?
  - Include your thoughts on the UMS responsibilities related to installation, problem investigation, software management (if not fully SaaS), and administration of the service.

### Evaluation Question(s) - Reporting

1. Does the system offer a set of delivered reports?
  - a. Please describe, specifically identifying the most commonly used reports
  - b. Provide examples/screen shots of delivered reports of various types.
  - c. Are the delivered reports customizable?
  - d. Are delivered reports customizable by end users or only IT users? What skills are need to modify reports?
2. Describe any dashboards the system may offer.
  - a. Describe and provide screenshots of this solution's BI visualization tool capabilities.
  - b. Describe, or provide examples/screen shots of, options for dashboard content.
  - c. Are they customizable, and if so, in what ways?
  - d. Can different users set up different dashboard content?
3. Describe in detail how the system can be used to generate ad-hoc and customized reports.
  - a. What is the skill set needed to generate reports?
  - b. Can data from other databases be incorporated into these reports and if so how?
  - c. Can reports be run by user specified fields, i.e. date ranges?
  - d. If SaaS/hosted solutions, describe how the UMS can query any associated database.
4. Can reports be scheduled to run automatically and emailed to specific individuals, or groups of individuals? Please explain.
5. Does the product have the ability to export data into a spreadsheet/database for querying and reporting?
  - a. Explain the methods by which this may be accomplished.
  - b. List the data export formats that this solution supports (e.g. tsv/csv, Microsoft Excel, XML, HTML, proprietary format, etc.)
  - c. List all systems and tools that this solution successfully integrates (e.g., Microsoft Excel, Microsoft Access, Oracle RDBMS, etc.), including the level of integration.
6. Is the system integrated with a third party reporting tool? If so, please explain.
7. Reporting security – Does the reporting security correlate to the security in the system? For example, those not able to view a particular field in the system, are not able to print a report with that field on it.

## Appendix J – Evaluation - Accessibility Requirements

**Respondent's Organization Name:** \_\_\_\_\_

The University is required by policy and law to procure Information Technology products, services and materials, such as software, hardware, web services, media assets, etc., that provide substantially equivalent opportunity, access and ease of use to persons with disabilities.

### Evaluation Question(s) - Accessibility Standards Compliance

1. If the solution includes any end-user-facing human interface, such as an end-user device software component, web pages, web site, video or audio playback, file upload, mobile device apps, etc., or produces electronic materials such as documents, PDFs, etc., Respondents 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:
  - a. 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.  
  
and/or
  - b. 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 Level AAA" published by [www.w3.org](http://www.w3.org)

### Evaluation Question(s) - Accessibility Practices

1. If the solution includes any training materials or activities that include any electronic materials or delivery platforms, how do you ensure that such materials and platforms meet disability accessibility requirements, such as Section 508 or WCAG2.0?
2. How do you ensure that your customer support phone lines, help system, customer portal, knowledge base, end-user ticket system, etc., meet disability accessibility requirements, such as Section 508 or WCAG2.0?
3. How do you ensure that software/application changes, patches, new features, etc., do not introduce new disability accessibility issues?
4. How you ensure that all mobile device interfaces to your solution comply with disability accessibility requirements such as Section 508 and/or WCAG2.0.
5. How do you ensure that emails and attachments sent by the software/applications, or by your staff, to University staff, faculty and/or or students, comply with disability accessibility requirements, such as Section 508 or WCAG2.0.
6. How do you ensure that all reports produced by the software/application meet disability accessibility requirements, such as Section 508 and/or WCAG2.0, and that any PDF-formatted reports also meet these requirements?

## Appendix K – Evaluation Question(s) – Information Security

**Respondent's Organization Name:** \_\_\_\_\_

All responses to the questions will reflect what is offered as part of the Respondent's proposed solution. Respondents **MUST** indicate if the product or service requires modification, additional costs, products or services, or if any other accommodation would be necessary to meet a requirement.

**Evaluation Question(s) – Technical Security Evaluation**

1. Is any of your solution cloud-based, Software as a Service (SaaS) or hosted on any system that is not operated by the University of Maine System or is any sensitive data transmitted, stored, or processed by the bidder or a contractor of the bidder?

If the answer to Question 1 is yes, fill out the attached Educause-created Higher Education Cloud Vendor Assessment Tool - Lightweight version ([HECVAT-Lite](#)) spreadsheet. If the bidder has a previously completed full version of this tool ([HECVAT](#)), it can be submitted in lieu of the "lite" version.

When addressing HLAA-01 regarding password complexity the institution's password complexity is as follows: *At least eight characters length, contain at least one upper and one lowercase alphabetic characters, contain at least one numeric or special character, be changed at least annually and not be reused for at least 2 years.*

Supplementary information that helps address the questions or describes the information security program and controls (such as a diagram for question HLAP-05) is welcome but is not to be substituted for answering the questions.

2. Does your solution involves processing credit or debit card payment transactions?  
If the answer to Question 3 is yes, provide your latest attestation of compliance (AoC) or Report on Compliance (RoC) and answer the questions below:
  - a. Describe all the payment methods you would support (i.e. card-present, card-not-present, and e-commerce transactions as applicable).
  - b. Do you intend on processing transactions using your merchant account or the University's merchant account?
  - c. What processors are involved in transactions and do you support payments involving Touchnet?
  - d. Comment on the level of compliance self-assessment (e.g. SAQ A, B, P2PE-HW, SAQ D) would the University likely be required to meet with your proposed solution? We understand any final determination of self-assessment is determined between the University and our QSA.
3. Do you require Social Security Numbers to be used in your system?  
If the answer to question 3 is yes, please explain the purpose of using this high-risk data element.
4. 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.

## Appendix L – Evaluation Question(s) - Information Technology

**Respondent's Organization Name:** \_\_\_\_\_

All responses to the questions will reflect what is offered as part of the Respondent's proposed solution. Respondents **MUST** indicate if the product or service requires modification, additional costs, products or services, or if any other accommodation would be necessary to meet a requirement.

**Evaluation Question(s) - General Technical**

1. What release/version are you proposing for the University of Maine System and when is the next release/version due out?
2. Explain how patches or updates released during implementation would be handled. Describe the change management process
3. Please provide a roadmap of your hardware/software solutions that reflects their present states as well as future states for at least the next 18 months.
4. Please describe your offering as a Service (SaaS)/hosted, and/or University onsite deployment environments.
  - a. If onsite, detail the hardware, core product software, storage, and database requirements of each environment.
    - i. Define server requirements and provide specifications (including recommended operating systems, web server software, etc.)
    - ii. Define the minimum desktop workstation hardware and software requirements mandated by the proposed solution.
    - iii. Describe details of network communications required between the web server, app server, database server, and any other required servers.
  - b. If SaaS/hosted, list normal scheduled downtime frequency, standard day/time slots, etc.
5. Describe deployment instances of the environment, such as test, development and production. Are all of the instances available to the UMS? If yes, detail the types of instances and how access to these instances would be provided.
6. Identify which components of your products or services are provided by third-party technology partners. This includes OEM software, hosting, internal application network, etc.
  - a. Describe the underlying technologies for the component(s).
  - b. Provide the third-party technology partner(s) name(s), address(es) and contact(s).
  - c. Explain additional costs or fees associated with the components.
7. Describe practices and policies related to data stored by this solution.
  - a. Clarify the data ownership rights and responsibilities of the parties and provisions for the University obtaining the data as needed even if the contract is terminated.
  - b. Indicate types of data stored especially if any data is protected (HIPAA, FERPA, etc.).
  - c. Indicate how long data is stored or archived.
  - d. Describe the technology, practices and policies you have in place that would protect the UMS data from unauthorized access and use.
8. If your solution is SaaS/hosted, provide a description of your business continuity management practice.
  - a. If the software is deployed in multiple sites (data centers), how often is data synchronized between the data centers?

- b. Describe your strategies for minimizing downtime in the event of a catastrophic failure of the hosting environment(s) or components.
    - i. Would the UMS experience any loss of data as a result of downtime, system problems or catastrophic failure? If so, describe the situations that could result in loss of UMS data.
    - ii. How much downtime should we expect for a catastrophic failure?
9. Provide a description of your change management practice for all hardware and software components.
  - a. How often is the software updated and releases made available?
  - b. How are we notified?
  - c. Are updates and upgrades opt-in or mandatory?
  - d. What provisions do you have for managing customization requested by the UMS?
  - e. How are the updates accomplished?
  - f. How do you ensure that the system functionality is sufficiently tested before changes go into production?
  - g. What are the UMS options, roles and responsibilities for reviewing and approving changes?
10. Provide detailed information regarding browser requirements for the software proposed to meet the functionality and system requirements of this RFP, including any specific required versions and/or add-ins.
11. While importing data from the UMS sources, does your company provide full data hygiene, including comparing several data sources, and removal of duplicate records.
12. Does your solution provide data exports for upload to the UMS systems? If so, please describe the types of information exported and the process employed.
13. Does your solution have the ability to automate data importing and exporting?
14. Does this solution come with a comprehensive data dictionary of the database?
15. Describe the ability to add fields and tables to the database for University needs.
16. Do you plan to offer a solution to integrate with an Identity Management System?
  - a. If so, describe how you deliver this solution.
  - b. Does your solution offer capabilities to use CAS or Shibboleth for Single Sign-On (SSO)? If not, then what do you offer?
  - c. Describe your SSO implementation requirements.
  - d. Do you deliver an API that would allow for the remote management of user authorization data? If so, describe how you deliver this solution.
17. Describe the ongoing functions to be performed by the University systems administrator and applications administrator?
18. What is the maximum number of concurrent users logged in simultaneously your system can support? Describe how your system defines concurrent users.

**Evaluation Question(s) – Technical Interface Data Exchange**

1. Transfer of data will ONLY be accomplished using secure methods such as, but not limited to HTTPS, SCP, SFTP. Proposers must provide secure file transfer solutions and may recommend alternative processes if they would be beneficial to the UMS. Any alternatives must be described



in detail and are subject to the UMS's approval. For all proposed methods of transmission, the Proposers must provide the technical requirements for establishing each method and processing transactions, a detailed description of security and authorization processes and requirements, including forms, delegation options, encryption or authentication requirements, and devices or digital certificates, alternatives available if a standard transmission method should fail, and disclose any software limitations on file sizes or numbers of records in a batch.

2. UMS prefers that whenever possible data is encrypted via PGP/GPG at rest and only decrypted when needed during processing.
3. All responses to the requirements should reflect delivered, or out-of-the-box, functionality. Respondents **MUST** indicate if system modification, additional products or Respondent's, costs or if any other accommodation would be necessary to meet a requirement.

### Evaluation Question(s) – Technical Interface Data Exchange

1. Please indicate your acceptance and compliance with the high-level Interface Data Exchange Requirements outlined above, including your understanding that the Interface Data Exchange may require additional requirements definition and that your proposed solution considers this task and the resulting work in-scope. Indicate any areas of noncompliance or other concerns with these requirements.
2. Detail what security protections for the Interface Data Exchange are afforded by the solution proposed?
3. Does your solution support needs for sharing and linking data with other applications and databases?
4. If the proposed solution offers an online payment option, it is strongly preferred that it interfaces seamlessly with the University's payment card processor "TouchNet Payment Gateway" or "TouchNet Bill Plus Pay".
  - a. Is the proposed solution an existing TouchNet Ready Partner?
  - b. If not an existing TouchNet Ready Partner:
    - i. Are you willing to integrate with the TouchNet platform at your expense? A time frame for accomplishing this integration must be provided.
    - ii. If you are proposing a different solution:
      - Does the solution currently have an existing website for accepting payments? If so, please provide that URL and assurances that it is PCI-DSS compliant.
      - Does this solution use a third party application for accepting payments? If so, who is the third party service provider of the application, and provide assurance that the application is PA-DSS compliant.
      - Does the payment processing solution integrate with an Identity Management System? If so, describe how.
5. Although not a requirement of this proposed solution, is there an existing interface with PeopleSoft, or would a custom interface need to be developed?
6. Does your solution allow easy integration with other applications including desktop tools, for example, Microsoft Office Professional Suite (Word, Excel, PowerPoint, Access Dataset)?
7. Does your system provide for auto/mass load of new records (including ID records), matching on IDs where necessary (non-ID records) to obtain data from external sources? Users **MUST** be able to perform the load, preview it online, and set additional rules before committing it to the database. It is preferable that a wizard or other user aid be available for this purpose. Some "uploads" may be updating existing records.