



Administered by University of Maine System
Office of Strategic Procurement
Request for Bid (RFB)

ENHANCED SECURE EMAIL SOLUTION
RFB #2023-064

Issued Date: February 3, 2023

Response Deadline Date/Time: February 10, 2023, 11:59 p.m. EST

Response Submission Information:

Submitted electronically to UMSResponses@maine.edu
Email Subject Line – RC: Secure Email - RFB#2023-064

Response Contact Information:

Strategic Sourcing Manager (SSM): Robin Cyr
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PURPOSE

The University of Maine System acting on behalf of University of Maine seeks bids for an enhanced secure email solution.

In addition to the initial scope of services, at the University option, allow for continued relationship with the Contractor for additional scope of services.

SCOPE OF SERVICES

The solution must support the following requirements:

- 1) Support for various restricted data (according to the [UMS data classification APL](#)) regulatory compliance programs:
 - a) FERPA (including student health information)
 - b) HIPAA (electronic protected health information (ePHI), in services to non-student electronically billed to insurance)
- 2) Diverse operating system and web browser support
- 3) Multi-factor authentication support
- 4) Industry standard encryption (AES-256) in transit and at rest. FIPS validated preferred
- 5) Integration with one or more authentication providers:
 - a) Google
 - b) SAML SSO
 - c) Microsoft
- 6) The Respondent must be able to begin this work February 2023.

The solution's additional preferred requirements:

- Interoperates with existing email solution (Google) preferred
- Support for various restricted data regulatory compliance programs:
 - CJIS (Criminal Justice, Police Departments) preferred
 - GLBA (Financial Aid) preferred
- Higher education references available
- US only operations

SUBMISSION REQUIREMENTS

Submissions are due by **February 10, 2023 on or before 11:59 p.m. EST.**

Submissions will include:

- Solution Software Licensing and one-time implementation costs. Using Appendix C, Table 1
- Hourly rate, fully burdened. Using Appendix C, Table 2 & 3
- Completion of Exhibit B - Solution Requirements Matrix indicating what your solution supports and a written statement that the work will start by the date specified above in scope of services.

EVALUATION AND AWARD PROCESS

To be considered, the Respondent must meet the following:

- Exhibit A – Review and Acceptance of Master Agreement
- Exhibit B - Confirmation that the solution can meet the "required" requirements.
- Exhibit C - Pricing for scope of services.

Respondent's meeting the criteria listed directly above will be evaluated based on a 100-point scale each.

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. For purposes of clarification the price evaluation will be completed on longer term pricing provided. 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:

(Lowest submitted cost response / cost of response being scored) x **Points** = 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.

AWARD

The University reserves the right to award Agreement(s) to one or multiple Respondents, if such award is in the best interest of the University. The University also reserves the right to award only one solution if such an action is in the best interest of the University.

The solution must meet the requirements in Exhibit B and be able to begin solution implementation February 2023 in order to receive the award.

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.

NEGOTIATIONS

The University reserves the right to negotiate with the successful Respondent to finalize a contract. In the event that an acceptable contract cannot be negotiated, the University may withdraw its award. Alternatively, the University may cancel the RFB, at its sole discretion.

AWARD PROTEST

Respondents may appeal the award decision by submitting a written protest to the University of Maine System's Chief General Services 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. 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

If this RFB 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.

MASTER AGREEMENT

A copy of the Master Agreement is provided as a supplemental document with file name; **03 - 2023-064-RFB-FT-Exhibit A - Master Agreement**

The Master Agreement will allow for:

- Additional services to be available under this Agreement to additional University institutions, this includes any additional University institutions formed during the term of this agreement, all facilities utilized by an institution including those managed and/or owned by a third party, and additional entities, such as, the University College a division of University of Maine at Augusta.
- Additional Scope: The Contractor shall permit services not covered herein to be added by mutual written agreement, without voiding the provisions of the existing agreement. The Contractor, for additional consideration, shall furnish additional services to the University.