



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

Optical Character Recognition (OCR) Software Solution

RFB #2024-019

Issued Date: October 9, 2023

Response Deadline Date/Time: **October 20, 2023, 11:59 p.m. EST**

Response Submission Information:

Submitted electronically to UMSResponses@maine.edu
Email Subject Line – RC: OCR Software Solution - RFB#2024-019

Response Contact Information:

Strategic Sourcing Manager (SSM): Robin Cyr
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PURPOSE STATEMENT

The University of Maine System is seeking responses to provide an Optical Character Recognition (OCR) software solution for capturing transcript data as defined in this document. This document provides instructions for submitting responses, the procedure and criteria by which the Respondent(s) will be selected, and the contractual terms which will govern the relationship between the University and the awarded Respondent(s).

Resulting agreement will allow for a five (5) year term.

OCR SCOPE OF SERVICES

Investment in an OCR software solution would reshape the transfer data entry process, condensing it from a very time-consuming manual process down to just a few keystrokes. This in turn will improve data accuracy and reduce the time required to award and post credits.

This software solution would support multiple system-wide initiatives, including:

- Improves the overall student experience by removing structural barriers related to the transfer process.
- Supports the unified catalog initiative by standardizing and modernizing transfer processes across the system. These software tools would lead to improved data accuracy and streamline the transfer process, with immediate results seen in the data entry process specifically.
- Supports the UM/UMM Data Migration Project. Having an OCR software solution in place to bring in transcript data would drastically reduce the amount of manual data entry associated with the upcoming merger project, as well as the daily transfer data entry workload.
- Supports the Strategic Enrollment plans on each campus by making the transfer process more transparent and efficient. It would also allow for the capture of admissions-related data from high school transcripts, which could be of benefit to the recruitment process. These software tools can be used to benefit multiple departments or areas, including Admissions, Student Records, and the Shared Processing Center.

The solution must support:

- Proven track record to offer full integration with Peoplesoft.
- Proven track record to offer EDI capability.
- Proven track record for accuracy rate.
- Provide a cloud-based solution or one requiring minimum oversight by University of Maine System IT staff
- Ability to route transcripts to Perceptive Content (ImageNow).
- Ability to customize programming logic.
- Ability for customization settings and defaults at the user level.

SUBMISSION REQUIREMENTS

Submissions are due by **October 20, 2023 on or before 11:59 p.m. EST.**

Submissions will include:

PART 1: Narrative Submission Requirements

The solution must meet the following criteria to be considered in the evaluation. Please provide documentation to support the following requirements:

The solution must meet the following criteria to be considered in the evaluation. Please provide documentation to support the following requirements:

1. Narrative description of the solutions proven track record to offer full integration with Peoplesoft.
2. Narrative description of the solutions proven track record to offer EDI capability.
3. Narrative description of the solutions proven track record for accuracy rate.
4. Narrative description of the solutions ability to provide a cloud-based solution or one requiring minimum oversight by University of Maine System IT staff.
5. Narrative description of how the solution provides ability to route transcripts to Perceptive Content (ImageNow).
6. Narrative description of how the solution provides ability to customize programming logic.
7. Narrative description of how the solution provides ability for customization settings and defaults at the user level.
8. Narrative description of how the solution supports the following scope of services:
 - a. This software solution would support multiple system-wide initiatives.
 - b. Improves the overall student experience by removing structural barriers related to the transfer process.
 - c. Supports the unified catalog initiative by standardizing and modernizing transfer processes across the system. These software tools would lead to improved data accuracy and streamline the transfer process, with immediate results seen in the data entry process specifically.
 - d. Supports the UM/UMM Data Migration Project. Having an OCR software solution in place to bring in transcript data would drastically reduce the amount of manual data entry associated with the upcoming merger project, as well as the daily transfer data entry workload.
 - e. Supports the Strategic Enrollment plans on each campus by making the transfer process more transparent and efficient. It would also allow for the capture of admissions-related data from high school transcripts, which could be of benefit to the recruitment process. These software tools can be used to benefit multiple departments or areas, including Admissions, Student Records, and the Shared Processing Center.
9. If applicable, copies of resumes detailing how the candidates meet the consulting skill requirements provided in the OCR Scope of Services.

PART 2: COST

Table 1: OCR Software License & Support Costs

- Pricing plan not based upon usage (number of transcripts processed)

| # | Item Description | Initial Cost “One Time” | | | Software Licensing & Support | | | | |
|---|----------------------|-------------------------|----------------|-------|------------------------------|-------------|-------------|-------------|-------------|
| | | Training | Implementation | Other | Year 1 Cost | Year 2 Cost | Year 3 Cost | Year 4 Cost | Year 5 Cost |
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| | Subtotal | | | | | | | | |
| | Less Discount | | | | | | | | |
| | Total | | | | | | | | |

Table 2: Hourly Rates (if not included in the “one time” costs in Table 1).

Pricing for each role/position title offered with the fully burdened hourly rate.

| # | Role of Individual/Position Title | Hourly Rate |
|---|-----------------------------------|-------------|
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EVALUATION AND AWARD PROCESS

PART 1: To be considered, the Respondent must meet the following:

- Agreement that the OCR Software initiative must start by November 1, 2023.
- Demonstrated success, expertise and responsiveness to client's needs and deliverables as stated in the Purposes and Scope of Services above. Evaluation of the answers provided in the PART 1: Narrative Submission Requirements. Additionally, an evaluation and confirmation of previous experience and skills, through interviews with recent clients, may be required.
 - A PASS will indicate the vendor meets or exceeds the scope of services provided in this document.
 - A FAIL will indicate the vendor did not meet the scope of services provided in this document per the interviews. A FAIL will be recorded and the Respondent's submission will not be considered for award or be considered for Part 2 of the evaluation.

PART 2: 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 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 Executive Director of Strategic Procurement and Services 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 - 2024-019-RFB-IT-Exhibit A - Master Agreement**

The Master Agreement will allow for:

- Additional Scope: The Contractor shall permit product and 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 such products and services to the University.