

Administered by University of Maine System

Office of Strategic Procurement

Request for Proposal (RFP)

SUBMISSION FORM PACKAGE

CREDENTIAL MANAGEMENT SOLUTION

RFP 2024-067

**Issued Date:** April 29, 2024

**Response Deadline Date/Time:** May 7, 2024 11:59 p.m. EST

**Response Submission Information:**

Submitted electronically to UMSResponses@maine.edu and robin.cyr@maine.edu

Email Subject Line – RC: Credential Mgmt Solution - RFP#2024-067

**Response Contact Information:**

Strategic Sourcing Manager (SSM): Robin Cyr

Email: UMSResponses@maine.edu and robin.cyr@maine.edu

**INSTRUCTIONS**

**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.

* + 1. **Section 1 - Response Cover Page**
			1. Label this response - Section 1 – UMS Response Cover Page
			2. Insert Appendix A – University of Maine System Response Cover Page
			3. Insert Appendix B – Debarment, Performance and Non-Collusion Certification
		2. **Section 2 - Cost Response**
			1. Label this response - Section 2 – Cost Evaluation
			2. Insert Appendix C – Required Cost Evaluation Exhibits
		3. **Section 3 - Master Agreement**
			1. Label this response - Section 3 – Master Agreement
			2. Insert Appendix D1 – Master Agreement
		4. **Section 3 - Response to Questions**
			1. Label this response - Section 4 – Response to Evaluation Questions & Related Information
			2. Insert Appendix E – Organization Reference Form
			3. Insert Appendix F – Evaluation Question(s) - Organization, Qualifications and Experience
			4. Insert Appendix G – Evaluation Question(s) –Implementation, Training, Support and Reporting
			5. Insert Appendix H – Solution Requirements Narrative Questions
			6. Insert Appendix H1 – Solution Requirements Matrix
			7. Insert Appendix I – Evaluation – Compliance Requirements (Accessibility & Information Security)
* HECVAT
* Information Security Questions
* Voluntary Product Accessibility Template (VPAT)
* Detailed Description of Accessibility features.

**SECTION 1**

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

RFP # 2024-067

Credential Management Solution

|  |  |
| --- | --- |
| 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:
	1. 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;
	2. 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;
	3. 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.
	4. 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.

*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 # 2024-067

Credential Management Solution

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:

1. 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.
2. Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:
	1. Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.
	2. Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
	3. 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
	4. 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.
3. 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

**SECTION 2**

**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) - Licensing and Maintenance Agreement Pricing and/or Data Maintenance / Subscription Pricing**

The University needs to understand the associated lifecycle costs for your proposed system or service. For solution responses that leverage the University’s existing investments, the Respondent must provide which investments the University needs to maintain. For solution responses that do not leverage the University’s investments, the Respondent must provide what additional investments would be needed to support the solution.

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

**Item Description -** Provide a brief description of your product or service.

**User License** – Number of user licenses priced.

**Initial Cost “One Time” Training** – Provide any initial ‘one-time’ costs associated with the solution for training costs.

**Initial Cost “One Time” Implementation** – Provide any initial ‘one-time’ costs associated with the solution for implementation costs.

**Initial Cost “One Time” Other -** Provide any initial ‘one-time’ costs associated with the solution other than year 1 licensing and support, training and implementation costs.

**Cost (Year 1 – 5) -** All licensing and maintenance agreement pricing should include rates during the Agreement period, and anticipated future rates. Rates will be calculated based on Current usage of 300 users, and provide tiers of pricing up to the FTE provided. Separate pricing for programmatic secrets functionality should be provided.

**Optional Renewal (Year 6 – 7) -** All licensing and maintenance agreement pricing should include rates during the Agreement period, and anticipated future rates.

**Extended Cost** – Total of Initial Term Years 1 – 5

**Subtotal** – Subtotal of the Extended Cost figures.

**Less Discount** – Discount offered off the Subtotal figure.

**Total** – Subtotal less Discount.

**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.

**Please include separate pricing for the following:**

* 300 user licenses with general credentials management functionality
* 20 user licenses for secrets management functionality, if it is available as a separate module
* User licenses for all employees (current FTE about 5,000) with general credentials management functionality
* pricing tiers between current usage and FTE

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **Item Description** | **User License** | **Initial Cost "One-Time" Training** | **Initial Cost "One-Time" Implementation** | **Initial Cost "One-Time" Other** | **Year 1 Cost** | **Year 2 Cost** | **Year 3 Cost** | **Year 4 Cost** | **Year 5 Cost** | **Year 6 (Optional Renewal)** | **Year 7 (Optional Renewal)** | **Extended Cost** |
| 1 |   |  |   |   |   |   |   |   |   |   |   |   |   |
| 2 |  |  |   |   |   |   |   |   |   |   |   |   |   |
| 3 |   |  |   |   |   |   |   |   |   |   |   |   |   |
| 4 |   |  |   |   |   |   |   |   |   |   |   |   |   |
|   | **Include additional explanation of costs and list assumptions that could influence the cost of licensing and maintenance pricing.** |
|   | **List explanations and assumptions here:** |
|   |  -  |
|   |  -  |
|   |  -  |
|   |  -  |

**The following table is required and must provide pricing tiers for increases in FTE beyond 5,000 users. Please add multiple lines in the table below to capture the tiered pricing model you provide.**

|  |  |  |
| --- | --- | --- |
| **User Licensing** | **Pricing Tiers** | **Pricing** |
| General credentials management functionality  | **5,001 -** |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

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

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

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

**Role/Position Title if Individual -** List role/position title of each role/position title from your organization that would be responsible for work on the project.

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

**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:**  |
| **#** | **Role of Individual/Position Title** | **Hourly Rate** |
| 1 |   |   |
| 2 |   |   |
| 3 |   |   |
| 4 |   |   |
| 5 |   |   |
| 6 |   |   |
| 7 |   |   |
| 8 |   |   |
| 9 |   |   |
| 10 |   |   |
|  | **Include additional explanation of costs and list assumptions that could influence the cost of change request pricing.** |
|  | **List explanations and assumptions here;** |
|  |  -  |
|  |  -  |

**INSTRUCTIONS FOR - Exhibit 1 (Table 3) - Pricing for Custom Features Deliverables**

Provide rate schedule for the high-level deliverables defined RFP Section 1.1.4 Scope of Work.

Costs for subcontractors are to be broken out separately.

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

**University Name –** Institution name pertaining to the costs related to the solution.

**Deliverable Name -** Provide a brief name for the deliverable.

**Role/Position Title (Exhibit 1 Table 3) -** List each role/position title from your organization that would be responsible for contributing to completion of the deliverable. Bidder will replace verbiage ‘Position Title 1’, etc. with the appropriate actual role/position title in **Exhibit 1 (Table 2).**

**Hours** – Note the total hours that will be required to provide the contribution necessary to complete the deliverable for each role/position title.

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

**Cost Estimate** – Calculation of the (Hours x Hourly Rate = Cost Estimate)

**Sub-Total** – Provide a sub-total for each deliverable.

**Total** – Total cost for all deliverables to complete the work for the specified University campus.

Your list of deliverables should trace back to the objectives and requirements listed in this document. Where a requirement is addressed by your product or service without customization, indicate that under the Explanation and reference the Licensing and Maintenance schedule above.

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

**Less Discount** – Discount offered off the Subtotal figure.

**Grand Total** – Subtotal less Discount.

**Exhibit 1 (Table 3) –** 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:**  |
| **#** | **Deliverable** | **Role/Position Title (Exhibit 1 Table 2)** | **Hours** | **Hourly Rate** | **Cost Estimate** |
| **University Name:**  |
| 1 | Deliverable Name #1 | Position Title 1 |   |   |   |
| 2 |   | Position Title 2 |   |   |   |
| 3 |   | Position Title 3 |   |   |   |
| 4 |   | Position Title 4 |   |   |   |
| 5 |   | Position Title 5 |   |   |   |
| 6 |   | Position Title 6 |   |   |   |
| 7 |   | Position Title 7 |   |   |   |
| 8 |   | Position Title 8 |   |   |   |
| 9 |   | Position Title 9 |   |   |   |
| 10 |   | Position Title 10 |   |   |   |
|   | **Sub-Total** |   |
| 1 | Deliverable Name #2 | Position Title 1 |   |   |   |
| 2 |   | Position Title 2 |   |   |   |
| 3 |   | Position Title 3 |   |   |   |
| 4 |   | Position Title 4 |   |   |   |
| 5 |   | Position Title 5 |   |   |   |
| 6 |   | Position Title 6 |   |   |   |
| 7 |   | Position Title 7 |   |   |   |
| 8 |   | Position Title 8 |   |   |   |
| 9 |   | Position Title 9 |   |   |   |
| 10 |   | Position Title 10 |   |   |   |
|   | **Sub-Total** |   |
|   | **Total** |  |
|   | **Less Discount**  |  |
|  | **Grand Total** |  |
|   | **Include additional explanation of costs and list assumptions that could influence the pricing for custom features.** |
|   | **List explanations and assumptions here:** |
|   |  -  |
|   |  -  |

**INSTRUCTIONS FOR - Exhibit 1 (Table 4) - Growth and Enhancement Pricing**

Growth and Enhancements are products or services not included in the baseline pricing that we may want to purchase at a later date. These may vary by Respondent response. There is no penalty for not completing this section.

**IMPORTANT -** Respondents’ are required to provide separate costs for each institution.

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

**Item Description -** Provide a brief description of your product or service.

**Initial Cost “One Time” Training** – Provide any initial ‘one-time’ costs associated with the solution for training costs.

**Initial Cost “One Time” Implementation** – Provide any initial ‘one-time’ costs associated with the solution for implementation costs.

**Initial Cost “One Time” Other -** Provide any initial ‘one-time’ costs associated with the solution other than year 1 licensing and support, training and implementation costs.

**Cost (Year 1 – 5) -** All licensing and maintenance agreement pricing should include rates during the Agreement period, and anticipated future rates. Rates will be calculated based on Current Active User FTE provided.

**Optional Renewal (Year 6 – 7) -** All licensing and maintenance agreement pricing should include rates during the Agreement period, and anticipated future rates.

**Extended Cost** – Total of Initial Term Years 1 – 5

**Subtotal** – Subtotal of the cost figures for each year.

**Less Discount** – Discount offered off the Subtotal figure.

**Total** – Subtotal less Discount.

**Exhibit 1 (Table 4) –** 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:**  |   |   | **Licensing Maintenance Schedule** |  |
| **#** | **Item Description** | **Initial Cost "One-Time" Training** | **Initial Cost "One-Time" Implementation** | **Initial Cost "One-Time" Other** | **Year 1 Cost** | **Year 2 Cost** | **Year 3 Cost** | **Year 4 Cost** | **Year 5 Cost** | **Year 6 (Optional Renewal)** | **Year 7 (Optional Renewal)** | **Extended Cost** |
|   | **Solution Pricing for Individual Module** |
| 1 |   |   |   |   |   |   |   |   |   |   |   |   |
| 2 |   |   |   |   |   |   |   |   |   |   |   |   |
| 3 |   |   |   |   |   |   |   |   |   |   |   |   |
| 4 |   |   |   |   |   |   |   |   |   |   |   |   |
|  | **Subtotal** |  |  |  |  |  |  |  |  |  |  |  |
|  | **Less Discount**  |  |  |  |  |  |  |  |  |  |  |  |
|  | **Total** |  |  |  |  |  |  |  |  |  |  |  |
|   | **Include additional explanation of costs and list assumptions that could influence the cost of licensing and maintenance pricing.** |
|   | **List explanations and assumptions here:** |
|   |  -  |

**SECTION 3**

### **Appendix D1 – Evaluation Question(s) – Master Agreement**

*This portion of the RFP contains special terms and conditions which will govern the resulting agreement, many of which are stated in RFP Section 1.2, with more detail in RFP Appendix D. Please indicate your acceptance for each special term by “X’ in the Agree or Disagree column.*

*Should you take exception to any of these special terms and conditions you are required to note your exception directly below each of the respective terms in question. It should be noted that any exceptions may result in the disqualification of your proposal, lack of providing the required response or indicating terms will be negotiated post award will result in a zero (0) score for the Master Agreement evaluation criteria in RFP Section 2.1.1.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 2 Requirement:** Term |  |  |
|  | Term | This Agreement shall commence on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and shall terminate on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, unless terminated earlier as provided in this Contract with option for additional renewals upon the parities’ mutual written agreement. |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 4 Requirement:** Termination |  |  |
|  | Termination | The **Agreement or a Services Engagement (Rider D)** 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 affected by delivery to the Agreement or 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 Agreement or shall not be reimbursed for any costs incurred after the effective date of termination. |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 5 Requirement:** Obligations Upon Termination |  |  |
|  | 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 Agreement or for all services performed to the effective date of termination subject to offset of sums owed by the Agreement or to the University. |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference****(RFP Section 3.0)** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 6 Requirement:** Agree to termination language that excludes option for termination for reasons of non-appropriation. |  |  |
|  | 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.    |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 8 Requirement:** Modification |  |  |
|  | Modification | This Agreement may be modified or amended only in a writing signed by both parties. |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 10 Requirement:** Applicable Law |  |  |
|  | Applicable Law | This Agreement shall be governed and interpreted according to the laws of the State of Maine |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 13 Requirement:** Applicable Law |  |  |
|  | Applicable Law | This Agreement shall be governed and interpreted according to the laws of the State of Maine. This includes Maine Tort Claims Act (14 M.R.S.A. '8101, et seq.). |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 17 Requirement:** Entire Agreement |  |  |
|  | Entire Agreement | This Agreement 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 Agreement 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 Agreement.  Contractor may not unilaterally change any term or condition of this Agreement. |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 21 Requirement:** Confidentiality |  |  |
|  | Confidentiality | The Agreement or shall comply with all laws and regulations relating to confidentiality and privacy including but not limited to any rules or regulations of the University. The University must adhere to the provisions of the Maine Freedom of Access Act (FOAA), 1 MRSA §401 et seq. As a condition of agreement, a respondent must accept that, to the extent required by the Maine FOAA, any ensuing contractual documents, are considered public records and therefore are subject to freedom of access requests. |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Requirement: Rider B Insurance Requirements** |  |  |
| Respondent Exception:  |

**SECTION 4**

### **Appendix E – 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 5 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 F – 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 indicate if your company either self identifies or holds certification as a LGBTQ+ BE, MBE, SDVBE, SBE, veteran-owned, service-disabled veteran-owned, HUBZone, small disadvantaged business, women-owned, minority-owned, WBE, VBE etc. If appropriate, please indicate if you hold a certification. If certified, prior to an award the University may request a copy of the certification from your company.
3. If subcontractors are to be used, provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications. Please include any designations as provided in #2 regarding diverse business status.
4. Please provide information about contract cancellations or non-renewals your company has experienced over the last three years.
5. 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.
6. Provide a statement that explains why your company would be most qualified to provide products and services to the University of Maine System and Maine Community College 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.
7. 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 G – Evaluation Question(s) – Support Questions**

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

1. What is the expected service availability of the solution?
2. Does the solution have a notification system for scheduled maintenance windows and unplanned outages?
3. What is the response time to critical support requests?
4. Supply your firm’s mission statement or policy regarding customer satisfaction and support.
5. Explain what type of documentation, or help system, is included with this solution. Describe all documentation available online to IT support staff.
6. 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?
7. 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.
8. What is the process for an emergency, e.g. system down, from notification through resolution?
9. What services or events do you offer clients to maximize or leverage the features/functionality of the solution?
10. 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?
11. What is the process if a portion of the solution’s functionality does not meet the specific needs of the University after implementation, i.e. how would you proceed to “fix” the problem?
12. Describe your approach to ensuring and monitoring system performance. Do you provide dashboards showing system performance and health?
13. Please provide a sample Service Level Agreement (SLA) related to your services.
14. Please provide a detailed 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. Would the University of Maine System be eligible for subscription fee credits as a result of the lapse?
15. 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.
16. How do you obtain and prioritize feedback for changes or enhancements to your solution? (i.e. user groups, customer service, company representatives, etc.) To what degree do you rely on developers outside your organization to stay on top/ahead of the quickly changing technology field and what types of contributions are they able to make?
17. How is the University notified and alerted to problems, bugs, issues, security holes, and new patches available?

### **Appendix H – Evaluation Question(s) –** **Solution Requirements Narrative Questions**

**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 products or services, or if any other accommodation would be necessary to meet a requirement.

**Evaluation Question(s) – Solution Requirement Questions**

1. Is the solution a cloud hosted or self-hosted service? Are both options available?
2. Does the solution have an import function from other similar solutions? If so, what other services are supported?
3. Does the solution have a centrally managed administrative interface? If so, please provide documentation on what functionality it supports.
4. Does the solution provide configuration policy enforcement at a global and group level? If so, please provide documentation on what configuration policies are available for enforcement.
5. Does the solution support export of activity log data to a centralized logging solution? If so, what logging solutions are supported?
6. Does the solution support the management of programmatic secrets? If so, please provide documentation describing the supported functionality.
7. Does the solution employ a “zero knowledge” architecture? If so, please provide documentation on the details of the solution design architecture that ensure a limited impact on customer data compromise of the solution’s infrastructure occurs.
8. Does the solution support multiple concurrently active multi-factor authentication options?
9. What MFA options of the following does the solution support?
	1. Duo MFA via the Universal "OIDCAuth" interface.
	2. Hardware tokens and/or FIDO2 compatible keys
	3. Biometrics
	4. Other MFA options (please describe)
10. Does the solution support password-less authentication, such as passkeys? If so, please provide documentation on the details of password-less support.
11. Does the solution support secure methods for users to recover access to their account? If so, please provide documentation that describes the details of the secure recovery process.
12. Please describe any security incidents with a material impact in the past years that have affected the solution
13. Please describe the processes that the proposed solution has undergone for external software audits.

### **Appendix H1 – Solution Requirements Matrix**

All responses to the questions will reflect what is offered as part of the Respondent’s proposed solution. Respondents **MUST** indicate if the solution offered meets the requirement stated by entering “Yes”, “No” or “Partial”.

* **YES** - This response indicates the Respondents’ solution includes the requirement.
* **PARTIAL** – This response indicates the Respondents’ solution meets the requirement partially.
* **NO** – This response indicates the Respondents’ solution does NOT include the business functionality noted in the requirement.

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 H1 contact the Proposal Contact identified on the cover page of this document.

**Refer to filename: 05 - 2024-067-RFP-IT-AppendixH-SolutionRequirementsMatrix**

### **Appendix I –** **Evaluation – Compliance Requirements (Accessibility & Information Security) Requirements (Updated 03/17/2022)**

**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 and that protect University data.

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) – Information Security and Accessibility Standards Compliance**

1. The University requires all respondents to complete the Educause-created Higher Education Community Vendor Assessment Tool (HECVAT) if any of the following are true:
	1. Your solution is cloud-based, Software as a Service (SaaS) or hosted on any system that is not operated by the University of Maine System
	2. Your solution involves any sensitive data transmitted, stored, processed, or accessed by the bidder or a contractor of the bidder (including consultants)
	3. The solution includes any human interface(s), such as an end-user device software component, web site or page, video or audio playback, file upload, mobile device apps, etc., or produces, includes or relies on electronic materials such as documents, PDFs, email, etc.
2. The [HECVAT can be found at the Educause website](https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit).
3. When completing the HECVAT, the HECVAT Full must be completed (and not the HECVAT Lite) when any of the following conditions apply:
	1. The solution includes providing consulting services.
	2. The data transmitted, stored, processed or accessed includes protected health information (PHI) or any data covered by the Health Insurance Portability and Accountability Act (HIPAA),
	3. The solution involves processing credit or debit card payment transactions.
4. The HECVAT submitted must be a HECVAT version 3.0 or higher even if you have previously completed an earlier version.
5. The completed HECVAT must be submitted electronically in the original Excel file format.
6. To ensure equal opportunity for persons with disabilities, if the solution includes an end-user device software component, web site or page, video or audio playback, file upload, mobile device apps, etc., or produces, includes or relies on electronic materials such as documents, PDFs, email, etc., then provide a full completed Accessibility Conformance Report based on the [Voluntary Product Accessibility Template, available at www.itic.org](https://www.itic.org/policy/accessibility/vpat), version 2.4 or newer (either “VPAT 2.4 REV WCAG” or “VPAT 2.4 REV 508”). All VPAT sections, except “Instructions” must be present and completed, such as date of assessment, contact name, methods used, etc. The completed VPAT must be machine readable, e.g., scanned copies, or a link to an online VPAT, are not acceptable.
7. If the solution involves processing credit or debit card payment transactions,  provide your latest attestation of compliance (AoC) or Report on Compliance (RoC), and answer these questions:
	1. Do you intend to use your merchant account, or a University merchant account?
	2. Does your proposed solution provide for e-commerce and if so, is a shopping cart functionality hosted on a University website, your website, or a third party website?
	3. Does your proposed solution provide for card-present or card-not-present transactions and if so describe the methods and include a statement as to whether you include options that support P2PE-HW?
8. Include a statement that notes your acceptance to the conditions stated in **University of Maine System, Master Agreement, Rider C. Standards for Safeguarding Information,** as part of the agreement.

The University relies on the digital accessibility standards contained in [WCAG 2.1 Level AA](https://www.w3.org/TR/WCAG21/) and [Section 508](https://www.access-board.gov/ict/) of the US Federal Rehabilitation Act.