



RFP # 201501019

Request for Proposals for Educator Credentialing System

RFP Coordinator

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From the time this RFP is issued until award notification is made, all contact with the State regarding this RFP must be made through the aforementioned RFP Coordinator. No other person / State employee is empowered to make binding statements regarding this RFP. Violation of this provision may lead to disqualification from the bidding process, at the State's discretion.

Bidders' Conference: Not Applicable

Deadline for Submitted Written Questions: February 27, 2015, 4:00 p.m. local time

Proposals Due: March 17, 2015, not later than 2:00 p.m. local time

Submit to:

**Division of Purchases
Burton M. Cross Building, 111 Sewall Street, 4th Floor
9 State House Station, Augusta ME 04333-0009**

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State of Maine
Department of Education
Education Credentialing System
RFP # 201501019

1 Administrative Issues

1.1 Introduction/Overview

The Maine Department of Education (MDOE) is seeking a vendor to provide an Educator Credentialing System. The Educator Credentialing System is a component of the Statewide Longitudinal Data System (SLDS). The system will serve a wide range of stakeholders in support of improving student achievement and providing Maine's students with 21st century skills.

The existing legacy credentialing system was designed over twenty-five years ago to meet the then current needs of the Department. While the COBOL/UNIX system has been updated many times it was never designed to be accessed outside of the Department. The certification staff has established the core requirements for a new system.

The new educator credentialing system will include the following key functionality:

- Browser and operating system independent web-based secure access for all stakeholders including Department staff, applicants and degree granting institutions. This will facilitate faster response time from application to decision;
- Self-service capabilities for applications and renewals including step-by-step wizards that will make it easier and more convenient to apply for work in Maine schools. This will also reduce telephone calls and visits to the certification office and free up staff time to process applications;
- Online status checking, payment processing, background checking and direct email notifications that will improve workflow and communication;
- Workflow capabilities to increase certification staff efficiency and balance application processing work across the team;
- Ability to accept test scores from vendors and transcript files directly into the system to reduce processing time;
- Ability to track all degrees and institutions attended and flag degree certifying institution;
- Searchable by degree granting institution;
- Integration with the SLDS data warehouse for data collection, reporting and analysis;
- Searchable digital files that will increase efficiency, reduce the need to collect and store paper, and improve the ability research and analyze credential data;
- System will be 'Cloud' based and hosted by the Provider (or a Provider contracted service agent); and
- Compliance with the following Federal and State requirements:
 - **FERPA** (see Appendix B – Supporting Policy Documents),
 - **HIPAA** (see Appendix B – Supporting Policy Documents),
 - All IT products and services delivered as part of this Agreement must conform to the State IT Policies, Standards, and Procedures (Maine.Gov/oit/oitpolicies) including, but not limited to:
 - **Deployment Certification Policy for Major Application Projects** (see Appendix B – Supporting Policy Documents),
 - **Web Standards and Accessibility Policies** (see Appendix B – Supporting Policy Documents),
 - **State of Maine Information Technology Security Policy** (see Appendix B – Supporting Policy Documents),

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- **State of Maine Remote Hosting Policy** (see Appendix B – Supporting Policy Documents),
- All other legislation guiding the MDOE.

The key deliverable in this grant component is a single comprehensive credentialing system that provides the functionality and integration listed above. Funding for this component will also include data conversion, staff training and the development of online help and wizards for end-users.

1.2 General Provisions

- A. Issuance of this RFP does not commit MDOE to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to this RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
- B. All proposals should adhere to the instructions and format requirements outlined in this RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by MDOE. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements and Evaluation” section of this RFP.
- C. Bidders shall take careful note that in evaluating a proposal submitted in response to this RFP, MDOE will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal MDOE information of previous contract history with the Bidder (if any). MDOE also reserves the right to consider other reliable references and publicly available information available in evaluating a Bidder’s experience and capabilities. The proposal shall be signed by a person authorized to legally bind the Bidder and shall contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
- D. The RFP and the selected Bidder’s proposal, including all appendices or attachments, will be incorporated in the final contract.
- E. Following announcement of an award decision, all submissions in response to this RFP will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.).
- F. MDOE, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to this RFP.
- G. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

1.3 Eligibility to Submit Bids

Public agencies, private for-profit companies, and non-profit companies and institutions are invited to submit bids in response to this Request for Proposals.

1.4 Purpose and Scope of Services

In this Request for Proposals, the MDOE seeks proposals to acquire an Educator Credentialing System. The term “requirement” is used in this RFP to mean a statement of functional capability, business rule, or environmental constraint that specifies what the system must do.

The goal of this RFP is to define the system requirements in a clear manner, focusing on the level of detail and granularity necessary to allow the successful bidder’s team to configure the application to meet Maine DOE’s need. Maine DOE expects to contract for a provider hosted COTS application customized to support its unique Educator Credentialing requirements. Additional information may be obtained at a bidder’s conference after this RFP is released. Requirements that do not have sufficient detail and

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granularity will be refined during the design phase of the project at no additional cost to MDOE. MDOE reserves the right to require the successful bidder to meet with stakeholders identified by MDOE to receive additional guidance regarding the implementation of these requirements.

1.5 Objectives

The following objectives will be met by the Educator Credentialing System:

- 1) Implement an Educator Credentialing System as specified in Section 2 by March 31, 2016 in a phased implementation;
 - a. Phase 1 – Ability to process Educator Credential Initial applications – September 30, 2015
 - b. Phase 2 – Ability to process Educator Credential Renewals – March 31, 2016
- 2) Provide browser independent web-based secure access for all stakeholders with self-service capabilities for applications and renewals;
- 3) Provide online status checking, payment processing, background checking and direct email notifications;
- 4) Provide workflow capabilities to increase certification staff efficiency and load balance application processing;
- 5) Provide tracking of degrees and institutions attended and be searchable by degree granting institution;
- 6) Provide the ability for certification staff to create, run, print and save queries and reports; and
- 7) Integrate with the SLDS data warehouse for data collection, reporting and analysis.

1.6 Administrative Information

- a. The RFP Administrator is:

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- b. From the date on which this RFP is released and during the period up to and including the date on which a notice of intent to award is issued, prospective bidders shall contact only the RFP administrator above with regard to this procurement. Direct or indirect attempts by a prospective bidder, its employees, agents or representatives, to contact other representatives of MDOE or other State agencies to obtain information or for other purposes regarding this RFP or the procurement process may result in disqualification of a bidder's proposal.
- c. In **NO CASE** shall verbal communication override written communication. Only written communications are binding on MDOE.
- d. MDOE assumes no responsibility for representations concerning this RFP or procurement, which are, or may be, made by its employees, agents, or representatives prior to the execution of an Agreement, unless such representations are specifically incorporated into this RFP in writing. Verbal discussions pertaining to modifications or clarifications of this RFP shall not be considered part of this RFP unless confirmed in writing. Any information provided by a bidder verbally shall not be considered part of that bidder's proposal. Only written communications from a prospective bidder and received by MDOE shall be accepted.
- e. Bidders may submit questions regarding this RFP in writing to the RFP administrator. The deadline for bidder submitted questions is 4:00 p.m. local time **February 27, 2015**. The State will prepare written responses to bidder questions and will post all questions and responses on the Department of Education website by **March 6, 2015**. Names of bidder firms and individuals asking specific questions will not be disclosed.

1.7 RFP Changes and Addenda

In the event it becomes necessary to revise any part of this RFP prior to the scheduled submittal date, an amendment or an addendum shall be issued to all potential bidders who have received this RFP, consistent with any amendment timelines required by the Division of Purchases.

1.8 Rejection of Proposals

MDOE reserves the right to accept or reject any part of any proposal, and to accept or reject any or all proposals without penalty for any one of the following reasons:

- a. Failure to deliver the proposal by 2:00 pm on the due date.
- b. Failure to include the required Cost Proposal Form signed by an officer of the company submitting the proposal.
- c. Failure to include the Cost Proposal in a separate sealed envelope.
- d. Failure to follow the proposal format instructions as specified.

1.9 Certification of Independent Price Determination

By submission of a response to this RFP, the bidder certifies, and in case of a joint proposal, each party thereto certifies as to its own organization, that in connection with this procurement:

- a. The prices in this proposal have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition, as to any matter relating to such prices with any competitor.
- b. Unless otherwise required by law, the prices, which have been quoted in this proposal, have not been knowingly disclosed by any prospective bidder and shall not knowingly be disclosed by the bidder prior to the notice of intent to award, directly or indirectly to any competitor.
- c. No attempt has been made, or shall be made, by a bidder to induce any other person or firm to submit, or not to submit, a proposal for the purpose of restricting competition.
- d. In the case of joint proposals there will be only one lead bidder. The Department will enter into one contract.
- e. Each person signing this proposal certifies that:
 1. He/she is the person in the bidder's organization responsible within that organization for the decision as to the prices being offered herein; or
 2. He/she is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered herein, but that he/she has been authorized in writing to act as agent for the persons responsible for such decision.
 3. The offer is made by the submitted proposal, and an officer of the offering firm shall sign any clarifications to that proposal or a designated agent empowered to bind the firm in an Agreement.

1.10 Withdrawal of Proposals

Proposals may be withdrawn, modified, and resubmitted at any time prior to the time set for the receipt of proposals.

1.11 Disposition of Proposals

Written proposals submitted in response to this RFP (including the recording and any transcriptions of oral presentations by bidders) become the property of the State, regardless of whether MDOE rejects any or all of the proposals. The proposals shall not be returned to bidders, except as specified in this RFP.

1.12 Disclosure of Proposal Content

According to State procurement law, the content of all proposals, correspondence, addenda, memoranda, working papers, or any other medium which discloses any aspect of the request for proposals process will be considered public information when the award decision is announced. This includes all proposals received in response to this RFP, both the selected proposal and the proposal(s) not selected, and includes information in those proposals that a bidder may consider to be proprietary in nature. Therefore, the State makes no representation that it can or will maintain the confidentiality of such information.

1.13 Clarifications and Releases

MDOE may, but is not required to, request a bidder to clarify in writing any and all aspects of a proposal; however, bidders will not be allowed to alter or amend their proposals through the clarification process. MDOE reserves the right to contact and to discuss a bidder's performance with the bidder's other clients and former clients.

1.14 Proposal Evaluation and Award

All proposals submitted shall be evaluated in accordance with the requirements set forth in Section 4 of this RFP. Any Agreement resulting from this RFP and the subsequent evaluation process shall not necessarily be awarded to the bidder with the lowest price on an individual option basis. Instead, the Agreement shall be awarded to the compliant bidder who has accumulated the most points in accordance with the evaluation criteria outlined in Section 4.

This RFP as well as the successful bidder's response to this RFP, together with all addenda and clarifications shall become part of the contractual obligation and shall be incorporated by reference into the ensuing Agreement with the successful bidder.

1.15 Gratuities

The laws of Maine provide that it is a felony to offer, promise, or give anything of value or benefit to a State employee with the intent to influence that employee's acts, opinion, judgment, or exercise of discretion with respect to that employee's duties. Evidence of violations of this statute will be reported to the appropriate prosecuting attorney.

1.16 Conflicts Between Terms

MDOE reserves the right to accept or reject any exception taken by a bidder to the terms and conditions of this RFP. Should a successful bidder take exception to the terms and conditions required by the State, the bidder's exceptions may be rejected and the entire proposal declared non-responsive. These exceptions should be noted conspicuously and noted as exceptions to the RFP. MDOE may elect to negotiate with the successful bidder regarding Agreement terms that do not materially alter the substantive requirements of this RFP.

1.17 Maine Statutes and Rules

Maine Department of Administration and Financial Services, Division of Purchases Rules, Chapter 110, sets forth procedures for State of Maine procurement under which this RFP is issued. The terms and conditions of this RFP and the resulting Agreement(s) or activities based upon this RFP shall be construed in accordance with the laws of Maine.

1.18 Costs of Preparation of Proposal

No payments shall be made to cover direct, indirect or associated costs incurred by a prospective or successful bidder in the preparation of its proposal(s) in response to this RFP or any other submission made under this RFP.

1.19 News Release

News releases or other materials made available to the public, a bidder's clients, or potential clients pertaining to this procurement or any part of the proposal shall not be made without the prior written approval of MDOE.

1.20 Miscellaneous

MDOE reserves the right to accept or reject any or all proposals without penalty. MDOE reserves the right to waive minor deficiencies and informalities if, in the judgment of MDOE, its best interests will be served. Failure to comply with a mandatory requirement is not a minor deficiency or informality that will be waived.

2 Operating Environment and General Requirements

2.1 Overview

The technical specifications and functional requirements in this RFP are organized in subsections that consist of the following 8 groupings, numbered to match the relevant subsection numbers as described in this Section of this RFP:

Section 2.2 Technical Requirements: This group of requirements represents the activities and functionalities needed to support the proposed system.

Section 2.3 Security Requirements: This group of requirements represents the activities and functionalities needed to enforce the required security and confidentiality requirements. Security is an infrastructure functionality that is a part of each of the functional groups.

Section 2.4 Data Migration and Integration Requirements: This group of requirements represents the activities and functionalities needed to migrate data from the existing legacy system and integrate currently available information with the Educator Credentialing System. Full data conversion and retirement of the old application is required. The purpose of this functional group is to minimize manual data entry for required content and information.

Section 2.5 Credentialing System Requirements: This group of requirements represents the activities and functionalities related to the Educator Credentialing System.

Section 2.6 Reporting Requirements: This group of requirements represents the activities and functions related to internal and external reports.

Section 2.7 Data Exporting and Interface Requirements: This group of requirements represents the activities and functionalities related to integration of the Educator Credentialing System with external and third-party systems.

Section 2.8 Training and Documentation Requirements: This group of requirements represents functionalities related to training and documentation for State and stakeholder end users.

2.2 Technical Requirements Overview

MDOE requires the Educator Credentialing System to integrate and complement existing information infrastructures and to allow for integration of future development tools. The Educator Credentialing System shall be a WEB-based browser-based solution compatible with all currently vendor supported versions of Internet Explorer, Chrome, Safari and Firefox browsers. The Educator Credentialing System must be operating system independent. Bidders are encouraged to offer an existing commercial off-the-shelf (COTS) product.

The system will be hosted remotely by the successful bidder. It remains in the bidder's best interests to provide all necessary details to allow the evaluation committee to arrive at the proper total hosting cost.

Any proposed solution must comply with all relevant policy (www.maine.gov/oit/policies) and architecture (www.maine.gov/oit/architecture) specifications. However, any policy or architecture specification that pertains exclusively to local hosting, and is therefore not applicable to remote hosting, may be waived at the discretion of the Chief Information Officer (CIO). Bidders are responsible for detailing specific exemptions they may seek as part of their remote hosting proposals. Bidders are strongly encouraged to be as specific as possible in seeking such exemptions, and in all such cases, the decision of the CIO shall be final and binding.

The successful bidder must include in the RFP proposal all relevant software licenses and agreements. Further, the successful bidder must work under the supervision of State personnel to perform all required testing in support of the Deployment Certification (see Section 2.3.1) of the proposed solution.

2.2.1 MDOE Technical Hardware and Software Requirements

Item #	Requirement
1	Provide a web-based educator credentialing system that may be accessed without the need to install client software. For the purposes of this RFP ActiveX browser components and software plug-ins (e.g., Adobe Reader) are not considered client software for this requirement.
2	Database Server. Integrate with the Maine Department of Education data systems MS SQL Server databases.
3	Client Workstations. Accommodate users accessing the system using either laptop or desktop hardware running current supported versions of Microsoft operating system, Apple operating system, Microsoft Office and Internet Explorer, and supported versions of Apple Safari and current supported versions of Chrome (PC and Apple).
4	Network Services. Accommodate users with a minimum 56kbps-based Internet connection with no transaction exceeding six seconds.
5	Data Integrity and Validity. Provide the ability to check data integrity and validity via various cross-referencing field verification checks.
6	Reduce Redundant Data Entry. Provide the ability to reduce redundant and irrelevant data entry and use forced choice entry techniques where applicable.
7	Microsoft Office Compatibility. Provide the ability to utilize Microsoft Office 2000 and its evolutionary replacement for spreadsheets, narratives, summaries, and face sheets (detailed history documents).
8	Demonstrate an application architecture and design consistent with current industry best practices and integrate with the current MDOE infrastructure. The database shall be scalable, hardware independent and support cross platform application operations.
9	Provide software assurance guarantees.
10	Provide an established process for migrating to new software releases.

2.3 Security Requirements

General Security Requirements. All security requirements will be governed by the State of Maine Information Technology Security Policy (<http://www.maine.gov/oit/policies/ITSecurityPolicy2008.pdf>). The requirements to manage the security and access Section of this RFP define the functionality to ensure the data concurrency and security in the system. Security must provide uniform roles throughout the system that ensure data integrity. Security shall be provided using the concept of application areas, each of which shall have application pages. The system shall also identify the page controls within each application page. Different privileges shall be defined on application areas, application pages, and page controls to ensure a comprehensive security for the application.

2.3.1 Security

The successful bidder will be responsible for ensuring that the solution is thoroughly tested in accordance with the Deployment Certification Policy and undergo all relevant FERPA, HIPPA, and Personal Identifiable Information (PII) certifications through an independent third party assessment. The Deployment Certification Policy tests are available at <http://www.maine.gov/oit/policies/SecurityPolicy.htm>.

The successful bidder will be responsible for supporting the OIT Deployment Certification process. If test results demonstrate deficiencies with the software, the Provider will rectify the deficiencies to the

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satisfaction of the Department. The system must pass OIT Deployment Certification before the solution can be implemented within the Production Environment.

Item #	Requirement
1	Provide the ability to timeout a user's screen with automatic timer for security.
2	Provide the capability of mass security updates.
3	Provide for the use of Transport Layer Security (TLS 1.2) or other forms of comparable Advanced Encryption Standard (AES) encryption, for all transfer of individually identifiable data between client and server.
4	Provide the ability to do mass updates to groups of users as needed.
5	Use a consistent security model throughout.

2.3.2 Managing Security and Access

Item #	Requirement
1	Provide the capability to add, change, or delete roles.
2	Provide the following roles: State Administrator and System Administrator. The State Administrator manages roles, users and organizational settings. The System Administrator manages the overall system configuration and settings including organizations and overall security.
3	Ensure that the system roles cannot be deleted.
4	Provide the capability to associate roles with a user.
5	Provide the ability for non-MDOE users to access the system based on their roles and rights. Non-MDOE users include, but are not limited to: <ul style="list-style-type: none"> • Certification applicants; • Current and former credentialed educators; • Support system chairpersons; • LEA superintendents, principals and other administrators; and • Postsecondary institutions.
6	Provide the capability for the System Administrator to add, change, or delete application areas and application pages.
7	Provide the capability to assign a role to an application area using a security setting of: <ul style="list-style-type: none"> • No access (NA); • Read only (R); • Edit/Read (ER); • Edit/Add/Read (EAR); and • Edit/Add/Read/Delete (EARD).
8	Provide the capability for the System Administrator role to add, change, or delete page controls (e.g., fields, check boxes, radio buttons) for each page.
9	Provide the capability for the System Administrator role to assign a role to a page control using a security setting of: NA, R, and ER. NA means the control shall not be displayed for that role; R means the control shall be displayed for read only (i.e., the user shall not be allowed to update the

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	control's data); and ER means the control shall be displayed in its normal native format to allow the user to change the data value associated with the control.
10	Provide the capability for the System Administrator role to associate pages with an application area.
11	Provide security and administrative access distributed to users that works in conjunction with centralized administration.
12	Provide the capability for the System Administrator to create organizations. Organizations may be hierarchical.
13	Provide the ability to define which fields of a record a particular user or group can view and which they can edit.
14	Provide row level security using the underlying relationships between the users and organizations.
15	Provide for the capability to copy a role and its defined access rights.
16	Provide users the ability to post new data to the educator credentialing system via web browser per their account permissions.
17	Provide the capability to define the SMTP (Simple Message Transport Protocol) server user account and password that shall be used for email notifications.
18	Provide the ability to maintain an audit trail of transactions made in the system, identifying who made the change, the type of change made, and the date / time the change was made. This shall be accomplished for addition, deletion, and edits. This shall include all security maintenance transactions. Both before and after image of data changes shall be captured in order to record the specific data elements that were modified.

2.4 Data Migration and Integration Requirements

2.4.1 Overview of Data Migration and Integration

The Educator Credentialing System shall provide the capability to migrate data from the existing legacy credentialing system and integrate with the current MEDMS staff system, Education Data Warehouse and other external data sources. The successful bidder will analyze current database tables and data elements within the legacy credentialing system and will create a Migration Plan that is aimed at migrating required data elements to the proposed system. The Migration Plan will also include a plan for populating required data elements that will not be addressed by the migration of data from the legacy credentialing system. Unless specified otherwise within the Migration Plan, the successful bidder will be required to provide all tools, equipment, materials, and resources necessary to effectively complete all aspects of the Migration Plan.

2.4.2 Ability to Migrate Data from the Legacy Credentialing System and Integrate with MDOE Sources

Item #	Requirement
1	Provide the plan and ability to migrate data from the legacy COBOL/UNIX credentialing system maintained by the State Office of Information Technology to the new credentialing system. Also address data elements required by such a migration but not included in the legacy data. Cleanse and migrate the legacy data per the Migration Plan.
2	Provide the ability for the Educator Credentialing System to receive, use and display data from disparate internal and external data sources.

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Item #	Requirement
3	Provide the ability to integrate with the current State Active Directory and the evolving user store (ASP.Net) for passing credentials for user identification and application access.

2.5 Credentialing System Requirements

Item #	Requirement
1	Establish a browser independent web-based secure access for all stakeholders including Department staff, applicants and degree granting institutions.
2	Provide self-service capabilities for applications and renewals including step-by-step wizards that will make it easier and more convenient to apply for work in Maine schools. Minimum functionality should include: <ul style="list-style-type: none"> • The ability to apply for certification and certification renewals; • The ability to update existing applications and renewals including attaching files; • The ability to apply for college recommendations; and • The ability to view current credentials, documents and degrees on file.
3	Provide online status checking.
4	Enable workflow capabilities to increase certification staff efficiency and load balance application processing work across team staff. The workflow must include the ability to authenticate, certify and/or electronically sign documents as verification of their content.
5	Provide the ability to send email notifications/status updates.
6	Provide the ability to search applicants by degree granting institution.
7	Provide the ability to track all degrees and institutions attended and flag degree certifying institution.
8	Provide the ability to integrate with the Statewide Longitudinal Data System data warehouse for data collection, reporting and analysis.
9	Provide the ability to accept test scores from vendors and transcript files directly into the system.
10	Provide the ability to notify and remind users about renewals by email and direct mail.
11	Provide the ability to check for tax compliance, NASDTEC felonies and tests.
12	Provide the ability to capture fingerprinting results from 3 rd party systems.
13	Provide the ability to print certificates by batch processing and locally on demand by user.
14	Provide the ability to process credit card fees.
15	Provide the ability to scan and store images.
16	Provide the ability for data to populate multiple instances of the same field on other screens, forms, form letters and reports to eliminate duplicate data entry.
17	Provide the ability to indicate the date a field has been updated.
18	Provide the ability to spell-check forms, form letters and reports.

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19	Provide the ability to create checklists for all actions required of applicants and indicate when the actions are completed.
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2.6 Reporting Requirements

Item #	Requirement
1	Provide the ability for certification staff to create, run, print and save queries and reports.
2	Provide work queue of applications in process or requiring processing.
3	Provide reports on missing items and incomplete applications.
4	Provide the ability to email and print customizable form letters including, but not limited to: <ul style="list-style-type: none"> • Renewal requests; • Credential authorizations; • Missing requirements; • Overdue renewals; • Fee requests; • Praxis requirements; and • Superintendent letters.
5	Provide the ability to generate standard reports, including but not limited to: <ul style="list-style-type: none"> • Certified educators; • Renewals due; • Overdue renewals; • Expired credentials; and • Educators without credentials.
6	Provide the ability to create renewal lists and lists of overdue renewals.
7	Provide fee reports including credit card and check receipts.
8	Provide the ability to create mailing labels.
9	Provide call logs.

2.7 Data Exporting and Interface Requirements

2.7.1 Exporting Interface Functional Requirements

Item #	Requirement
1	Provide the ability to export data in a variety of standard formats (e.g., xls, csv, xml, txt, rtf, pdf) that can be integrated with other data systems.
2	Provide the ability for MDOE users to export data in a variety of standard formats (e.g., xls, csv, xml, txt, rtf, pdf) that can be integrated with other information available at the MDOE level. Security requirements shall certify that MDOE staff only has access to the appropriate data.

2.7.2 System Interface Requirements

Item #	Requirement
1	Be able to import and export data to and from the MEDMS staff system and third party software.
2	Provide the ability to support data integration and data sharing with State and third-party application using industry standard protocols.
3	Provide the ability to receive, accept, store and/or modify data from a variety of possible sources, such as scanning, keyboard entry, archived records, and external sources such as the Web.
4	Be able to store specified export routines for later use and modification.

2.8 Training and Documentation Requirements

2.8.1 Overview of Training

The MDOE will require training and support to MDOE personnel and other stakeholders to ensure successful implementation and utilization of the Educator Credentialing System.

2.8.2 Training and Documentation

Item #	Requirement
1	Provide up to two weeks of system administration training to MDOE personnel. The training should include at a minimum: <ul style="list-style-type: none"> • Managing security and user access; • Maintaining and supporting the Educator Credentialing System; • Creating, publishing and managing content; • Creating and managing workflow processes; • Exporting and importing data; and • Maintaining and updating training and online help documentation.
2	Provide up to four weeks of end-user/stakeholder training utilizing: instructor-led classes, live web classes, and recorded web classes. Training should include at a minimum: <ul style="list-style-type: none"> • Using/navigating the Educator Credentialing System by; <ul style="list-style-type: none"> ○ Applicants; ○ Superintendents and LEA staff; ○ Support chairpersons; ○ MDOE Certification staff; and ○ Degree granting institutions.
3	Provide context-sensitive online help for system administration users and end-users.
4	Provide electronic copies of all system administration and end-user training materials in Word and PDF formats.
5	Provide to MDOE electronic copies of all necessary documentation to facilitate ongoing maintenance of the system after implementation.
6	Provide to MDOE attendee lists for all on-site and online training sessions.

2.9 System Certification

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The system will undergo a full certification process as outline by the State of Maine, Office of Information Technology. The process will follow the policies and procedures that are published at time of certification. The links listed below are current and are subject to change.

http://www.maine.gov/oit/policies/OIT_App_Deployment_Certification_Guidelines.htm

<http://www.maine.gov/oit/policies/Application-Deployment-Certification.htm>

2.10 Security, Confidentiality and Auditing

The bidder shall deliver systems and services that are compliant the Family Educational Rights and Privacy Act (FERPA).

In addition, the Provider will ensure compliance with all FERPA requirements across all systems and services related to this procurement, including transaction, common identified, and privacy and security standards, by the effective date of those rules and regulations. The Provider will comply with the rules and regulations, and will implement these rules and regulations so as to achieve consistency in data collection, validation, storage, retrieval, and consolidation with all MDOE's programs.

2.11 Application Software and System Components

The successful bidder will provide, house, install, configure, and customize all application software and system components necessary to satisfy the requirements specified within this RFP. All associated licenses, including a copy of the agreements, will be provided by the successful bidder. MDOE and MDOE staff will participate in all aspects of the stated tasks as appropriate, for the purposes of knowledge transfer. As part of this knowledge transfer, the successful bidder will provide written installation and configuration documentation for the application software and system components.

2.12 Ownership and Termination or Bankruptcy

2.12.1 Owned Software

Unless otherwise indicated, The State of Maine will retain all ownership of any documentation, source code, and all other work completed at the time of termination. This shall include the return of data in a readable format by an approved application. Transfer will be made at no additional cost to the state.

2.12.2 Licensed Software

Unless otherwise indicated, The State of Maine will retain all ownership of any documentation and all other work completed at the time of termination. This shall include the return of data in a readable format by an approved application. Transfer will be made at no additional cost to the state. Each deliverable shall follow the methodology as if it was an independent project.

2.13 Project Management and Implementation Plan

2.13.1 Project Management

The successful bidder will be required to utilize a formalized approach to project management which, at a minimum, will be compliant with the Project Management Institute (PMI).

2.13.2 Project Manager

The successful bidder will be required to assign an experienced project manager to the project. It is required that the successful bidder's Project Manager be knowledgeable with the bidder's proposed solution. It is desired that the successful bidder's Project Manager be PMP certified. The successful bidder's Project Manager will be responsible for the successful completion of all work tasks as defined within the project work plan and will work under the direction of the state's Project Manager.

2.13.3 Project Management and Implementation (Work Plan)

The Bidder must structure and follow a project management approach for planning, organizing, and managing the staff and activities throughout the life of the project. The Bidder's project management approach must facilitate open and timely communication with the State and a strong working relationship to achieve the overall goal of completed system design performance that meets or exceeds user needs on time and within budget.

The successful bidder's Project Manager will be required to maintain a detailed project work plan, with content to be approved by the State Project Manager, through the full term of the contract. The successful bidder's Project Manager will be required to submit an updated work plan to the State's Project Manager on a date and time that will be determined during contract negotiations. The work plan will be incorporated into the contract between the state and the successful bidder and will be made a part thereof. The work plan will be created and maintained with an automated project management tool (e.g. Microsoft Project) and will include appropriate detail to provide project status, dependencies and risk/mitigations.

The project work plan will be updated and submitted to the state's Project Manager on a bi-weekly basis or at an alternative period of time that is formally specified and agreed to in writing by the state's Project Manager.

2.13.4 Software Development Environments

An Environment is defined as a collection of hardware, software, network communications, and procedures that work together to provide a discrete type of computer service. An environment has unique features and characteristics that dictate how they are administered.

The successful bidder shall provide at minimum 3 development environments through the project lifecycle. They are:

- User Acceptance
- Training
- Production

2.13.5 Quality Management and Assurance

Project Quality Management ensures that the project satisfies the needs for which it was undertaken.

The successful bidder must develop a plan for the overall system and user acceptance testing.

Prior to moving the solution to the Production Environment, the successful bidder will test all aspects of the solution in accordance with the State's Deployment Certification Policy for Major Application Projects. The successful bidder in cooperation with the state will create a test plan to accomplish application and system performance testing, network performance testing, security & vulnerability assessment and penetration testing, and all other types of testing in accordance with providing and operating a fully certified system. The Bidder is responsible for and must certify their system to be fully secure for all work provided under this procurement.

The successful bidder will be responsible for scheduling and coordinating all testing activities to ensure that each of the tests are prepared for and performed in accordance with the test plan. The successful bidder will appropriately train state personnel as appropriate to participate in the testing effort. Unless specified otherwise within the test plan, the successful bidder will be required to provide all tools, testing materials, and resources necessary to effectively perform the required tests.

2.13.6 Training

The bidder will be required to provide a training plan. The training plan will be reviewed and approved in accordance with the Deliverable Submission and Review procedure defined within Section 5. The

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successful bidder will be responsible for scheduling, coordinating, and delivering all training in accordance with the plan.

2.13.7 Implementation

The successful bidder will implement the solution within a production environment. The successful bidder will be required to create a plan to accomplish the implementation. The State will consider accepting the COTS package in major stages, as successfully tested.

The successful bidder will be required to perform an application and network performance test, and a security and vulnerability assessment and penetration test within the production environment before the application goes live to assure that issues raised during the testing phase have been resolved and that no new issues have been introduced. The successful bidder will be responsible for scheduling and coordinating all activities to ensure that the implementation is performed in accordance with the plan. Additionally, the successful bidder will be responsible for providing all technical and functional documentation that will be required to assist the state in using and supporting the implemented solution.

2.14 Technical Support

The Bidder will provide a system user focused Help Desk function. The mission of the Help Desk will be to answer questions and address concerns of users to ensure that future interactions with the members and community will be successful.

2.14.1 Support and Maintenance

The successful bidder will provide support and maintenance for the solution to begin immediately after receiving the State of Maine's official acceptance of the implemented solution.

As part of the support, the successful bidder will address all questions and reported problems related to the technical and functional operation of the system. The successful bidder must provide toll-free telephone support during regular business hours: 7:00 a.m. to 6:00 p.m. local time (Augusta). A qualified technician will respond via phone to address all calls in accordance with the importance and criticality of the question being asked and/or the problem being reported. The successful bidder will agree to provide on-site technical support within one business day for problems that cannot be resolved via telephone.

2.14.2 Documentation

Documentation will include any standard product documentation and documentation of additional configuration and customization required by the RFP. All documentation will be provided in accordance with the terms and conditions specified within this RFP.

2.15 Change Management

The successful bidder's Project Manager will be required to formally document and track all changes to the functional design, technical design, and/or to approved deliverables. For each potential change, the successful bidder's Project Manager will work closely with the state's Project Manager to define and document the change, its benefits, and if necessary, its impact to the project schedule and budget. No work associated with a documented change will begin without first receiving written authorization from the state's Project Manager.

2.16 Risk and Issue Management

2.16.1 Issue Management

The successful bidder's Project Manager will be required to formally document and track all issues that threaten the project schedule and budget. For each issue identified, the successful bidder's Project

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Manager will work closely with the state's Project Manager to clearly document the issue. At a minimum, the resulting document must clearly reflect the details related to the issue, the potential impact to the project schedule and budget if the issue is not resolved, options and a recommendation for resolving the issue, a date by which the issue must be resolved, the entity responsible for resolving the issue, and the final approved resolution.

2.16.2 Risk Management

The successful bidder's Project Manager will be required to formally document and track project risks and mitigation strategies throughout the life of the project. In the early stages of the project, the successful bidder's Project Manager will be required to provide a risk management plan that will include but not be limited to the following for all project risks:

- Description of the identified risk
- Description of the potential impact to the project
- Impact rating (e.g. High, Medium, Low)
- Likelihood of occurrence (e.g. High, Medium, Low)
- Description of risk mitigation plan
- Approved mitigation plan

The risk management plan will clearly indicate the priority for addressing the risks defined. The successful bidder will be required to provide the initial risk management plan within the initial work plan. From that point forward, the successful bidder's Project Manager will be required to present an updated risk management plan on a periodic basis throughout the life of the project. The timeline for delivering an updated risk management plan will be defined in writing and approved by the state's Project Manager immediately after delivery of the initial risk management plan.

2.17 Warranty

The warranty will encompass correction of defective software, functionality, and procedures that were considered to be within the scope of this procurement at no additional cost to the state.

System acceptance of the solution will occur following system implementation and Bidder's demonstration that the system successfully provides all the functionality required by MDOE; the system meets or exceeds the performance standards in the contract; the system meets FERPA requirements.

3 KEY RFP EVENTS

3.1 Timeline of Key RFP Events

Event Name	Event Date and Time
Bidders' Conference	Not Applicable
Due Date for Receipt of Written Questions	February 27, 2015 at 4:00pm, local time
Due Date for Receipt of Proposals	March 17, 2015 at 2:00pm, local time
Estimated Contract Start Date (subject to change)	April, 2015

3.2 Bidders Conference – Not Applicable

3.3 Questions

3.3.1 General Instructions

- a. It is the responsibility of each Bidder to examine the entire RFP and to seek clarification in writing if the Bidder does not understand any information or instructions.
- b. Questions regarding the RFP must be submitted in writing and received by the RFP Coordinator listed on the cover page of this RFP document as soon as possible but no later than the date and time specified in the timeline above.
- c. Questions may be submitted by e-mail, fax or regular mail. If faxed, please be sure to include a cover sheet addressed to the RFP Coordinator listed on the cover of this RFP, and indicate the number of pages sent. MDOE assumes no liability for assuring accurate/complete fax or e-mail transmission and receipt.
- d. Include a heading with the RFP Number and Title. Be sure to refer to the page number and paragraph within this RFP relevant to the question presented for clarification, if applicable.

3.3.2 Summary of Questions and Answers

Responses to all substantive and relevant questions will be compiled in writing and distributed to all registered, interested persons by e-mail no later than seven (7) calendar days prior to the proposal due date. Only those answers issued in writing by the RFP Coordinator will be considered binding. MDOE reserves the right to answer or not answer any question received.

3.4 Submitting the Proposal

3.4.1 Proposals due: Proposals must be received no later than 2:00 p.m. local time, on the date listed in the timeline above, at which point they will be opened. Proposals received after the 2:00 p.m. deadline will be rejected without exception.

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3.4.2 Mailing/Delivery Instructions

PLEASE NOTE: The proposals are not to be submitted to the RFP Coordinator at the requesting Department. The official delivery site is the State of Maine Division of Purchases (address shown below).

- a. Only proposals received at the official delivery site prior to the stated deadline will be considered. Bidders submitting proposals are responsible for allowing adequate time for delivery. Proposals received after the 2:00 p.m. deadline will be rejected without exception. Postmarks do not count and fax or electronic mail transmissions of proposals are not permitted unless expressly stated in this RFP. Any method of hardcopy delivery is acceptable, such as US Mail, in-person delivery by Bidder, or use of private courier services.
- b. The "Official Proposal" containing the signed, original response to this RFP and Ten (10) paper copies, as well as one copy in electronic format using Microsoft Word shall be delivered in sealed package(s) no later than 2:00 pm on **March 17, 2015**. The Technical Proposals and general information shall be sealed in one envelope and one (1) copy of the Cost Proposal shall be sealed in a separate envelope. The entire package, containing all required response forms and other required information should be submitted together.
- c. Address each package as follows (and be sure to include the Bidder's full business name and address as well as the RFP number and title):

Bidder Name/Return Address

Division of Purchases
Burton M. Cross Building, 4th Floor
111 Sewall Street
9 State House Station
Augusta ME 04333-0009

Re: RFP **201501019**

4 PROPOSAL SUBMISSION REQUIREMENTS

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

4.1 Proposal Format

1. For clarity, the proposal should be typed or printed. Proposals should be single-spaced with 1" margins on white 8 ½" x 11" paper using a font no smaller than 12 point Times New Roman or similar.
2. All pages should be numbered consecutively beginning with number 1 on the first page of the narrative (this does not include the cover page or table of contents pages) through to the end, including all forms and attachments. For clarity, the Bidder's name should appear on every page, including Attachments. Each Attachment must reference the section or subsection number to which it corresponds.
3. Bidders are asked to be brief and to respond to each question and instruction listed in the "Proposal Submission Requirements" section of this RFP. Number each response in the proposal to correspond to the relevant requirement or instruction of the RFP.
4. Additional materials beyond those specified in the RFP will not be considered part of the proposal and will not be evaluated.
5. 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 the RFP.
6. It is the responsibility of the Bidder to provide all information requested in the RFP package at the time of submission. Failure to provide information requested in this RFP may, at the discretion of MDOE's evaluation review team, result in a lower rating for the incomplete sections and may result in the proposal being disqualified for consideration.

4.2 Proposal Contents

4.2.1 Cover Letter

Provide a cover letter to the proposal that includes the following:

4.2.1.1 Name and Address

Provide the name and address of the prime bidder. Names and addresses of all subcontracted providers must also be included.

4.2.1.2 Guarantee

Provide a statement guaranteeing that the bidder can and will meet the **March 31, 2016** implementation date for the project.

4.2.1.3 Signature

Provide a signature and title, in the cover letter, of the person empowered to bind the prime bidder.

4.2.2 Bidder Qualifications

4.2.2.1 Description of the Organization

Present a detailed statement of qualifications and summary of relevant experience. 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.

4.2.2.2 Organizational Description and Qualifications

Location of the corporate headquarters - Also, describe the current or proposed location where services will be provided or from which the contract will be managed.

4.2.2.3 Organizational Experience

Briefly describe the history of the Bidder's organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. Include similar information for any subcontractors.

4.2.2.4 Description of Experience with Similar Projects

- a. Provide a description of three state education projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in the "Scope of Services" portion of this RFP. For each of the three examples provided, a contact person from the client organization involved should be listed, along with that person's telephone number. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.
- b. If the Bidder has not provided similar services, note this, and describe experience with projects that highlight the Bidder's general capabilities.
- c. If the bidder is proposing a Commercial Off-the-Shelf (COTS) package provide a detailed narrative of the Bidder's experience with the offered product and/or experience in the last three years providing application services remotely to customers.

4.2.2.5 Project Commitment

Describe the current project commitment, and the total number of full-time employees being dedicated to this project.

4.2.2.6 Bidder Staff Qualifications

The bidder must commit dedicated, skilled personnel to MDOE to provide professional services. MDOE shall retain the right to reject any of the Provider's employees whose qualifications, in the reasonable, good faith judgment of MDOE, do not meet the standards established by MDOE as necessary for the performance of the Agreement. During the course of the Agreement, MDOE reserves the right to require the Provider to reassign or otherwise remove any Provider employees found unacceptable by MDOE. The bidder must provide a completed list of qualified employees and/or subcontractors who will work on this project, and an outline of the structure of the team and the names of specific key employees that will be assigned to work on this project. Bidder staff qualifications must be completed and submitted with the proposal. Failure to do so will result in a bidder losing points in the scoring process.

4.2.2.7 Client References

Provide a comprehensive list of education clients, including contact information, for whom the bidder has provided similar services within the last three (3) years; include the dates when services were provided. MDOE may contact clients from the list as references for the bidder.

4.2.2.8 Financial Responsibility

Provide financial documentation as evidence of adequate financial stability. In the event a bidder is either substantially or wholly owned by another corporate entity, the bidder must also include the most recent detailed financial report of the parent organization and a statement that the parent organization will unconditionally guarantee performance by the bidder on each and every term, covenant, and condition of such Agreement as may be executed by the parties. Any proposed subcontractors, whose percentage of work to be performed (measured as percentage of total Agreement price) equals or exceeds 20 percent, must submit the required information also.

4.2.2.9 Financial Stability

One of two responses is required in this subsection, depending upon whether the firm is publicly held (Section 4.2.2.10.1) or not (Section 4.2.2.10.2). Additionally, all proposals must include a response to the requirements of Section 4.2.2.10.3.

4.2.2.9.1 Publicly Held

If the bidder is a publicly held corporation, enclose a copy of the corporation's most recent audited financial reports and financial statements and the name, address and telephone number of a responsible representative of the bidder's principal financial or banking organization. The bidder must also disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals that might materially affect the viability or stability of the organization; or warrant that no such condition is known to exist.

4.2.2.9.2 Not Publicly Held

If the bidder is not a publicly held corporation, the bidder may either comply with the preceding subsection or:

- a. Describe the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information in such a manner that the Evaluation Committee may reasonably formulate a determination about the stability and financial strength of the organization;
- b. Provide a banking reference;
- c. If available, provide a complete Dunn and Bradstreet credit report dated not more than thirty (30) days prior to the proposal submission; and
- d. Disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals that might materially affect the viability or stability of the bidding organization; or warrant that no such condition is known to exist.

4.2.2.9.3 Change in Ownership

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, describe the circumstances of such change and indicate when the change will likely occur.

4.2.3 Technical Proposal

Submit a technical proposal explaining how the bidder will meet the requirements detailed in Section 2 of this RFP. Proposed solutions must be correlated, by number, to the appropriate sections outlined in Section 2.

Identify and describe in detail the hardware and software necessary to install, run, and support the system being proposed including testing and/or training environments. The architecture design should include but not be limited to a narrative and pictorial description of the: web layer, middleware layer, database layer, storage, network and security.

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If any component of the proposed system is not compatible with the development and operating environments documented in Section 2.2 of this RFP, the bidder must indicate what additional tools and equipment will be required and include an estimate for the procurement, installation, and support of these tools and equipment. In the event the provider cannot guarantee a **March 31, 2016** implementation date, a proposed implementation date is required. MDOE is under no obligation to consider a proposal that does not comply with section 4.2.1.2, but may do so at its discretion based on the number and quality of responses.

The bidder must provide a warranty of at least one year on the system and all products provided by the bidder. The warranty period begins when MDOE has accepted the delivery of the system, and shall cover the diagnosis and fixing of all system features and functions that do not operate as stated in this RFP and in the bidder's documentation.

The bidder must also provide a warranty that the software used to implement the system proposed is bug free for a period of one year after the product is delivered in final form or until MDOE enters into an Agreement with another vendor for further modifications of the software, whichever is shorter. This means that once the software is delivered, the bidder must be willing to fix, at no charge to MDOE, any faults the software may exhibit for a period of one year.

4.2.4 Work Plans and Timelines

Provide a description of how the bidder plans to interact with MDOE staff and bidder requirements of MDOE. The bidder will submit a Project Work Plan that clearly reflects how the work outlined within Section 2, Technical and Functional Requirements, will be accomplished. The Project Work Plan should identify full implementation of the proposed solution to be complete on or before **March 31, 2016**. It is the expectation that by **March 31, 2016** all MDOE staff will be fully trained and using the implemented solution. In support of the Project Work Plan, the bidder will include a narrative description explaining in detail the approach that will be taken to perform all work as reflected within the Project Work Plan. Deliverables and project milestones must be clearly highlighted within the description that is provided. The various roles and responsibilities of the primary bidder and all other parties including the State must be clearly identified and articulated.

When preparing the Project Work Plan, please take into account the following assumption. Allow 38 work days after code freeze for Maine OIT Deployment Certification testing related to the technical architecture.

4.2.5 Project Work Plan

Provide a work plan outlining the steps being taken in each category:

- Design, Development, Implementation, Acceptance Testing and Production Cutover and Stabilization

The work plan must include:

- The steps required;
- Detailed descriptions of the deliverables in each step;
- The level of effort for each deliverable;
- Proposed time frames;
- Bidder staff requirements;
- MDOE staff requirements including skill levels required, and time commitments to accomplish a successful implementation of the system, including conversion of MDOE data, and customizations needed to meet MDOE business needs; and
- How the bidder will provide the necessary interaction with MDOE staff to help modify workflows around the proposed system and define and implement required enhancements.

4.3 Cost Proposal

4.3.1 General Instructions

- a. The Bidder must submit a cost proposal that covers the entire period of the contract, including any optional renewal periods. Please use the expected contract start date of **April 2015** and an end date of **March 31, 2016** in preparing this section.
- b. The cost proposal shall include the costs necessary for the Bidder to fully comply with the contract terms and conditions and RFP requirements.
- c. Failure to provide the requested information and to follow the required cost proposal format provided in Appendix A may result in the exclusion of the proposal from consideration, at the discretion of MDOE.
- d. No costs related to the preparation of the proposal for this RFP or to the negotiation of the contract with MDOE may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.

4.4 Economic Impact within the State of Maine

In addition to all other information requested within this RFP, each Bidder must dedicate a section of its proposal to describing the Bidder's economic impact upon and within the State of Maine. The use of economic impact in making contract award decisions is required in accordance with Executive Order 2012-004, which states that certain service contracts "...advertised for competitive bid shall include scoring criteria evaluating the responding Bidder's economic impact on the Maine economy and State revenues."

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

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

4.5 Bidder Comments

Bidders are encouraged to include any comments that might further clarify their proposal.

4.6 Proposal Organization

To ensure consistency of presentation, to ensure that MDOE personnel can easily find required information, and to ensure that all requirements have been addressed MDOE requests that proposals be organized as follows:

- a. Cover Letter as described in Section 4.2.1,
- b. Bidder Qualifications as outlined in Section 4.2.2,
- c. Technical Proposal as outlined in Section 4.2.3,
- d. Work Plan and Timelines as outlined in Section 4.2.4,

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- e. Economic Impact with the State of Maine as outlined in Section 4.4,
- f. Cost Proposal as outlined in Section 4.3 in separate sealed envelope (Appendix A –Cost Proposal Form).

5 PROPOSAL EVALUATION AND SELECTION

Evaluation of the submitted proposals shall be accomplished as follows:

5.1 Proposal Evaluation Process

An Evaluation Committee consisting of MDOE/OIT personnel and consultants will evaluate all responses to this RFP. Accepted proposals will be reviewed to initially determine if minimum submission requirements have been met. The review will verify that the proposal was received by the date and time specified on the cover page with the correct number of copies and the presence of all required signatures, and that the proposal is sufficiently responsive to the needs outlined in the RFP to permit a complete evaluation. Failure to meet minimum submission requirements could result in the proposal being rejected and not included in the evaluation process.

Upon receipt, the proposal information will be disclosed to the Evaluation Committee members only. Bidders may not contact members of the Evaluation Committee except at the request of the State RFP Coordinator.

5.2 Evaluation of Proposals

Accepted proposals will be evaluated by the Evaluation Committee based on the bidders' responses to the requirements detailed in Section 4. Scoring shall include information obtained by reviewing the bidder's proposal documents, and contacting references. The Evaluation Committee shall be under no obligation to contact bidders for clarification of proposals, but shall reserve the right to do so at any time prior to Agreement award.

- 1. Bidder Qualifications:** **Total Possible: 30 pts**
 - Qualifications of bidder employees or subcontractors assigned to work on this project
 - Client list from the past three (3) years from which MDOE may select references
- 2. Demonstrated Understanding of RFP Section 2 requirements** **Total Possible: 40 pts**
 - Operating environment and general requirements including technical, security, data migration and integration, credentialing system and reporting requirements
 - Strategy and work plan, ability to meet specified deadlines, outline of the work, demonstrating satisfaction of all technical requirements or alternatives suggested
 - Clarity of proposal
 - Test & Evaluation (if required by the Evaluation Committee)
- 3. Cost** **Total Possible: 25 pts**
 - The lowest bid will receive the entire 25 points
 - Each of the other bids will receive a share of the 25 points based on the following formula: $\frac{\text{Lowest bid}}{\text{Bid}} \times 25 = \text{points}$
- 4. Economic Impact within the State of Maine** **Total Possible: 5 pts**

RFP Total Possible: 100

5.3 Test and Evaluation

One or more of the bidders who achieve the highest score (the finalists) may be required:

1. To provide a live demonstration of its proposed solution, preferably in an educational setting;
2. To make its solution available to a MDOE designated team who will conduct a series of hands-on tests to evaluate functional capabilities as pertain to the goals of this RFP; or
3. Both 1 and 2.

The need, if any, for this Test and Evaluation (T&E) stage will be determined by the Evaluation Committee after completing the evaluation of proposals specified in Section 4.2 of this RFP. For this stage of the evaluation and at short notice (perhaps as soon as 3 business days), each finalist must be prepared to make its proposed solution available to the Evaluation Committee at a bidder site agreed upon by the bidder and MDOE. During this T&E period, the bidder's proposed project manager and other senior staff must make any requested presentation.

If this T&E stage is conducted, the Evaluation Committee will further assess and validate the functionality and effectiveness of each finalist's proposal through bidder demonstrations, MDOE hands-on tests or both. This assessment and validation may result in changes to the scores of a finalist's proposal by the Evaluation Committee.

5.4 Final Scoring

The finalist who achieves the highest score – that is whose proposal reflects the best value offer to MDOE - will be awarded the Agreement subject to successful Agreement negotiations and required Agreement approvals.

5.4.1 Scoring

1. **Scoring Process:** The review team will use a consensus approach to evaluate the bids. Members of the review team will not score the proposals individually but instead will arrive at a consensus as to assignment of points on each category of each proposal. The contract award(s) will be made to the Bidder(s) receiving the highest number of evaluation points, based upon the proposals' satisfaction of the criteria established in the RFP. The Economic Impact section will also be scored using a consensus approach, with the highest number of evaluation points being assigned to the Bidder(s) with the most economic impact, actual or feasible, as determined by the evaluation team. The Cost section will be scored according to a mathematical formula described below.
2. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in this RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded 25 points. Proposals with higher bids values will be awarded proportionately fewer points calculated in comparison with the lowest bid.
3. **Negotiations**
MDOE reserves the right to negotiate with the successful Bidder to finalize a contract at the same rate or cost of service as presented in the selected proposal. Such negotiations may not significantly vary the content, nature or requirements of the proposal or MDOE's Request for Proposals to an extent that may affect the price of goods or services requested. MDOE reserves the right to terminate contract negotiations with a selected respondent who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, MDOE may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, MDOE may cancel the RFP, at its sole discretion.

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5.4.2 Selection and Award

- a. The final decision regarding the award of the contract will be made by representatives of MDOE subject to approval by the State Purchases Review Committee.
- b. Notification of contractor selection or non-selection will be made in writing by MDOE.
- c. Issuance of this RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to this request, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
- d. MDOE reserves the right to reject any and all proposals or to make multiple awards.

5.4.3 Appeal of Contract Awards

Any person aggrieved by the award decision that results from this RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in 5 MRSA § 1825-E and 18-554 Code of Maine Rules, Chapter 120 (found here: <http://www.maine.gov/purchases/policies/120.shtml>). The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of contract award.

6 CONTRACT ADMINISTRATION AND CONDITIONS

6.1 Contract Document

1. The successful Bidder will be required to execute a contract in the form of a State of Maine Agreement to Purchase Services (BP54-IT)

The complete set of standard BP54-IT contract documents may be found on the Division of Purchases website at the following link: http://www.maine.gov/purchases/info/forms/BP54_IT.doc

Other forms and contract documents commonly used by the State can be found on the Division of Purchases website at the following link: <http://www.maine.gov/purchases/info/forms.shtml>

2. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Purchases Review Committee. Contracts are not considered fully executed and valid until approved by the State Purchases Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders. (Referenced in the regulations of MDOE of Administrative and Financial Services, Chapter 110, § 3(B)(i): <http://www.maine.gov/purchases/policies/110.shtml>

This provision means that a contract cannot be effective until at least 14 days after award notification.

3. MDOE estimates having a contract in place by **April 2015**. The State recognizes, however, that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Purchases Review Committee. Any appeals to MDOE's award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date may need to be adjusted, if necessary, to comply with mandated requirements.
4. In providing services and performing under the contract, the successful Bidder shall act independently and not as an agent of the State of Maine

6.2 Standard State Agreement Provisions

1. Agreement Administration
 - a. Following the award, an Agreement Administrator from MDOE will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. MDOE staff will be available after the award to consult with the successful Bidder in the finalization of the contract.
 - b. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, MDOE may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, MDOE may cancel the RFP, at its sole discretion.
2. Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the State of Maine contract number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from this RFP.

Appendices

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6.3 Appendix A - Cost Proposal Form

All costs necessary for implementing and running the proposed system must be identified. The Department may at its discretion require retainage on any or all deliverables..

COST PROPOSAL PROJECT COST	Proposed Deliverable #	Bidders may insert additional columns as needed	Total							
Project Initiation										\$0.00
Requirements Confirmation										\$0.00
Acceptance Testing & Certification										\$0.00
Rollout and Training										\$0.00
45 Days After Cutover										\$0.00
Total	\$0.00	\$0.00								

Software Licenses

Grand Total

Annual License, Maintenance & Support Costs (includes training)

Annual Hosting Costs

6.4 Appendix B - Supporting Policy Documents

FERPA can be found at the following website:

<http://www.ed.gov/offices/OM/fpco/ferpa/index.html>

HIPAA can be found at the following website:

<http://www.hhs.gov/ocr/hipaa/>

Maine Revised Statutes Annotated Title 20-A: Education can be found at the following website:

<http://janus.state.me.us/legis/statutes/20-A/title20-Ach0sec0.html>

Maine Web Accessibility Policy can be found at the following website:

<http://www.maine.gov/oit/accessibility/policy/webpolicy.htm>

Maine Web Standards can be found at the following website:

http://www.maine.gov/oit/accessibility/policy/acc_webstandards.html

The State of Maine Information Technology Security Policy can be found at:

<http://www.maine.gov/oit/policies/SecurityPolicy.htm>

The State of Maine's Remote Hosting Policy can be found at:

<http://www.maine.gov/oit/policies/RemoteHostingPolicy.htm>

Deployment Certification Policy for Major Application Projects can be found at the following website:

<http://www.maine.gov/oit/policies/Application-Deployment-Certification.htm>

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