



Competitive Bid
REQUEST FOR PROPOSAL
MCCS ITSM Platform
(This is not an Order)

RFP Coordinator	<p><i>All communication regarding this RFP <u>must</u> be made through the RFP Coordinator identified below.</i></p> <p><u>Name:</u> Tim Dunne <u>Title:</u> RFP Coordinator</p> <p><u>Contact Information:</u> tdunne@smccme.edu</p>
Informational Meeting	<p><u>Date:</u> 03/15/2023 <u>Time:</u> 11:00 AM EST</p> <p><u>Location:</u> Virtual Meeting</p> <p><i>If interested in attending this meeting contact RFP Coordinator at the above email</i></p>
Submitted Questions Due	<p><i>All questions <u>must</u> be submitted to the RFP Coordinator identified above by:</i></p> <p><u>Date:</u> 03/22/2023, no later than noon EST. Responses to the questions will be posted by 03/27/2023 at 12:00 pm.</p>
Response Submission	<p><u>Submission Deadline:</u> 04/14/2023 no later than noon EST.</p> <p><u>Submit to:</u> tdunne@smccme.edu</p>
Demonstrations	<p><u>Date:</u> 04/17/2023 – 04/28/2023 (3 hour Slots)</p> <p><u>Location:</u> Presented Virtually</p> <p><i>If you are shortlisted the RFP Coordinator will contact you to request a demo</i></p>

Maine Community College System (MCCS) is requesting written proposals for the purchase of a cloud hosted Information Technology Service Management Platform (ITSM).

Background Information

The MCCS consists of a System Office and 7 Community Colleges across the state employing approximately 1,500 people. The colleges serve more than 25,000 people a year, through two-year associate degree and one-year certificate programs, short-term workforce training, early college programs, advanced certificates, and other learning opportunities. The System is undergoing a period of transformation, consolidating all Information Technology services into one central shared-services organization. We require a market-leading product to support the entire IT service catalog. Currently, some of the colleges utilize their ticketing applications to support other parts of their operations.

MCCS shared-services is structured with 4 major divisions User Support Services, Infrastructure Services, Enterprise Applications & Data Services, and Student Information System Support. Additionally, we have some enterprise architects and information security practitioners. We require the delivered platform to enable user input of all types of requests such as all break/fix tickets, net new product and software tickets, and project requests. We will require any incoming ticket to be escalated to tier 2 or 3 at a minimum. We anticipate that there will be approximately 25-30 level 1 technicians (employees and student workers), 25-30 Level 2 & 3 technicians and 10-15 executive level users in the system day to day.

We expect this platform to meet the needs of the entire Maine Community College System's ITSM needs, but also to support the ticketing system needs of various other departments as listed in the Requirements section below.

Currently in use within the system are:

- Central Maine Community College - Manage Engine ServiceDesk+ (on Prem)
- Eastern Maine Community College - Manage Engine ServiceDesk+ (on Prem)
- Kennebec Valley Community College - Jira
- Maine Community College System - Manage Engine ServiceDesk+ (cloud)
- Northern Maine Community College - Manage Engine ServiceDesk+ (cloud)
- Southern Maine Community College - Team Dynamix
- Washington County Community College - Manage Engine ServiceDesk+ (cloud)
- York County Community College - Manage Engine ServiceDesk+ (cloud)

BID INFORMATION

- A. The RFP must be received by MCCS by 04/14/2023, at noon EST.
- B. Questions must be submitted via email to tdunne@smccme.edu no later than 03/22/2023, at noon EST. Responses to inquiries, if they change or clarify the RFP in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the RFP. The System will not be bound by oral responses to inquiries or written responses other than addenda.

- C. Proposals must be submitted:

Emailed to the attention of Tim Dunne at tdunne@smccme.edu with the subject line of: "MCCS ITSM Platform"

OR

Submitted via the U.S. Postal Service Addressed to:

Tim Dunne, Maine Community College System (MCCS), 2 Fort Road, South Portland, ME 04106.
The envelope should be plainly marked: "MCCS ITSM Platform"

**Proposals shall remain firm for sixty (60) days from date of submittal,
and vendor must hold quoted prices for 2 months.**

- D. By submitting a proposal, the bidder agrees and assures that the specifications are adequate, and the bidder accepts the terms and conditions herein. Any exceptions must be noted in the response.
- E. The bidder shall be responsible for all costs associated with this proposal up to and including any contract that may result from this proposal.
- F. The terms and conditions, including pricing, of the final agreement resulting from this RFP process shall be available to any MCCS entity for the procurement of goods and services from the selected vendor(s).
- G. In the event of a number of solutions making a shortlist, MCCS may require the vendors to perform in-depth demonstrations of product features before a final selection is made.
- H. The proposals will be evaluated, and selection made, on the basis of costs, compliance with the RFP and offering best value to the MCCS, and other criteria as deemed appropriate by MCCS.
MCCS reserves the right to reject any or all proposals, to waive any formality in any proposal, and generally take such actions as shall be in their best interest.

REQUIREMENTS INFORMATION

Bids will be assessed on their ability to support the following specifications:

- The ability to create multiple ticketing applications to serve the needs of a variety of groups across all organizations within MCCS including, but not limited to, the following operational units: Central Services (Copying, Mailing etc), Data Services, Facilities Management, Marketing and Communications Services, and Online/Distance Learning Support, DevOps Team.
- The ability to have a ticket flow that does not require the user to be authenticated.
- The ability to ingest tickets from multiple sources, including but not limited to: online forms, voicemail deliver, email submission, through API call.
- The ability to build workflows to allow automation of communication, ticket flows, asset management, extensibility to other systems etc.
- The ability to capture and execute a Change Management Process within the solution. It will be important to be able to manage a large number of processes.
- The solution must be capable of receiving data from our system of record Anthology Student (preferably through API) for the provisioning of up to 20,000 estimated users and for the ingestion of meta data where appropriate (currently some colleges bring in data such as: Employee Department, Asset Information etc).
- Offer integrated 'Knowledge Base' functionality that allows technical personal to document resolutions to issues.
- The ability to deliver self-help documentation to the broader community on a variety of topics and areas in web page format with linked documents such as PDF, images or MS Word.
- The solution must have a comprehensive reporting capability.
- Provide a responsive design web-view or native app experience.
- The ability to track assets and relate them to tickets, knowledge base articles and projects.
- Demonstrated ability launch remote management resources from market leading platforms.
- The solution must support single sign-on through Azure Active Directory, please specify if you can connect multiple or single tenants.
- The functionality to manage project requests, approval and management for multiple types of project across all organizations within MCCS.
- Our preference is that the solution should be delivered as a software as a service contract, or cloud hosted rather than an on-prem solution.
- Suggested strategy for data import services to migrate current data into the selected platform (from existing system listed above).

RFP EVALUATION PROCESS - GENERAL INFORMATION

1. An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
2. Those responsible for making decisions on the award selection on behalf of MCCA will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the MCCA.
3. MCCA reserves the right to communicate and/or schedule interviews/presentations with Bidders, if helpful, to obtain clarification of information contained in the proposals received. MCCA may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Changes to proposals, including updating or adding information, will not be permitted during any interview/presentation process and therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.

SCORING WEIGHTS AND PROCESS

The score will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria.

1. ORGANIZATION, EXPERIENCE AND VISION (20 POINTS)

- Ability to deliver a comprehensive platform.
- Experience serving multi-campus college systems.
- Product roadmap.

2. ITSM SOLUTION CAPABILITIES (40 points)

- Intuitive, easy-to-use functional capabilities integrated in the solution.
- Supports the requirements defined above.
- Ability to scale the solution to new Use Cases as they arise.

3. PRICING (40 points)

- Licensing Costs.
- Cost of Implementation services.
(Please provide detailed pricing and clearly state what is included in the proposal and what would be an addition to a base cost) Annual pricing for base and optional solution capabilities.)
- Professional services rates for initial 3-year Term.

REQUIREMENTS

Bidders shall ensure that all information required herein is submitted with the proposal. All information provided should be verifiable by documentation requested by MCCS. Failure to provide all information, inaccuracy or misstatement may be sufficient cause for rejection of the proposal or rescission of an award. Responses to each requirement below should be in order and clearly marked on the response.

- A. Two (2) copies of the following must accompany your proposal:
 - 1. Proposal and Price Guarantee
 - a. Proposals shall remain firm for sixty (60) days from date of submittal.
 - 2. Delivery of services timeframe:
 - a. Provide a delivery timeframe with proposal after request of services.

ADDITIONAL REQUIREMENTS

- A. Bidder will provide a clear list for **all** materials used.
- B. Description of all proposed services and time requirements shall be clearly described in the proposal.
- C. It is the vendor's responsibility to confirm they have sufficient information required for the proposal. Any additional information required is to be brought to MCCS's attention; please send to tdunne@smccme.edu.
- D. This RFP shall be referenced in, and considered part of, any final contract.
- E. All applicable costs are to be built into the RFP. No material costs for items are included in the RFP.
- F. Supply materials are agreed to be accepted in advance by MCCS.
- G. MCCS is exempt from sales and excise taxes. Such taxes shall not be included in quoted prices. If any taxes are known by the Vendor to apply they shall be considered an expense of the Vendor and deemed a part of the quoted prices.
- H. The vendor should be, or agree to become, an approved service provider to the college.
- I. The following MCCS Standard Term(s) and Condition(s) apply to all contracts.

**NOTICE TO VENDORS AND BIDDERS:
STANDARD TERMS AND CONDITIONS APPLICABLE TO ALL MCCS CONTRACTS**

The following standard contracting terms and conditions are incorporated and shall become a part of any final contract that will be awarded by any college or other operating unit of the Maine Community College System (collectively "MCCS"). These terms and conditions derive from the public nature and limited resources of the MCCS.

MCCS DOES NOT AGREE TO:

1. Provide any defense, hold harmless or indemnity;
2. Waive any statutory or constitutional immunity;
3. Apply the law of a state other than Maine;
4. Procure types or amounts of insurance beyond those MCCS already maintains or waive any rights of subrogation;
5. Add any entity as an additional insured to MCCS policies of insurance;
6. Pay attorneys' fees; costs, including collection costs; expenses or liquidated damages;
7. Promise confidentiality in a manner contrary to Maine's Freedom of Access Act;
8. Permit an entity to change unilaterally any term or condition once the contract is signed;
9. Automatic renewals for term(s) greater than month-to-month;
10. Limitations on MCCS' recovery of lawful damages incurred as a result of breach of the contract;
11. Limitation of the time period under which claims can be made or actions brought arising from the contract;
12. Vendor's terms prevailing over MCCS' standard terms and conditions, including addenda; and
13. Unilateral modifications to the contract by the vendor.

BY SUBMITTING A RESPONSE TO A REQUEST FOR PROPOSAL, BID OR OTHER OFFER TO DO BUSINESS WITH MCCS, YOUR ENTITY UNDERSTANDS AND AGREES THAT:

1. The above standard terms and conditions are thereby incorporated into any agreement entered into between MCCS 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 standard terms and conditions will govern the interpretation of such agreement notwithstanding the expression of any other term and/or condition to the contrary;
3. Your entity will not propose to any college or other operating unit of the MCCS any contractual documents of any kind that are not in at least 11-point black font on a white background and completely contained in one Word or PDF document, and that any references to terms and conditions, privacy policies or any other conditions referenced outside of the contract will not apply; and
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 MCCS to conclude that no portions are so exempt; and that your entity will defend, indemnify and hold harmless MCCS in any and all legal actions that seek to compel MCCS to disclose under Maine's Freedom of Access Act some or all of your submitted materials and/or contract, if any, executed between MCCS and your entity.