

# MAINE COMMUNITY COLLEGE SYSTEM



# Maine Community College System

## REQUEST FOR PROPOSALS

### STUDENT CONDUCT RECORD MANAGEMENT SYSTEM

<b>RFP Coordinator</b>	<p><i>All communication regarding this RFP <u>must</u> be made through the RFP Coordinator identified below.</i></p> <p><b>Name:</b> Sally Meredith <b>Title:</b> Associate General Counsel <b>Contact Information:</b> <a href="mailto:smeredith@mainecc.edu">smeredith@mainecc.edu</a></p>
<b>Questions Submission</b>	<p><i>All questions <u>must</u> be submitted to the RFP Coordinator identified above by:</i></p> <p><b>Date:</b> December 30, 2024, no later than 5:00 p.m., ET</p>
<b>Proposal Submission</b>	<p><i>All proposals must be received by:</i></p> <p><b>Proposal Deadline:</b> January 10, 2025, no later than 5:00 p.m., ET</p> <p><i>Proposals must be submitted electronically to:</i></p> <p><b>Submit to:</b> <a href="mailto:smeredith@mainecc.edu">smeredith@mainecc.edu</a></p>

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**PUBLIC NOTICE**

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**Maine Community College System  
Request for Proposal  
Student Conduct Record Management System**

The Maine Community College System seeks proposals to provide an Internet-based Student Conduct software solution. The software will streamline the student conduct processes; facilitate the Title IX process; manage behavioral intervention information; improve compliance with the Clery Act; and provide powerful data analytics capabilities. Additionally, the solution must be capable of migrating data from the existing system (Anthology) and allow for customized reports.

The RFP can be accessed at: <https://www.mccs.me.edu/request-for-proposals/>

Responses must be submitted to: [smeredith@mainecc.edu](mailto:smeredith@mainecc.edu) and be submitted by 5:00 pm, ET, January 10, 2025.

The Maine Community College System has seven colleges and nine campuses in Maine and serves more than 30,000 students 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.

It is the state’s public two-year college system offering nearly 300 career and transfer programs, a robust short-term workforce training program, advanced credentials, and stackable pathways to one-year certificates and two-year degrees. It has a large early college program that serves high school students, and 80 percent of degree-seeking students are enrolled in career and occupational programs. The mission of MCCS is to provide associate degree, diploma and certificate programs directed at the educational, career and technical needs of the State’s citizens and the workforce needs of the State’s employers. The primary goals of the System are to create an educated, skilled and adaptable labor force that is responsive to the changing needs of the economy of the State and to promote local, regional and statewide economic development.

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## **RFP DEFINITIONS/ACRONYMS**

The following terms and acronyms shall have the meaning indicated below as referenced in this Request for Proposals:

1. **[The] Colleges:** the seven colleges which comprise the Maine Community College System
2. **FOAA:** Maine Freedom of Access Act
3. **MCCS:** The Maine Community College System
4. **Respondent:** Any individual or organization submitting a response to this RFP.
5. **RFP:** Request for Proposal

# Maine Community College System Student Conduct Record Management System

## PART I INTRODUCTION

### A. Purpose and Background

The Maine Community College System (“MCCS”), a public instrumentality of the State of Maine, is seeking suitable software to manage cases and maintain records for student conduct matters including Code of Conduct, Athletics, and Title IX. MCCS has seven colleges across the state of Maine, and a System Office. In Fall 2024, the aggregate enrollment was 21,385 students.

Central Maine Community College	4,754 students
Eastern Maine Community College	2,719 students
Kennebec Valley Community College	2,489 students
Northern Maine Community College	843 students
Southern Maine Community College	7,900 students
Washington County Community College	805 students
York County Community College	1,875 students

MCCS currently plans to implement a student conduct record management system within the first quarter of 2025. It seeks proposals for software that provides for case management; the ability for multiple users to access a file predicated on security setting; and track Clery violations.

MCCS currently utilizes Jenzabar and is in the midst of transitioning its Student Information System (“SIS”) to Anthology.

### B. Project Requirements/Scope of Services

#### 1. General System Requirements

- a. The software must be cloud-based, offering secure and reliable access from any device with an internet connection.
- b. The software must include an intuitive, user-friendly interface for both administrators and end-users (students, staff).
- c. The software must have role-based access control to ensure appropriate permissions and security for different levels of users (e.g., administrators, conduct officers, students, etc.).
- d. The software must have the ability to handle multiple types of conduct cases (e.g., academic misconduct, behavioral misconduct).
- e. The software must ensure compliance with FERPA (Family Educational Rights and Privacy Act) and other privacy regulations.

#### 2. Data Migration

- a. The solution must support the migration of data from the institution's existing student conduct database (Jenzabar, Anthology).
- b. The vendor must provide tools and support to ensure the data migration is accurate, seamless, and completed within the designated timeline.

### **3. Clery Act and Title IX Compliance Tracking**

- a. The software must be capable of tracking, storing, and reporting on Clery violations and Title IX matters, including the ability to generate required reports for both Clery and Title IX compliance.
- b. The software must track processes such as investigations and hearings, and provide for users to enter outcomes.
- c. The software must have the ability to automatically generate and export reports required for Clery Reporting compliance (e.g., annual security reports).
- d. The software must have Title IX-specific tracking and reporting features, including date stamps, case resolution status, and notifications.

### **4. Case Management**

- a. The software must support a full case management workflow, from intake through investigation, resolution, and reporting.
- b. The software must have capability for case assignments, tracking deadlines, and communication with stakeholders (students, staff, faculty).
- c. The software must have the ability to record and store detailed case notes, decisions, and evidence.
- d. The software must support the generation of hearing schedules and track progress through each stage of the conduct process.

### **5. Reporting and Analytics**

- a. The software must allow for the generation of customized reports based on various criteria (e.g., type of violation, student demographics, etc.).
- b. The software must have the capability for ad-hoc reporting and data analysis.
- c. The software must integrate with institutional data systems for pulling relevant data (e.g., student demographics, academic records) for comprehensive reports.
- d. The software must have secure export of reports in multiple formats (e.g., PDF, Excel, CSV).

### **6. Integration Requirements**

- a. The solution must provide open APIs or other integration capabilities to facilitate data exchange between the student conduct system and SIS (Jenzabar, Anthology).

### **7. Training and Support**

- a. The vendor must provide a training plan for administrators, conduct officers, and other users.
- b. The vendor must provide a support plan that includes both technical support and training resources, available during normal business hours and with 24/7 emergency support options.
- c. The vendor must provide documentation and user manuals for all users of the system.

## **C. General Provisions**

1. All contact with MCCS regarding this RFP must be made through the aforementioned RFP Coordinator. No other employee is empowered to make binding statements regarding this RFP.
2. Issuance of the RFP does not commit MCCS to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.

3. All responses should adhere to the instructions and format requests outlined in this RFP and all written supplements and amendments, such as the Summary of Questions and Answers, issued by MCCS.
4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, MCCS will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal MCCS information of previous contract history with the Bidder (if any). MCCS also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder's experience and capabilities.
5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained herein will remain valid and binding for a period of 120 days from the bid closing date and time.
6. The RFP and the awarded Bidder's proposal, including all appendices or attachments, will be the basis for the final contract, as determined by MCCS.
7. MCCS, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
8. All proposals 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.). <http://www.mainelegislature.org/legis/statutes/1/title1sec401.html>
9. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be Respondent's responsibility to determine the applicability and requirements of any such laws and to abide by them.
10. Proposals that do not include a signed, acknowledged, Notice to Vendors and Bidders, will not be evaluated.

## **PART II KEY RFP EVENTS**

### **A. Questions**

#### **1. General Instructions**

- a. It is the responsibility of each interested party to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
- b. Interested parties should use **Appendix A – Submitted Questions Form** – for submission of questions.
- c. The Submitted Questions Form must be submitted by e-mail and received by the RFP Coordinator, identified on the cover page of this RFP, as soon as possible but no later than the date and time specified on the RFP cover page.
- d. Submitted Questions must include the RFP Number and Title in the subject line of the e-mail. MCCS assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.

#### **2. Question & Answer Summary**

Responses to all questions will be compiled in writing and posted on the following website:  
<https://www.mccs.me.edu/request-for-proposals/>

It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

### **B. Submitting the Response**

#### **1. Responses Due**

Responses must be received no later than the date and time specified on the cover page of this RFP document and listed above in the public notice.

#### **2. Delivery Instructions**

Responses must be submitted via email to the RFP Coordinator listed on the cover page of this RFP document.



## **PART III SUBMISSION REQUIREMENTS**

This section contains instructions for Respondents to use in preparing their responses. It is requested that all responses follow the outline suggested below, including the numbering, section and sub-section headings as they appear here. MCCS seeks detailed yet succinct responses that demonstrate the Respondent's experience and familiarity with the subject matter.

### **A. Response Format**

1. For clarity, the response should be typed or printed.
2. All pages should be numbered consecutively beginning with number 1 on the first page of the narrative through to the end, including all forms and attachments. For clarity, the Respondent's name should appear on every page, including Attachments. Each Attachment should reference the section or subsection number to which it corresponds.
3. Respondents are asked to be brief and to respond to each question and instruction listed in the "Submission Requirements" section of this RFP. Number each response to correspond to the relevant question or instruction of the RFP.
4. Include any forms provided in the 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.
5. Please provide all information requested in the RFP package at the time of submission.

### **B. Response Contents**

#### **Section I. Cover Page and Overview of the Organization**

1. Complete **Appendix B** (provided in the appendices of this RFP)

#### **Section II. Organizational Qualifications and Experience**

1. Complete **Appendix C** (provided in the appendices of this RFP), including:
  - a. Provide an overview of organization's experience, highlighting experience within the public higher education section, and clients of similar size and scope to MCCS.
  - b. Identify experience working with a higher education system with multiple colleges/universities in addition to a system office.
  - c. Identify team that would be involved with the project, including key personnel and their respective qualifications.

#### **Section III. Services Proposal**

1. Complete **Appendix D** (provided in the appendices of this RFP).
  - a. Discuss the Project Requirements/Scope of Services referenced above in Part I of the RFP and what the Bidder will offer. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.
  - b. Provide detailed description of all the work required to successfully complete the project, including proposed project approach, discrete project tasks, and any implementation assumptions.
  - c. Provide a realistic work plan for the implementation of project.
  - d. Provide Product Overview, including:
    - i. Detailed description of the proposed Student Conduct Software, including key features and functionalities.

- ii. Screenshots or demo of the user interface.
- iii. Technical specifications (platform compatibility, security features, etc.).
- e. Provide Implementation Plan, including:
  - i. Detailed description of all work required to successfully complete the project, including discrete project tasks and implementation assumptions.
  - ii. A timeline for implementing the solution, including key milestones (e.g., data migration, user training, system go-live).
  - iii. A project plan for managing the transition from the existing system to the new software.
  - iv. Expected duration for data migration and the vendor's role in supporting this transition.
- f. Security and Privacy Considerations, including:
  - i. Details of the software's security protocols, encryption methods, and compliance with FERPA, and other relevant regulations.
  - ii. Disaster recovery and data backup procedures.
- g. Support and Maintenance Considerations, including:
  - i. Description of post-implementation support and maintenance services.
  - ii. The availability of technical support, software updates, and system enhancements.

#### **Section IV. Cost Proposal**

1. Complete **Appendix E** (provided in the appendices of this RFP), including:
  - a. Pricing options both as a System and pricing for each individual college.
  - b. Detailed breakdown of the costs associated with the software solution, including licensing, implementation, data migration, training, and ongoing support.
  - c. Any additional costs for customizations or future upgrades.
  - d. A payment schedule tied to project milestones or deliverables.

#### **Section V. Acknowledge Notice to Vendors and Bidders**

1. Complete **Appendix F** (provided in the appendices of this RFP).

### **C. Required Response Documents**

The following documents should be included per submitted response in the order as indicated below:

1. Completed Response Cover Page and Overview of the Organization (**Appendix B**)
2. Completed Organizational Qualifications and Experience Template (**Appendix C**)
3. Completed Services Proposal Template (**Appendix D**)
4. Completed Cost Proposal Template (**Appendix E**)
5. Signed, Acknowledged Notice to Vendors and Bidders (**Appendix F**)

## **PART V REVIEW OF RESPONSES RECEIVED**

### **1. General Information**

- a. The evaluation team, comprised of stakeholders, will review the proposals. Each member of the team will evaluate the merits of the proposals based on the information set forth in this RPF.
- b. MCCS reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. MCCS 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 and therefore, Bidders shall submit proposals that include the requested information as clearly and completely as possible.
- c. All Bidders are expected to provide their best value pricing with the submission of their proposal.

### **2. Scoring Weight**

- a. The score will be based on 100- point scale and will measure the degree to which each proposal meets the following criteria.
  - i. Organizational Qualifications and Experience – 25%
  - ii. Services Proposal – 45%
  - iii. Cost Proposal – 30%

### **3. Selection and Award**

- a. The final decision regarding the award will be made by MCCS.
- b. Notification of conditional award selection or non-selection will be made in writing by MCCS.
- c. Issuance of the RPF in no way constitutes a commitment by MCCS to award a contract, to pay costs incurred in the preparation of a response to the RFP, to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
- d. MCCS reserves the right to reject any and all proposals or to make multiple awards.

### **4. Appeal of Contract Awards**

Any person aggrieved by the award decisions the results from the RFP may appeal the decision to the RFP Coordinator. The appeal shall be in writing and filed within 15 calendars days of receipt of notification of conditional contract award.

## **PART VI LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

1. Appendix A – Submitted Questions Form
2. Appendix B – Cover Page and Overview of Organization Template
3. Appendix C – Organizational Qualifications and Experience Template
4. Appendix D – Services Proposal Template
5. Appendix E – Cost Proposal Template
6. Appendix F – Notice to Vendors and Bidders

APPENDIX A

MAINE COMMUNITY COLLEGE SYSTEM  
SUBMITTED QUESTIONS FORM

Request for Proposal  
Student Conduct Record Management System

<b>Organization/Responder's Name:</b>	
---------------------------------------	--

RFP Section & Page Number	Question

\* If a question is not related to any section of the RFP, state "N/A" under "RFP Section & Page Number".  
 \*\* Add additional columns, if necessary.

**APPENDIX B**

**MAINE COMMUNITY COLLEGE SYSTEM  
COVER PAGE AND OVERVIEW OF ORGANIZATION**

**Request for Proposals  
Student Conduct Record Management System**

<b>Lead Point of Contact - Name/Title:</b>			
<b>Organization Name (if applicable):</b>			
<b>Tel:</b>		<b>Fax:</b>	
<b>E-Mail:</b>		<b>Website (if applicable):</b>	
<b>Street Address:</b>			
<b>City/State/Zip:</b>			

1. Provide Respondent's location(s)
2. Provide a brief description of Respondent's main services
3. Provide a brief description of years in business
4. Provide a description of the management structure

**APPENDIX C**

**MAINE COMMUNITY COLLEGE SYSTEM  
ORGANIZATIONAL QUALIFICATIONS AND EXPERIENCE**

**Request for Proposal  
Student Conduct Record Management System**

<b>Lead Point of Contact - Name/Title:</b>	
<b>Organization Name (if applicable):</b>	
<b>Email:</b>	
<b>Website:</b>	

1. Provide an overview of the Organization’s experience, highlighting experience within the public higher education section, and clients of similar size and scope to MCCA.
2. Identify experience working with a higher education system with multiple colleges/universities in addition to a system office.
3. Identify your team that would be involved with the project, including key personnel and their respective qualifications.
4. Describe any licensure required for any services described in the “Scope of Services to be Provided” section.
5. Provide references who are using comparable services (including contact information).
6. Describe skills pertinent to the specific work described in the RPF.

**APPENDIX D**

**MAINE COMMUNITY COLLEGE SYSTEM  
SERVICES PROPOSAL**

**Request for Proposal  
Student Conduct Record Management System**

<b>Lead Point of Contact - Name/Title:</b>	
<b>Organization Name (if applicable):</b>	
<b>Email:</b>	
<b>Website:</b>	

**Please provide detailed information responsive to the Organization’s approach to the scope of the project.**

- a. Discuss the Project Requirements/Scope of Services referenced above in Part I of the RFP and what the Bidder will offer. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.
- b. Provide detailed description of all the work required to successfully complete the project, including proposed project approach, discrete project tasks, and any implementation assumptions.
- c. Provide a realistic work plan for the implementation of project.
- d. Provide Product Overview, including:
  - i. Detailed description of the proposed Student Conduct Software, including key features and functionalities.
  - ii. Screenshots or demo of the user interface.
  - iii. Technical specifications (platform compatibility, security features, etc.).
- e. Provide Implementation Plan, including:
  - i. Detailed description of all work required to successfully complete the project, including discrete project tasks and implementation assumptions.
  - ii. A timeline for implementing the solution, including key milestones (e.g., data migration, user training, system go-live).
  - iii. A project plan for managing the transition from the existing system to the new software.
  - iv. Expected duration for data migration and the vendor’s role in supporting this transition.
- f. Security and Privacy Considerations, including:
  - i. Details of the software’s security protocols, encryption methods, and compliance with FERPA, and other relevant regulations.
  - ii. Disaster recovery and data backup procedures.
- g. Support and Maintenance Considerations, including:
  - i. Description of post-implementation support and maintenance services.
  - ii. The availability of technical support, software updates, and system enhancements.



**APPENDIX E**

**MAINE COMMUNITY COLLEGE SYSTEM  
COST PROPOSAL**

**Request for Proposal  
Student Conduct Record Management System**

<b>Lead Point of Contact - Name/Title:</b>	
<b>Organization Name (if applicable):</b>	
<b>Email:</b>	
<b>Website:</b>	

**Please provide a detailed cost proposal for the project as outlined:**

- a. Pricing options both as a System and pricing for each individual college.
- b. Detailed breakdown of the costs associated with the software solution, including licensing, implementation, data migration, training, and ongoing support.
- c. Any additional costs for customizations or future upgrades.
- d. A payment schedule tied to project milestones or deliverables.

If pricing is based on any units, such as colleges, students, or users, please clearly delineate the cost per unit.

## APPENDIX F

### 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.

**Bidder Acknowledgement:** \_\_\_\_\_