MAINE COMMUNITY COLLEGE SYSTEM
Request for Proposals
Implementation of OpenIAM

The Maine Community College System (MCCS) is currently seeking qualified vendors to provide implementation and platform support services for MCCS's implementation of OpenIAM. The MCCS plans to host this application in AWS or Azure (the "Cloud Platform"). MCCS will be responsible for coding and development on OpenIAM. MCCS's deployment will utilize Docker or a similar containerization strategy for the application. MCCS anticipates and a development/testing environment and a productive environment.

MCCS intends to transition management services described in this RFP to in-house staff. Any service offered by vendor should include handover training as part of regular support services. MCCS plans to award the contract for a 3 year term, with possibility of renewing for a 1-year term followed by two 6-month renewal periods.

 Desired Services:

Implementation Support. Vendor shall setup the application in the Cloud Platform selected by MCCS, including deploying scripts and containers and any Cloud Platform component configurations specified by MCCS to secure the Platform, including set up for the Cloud Platform Virtual Private Cloud/Subscription. MCCS desires that the initial secure configuration be recommended by Vendor subject to MCCS's review. Following initial setup, Vendor shall deploy MCCS's security scanning tools and remediate any findings to MCCS reasonable satisfaction.

On-Going Support. The Vendor shall provide normal business hour support services, including:
- Resolution performance of the platform through system performance tuning;
- Monitor the application and provide 1st tier support related to the Cloud Platform;
- Perform security patching and other risk mitigation activities identified by MCCS, including patching of the application and its associated database server;
- Perform database upgrades from time to time;
- Manage backup and recovery for the application and its databases;
- Provide data recovery to restore files on request;
- Perform disaster recovery if needed to restore system operation;
- Provide environment refreshes of the non-production environment; and
- Manage database access in accordance with security specifications identified by MCCS.

Ad Hoc Services - When requested, Vendor will support application platform troubleshooting following disruption or material degradation of service and for access issues. In addition, Vendor shall support troubleshooting of database management disruptions or degradations in database functionality.

The quote deadline is 2:00 pm, December 7, 2023.

Evaluation:

Proposals will be reviewed and selection of one vendor will be based on the following criteria:

Factor	Weight
Total proposed price	35%
In contract response times	20%
Proposed commencement date	20%
Overall Suitability to MCCS's needs	20%
Proposal Quality, Detail, and Organization	5%

All questions and proposals related to this request for proposals should be directed by email to Barry Ingraham nbingrah@nmcc.edu and Julie Edgecomb-Clark njedgeco@nmcc.edu . The subject of the e-mail should clearly state "Questions: OpenIAM." Deadline for questions is 4:00 pm November 29, 2023. Questions and responses will be posted on the website https://www.mccs.me.edu/request-for-proposals/. It is the intent of MCCS to respond to all questions by November 30, 2023. It will be the vendors' responsibility to check this site for updates.

Implementation of OpenAIM RFP Estimated Timeline:

11/29/2023 – Due date for any clarification questions.
11/30/2023 – MCCS's final responses to requests for clarification.
12/7/2023 – Final date for proposal submittal.
12/13/2023 – Selected vendor(s) will be notified if interview will be required.
12/21/2023 – Estimated date of vendor award.

MCCS reserves the right to reject any or all bids.
This RFP shall be referenced in, and considered part of, any final contract.
See attached Notice to Bidders.

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.