**STATE OF MAINE**

**Department of Education**

*Office of Federal Programs - Assessment*



**RFP# 2020406122**

**Statewide Reading and Mathematics Assessments in Grades 3 – 8 and High School**

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| **RFP Coordinator** | **NAME:** | Jodi Bossio-Smith  |
| **TITLE:** | *Director of Assessment* |
| **EMAIL:** | Jodi.bossio-smith@maine.gov  |
| *All communication regarding the RFP must be made through the RFP Coordinator.* |

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| **Submitted Questions Due Date** | October 3, 2024, no later than 11:59 p.m., local time |
| *All questions must be received by the RFP Coordinator by the date and time listed above.*  |

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| **Proposal Submission Deadline** | **DATE:** | November 14, 2024, no later than 11:59 p.m., local time. |
| **TO:** | Proposals@maine.gov |
| *Proposals must be received electronically by the Office of State Procurement Services by the date and time listed above.* |

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PUBLIC NOTICE

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**State of Maine**

**Department of Education**

**RFP# 202406122**

**Statewide Reading and Mathematics Assessments in Grades 3 – 8 and High School**

The State of Maine is seeking proposals for a web-based through-year computer adaptive assessment, scoring methodology, and related services whose primary objective is to benefit the students and educators of Maine but also must meet the US ED’s peer review criteria for assessments in reading and mathematics.

A copy of the RFP and all related documents can be obtained at: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps>

Proposals must be submitted to the Office of State Procurement Services, via e-mail, at: Proposals@maine.gov. Proposal submissions must be received no later than 11:59 p.m., local time, on November 14, 2024. Proposals will be opened the following business day.

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**RFP TERMS/ACRONYMS with DEFINITIONS**

The following terms and acronyms, as referenced in the RFP, have the meanings indicated below:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **Confidentiality** | Preserving authorized restrictions on information access and disclosure, including means for protecting confidential or sensitive information. A loss of confidentiality is the unauthorized disclosure of information. |
| **Data Classification**  | The process of risk assessment of data. See **Appendix G** for the Data Classification process (see also “PII Confidentiality Impact Level”).  |
| **Department** | Department of Education |
| **PII (Personally Identifiable Information)** | Data that is maintained by an agency that could potentially identify a specific individual and needs to be protected in accordance with state and/or federal law, including (1) any information that can be used to distinguish or trace an individual‘s identity, such as name, social security number, date and place of birth, mother‘s maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information. |
| **PII Confidentiality Impact Level**  | The PII confidentiality impact level—low, moderate, or high—indicates the potential harm that could result to the subject individuals and/or the organization if PII were inappropriately accessed, used, or disclosed. (NIST SP 800-122). See **Appendix G**. PII is evaluated to determine its confidentiality impact levels, so that appropriate safeguards can be applied to the PII.  |
| **State** | State of Maine |
| **State Data** | Any information originating with the State, regardless of form or medium of disclosure (e.g., verbal, observed, hard copy, or electronic) or source of information. It includes any information concerning the State’s information technology infrastructure, systems and software and procedures; and information originating with the State in the course of using and configuring the Services provided under the contract. It includes any sensitive information held by the State that may be protected from disclosure pursuant to a federal or state statutory or regulatory scheme intended to protect that information, or pursuant to an order, resolution or determination of a court or administrative board or other administrative body.  |
| **ADA** | Americans with Disabilities Act |
| **AOS** | Alternative Organizational Structures |
| **COTS** | Commercial Off The Shelf  |
| **CSD** | Community School District  |
| **ECD** | Evidence-Centered Design |
| **ESSA** | Every Student Succeeds Act |
| **FERPA** | Family Education Rights and Privacy Act |
| **IDEA** | Individuals with Disabilities Act |
| **RPO** | Recovery Point Objective |
| **RTO** | Recovery Time Objective |
| **RSU**  | Regional School Unit |
| **RFP** | Request for Proposal |
| **SAD** | School Administrative District |
| **SAU** | School Administrative Unit |
| **TAC** | Technical Advisory Committee  |
| **US ED** | United States Department of Education |
| **OIT** | State of Maine Office of Information Technology |
| **SaaS** | Software as a Service |
| **SLDS** | State Longitudinal Data System |
| **SOC** | Controls at a Service Organization |
| **SSAE** | Standards for Attestation Engagements |
| **SSID** | Maine State Student Identification |
| **LEA** | Local Education Agency |

**State of Maine**

**Department of Education**

*Office of Federal Programs - Assessment*

**RFP# 202406122**

**Statewide** **Reading and Mathematics Assessments in Grades 3 – 8 and High School**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Maine Department of Education’s Office of Federal Programs Assessment Team is seeking statewide reading and mathematics assessments in grades 3 through 8 and high school as defined in this Request for Proposal (RFP) document. This document provides instructions for submitting proposals, the procedure, and criteria by which the awarded Bidder will be selected, and the contractual terms which will govern the relationship between the State of Maine and the awarded Bidder.

The education system of Maine is comprised of 264 school administrative units (SAUs) and includes several configurations. These configurations include:

* **Alternative Organizational Structure (AOS)** - An alternative organizational structure is a combination of two or more school administrative units joined together for the purpose of providing administrative and, sometimes, educational services. Administrative services provided by the AOS are system administration (a superintendent and the superintendent's office), special education administration, transportation administration and the business functions of accounting, reporting, payroll, financial management, purchases, and audit.
	+ Each member entity maintains its own budget, has its own school board, and is operated in every way as a separate unit except for the administrative services and those educational services indicated in the AOS reorganization plan. Budget approval is by majority vote of those present and voting at district budget meetings. The member entities share the AOS costs based on a formula specified in the AOS reorganization plan.
	+ In addition, the AOS school committee is comprised of representatives from each of the member entity school boards and conducts the business of the AOS. All votes of the AOS school committee are cast in accordance with voting procedures specified in the AOS reorganization plan.
* **Regional School Unit (RSU)** - A regional school unit (RSU) is a combination of two or more municipalities that pool their educational resources to educate all students. One school committee (comprised of representatives from each of the municipalities) administers the education of grades K-12 through a superintendent of schools. Budget approval is by majority vote of those present and voting at a district budget meeting followed by approval at referendum. The member municipalities share the RSU costs based on a formula that may factor in state valuation and/or the number of pupils as specified in their voter-approved reorganization plan.
* **School Administrative District (SAD)** - A regional school unit doing business as a school administrative district (RSU/SAD) and school administrative districts (SAD) is a combination of two or more municipalities that pool their educational resources to educate all students. One school committee (comprised of representatives from each of the municipalities) administers the education through a superintendent of schools. Budget approval is by majority vote of those present and voting at a district budget meeting followed by approval at referendum. The member municipalities share the RSU/SAD and SAD costs based on a formula that factors in state valuation and/or number of pupils. NOTE: There are a few SADs comprised of one town because of unique situations and private and special laws.
* **Community School Districts (CSD) -** A community school district (CSD) is a combination of two or more municipalities and/or districts formed to build, maintain, and operate a school building or buildings to educate any or all grades. For example, a CSD may be formed to build and operate a grade 7-12 school for all towns in the CSD. Those same towns will maintain individual control over the education of their K-6 students or belong to a school union. A community school district may also oversee education of all grades K-12.

CSD school committees are apportioned according to the one person-one vote principle. The member municipalities share the CSD costs, based on a formula that factors in number of pupils in each town and/or state valuation or any combination of each. Community School District budgets are approved by majority vote of voters present and

voting at a district budget meeting followed by approval at referendum.

* **Unions of Towns (SU)** - A Union is a combination of two or more school administrative units joined together for the purpose of sharing the costs of a superintendent and the superintendent's office. Each member school administrative unit maintains its own budget, has its own school board, and operates in every way as a separate unit except for the sharing of superintendent services.
	+ In addition, a union school committee, which comprises representatives from each member unit school committee, conducts the business of the union. All votes of the union committee are cast on a weighted basis in proportion to the population of the towns involved.
* **Municipal School Units** - A city or town with individual school supervision is a single municipality. A school committee administers the education of all grades in the city or town through a superintendent of schools. The city or town charter usually determines the method of budget approval leading up to approval by voters at referendum.

**Student Population and Demographics**

State and SAU statistics (as of 2022/23 school year)

Available at <https://www.maine.gov/doe/data-warehouse/reporting/enrollment>



1. **General Provisions**
	1. From the time the RFP is issued until award notification is made, all contact with the State regarding the RFP must be made through the RFP Coordinator. No other person/ State employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
	2. Issuance of the RFP does not commit the Department 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 proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
	4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department 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 therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
	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 the Department.
	7. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html) et seq.).
	8. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
	9. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.
2. **Contract Term**

The Department is seeking cost-efficient proposals to provide services, as defined in this RFP, for the anticipated contract period defined in the table below. The dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with the RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract for two (2) renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from the RFP, is defined as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | July 1, 2025 | June 30, 2029 |
| Renewal Period #1 | July 1, 2029 | June 30, 2033 |
| Renewal Period #2 | July 1, 2033 | June 30, 2035 |

1. **Number of Awards**

The Department anticipates making one (1) award as a result of this RFP process.

The Department is looking for a similar or more cost-effective solution to our current solution, at an annual contract amount not to exceed $5 million.

**PART II SCOPE OF SERVICES TO BE PROVIDED**

The Department’s Assessment Team seeks to implement an online, adaptive, student centered, mathematics and reading through-year assessment in grades 3 – 8 and high school. That includes diagnostic and summative items aligned to Maine’s accountability standards that gives immediate feedback on student performance to students, educators, families, and building leaders.

1. **General Assessment Model**

The Department needs an assessment that:

* 1. Is administered at minimum twice (fall and spring) with the optional implementation of a winter administration.
	2. Has identified assessment administration windows.
	3. Is administered in grades 3 – 8 and identified grades within the high school grade span. (Current administration is during the 2nd year of high school.)
	4. Has minimal interruption to classroom instruction and the school year.
	5. Utilizes criterion referenced and normative data.
	6. Includes a measurement of through-year student growth.
	7. Is adaptive across multiple grade levels.
	8. Meets accessibility requirements:
		1. Maine’s state assessments must be built on a framework of accessibility for all learners. It is imperative that all students be provided equitable opportunities to participate by utilizing the tools and accommodations necessary. This includes not only embedded accessibility features in an online assessment environment but also accommodated paper-based forms including but not limited to standard print, large print, and braille. In addition, this is an area of assessment in which innovations continue to be made and respondents should include which steps have been taken or will be taken to address diverse student needs and evolving technologies.
	9. The assessment must comply with the following federal and state statutes, regulations, rules and/or policies that govern Maine’s state assessment system. All decisions regarding statewide assessments must be approved by the Maine Department of Education.
		1. [Every Student Succeeds Act (ESSA)](https://www.ed.gov/essa?src=rn)
		2. [Individuals with Disabilities Act (IDEA)](https://sites.ed.gov/idea/)
		3. [Americans with Disabilities (ADA)](https://www.ada.gov/)
		4. [Family Education Rights and Privacy Act (FERPA)](https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html)
1. **Summative Assessment**
	1. **Purpose, Uses, and Claims**

The summative assessment is intended to provide information about achievement in relation to the state content standards. Student achievement will be aggregated into student population, school, SAU, and state levels. Reports will be used by students, families, educators, and policy makers to understand performance within SAUs and across the state. A key use will be to fulfill the state’s school accountability plans that satisfy federal accountability requirements.

* + 1. Claims based on the end of year summative assessment should include student proficiency. At least four performance levels will be distinguished, with accompanying Achievement Level Descriptors (ALDs). Current ALDs are found on the ALD Explorer Tool: <https://ald-explorer.nwea.org/>
		2. For the new end of year summative assessment, no sub scores are required; however, the Department is interested in solutions that may be able to provide information in addition to an overall score.
	1. **Assessment Content**

The Awarded Bidder will be required to:

* + 1. Address state content standards in Reading and Mathematics. The state content standards for Reading and Math may be found here: <https://www.maine.gov/doe/learning/content>.
		2. Provide a minimum of five (5) released items per grade level in each content area, Math and Reading, for release to Maine educators annually.
	1. **Test Design Requirements**
		1. The end of year summative assessment must be valid, reliable, and useful and meet the [requirements of federal Peer Review.](https://oese.ed.gov/files/2023/11/assessmentpeerreview.pdf)
		2. Use principles of evidence‐centered design (ECD) or similar validation‐oriented processes.
		3. Reporting
			1. The results of the summative assessment shall be reported in:
				1. Individual student report
				2. Class/group roster
				3. School report
				4. District report
				5. State summary report
			2. The Awarded Bidder will partner with the Department to produce innovative reports and reporting resources to communicate individual and aggregate results in a clear, useful, technically defensible manner.
				1. The relevant reports shall be provided to the Department, SAUs, schools, and students/families as electronic files and other mediums depending on Department’s needs.
				2. A secure portal shall be established for Department, district, and school personnel to access the report information which they have been authorized to receive. The secure portal should be a role‐based, permissioned, online dynamic reporting system, that includes individual and aggregate data. The secure portal should include either a training site or obfuscated data.
				3. There is to be online resources to guide appropriate interpretation and use of printed and online score reporting.
				4. As Maine’s multilingual population increases, the number of speakers of languages other than English also increases. As a result, Maine continues to monitor growth towards the threshold established and identified in Maine’s approved ESSA state plan. Whereby, should any population meet or exceeds the threshold, the Awarded Bidder will provide the assessment in the required language/s other than English.
	2. **Test Administration**
		1. Administration Mode
			1. Provide a computer-based assessment that can be utilized across the state with varying access to internet connectivity.
			2. Provide the option for information technology (IT) support for SAUs in need and work with SAUs that have existing IT support.
			3. Offer a local caching server option or another solution for unpredictable or low bandwidth.
		2. Preventing and Responding to Irregularities

The Awarded Bidder must have:

* + - 1. Systems to anticipate, thwart, and prevent potential system disruptions or irregularities such as load testing and monitoring.
			2. Procedures and protocols regarding security of assessment content and student, school, or district data including internal security policies, audit procedures, and procedures to protect data in transit.
			3. An approach to responding to potential system disruptions or irregularities based on each of the monitoring approaches described in this RFP include communication with the Department and affected stakeholder and efforts to address, contain, and remedy the problem.
	1. **Data Management**

The Department does not have a single district student information system in use in all available districts. Currently there are five (5) district student information systems participating in the statewide master multi-vendor agreement. Each school district uses one of these commercially available student information systems. Approximately 48 percent of schools currently use PowerSchool. The Department issues a unique Maine State Student Identification (SSID) number to each student to ensure accurate identification and matching with assessment results.

The Department will provide a statewide student roster file to the awarded Bidder for uploading.

The Awarded Bidder will be required to:

* + 1. Have processes to validate the correct SSID for each student’s assessment record.
		2. Allow for manual uploading and maintenance of student data from SAUs.
		3. Provide SAUs access to secure student level assessment results that is compatible with common student information system protocols.
	1. **Training and Support**

The Awarded Bidder will:

* + 1. Provide ancillary support materials such as assessment coordinator manual, assessment administration documents, interpretive guides, training materials, practice assessments within an online browser and/or secure lockdown browser as well as in standard, large print, and braille accommodated forms, specific to each grade level being assessed, etc.
			1. The Awarded Bidder must have an editorial review and revision process that includes opportunities for input by Department staff.
		2. Provide assessment administration training to SAUs in partnership with Department. Training and administration support materials could include but not be limited to:
			1. Test administration manuals for school and SAU staff that address:
				1. Roles and responsibilities of personnel responsible for assessment administration
				2. Necessary pre-administration tasks
				3. Detailed assessment administration procedures
				4. Procedures for maintaining assessment security.
			2. Procedures for responding to disruptions and irregularities.
				1. User guides and support resources for interacting with the assessment administration platform (e.g. procedures for rostering students, scheduling assessments, accessing reports etc.)
				2. A fully functional site for access to practice items so that students can experience an authentic assessment experience and teachers can see how their students interact with the assessment administration platform.
		3. Organize, staff, and maintain a help desk for school and SAU employees to consult. The help desk must be maintained during the test administration windows during local hours that cover the typical school day and extended hours during the assessment window and sufficient staffing to avoid long wait times.
	1. **Scoring and Scaling**
		1. The Awarded Bidder will be responsible for the scoring and establishing and maintaining a scale.
	2. **Standard Setting**
		1. The Awarded Bidder may be required to set new performance standards on all assessments covered in this RFP and must deploy an approach that meets professional standards and federal peer review requirements.
		2. The Awarded Bidder must produce a comprehensive standard setting plan and documentation. The Awarded Bidder will need to review this plan with the Department and the Maine Technical Advisory Committee (TAC) and receive approval from the Department.
	3. **Technical Documentation**

The Awarded Bidder will be required to:

* + 1. Develop a comprehensive annual technical report following each administration of the summative assessment. The technical report must be clear and well organized addressing all requirements of the [United States Department of Education peer review elements.](https://oese.ed.gov/files/2020/07/assessmentpeerreview.pdf)
	1. **Time Schedule**
		1. An end of year summative assessment component is to be operational by spring 2026.
1. **Through Year Interim Assessment**
	1. **Purposes, Uses, and Claims**

The interim assessments may be designed to work together to provide information to support instruction at multiple time points during the year. The results may also be useful to informing program evaluation and other uses from year to year. It is not required that the results from the interim assessments be used to produce an end of year summative score.

* 1. **Content**
		1. The Awarded Bidder will be required to assess state content standards in Reading and Mathematics. The state content standards for Reading and Math may be found here: <https://www.maine.gov/doe/learning/content>
	2. **Assessment Design(s)**
		1. The Department requires that the interim assessments be valid, reliable, and useful. The Department desires that the interim and summative assessments be as cohesive as possible. Maine encourages innovative proposals.
		2. The interim assessments should provide appropriate accommodations suitable to supporting the validity of the intended interpretations and the inclusion of all students. The Department prefers a computer‐adaptive design for the assessment that will provide reliable estimates of student ability across the ability continuum. However, a paper‐and‐pencil/accommodated version should be available for those students who cannot participate online.
	3. **Reporting**
		1. The Department requires a system that will have the ability to provide useful reports to inform families and educators of student’s areas of strength and challenge.
	4. **Item Types**
		1. The Awarded Bidder shall be responsible for the provision of a variety of item types.
	5. **Scoring and Scaling**
		1. The Awarded Bidder will be responsible for the scoring and establishing and maintaining a scale.
	6. **Time Schedule**
		1. The awarded Bidder must provide a time schedule of all major activities.
	7. **Development of Assessment Items**

The Awarded Bidder will:

* + 1. Provide evidence of assessment item alignment with Maine’s content standards in Reading and Mathematics.
			1. Evidence of item-level and assessment level psychometrics and related item statistics for all summative and diagnostic items must be available for review and discussion.
			2. Documentation of item refresh rate including the assessment item development cycle and process.
			3. Account for the security of the assessment items, assessment forms and instances of concern and/or breach prior to, during and in conclusion of the applicable assessment windows.
			4. Development and implementation of user roles associated with assessment administration. These will be delineated by SAU, school, and class user roles.
			5. Costs associated with item development.
		2. Ability for the Department and Maine educators to be involved in and contribute to item development, scoring and reporting conversations for all assessed grades.
			1. Minimum of three (3) educators per grade level to be included in the following assessment related activities:
				1. Item development
				2. Item review
				3. Sensitivity and bias review
				4. Accessibility and accommodations
				5. Form development and review
				6. Standard setting / Range finding
				7. Reporting
	1. **Reporting**

The Awarded Bidder will be responsible for the:

* + 1. Provision of sample reports at the SAU, school, class, and family level.
			1. Differentiation of content, reporting format, and information dependent upon applicable audience.
			2. User roles associated with the granularity of data to be provided.
			3. Inventory and sample of all currently available reports within the assessment.
				1. Intended audience.
				2. Timeframe for report population and release
				3. Connections to subsequent system reports
				4. Data sets to be included in the report.
			4. Articulation of whether fixed reports or ad hoc (create your own) educator report and/or query.
1. **Systems Training and Professional Development**

The Awarded Bidder will be responsible for the:

* 1. Provision of professional learning opportunities for SAU, school, and classroom staff.
		1. Differentiated sessions based upon implementation and audience.
		2. Synchronous and asynchronous professional learning opportunities
			1. Content and state specific professional learning sessions
			2. Pre-established and pre-recorded sessions tailored and adapted to meet the needs of Maine’s educators where applicable.
			3. Webinars and interactive live professional development opportunities
	2. Development of a professional development plan with timelines, format, duration, and frequency included.
		1. Overview of suggested professional learning model.
		2. Inclusion of additional professional learning and development supports in the form of assessment literacy, assessment development, scoring, utilization of data, etc.
1. **Commitment to Work Collaboratively with the State of Maine Assessment Team**

The Department requires the following:

* 1. The Awarded Bidder must work with the Department Assessment Team to ensure adherence to the U.S. Department of Education’s peer review process.
	2. Collaboration regarding the development of public notices, communication, and resources in advance of release.
	3. Collaboration regarding the development of professional development and learning.
	4. Implementation of program management, professional development and learning, and technology focused meetings.
1. **Data Management**

The Department requires the following:

* 1. Ability for Department Assessment Team members to be able to access user information.
	2. Ability to extract and export data from the system in a variety of reports and formats within increased granularity.
		1. Connections to reporting features where applicable should be evident.
	3. Student results/performance data must be available by student detail, including demographics and aggregated by student demographic groups, grade, classroom, school & SAU.
	4. Ability to amend and revise student assessment rosters as applicable.
		1. Additional and/or removal of accommodations and supports.
		2. Assignment of grade and class
	5. User role management
	6. Diagnostic assessment delivery
	7. Assessment program support and technical assistance
	8. Vendors should indicate their ability to consume roster data via the [School Interoperability Framework(SIF) Unity REST API](https://data.a4l.org/introducing-unity/) and exchange data with the Maine SLDS via SIF.
1. **Management**
	1. The Awarded Bidder’s Project Director must be 100% dedicated to this project.
	2. **Project Management**
		1. The Awarded Bidder will be responsible for development and maintenance of the project task plan and schedule, based on the approach, methodology, and tools used successfully by the contractor in work of similar nature and scope.
		2. The Awarded Bidder will be responsible for regular reporting of progress against the plan, recommending corrective actions to be taken in the event of unanticipated changes to the plan or schedule, and regular updates to the plan and schedule to accommodate any changes.
		3. The Awarded Bidder must interact frequently with Maine staff over the course of this project. Including:
			1. In‐person kick‐off meeting upon execution of the contract
			2. Presentation and interaction with the national TAC twice annually
			3. Quarterly project reports
			4. As‐needed communication via email, phone, webinar etc.
2. **Technical Functions**
	1. **Data Migration**
		1. The Awarded Bidder will convert achievement levels legacy data into the new system.
		2. When the system goes live, the most recent data (from Spring 2023 at a minimum through the date of launch) will be converted into the cloud-based system.
		3. The Awarded Bidder will complete a data migration and integration analysis of the current assessment system data and deliver a data migration and analysis document that details specific data transfer requirements for the system which:
			1. Performs data profiling to analyze the data quality aspects, such as missing data values, frequency distribution, and data integrity aspects
			2. Prepares data mappings between the source database table/column(s) to appropriate target database table/column(s) and maps each data value for that column
			3. Analyzes all data domains to prepare transformation between source and target data elements
			4. Identifies potential data quality issues that could require developing validation logic within the current assessment system
			5. Develops a data migration process based on the data mapping and transformation analysis and writes validation scripts which are designed to restore to the previous state in case of severe migration error, including a separate set of scripts to compare data characteristics including number of records and primary key distribution
			6. Migrates all current assessment system data; and
			7. Performs data profiling to analyze the migrated data quality and correct issues directly against the system’s database or rerun data migration with corrections as necessary.
	2. **User Training and Documentation**
		1. The Awarded Bidder will be responsible for providing trainings for SOM staff and external users. Department staff shall need adequate training to configure, administer, operate, and update the selected solution.
		2. The Awarded Bidder must offer trainings to support the needs of both the Department and its user base. These trainings can be written, web-based, and/or instructor-led, (live and/or pre-recorded).
			1. Detail a delivery method for required training content (e.g., webinar, virtual training and virtual learning offerings, and instructor-led classroom-based trainings) based on a training needs analysis
			2. Update the plan after each Module/phase
			3. Develop all necessary training materials, user manuals, and training sessions for users and technical staff, both for training prior to go-live, as well as for training after go-live
			4. Provide formal documentation of all training materials, user manuals, and training sessions to the Department; and
			5. Ensure all training materials accurately represent the assessment at the time of go-live, including all screenshots, workflows, tools, and processes.
		3. Preferred systems will also include tooltips and online help functionality to quickly and effectively help users troubleshoot various aspects of the system.
	3. **Technical Requirements for COTS-SaaS Products**
		1. Ensure all work delivered by the assigned project team is conducted within the Continental United States.
		2. Low-code Configurability: Flexibility in process owner's ability to adapt to legislative or legal changes without coding.
		3. Scalability: Capability to accommodate current and future business needs as well as anticipated legislative changes.
		4. Interfaces & APIs: A rich collection of out-of-the-box APIs for promoting reuse
		5. Modularity: Phased implementation by differing agencies, allowing agencies to use modules that are important to them.
		6. Public Reporting/Viewing Portal: Ability to provide secure public views of certain licensing data and case records as designated by the process owner for internal or public consumption.
		7. Payment Processing: Ability to integrate payment processing including the state's PayMaine II application.
		8. Notification/Alerts: Reminder notification systems for staff action and license renewals.
		9. Version Control: Staying current with functionality, browser clients and underlying embedded technology (I.e., Oracle, Java, Adobe, etc) to maintain current security posture, business functionality.
		10. Role Based security, allowing for additional logical segmentation amongst the various agency use cases.
	4. **Technical Assessment**
		1. The State of Maine requires Bidders to demonstrate they have the appropriate security controls in place to protect the State’s sensitive and/or confidential information. Bidders are required to explain their compliance with the security requirements listed in **Appendix D** (Technical Assessment Form).
		2. [**Deployment Certification**](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/ApplicationDeploymentCertification.pdf)**:** The Awarded Bidder must provide testing results prior to the State making a Go-No-Go decision to introduce system changes into its software production environment.
		3. [**Data Centers and Access**](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DataCenterAccessControlProcedure.pdf)**:** The Awarded Bidder must store all data within the Continental U.S. In addition, all data access must be performed from within the Continental United States.
		4. [**Architecture Compliance Policy**](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/ArchitectureCompliancePolicy.pdf)
			1. **Technical Architecture Diagram:** The Awarded Bidder will maintain, and provide to the Department, one or more detailed diagrams representing the technical architecture. The architectural diagrams must, at a minimum, depict the relationship between the Solution hardware and software system components.
			2. **Technical Architecture Description:** The Awarded Bidder will maintain, and provide to the Department, narrative text describing the proposed Solution’s technical architecture and summarizing its technical capabilities and strategic benefits, as well as any technical limitations or strategic shortcomings. The narrative text must describe the:
				1. System design and functional capabilities
				2. Security model including authentication, authorization, data protection, auditing, physical and network infrastructure
				3. Data model, and
				4. Technical assumptions
		5. **Compliance:** The Awarded Bidder will have annual audits in accordance with Standards for Attestation Engagements (SSAE) Reporting on Controls at a Service Organization (SOC), including SOC 2 Type II, performed on its operations.
			1. SOC 2 Type II report to be provided annually based upon the services provided, the State and vendor will determine which of the five trust service principles should be included (Security, Availability, Processing Integrity, Confidentiality and Privacy). Additionally, the State and the vendor will establish an agreed-upon timeline for the initial SOC audit and report deliverable. A copy of the audit and plan of action for remediation of any deficiencies will be provided to the Department’s Program Manager and the Office of Information Technology, Information Security.
		6. **Backup and Recovery:** The Awarded Bidder is responsible for system backups. If the system has to be restored, it must be recovered in less than eight (8) hours or Recovery Time Objective (RTO) with no more than twenty-four (24) hours of data loss or Recovery Point Objective (RPO).
		7. [**Business Continuity**](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/BusinessContinuityDisasterRecoveryPolicy.pdf)**:** The Awarded Bidder is responsible for the Disaster Recovery and Business Continuity Plan and will be required to perform a full disaster recovery test at least annually. The plan should include but not be limited to the following:
			1. The Awarded Bidder will describe the process if an interruption in service impacting platform availability is experienced.
				1. Parameters regarding system “downtime”
				2. Identified system elements or components impacted and the overall impact to the system functionality.
				3. Processes for data recovery if necessary
				4. Communication strategies regarding system status and functionality
		8. **Changes in Operations or Architecture:** The Awarded Bidder will give the Department at least thirty (30) days advance written notice of any material change in network operations or architecture. A planned material change in network operations or architecture cannot be made without the prior written consent of the Department. A “material change” includes, but is not limited to, a change which is substantial, and which increases response time to inquiries, adds to the complexity of network use, diminishes services provided to users, or results in a comparable impact on operations noticeable by users.
		9. **Data Ownership:** All information, materials and data obtained under the contract resulting from this RFP will be exclusively owned by the Department.
			1. At the conclusion of the contract, or when requested, the Awarded Bidder shall turn over the Department’s Data to the Department’s designated agent, at no extra charge and in a format agreed upon.
			2. At the end of the resulting contract, the awarded Bidder shall have no rights or ability to retain or use the Department data.
			3. The Awarded Bidder will ensure there will be no ability to view or access the Department’s confidential data from any location outside of the Continental United States.
			4. The Awarded Bidder will ensure all data is isolated from other state/customer assets.
		10. **Branding:** The Awarded Bidder will be required to adhere to the State of Maine Branding as outlined in the [Web Standard policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/WebStandards.pdf).
		11. **Approved Browsers:** The Awarded Bidder will ensure that externally-facing content must be compatible with the current manufacturer-supported versions of Microsoft Edge, Mozilla Firefox, Google Chrome, and Apple Safari. Internally-facing content must be compatible with the current manufacturer-supported versions of Microsoft Edge. For web-based applications, closing all application windows in browser will log off user. Solution prevents restarting of session from browser history or cache.
		12. **Secure Access:** The Awarded Bidder ‘s responsibility is to provide a secure means for users located outside of the SOM WAN to logon to the solution.
		13. **Performed Work:** Unless specified otherwise, the Awarded Bidder will be required to provide all tools, materials, and resources necessary to effectively perform the required work.
		14. **Software Environments:** The solution will have at minimum two (2) environments outside of the development environment through the project lifecycle. They are:
			1. User Acceptance/Training
			2. Production
	5. **Technical Requirements**

In addition to the Technical Assessment requirements, the Awarded Bidder must comply with the suite of [OIT policies](https://www.maine.gov/oit/policies-standards), ensuring special attention is paid to:

1. [General Architecture Principles](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fgeneral-architecture-principles_1.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336396623%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=A%2FF33EDQhGjSHL17w7KiMGxJm4a%2FDp3Cda5FzQdR4VU%3D&reserved=0)
2. [System and Services Acquisition Policy and Procedures (SA-1)](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fsystem-services-acquisition-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336396623%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ctG1NriTCr583VeCddNadeCmmiiCjCOfWyJW98Isynw%3D&reserved=0)
3. [Application Deployment Certification Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fapplication-deployment-certification_0.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336396623%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=i0Qw%2BQa9EsT66qPqls5Ku0tQf%2BQ3%2F7pg31BgEByZ1pA%3D&reserved=0)
4. [Digital Accessibility and Usability Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fdigital-accessibility-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336396623%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=TinoDjn%2FZ%2BGxVPkphHmTCPXF%2F5iM4zlY6uUgHw0GTU0%3D&reserved=0)
5. [Remote Hosting Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fremote-hosting-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336396623%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=6FrMpQYaPk9sPHCZzbzAF%2B98JNyptS5EPu2xcsuzI28%3D&reserved=0)
6. [Data Exchange policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fdata-exchange-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=HhCWu%2B8%2BBYXd77kzFMXEjVJSfJfGbBRwfW5agpWjndg%3D&reserved=0)
7. [Information Security Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Finformation-security-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=GrAqzbPyyr3wQgKC2EE04q32Y%2F2PWxZvB4d1vkgtjwM%3D&reserved=0)
8. [Access Control Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=H66lLkOoTo%2BBuOAqSEYkViIKUbXh1HMMDNBMqpirwRU%3D&reserved=0)
9. [Access Control Procedures for Users](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-procedures-for-users.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=nTLSXzLSZHRWIavNBqMLrTVPY9vehvdd8V8q6aGNazM%3D&reserved=0)
10. [Risk Assessment policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Frisk-assessment-policy-procedure.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=1LxUodJE7HkyIzKSM9n0bB7%2F9yHuEQT4yqOuxSfdYiY%3D&reserved=0)
11. [Vulnerability Scanning Procedure](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fvulnerablity-scanning-procedure.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=6R5X2brJyaqLP6Abx1XoYPEyeJwtCvv8vPzkJ5p0EzE%3D&reserved=0)
12. [Security Assessment and Authorization Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2FSecurityAssessmentAuthorizationPolicy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=jLXyhJppTOAV9WoHmhMdGqioKR1xY08vVxC6tf7ahLI%3D&reserved=0)
13. [System and Information Integrity Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fsystem-information-integrity-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=esdEu4wwWAGZ0QyYpH9Y%2B7lkkN25LvllWzngrKWK3M0%3D&reserved=0)
14. [Configuration Management Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fconfiguration-management-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=SonYJqdCUwld6BbX9CPhf9VelEDHjtlamZgAVpbl3gM%3D&reserved=0)
15. [Business Continuity and Disaster Recovery Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/BusinessContinuityDisasterRecoveryPolicy.pdf)

The Awarded Bidder must ensure the solution achieves the [NIST 800-53 Rev 5](https://csrc.nist.gov/pubs/sp/800/53/r5/upd1/final) for the remaining security and privacy control families to a security baseline appropriate to the impact level of the data as determined by the Department, including:

* + 1. Physical and Environmental Protection;
		2. Awareness and Training;
		3. Planning;
		4. Audit and Accountability;
		5. Assessment, Authorization, and Monitoring;
		6. Personnel Security;
		7. PII Processing and Transparency;
		8. Contingency Planning;
		9. Identification and Authentication;
		10. Incident Response;
		11. System and Communications Protection;
		12. Maintenance;
		13. Media Protection; and
		14. Supply Chain Risk Management to a security baseline appropriate to the impact level of the data as determined by the agency.

* 1. **Project Management and Work Plan**

The Awarded 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) A Guide to the Project Management Body of Knowledge (PMBOK guide).](https://www.pmi.org/)

* + 1. **Project Methodology:** The Awarded 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 Awarded Bidder's project management approach must facilitate open and timely communication with the Department 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.
		2. **Project Manager:** The Awarded Bidder will be required to assign an experienced project manager to the project. It is required that the Awarded Bidder’s Project Manager be knowledgeable with the solution. It is preferred that the Awarded Bidder’s Project Manager be Project Management Professional (PMP) certified. The Awarded 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 Department’s Project Manager. The Department reserves the right to require the Awarded Bidder to replace their Project Manager at any time during the course of the project.
		3. **Change Management:** The Awarded 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 Awarded Bidder’s Project Manager will work closely with the Department’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 Department’s Project Manager.
		4. **Workplan:** The Awarded Bidder’s Project Manager will be required to maintain a detailed project work plan, with content to be approved by the Department Project Manager, through the full term of the contract. The Awarded Bidder’s Project Manager will be required to submit an updated work plan to the Department’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 Department and the Awarded 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/mitigation. The project work plan will be updated and submitted to the Department’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 Department’s Project Manager.
	1. **Quality Assurance and Acceptance**

Project Quality Management ensures that the project satisfies the needs for which it was undertaken. The Awarded Bidder must develop a plan for the overall system and user acceptance testing.

* + 1. **Testing:** Prior to moving the proposed system to the production environment, the Awarded Bidder will test all aspects of the solution in accordance with the Department’s [Deployment Certification Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/ApplicationDeploymentCertification.pdf) for Major Application Projects.
		2. **Test Plan:** The Awarded Bidder, in cooperation with the Department, will create a test plan including all tests required in accordance with providing and operating a fully certified system.
			1. The Awarded Bidder will describe its strategy for ensuring that new systems and all interfaces function properly when releasing new versions of any software application.
			2. The Awarded Bidder will indicate at what point in a new release the Department will receive access to new versions of software or applications.
			3. All components of the application must be tested in a non-production environment to ensure that the application test responses represent the exact behavior that will be expected of the application in the production environment.
		3. **Test Execution:**
			1. The Awarded 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.
			2. The Awarded Bidder will train Department personnel as appropriate to participate in the testing effort.
			3. Unless specified otherwise within the test plan, the Awarded bidder will be required to provide all tools, testing materials, and resources necessary to effectively perform the required tests.
			4. The Awarded Bidder is responsible for and must certify their system to be fully secure for all work provided under this procurement.
		4. **Acceptance:** System acceptance of the solution will occur following system implementation and Awarded Bidder’s demonstration that the system successfully provides all the functionality required by the Department; the system meets or exceeds the performance standards in the contract.
	1. **Implementation**

The Awarded Bidder will be responsible for implementing the solution within the Production Environment. They will work with the Department to help transition users to the new system.

The Department will consider accepting the solution in major stages, as successfully tested. However, the final acceptance of the system will be based on overall end-to-end testing of the entire system. The Awarded Bidder will be responsible for all documents related to the scope of work described in this RFP.

* + 1. **Planning:** The Awarded Bidder will be required to create an Implementation Plan, which will identify the approach that will be taken and the critical tasks that will be involved with implementing the solution. The Awarded Bidder will schedule and coordinate all implementation activities to ensure that the work is performed in accordance with the Implementation Plan.
		2. **System Design and Analysis:** System design and analysis activities must accomplish and meet all RFP requirements listed in this RFP. The Department desires methodologies that allow for multiple opportunities to validate and approve requirements and design.
		3. **Resources:** The Awarded Bidder will be required to provide all tools, equipment, materials, and resources necessary to effectively perform the required work tasks. Testing of the implemented solution will be conducted in accordance with the Deployment Certification Policy.
		4. **Technical Documentation:** The Awarded Bidder will be responsible for creating and providing the Department with all technical documents and related manuals, which will be reviewed and accepted prior to the implementation.
	1. **Support and Maintenance**

The Department requires the Awarded Bidder to provide post-implementation software maintenance and technology support for the system for both Agency and external end users.

* + 1. The Awarded Bidder will produce and deliver any enhancements, operations, and maintenance plan that:
			1. Describes the steps and procedures in operating the system,
			2. Includes standard service-level agreements for system performance and issue resolution.
				1. **Appendix I** (Service Level Agreement) (SLA) in includes provisions related to required levels of support. The Department will also consider options for additional levels of technical support.
				2. The Awarded Bidder shall be open to negotiation to ensure the SLAs meet the Department’s needs.
				3. the change management process,
		2. The Awarded Bidder must have an upgrade process in place.
		3. The Awarded bidder will maintain, manage, and repair the system using a structured approach which ensures:
			1. Consistency, supportability, and stability of the system and is flexible enough to allow for rapid problem and issue resolution where required
			2. Coordination with the Department and OIT on all computer operating system upgrades, security patches, product licensing changes, as well as product releases containing Department approved enhancements and fixes; and
			3. Security patching is performed monthly.
		4. The Awarded Bidder’s solution must be comprehensive and include all components required for the development, implementation, and maintenance of the solution.
			1. Should this not be the case, the bidder should list any part of the solution that the SOM will need to procure outside of the contract with the bidder. Any costs related to these components should be included in the **Appendix F** (Cost Proposal Form)

**PART III KEY RFP EVENTS**

1. **Questions**
	1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
		1. Bidders and other interested parties should use **Appendix H** (Submitted Questions Form) for submission of questions. If used, the form is to be submitted as a WORD document.
		2. Questions must be submitted, by e-mail, and received by the RFP Coordinator identified on the cover page of the RFP as soon as possible but no later than the date and time specified on the RFP cover page.
		3. The RFP Number and Title must be included in the subject line of the e-mail containing the submitted questions. The Department 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 no later than seven (7) calendar days prior to the proposal due date: [Division of Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). 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.
2. **Amendments**

All amendments released in regard to the RFP will also be posted on the following website: [Division of Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

1. **Proposal Submission**
	1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
		1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
	2. **Delivery Instructions:** E-mail proposal submissions must be submitted to the Office of State Procurement Services at Proposals@maine.gov.
		1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
			1. Proposal submission e-mails that are successfully received by the proposals@maine.gov inbox will receive an automatic reply stating as such.
		2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
		3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Bidders should work with their Information Technology team to ensure that the proposal submission will not be encrypted due to any security settings.
		4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
	3. **Submission Format:**
		1. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202406122 Proposal Submission – [Bidder’s Name]”**
		2. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:
* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

**Appendix B** (Debarment, Performance and Non-Collusion Certification)

All required eligibility documentation stated in PART IV, Section I.

* **File 2 [Bidder’s Name] – Organization Qualifications and Experience:**

*PDF format preferred*

**Appendix C** (Organization Qualifications and Experience Form) and all required information and attachments stated in PART IV, Section II.

* **File 3 [Bidder’s Name] – Proposed Services and Technical Assessment:**

*PDF format preferred*

All required information and attachments stated in PART IV, Section III, including

**Appendix D** (Technical Assessment Form)

**Appendix E** (Proposed Services Form)

* **File 4 [Bidder’s Name] – Cost Proposal:**

*PDF format preferred*

**Appendix F** (Cost Proposal Form) and all required information and attachments stated in PART IV, Section IV.

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

This section contains instructions for Bidders to use in preparing their proposals. The Department seeks detailed yet succinct responses that demonstrate the Bidder’s qualifications, experience, and ability to perform the requirements specified throughout the RFP.

Bidders’ proposals must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department, and its evaluation team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in the RFP will, at best, be considered minimally responsive.

Bidders are not to provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated. Bidders must include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

**Proposal Format and Contents**

**Section I Preliminary Information** (File #1)

* 1. **Proposal Cover Page**

Bidders must complete **Appendix A** (Proposal Cover Page). It is critical that the cover page show the specific information requested, including Bidder address(es) and other details listed. The Proposal Cover Page must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Responsible Bidder Certification**

Bidders must complete **Appendix B** (Responsible Bidder Certification). The Responsible Bidder Certification must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

**Section II Organization Qualifications and Experience** (File #2)

* 1. **Overview of the Organization**

Bidders must complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three (3) examples of projects which demonstrate their experience and expertise in performing these services, as well as highlighting the Bidder’s stated qualifications and skills.

* 1. **Subcontractors**

If subcontractors are to be used, Bidders must provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

Bidders must provide an organizational chart.  The organizational chart must include the project being proposed.  Each position must be identified by position title and corresponding to the personnel job descriptions.

* 1. **Litigation**

Bidders must attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.

* 1. **Financial Viability**

Bidders must provide the following information for each of the past three tax years:

* + 1. Balance Sheets
		2. Income (Profit/Loss) Statements
	1. **Licensure/Certification**

Bidders may provide documentation of any applicable licensure/certification or specific credentials that are related to providing the proposed services of the RFP.

* 1. **Certificate of Insurance**

Bidders must provide a certificate of insurance on a standard ACORD form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services.

**Section III Proposed Services** (File #3)

* 1. **Technical Assessment**

Bidders must complete **Appendix D** (Technical Assessment Form) to describe the Bidder’s capability to meet the stated requirements and policies identified in this RFP.

* 1. **Services to be Provided**

Bidders must complete **Appendix E** (Proposed Services Form). In this form, Bidders must discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer, including a description of the methods and resources the Bidder will use and how each task involved will be accomplished. Bidders must also describe how the expectations and/or desired outcomes as a result of these services will be achieved. If subcontractors are involved, Bidders must clearly identify the work each will perform.

* 1. **Implementation - Work Plan**

Bidders must provide a realistic work plan for the implementation of the program through the first contract period. The work plan must be displayed in a timeline chart, and concisely describe each program development and implementation task, the month it will be carried out, and the person or position responsible for each task. If applicable, Bidders must identify all tasks to be delegated to subcontractors.

**Section IV Cost Proposal** (File #4)

* 1. **General Instructions**
		1. Bidders must submit a cost proposal that covers the period starting July 1, 2025 and ending on June 30, 2029.
		2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
		3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, 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.
	2. **Cost Proposal Form Instructions**

Bidders must fill out **Appendix F** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in disqualification or reduction in scoring of the cost proposal, at the discretion of the Department.

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

1. **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. Officials responsible for making decisions on the award selection 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 State of Maine.
	3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. The Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations.
	4. Changes to proposals, including updating or adding information, will not be permitted during any portion of the evaluation process. Therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.
2. **Scoring Weights and Process**
	1. **Scoring Weights:** Proposal scores will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria:

|  |  |  |
| --- | --- | --- |
| **Section I.** | **Preliminary Information**Proposal materials to be evaluated in this section: all elements addressed in Part IV, Section I of the RFP. | **(No Points)** |
| **Section II.** | **Organization Qualifications and Experience** Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section II of the RFP. | **(25 points)** |
| **Section III.** | **Proposed Services and Technical Assessment**Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section III of the RFP. | **(50 points)** |
| **Section IV.** | **Cost Proposal** Proposal materials to be evaluated in this section:all elements addressed above in Part IV, Section IV of the RFP. | **(25 points)**  |

* 1. **Scoring Process:** The evaluation and scoring of proposals will be conducted using a staged approach. Proposals will be required to meet or exceed the stated minimum scoring requirements of the stage in which the proposal is being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage will be ineligible for award consideration and, at that point, be removed from the evaluation process.
		1. **Stage One - Qualifications and Experience:** Proposals will be evaluated for Part IV, Section II (Organization Qualifications and Experience) and will be scored by the evaluation team using the consensus approach. Members of the evaluation team will not score this section individually but, instead, arrive at a consensus as to assignment of points for this section. Proposals will be able to earn up to a maximum of **25** points for this section with the minimum score of **15** being required for a proposal to move to Stage Two.
		2. **Stage Two - Proposed Services and Technical Assessment:** Proposals with a score of 15 or higher in Stage One will be evaluated for Part IV, Section III (Proposed Services and Technical Assessment) and will be scored by the evaluation team using the consensus approach. Members of the evaluation team will not score this section individually but, instead, arrive at a consensus as to assignment of points for this section. Proposals will be able to earn up to a maximum of **50** points with a minimum score of **30** being required to move to Stage Three.
		3. **Stage Three – Cost Proposal:** Proposals with a score of 30 or higher in Stage Two will be evaluated for PART IV, Section IV (Cost Proposal). The total cost proposed for conducting all the functions specified in the 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.

The scoring formula is:

(Lowest submitted cost proposal / Cost of proposal being scored) x (25) = pro-rated score

No Best and Final Offers: The State of Maine will not seek or accept a best and final offer (BAFO) from any Bidder in this procurement process.  All Bidders are expected to provide their best value pricing with the submission of their proposal.

* 1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with an awarded Bidder 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, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.
1. **Selection and Award**
	1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
	2. Notification of conditional award selection or non-selection will be made in writing by the Department.
	3. Issuance of the 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 the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
	4. The Department reserves the right to reject any and all proposals or to make multiple awards.
2. **Appeal of Contract Awards**

Any person aggrieved by the award decision that results from the RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in [5 M.R.S.A. § 1825-E](http://www.mainelegislature.org/legis/statutes/5/title5sec1825-E.html) and [18-554 Code of Maine Rules Chapter 120](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-120).  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 conditional contract award.

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**
	1. The awarded Bidder will be required to execute a [IT Service Contract (IT-SC)](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/IT%20Service%20Contract%20%28IT-SC%29%20Template_1.12.24_0.pdf)with appropriate riders as determined by the issuing department. Bidders shall carefully review the IT-SC. The IT-SC includes **Appendix G** (Confidentiality and Non-Disclosure Agreement).

*All exceptions will be negotiated between the awarded Bidder(s) and the State. The State will not accept any proposed exceptions as part of this RFP process. The State is not obligated to accept, negotiate, or compromise of any proposed exceptions.*

The complete set of standard State of Maine Service Contract documents, along with other forms and contract documents commonly used by the State, may be found on the Division of Procurement Services’ website at the following link: [Division of Procurement Services Forms Page](https://www.maine.gov/dafs/bbm/procurementservices/forms)

* 1. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Procurement Review Committee. Contracts are not considered fully executed and valid until approved by the State Procurement 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 the Department of Administrative and Financial Services, [Chapter 110, § 3(B)(i)](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-110).)

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

* 1. The State recognizes 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 Procurement Review Committee. Any appeals to the Department’s award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date listed in the RFP may need to be adjusted, if necessary, to comply with mandated requirements.
	2. In providing services and performing under the contract, the awarded Bidder must act as an independent contractor and not as an agent of the State of Maine.
1. **Standard State Contract Provisions**
	1. Contract Administration

Following the award, a Contract Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the awarded Bidder in the finalization of the contract.

* 1. 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 the RFP.

**PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

**Appendix A** – Proposal Cover Page

**Appendix B** – Responsible Bidder Certification

**Appendix C** – Qualifications and Experience Form

**Appendix D** –Technical Assessment Form

**Appendix E** – Proposed Services Form

**Appendix F** – Cost Proposal Form

**Appendix G** – Confidentiality and Non-Disclosure Agreement

**Appendix H** – Submitted Questions Form

**Appendix I** – Service Level Agreement

**APPENDIX A**

**State of Maine**

**Department of Education**

**PROPOSAL COVER PAGE**

**RFP# 202406122**

**Statewide Reading and Mathematics Assessments in Grades 3 – 8 and High School**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Chief Executive - Name/Title:** |  |
| **Tel:** |  | **E-mail:** |  |
| **Headquarters Street Address:** |  |
| **Headquarters City/State/Zip:** |  |
| *(Provide information requested below if* ***different*** *from above)* |
| **Lead Point of Contact for Proposal - Name/Title:** |  |
| **Tel:** |  | **E-mail:** |  |
| **Headquarters Street Address:** |  |
| **Headquarters City/State/Zip:** |  |

* This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
* No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder’s proposal.
* No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
* The above-named organization is the legal entity entering into the resulting contract with the Department if they are awarded the contract.
* The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

*To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX B**

**State of Maine**

**Department of Education**

**RESPONSIBLE BIDDER CERTIFICATION**

**RFP# 202406122**

**Statewide Reading and Mathematics Assessments in Grades 3 – 8 and High School**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:*

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
	1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract.*
	2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.*
3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification.*
4. *Have not within a three (3) year period preceding this proposal had one or more federal, state, or local government transactions terminated for cause or default*.
5. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*
6. *Is not a foreign adversary business entity (*[*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies)*).*
7. *Is not on the list of prohibited companies (*[*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies)*) or does not obtain or purchase any information or communications technology or services included on the list of prohibited information and communications technology and services* [*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies) *(Title 5 §2030-B).*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX C**

**State of Maine**

**Department of Education**

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202406122**

**Statewide Reading and Mathematics Assessments in Grades 3 – 8 and High School**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **Evidence of Qualifications****Bidders are required to provide evidence of their ability to provide the services requested within this RFP. Bidders must provide the most rigorous level of evidence available, consistent with the stage of assessment development they are in. The types of evidence that Bidders should provide at different stages of development are:**1. **For assessments to be newly created, the most rigorous level of evidence may include the Bidder’s descriptions of their established and proven processes; data from similar assessments; proposed test blueprints and other specifications (e.g., test design documents, test specifications, item specifications, scoring specifications); exemplar test items, passages, and forms; proposed studies, reports, and technical documentation to be created during assessment development and operation; and the processes for responding to such data. In addition, the bidder’s prior experience, expertise, and letters of recommendation should be included.**
2. **For assessments that are currently in development, the most rigorous level of evidence will depend on the stage of assessment development. Evidence may include test blueprints and other specifications (e.g., test design documents, test specifications, item specifications, scoring specifications), and exemplar test items, passages, and forms. In addition, evidence should include as much of the data described below regarding pre-existing assessments as is available. Where such evidence is not available, Bidders should provide descriptions of their established and proven processes, data from similar assessments, proposed studies, reports, and technical documentation to be created during assessment development and operation; and the process for responding to such data. In addition, the Bidder’s prior experience, expertise, and letters of recommendation should be included.**
3. **For pre-existing assessments, the most rigorous level of evidence may include comprehensive validity evidence; test blueprints and other specifications (e.g., test design documents, test specifications, item specifications, scoring specifications); annual technical reports; results of studies on scaling, equating, and reporting; and exemplar test items, passages, and forms.**
 |
|  |

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| --- |
| **Present a brief statement of qualifications. 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. You may expand this form and use additional pages to provide this information.** |
|  |

|  |
| --- |
| **Provide a description of projects that occurred within the past five (5) years which reflect experience and expertise needed in performing the functions described in the “Scope of Services” portion of the RFP. The Department is looking for a Provider with experience with assessments – as such, Bidders must provide evidence of successful implementation of at least three (3) large‐scale assessment contracts, and evidence of work with LEAs.****For each of the project examples provided, a contact person from the client organization involved should be listed, along with that person’s telephone number and e-mail address. 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.***If the Bidder has not provided similar services, note this, and describe experience with projects that highlight the Bidder’s general capabilities.*  |

|  |
| --- |
| **Project One** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
|  |

|  |
| --- |
| **Project Two** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
|  |

|  |
| --- |
| **Project Three** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
|  |

|  |
| --- |
| **Project Director**The Department is seeking a Provider whose Project Director has demonstrated previous experience with managing a large‐scale assessment. |
| **Project Director Name:** |  |
| **Description of Project Director’s Experience** |
|  |

**APPENDIX D**

**State of Maine**

**Department of Education**

**TECHNICAL ASSESSMENT FORM**

**RFP# 202406122**

**Statewide Reading and Mathematics Assessments in Grades 3 – 8 and High School**

Bidders must complete the Technical Assessment Form embedded below.

The Technical Assessment Form may be obtained by double-clicking the Excel (.xlsx) icon below.

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**APPENDIX E**

**State of Maine**

**Department of Education**

**PROPOSED SERVICES FORM**

**RFP# 202406122**

**Statewide Reading and Mathematics Assessments in Grades 3 – 8 and High School**

For each section, discuss the Scope of Services referenced listed section of Part II of the RFP and what the Bidder will offer and respond to any of the additional questions listed. 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. If subcontractors are involved, clearly identify the work each will perform.

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| **Section A. General Assessment Model** |
| Below discuss the Scope of Services referenced in A. General Assessment Model. Response should be no longer than two **(2) pages.** |
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| **Section B.1 Summative Assessment - Purpose, Uses, and Claims** |
| Below discuss the Scope of Services referenced in B.1 Summative Assessment, Purpose, Uses, and Claims. Response should be no longer than **three (3) pages.** |
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| **Section B.2 Summative Assessment – Assessment Content** |
| Below discuss the Scope of Services referenced in B.2. Summative Assessment, Assessment Content. In addition, the Bidder should provide the following:* + 1. If the Bidder proposes using an existing item pool, the Bidder shall propose how alignment to Maine’s state content standards shall be established.
		2. The Bidder shall also include a separate discussion of a design based on assessing the reading standards only for the summative assessment (and assessing other content area standards locally, including through the interim assessment system, as well as implications for schedule

Response should be no longer than **three (3) pages.** |
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| **Section B.3 Summative Assessment – Test Design Requirements** |
| Below discuss the Scope of Services referenced in B.3. Summative Assessment, Test Design Requirements. The Bidder shall describe a test design (blueprint) that fulfills the goals and constraints. The Bidder should include what steps they have taken or plan to take to address this potential need for languages other than English. Response should be no longer than **three (3) pages.** |
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| **Section B.4 Summative Assessment – Test Administration** |
| Below discuss the Scope of Services referenced in B.4. Summative Assessment, Test Administration. In addition, the Bidder should provide the following:1. The Bidder should describe in detail the proposed assessment administration solutions, including at a minimum the following:
	1. Components of the assessment administration platform, including such components as database servers, web servers, application servers, local caching servers, software update managers, secure browsers, web or local client applications for assessment administration management, assessment administration monitoring, assessment administration to students, rendering engines, etc.
	2. Technical specifications for each component of the proposed solution(s) that provide sufficient detail to conduct a thorough and detailed technical evaluation.
	3. Key features, including those addressing single sign on, auditing, notifications, progress monitoring, assessment security monitoring, data security and integrity monitoring, assessment security protection, data security and integrity protection, disaster prevention, disaster recovery, redundancy, load testing, etc.
	4. Rendering similarity across device types, manufacturers, operating systems, operating system versions, form factors, screen sizes, and input modality.
	5. Number of simultaneous users for which the system is guaranteed to perform as intended.
	6. System requirements for all components of the platform used on any SAU or school employee or student device.
	7. Connectivity and per‐user bandwidth requirements for all components of the platform used on any local educator or student device.
	8. Conditions and procedures for supporting paper‐based administration as needed.

Response should be no longer than **three (3) pages.** |
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| **Section B.5 Summative Assessment – Data Management** |
| Below discuss the Scope of Services referenced in B.5. Summative Assessment, Data Management. Response should be no longer than **three (3) pages.** |
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| **Section B.6 Summative Assessment – Training and Support** |
| Below discuss the Scope of Services referenced in B.6. Summative Assessment, Training and Support.1. Training Plan: Provide a training plan.
2. Detail the strategy to develop, implement, and deliver training to Department-identified individuals and identify the role-based Modules, tailored materials, learning-on-demand opportunities, and refresher trainings to meet the distinctive needs of each respective groups across the State as needed.

 Response should be no longer than **three (3) pages.** |
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| **Section B.7 Summative Assessment – Scoring and Scaling** |
| Below discuss the Scope of Services referenced in B.7. Summative Assessment, Scoring and Scaling. In addition, the Bidder should provide the following:1. If any of the scoring (e.g., automated scoring training), scaling, or equating involves more than Maine students, the Bidder shall discuss the possible implications and what procedures are proposed to help ensure the intended interpretations and uses by Maine users will be appropriate.

Response should be no longer than **three (3) pages.** |
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| **Section B.8 Summative Assessment – Standard Setting** |
| Below discuss the Scope of Services referenced in B.8. Summative Assessment, Standard Setting. In addition, the Bidder should provide the following:1. Proposed method and associated justification
2. Approach to integration of Maine stakeholders and experts throughout the process
3. Approach to panelist training
4. Approach to documentation
5. Approach to vertical articulation

Response should be no longer than **three (3) pages.** |
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| **Section B.9 Summative Assessment – Technical Documentation** |
| Below discuss the Scope of Services referenced in B.9. Summative Assessment, Technical Documentation. In addition, the Bidder should provide the following:1. A technical report outline and sample table of contents that is consistent with that incorporates all typical sections of a high‐quality technical report and the additional requirements of peer review.

Response should be no longer than **three (3) pages.** |
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| **Section B.10 Summative Assessment – Time Schedule** |
| Below discuss the Scope of Services referenced in B.10. Summative Assessment, Time Schedule. In addition, the Bidder should provide the following:1. Any constraints or advantages to altering this schedule. The Bidder shall also describe the set of major activities and the time schedule.

Response should be no longer than **three (3) pages.** |
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| **Section C.1 Through Year Interim Assessment - Purpose, Uses, and Claims** |
| Below discuss the Scope of Services referenced in C.1 Through Year Interim Assessment, Purpose, Uses, and Claims. In addition, the Bidder should provide the following: 1. The Bidder should provide technically sound and operationally feasible proposals for how information from the interim assessments might contribute to a summative determination.
2. The Bidder should describe how interim assessments could be designed to support enhanced student learning towards proficiency on the state content standards.
3. Claims based on individual and/or collective interim assessments should be clearly articulated. The claims and evidence will reflect what the Bidder proposes. If the Bidder proposes using an existing interim assessment instrument and/or program, the validity argument should be provided, including evidence of effective use. For example, if the interim assessment claims to provide an overall score of student achievement, that claim should be clearly stated, and the construct relations explained to the state’s summative assessment and psychometric evidence provided (or plan for providing).

Response should be no longer than **three (3) pages.** |
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| **Section C.2 Through Year Interim Assessment – Content** |
| Below discuss the Scope of Services referenced in C.2. Through Year Interim Assessment, Content. In addition, the Bidder should provide the following:1. The proposed content and skills to be addressed in the interim assessments and how they are organized. The relationship of the proposed content and skills to the state content standards in Reading and Mathematics shall be addressed. The state content standards for Reading and Math may be found here: <https://www.maine.gov/doe/learning/content>
2. An explanation as to how their proposed assessment is appropriate for Maine students, reflecting the state’s geographic, racial/ethnic, cultural, and linguistic diversity. The Bidder should include not only current evidence, but also the process by which future assessment items will be developed and reviewed to ensure continued appropriateness for Maine.

Response should be no longer than **three (3) pages.** |
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| **Section C.3 Through Year Interim Assessment – Assessment Design(s)** |
| Below discuss the Scope of Services referenced in C.3. Through Year Interim Assessment, Test Design Requirements. In addition, the Bidder should provide the following:1. How learning/instructional may be informed by the interim assessments, especially if there are multiple types of interim assessments (e.g., benchmark and progress monitoring).
2. The rationale for the design, and assumptions that underlie significant options that the Bidder thinks Department should consider.

Response should be no longer than **three (3) pages.** |
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| **Section C.4 Through Year Interim Assessment – Reporting** |
| Below discuss the Scope of Services referenced in C.3. Through Year Interim Assessment, Reporting. In addition, the Bidder should provide the following:1. What reports will be provided and how they are intended to be used.
	1. If proposing to use an existing assessment instrument’s reports, the Bidder should provide sample reports.
	2. If the Bidder proposes customizing reports to Maine users, the Bidder should propose a process for finalizing report design in partnership with Department and its constituents.
	3. The Bidder shall propose supporting materials to help guide appropriate and effective use of the report information, and to help avoid misinterpretation or misuse.
2. If electronic and/or online reporting functions are proposed, the Bidder shall provide information on the functionality—including security—as well as the requirements.
3. Sample reports for families (minimum of two reports - not included in the page limit).
4. Sampe reports for educators (minimum of three reports - not included in the page limit).

Response should be no longer than **three (3) pages.** |
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| **Section C.5 Through Year Interim Assessment – Item Types** |
| Below discuss the Scope of Services referenced in C.5. Through Year Interim Assessment, Item Types. 1. The Bidder shall describe recommended item types in the context of the proposed assessment blueprint and ECD validation argument.

Response should be no longer than **three (3) pages.** |
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| **Section C.6 Through Year Interim Assessment – Scoring and Scaling** |
| Below discuss the Scope of Services referenced in C.6. Through Year Interim Assessment, Training and Support. 1. The Bidder shall propose how the assessment will be scored. If the Bidder proposes a scale, the scale shall be described in terms of the scale properties, and how the scale is established and maintained.
2. If any of the scoring (e.g., automated scoring training), scaling, or equating involves more than Maine students, the Bidder shall discuss the possible implications and what procedures are proposed to help ensure the intended interpretations and uses by Maine users will be appropriate.

Response should be no longer than **three (3) pages.** |
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| **Section C.7 Through Year Interim Assessment – Time Schedule** |
| Below discuss the Scope of Services referenced in C.7. Through Year Interim Assessment, Time Schedule. 1. The Bidder shall also describe the set of major activities and the time schedule.

Response should be no longer than **three (3) pages.** |
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| **Section C.8. Through Year Interim Assessment – Development of Assessment Items** |
| Below discuss the Scope of Services referenced in C.8. Through Year Interim Assessment, Development of Assessment Items. Response should be no longer than **three (3) pages.** |
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| **Section C.9 Through Year Interim Assessment – Reporting** |
| Below discuss the Scope of Services referenced in C.9. Through Year Interim Assessment, Reporting. Response should be no longer than **three (3) pages.** |
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| **Section D. Training and Professional Development** |
| Below discuss the Scope of Services referenced in D. Training and Professional Development. Summative Assessment, Time Schedule. Response should be no longer than **three (3) pages.**Responses should include the following: * + 1. Sample professional learning offerings including modality of implementation (virtual vs. in-person).
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| **Section E. Commitment to Work Collaboratively with the State of Maine Assessment Team** |
| Below discuss the Scope of Services referenced in E. Commitment to Work Collaboratively with the State of Maine Assessment Team. Response should be no longer than **one (1) page.** |
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| **Section F. Data Management** |
| Below discuss the Scope of Services referenced in F. Data Management. Response should be no longer than **three (3) pages.** |
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| **Section G. Management** |
| Below discuss the Scope of Services referenced in G. Management. Response should be no longer than **three (3) pages.** |
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| **Section H. Technical Functions** |
| Below discuss the Scope of Services referenced in H. Technical Functions. This must include a description of the upgrade process and indicate what is included in the proposal. Any costs related to upgrades should appear only in the Cost Proposal (**Appendix F**). |
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**APPENDIX F**

**State of Maine**

**Department of Education**

**COST PROPOSAL FORM**

**RFP# 202406122**

**Statewide Reading and Mathematics Assessments in Grades 3 – 8 and High School**

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| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Proposed Cost:** | **$**  |

Bidders must complete the Cost Proposal form embedded below. The form may be obtained in Excel (/xlsx) format by double-clicking on the icon below.

The total proposed cost for the Initial Period of Performance will be used in the scoring formula defined in Part V, B, 2.c. of the RFP.

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**APPENDIX G**

**State of Maine**

**Department of Education**

**CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT**

**RFP# 202406122**

**Statewide Reading and Mathematics Assessments in Grades 3 – 8 and High School**

The document may be obtained by double-clicking on the Word (.docx) icon below.

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**APPENDIX H**

**State of Maine**

**Department of Education**

**SUBMITTED QUESTIONS FORM**

**RFP# 202406122**

**Statewide Reading and Mathematics Assessments in Grades 3 – 8 and High School**

This form should be used by Bidders when submitting written questions to the RFP Coordinator as defined in Part III of the RFP.

If a question is not related to any section of the RFP, enter “N/A” under the RFP Section & Page Number. Add additional rows as necessary.

|  |  |
| --- | --- |
| **Organization Name:** |  |

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| --- | --- |
| **RFP Section & Page Number** | **Question** |
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# **APPENDIX I**

**State of Maine**

**Department of Education**

**SERVICE LEVEL AGREEMENT**

**RFP# 202406122**

**Statewide Reading and Mathematics Assessments in Grades 3 – 8 and High School**

**State Administration Support**

The successful Bidder must provide ongoing assistance to the Agency in the oversight and upkeep of profiles, users, and program data. This support shall include, but not be limited to:

* + 1. Updating the Statewide Reading and Mathematics Assessments in Grades 3 through 8 and High School System over time to synchronize with new program requirements of the State at no extra cost to the Department
		2. Resolving defects (deviation from expected behavior as stated in agreed upon requirements).
		3. Developing ongoing improvements to the system, such as data validations, that are determined by the Agency to be needed for effective oversight of the system.

**Help Desk Support**

The successful Bidder must provide a user-focused Help Desk, where system users can receive live technical support regarding system functionality. This Help Desk must become available immediately after receiving the Department’s official acceptance of the implemented solution.

**Hours of Operation**

The successful Bidder’s shall be available to provide technical support between the hours of 8:00 AM EST and 5:00 PM EST, Monday through Friday, excluding major holidays.

 **Priority Levels and Response Time**

A priority scheme will be applied to all technical support requests sent to the successful Bidder according to the following criteria:

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| **Priority** | **Impact** | **Definition** | **Response Time**(During Hours of Operation) | **Resolution Time** |
| 1 | Critical | Affects multiple people significantly | 15 mins | Until Fixed |
| 2 | Serious | Affects a small number of people significantly | 1 hour | 8 hours |
| 3 | Important | Affects multiple people, but work can still be performed | 2 hours | 12 hours |
| 4 | Normal | Affects a small number of people, but work can still be performed | 4 hours | 24 hours |
| 5 | Other | Affects one person, but work can still be performed. | 8 hours | 24 hours |

**Outages and Planned Outages**

The number of planned outages (system availability) during the business week shall be limited to one (1) time per month. Planned maintenance to be done during the business week must take place after 5:00 PM EST and must receive prior written approval by the agency.

Maintain an availability metric of ninety-nine and a half percent (99.5%) of uptime in a calendar month, as measured by the number of actual hours available as a percentage of total hours.

**Hosting Environment**

The hosting environment will provide adequate capacity to ensure prompt response to both data inquiry/lookup and data modification transactions, at all times. Application performance metrics must meet a maximum 5 second response time when measured under an ethernet connection.

**Service Level Agreement (SLA) Review**

The approved SLA will be reviewed at a minimum of one time, beginning with the start of each fiscal year.