

# MONTGOMERY COUNTY PUBLIC SCHOOLS

*Expanding Opportunity and Unleashing Potential*

Division of Procurement  
240-740-7600

July 20, 2022

RFP Number: 4949.1  
Due Date: August 12, 2022  
Open Time: 2:00 p.m.

To: Prospective Respondents:

Montgomery County Public Schools (MCPS) is soliciting proposals from qualified vendors for the provision and implementation of a Benefit Carrier Enrollment Data Exchange Solution between the District's Oracle Cloud Human Capital Management (HCM) and benefit carriers.

A virtual pre-proposal conference will be held on August 1, 2022 at 1:00 p.m. EST via WebEx. Details on the WebEx are contained in **SECTION 4 – GENERAL INSTRUCTIONS** of this Request for Proposal (RFP). Questions regarding the RFP must be submitted by 2:00 p.m. on July 27, 2022. Responses will be posted on the MCPS Procurement website by August 5, 2022.

Please respond according to the instructions provided in the attached RFP. Submissions must be received on or before 2:00 p.m. on August 12, 2022. Submissions received after this date and time will not be considered. Submittals shall be delivered in a sealed opaque envelope with the RFP number, opening date and opening time indicated in the lower left corner of the envelope. Submissions shall be delivered to Montgomery County Public Schools, Division of Procurement, 45 West Gude Drive, Suite 3100, Rockville, Maryland 20850.

The contractor must submit one (1) original, one (1) redacted copy, one (1) electronic version of both original and redacted on flash drive, and two (2) separate hard copies of the proposal. In a separate sealed envelope the contractor must submit one (1) copy of the cost and one (1) electronic version of the cost on flash drive. The submission must be signed by an official having authority to contract with MCPS. The firm and official's name shall be used. This solicitation does not commit the district to pay any costs incurred in the submission of proposals or guarantee that an award will be made.

In the event of emergency closing of the MCPS Board of Education offices, this RFP will open at the same time on the next regular working day.

Sincerely,



Angela McIntosh Davis, Director  
Division of Procurement

AMD:jej  
Enclosure

Maryland's Largest School District

# MONTGOMERY COUNTY PUBLIC SCHOOLS

*Expanding Opportunity and Unleashing Potential*

## Request for Proposal

### Benefit Carrier

## Enrollment Data Exchange Solution

July 20, 2022

### RFP #4949.1

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<b>Pre-submittal Conference Questions Cut-off:</b>	July 27, 2022 / 2:00 PM (EST)
<b>Pre-submittal Conference:</b>	August 1, 2022 / 1:00 PM (EST)
<b>Responses to Pre-submittal Questions Posted:</b>	August 5, 2022 / 2:00 PM (EST)
<b>RFP Responses Submittal Deadline:</b>	August 12, 2022 / 2:00 PM (EST)
<b>RFP Documents and Attachments:</b>	<a href="http://procurement.montgomeryschoolsmd.org/home/Bids">http://procurement.montgomeryschoolsmd.org/home/Bids</a>

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## **SECTION 1 – OVERVIEW**

### **1. Intent**

Montgomery County Public Schools (hereinafter referred to as “MCPS” or “District”) requests proposals from firms (hereafter referred to as “Offeror”) with proven experience in providing carrier data exchange services between the District’s Oracle Cloud Human Capital Management (HCM) and benefit carriers. The Offeror will be responsible for managing all services for sending and receiving secured benefits data on a regular basis between Oracle Cloud HCM and OCPS MCPS benefit providers. MCPS will evaluate the proposals submitted on the basis of: (1) the firm’s experience with Oracle Cloud data exchange services; (2) methodology; (3) references; and (4) cost.

### **2. Minimum Qualifications**

Offerors are expected to have experience developing and implementing interfaces between large organizations and benefit carriers. In the event that all services and products are not provided by one firm, The Offeror will serve as the single point of contact throughout the procurement process and during and after the implementation.

### **3. Background**

The District is currently in the process of upgrading its core business systems to Oracle Cloud. The financials portion of the upgrade (Phase 1) was completed in November 2020. Phase 2 (HCM/Payroll) involves migrating human resources and payroll from Infor (Lawson) to Oracle Cloud HCM. Phase 2 will be completed by 2024. To reduce complexity in the interface scope, the District made the strategic decision to outsource the interface between Oracle HCM and the District’s benefit carriers. The vendor for this contract will be expected to work with Oracle and the District’s contractor responsible for implementing Oracle Cloud HCM. MCPS is expecting to begin using the selected solution, relevant to this RFP, effective December 2023.

MCPS hired the Government Finance Officers Association (GFOA) to assist The District with developing this RFP. GFOA will be responsible for facilitating the selection process consistent with MCPS procurement guidelines.

### **4. About Montgomery County Public Schools (MCPS)**

MCPS, which is operated by the Board of Education of Montgomery County, is the 14th largest school system in the United States, and the largest in the state of Maryland. MCPS currently serves more than 158,232 students from 158 countries speaking 115 languages. With a Fiscal Year (FY) 2021 Operating Budget of approximately \$2.78 billion, MCPS employs 24,589 employees. Among the 209 schools that MCPS operates, 42 are National Blue Ribbon schools. Nine MCPS high schools rank in the top 300 of The Washington Post 2020 High School Challenge, and all 25 MCPS high schools appear on this list, which only includes the top 11 percent of high schools in the country. MCPS has one of the highest graduation rates among the nation's largest school districts, according to an Education Week

report. In 2010, MCPS was the recipient of the Malcolm Baldrige National Quality Award, the highest presidential honor given to American organizations for performance excellence.

The Board of Education of Montgomery County (the “Board”) is the official educational policy-making body in the county. The Board is responsible for the direction and operation of the public school system. The Board consists of seven county residents elected by voters for a four-year term and a student elected by secondary school students for a one-year term. Board members are elected countywide but run at-large or from the Board district in which they reside.

The Office of Human Resources and Development (OHRD) and the Office of Finance Department of Employee and Retiree Service Center (ERSC) provide human capital management and payroll services to MCPS employees and retirees. The Office of Strategic Initiatives (OSI) is responsible for providing the technology platforms to support HCM and Payroll as well as project management services for technology implementations.

## SECTION 2 – PROJECT BACKGROUND

### 1. Current Environment

The District’s Human Capital Management and Payroll solution will be based on Oracle HCM Cloud.

**Table 1**

#### *Current Relevant Software Environment*

SKU	Product
<b>B84490</b>	Oracle Additional Test Environment for Oracle Fusion Cloud Service
<b>B85800</b>	Oracle Fusion Human Capital Management Base Cloud Service
<b>B85242</b>	Oracle Fusion Learning Cloud Service
<b>B75365</b>	Oracle Fusion Time and Labor Cloud Service
<b>B89448</b>	Oracle Fusion Advanced Human Capital Management Controls Cloud Service
<b>B86334</b>	Oracle Fusion Payroll Cloud Service for United States
<b>B87365</b>	Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud
<b>B87388</b>	Oracle Fusion Human Resource Help Desk Cloud Service
<b>B89482</b>	Oracle Fusion Workforce Health and Safety Incidents Cloud Service
<b>B91066</b>	Oracle Fusion Talent Management and Workforce Compensation Cloud Service
<b>B91939</b>	Oracle Digital Assistant Platform for SaaS
<b>B85994</b>	Oracle RightNow HIPAA Cloud Platform Cloud Service
<b>B88872</b>	Oracle Policy Automation for Workers Cloud Service
<b>B84490</b>	Oracle Additional Test Environment for Oracle Fusion Cloud Service
<b>B86334</b>	Oracle Fusion Payroll Cloud Service for United States
<b>B75365</b>	Oracle Fusion Time and Labor Cloud Service
<b>B85242</b>	Oracle Fusion Learning Cloud Service
<b>B88872</b>	Oracle Policy Automation for Workers Cloud Service
<b>B87388</b>	Oracle Fusion Human Resource Help Desk Cloud Service

SKU	Product
<b>B85800</b>	Oracle Fusion Human Capital Management Base Cloud Service
<b>B91939</b>	Oracle Digital Assistant Platform for SaaS
<b>B89482</b>	Oracle Fusion Workforce Health and Safety Incidents Cloud Service
<b>B87365</b>	Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud
<b>B91066</b>	Oracle Fusion Talent Management and Workforce Compensation Cloud Service
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<b>B91066</b>	Oracle Fusion Talent Management and Workforce Compensation Cloud Service
<b>B91939</b>	Oracle Digital Assistant Platform for SaaS

## 2. Current HCM/Payroll Ownership

The current human resources/payroll system is maintained by ERSC, OHRD and OSI. DOC and OSI are responsible for managing Oracle Cloud for accounting related to payroll. All these offices have representation on this project and will be active participants throughout the implementation.

## 3. Governance

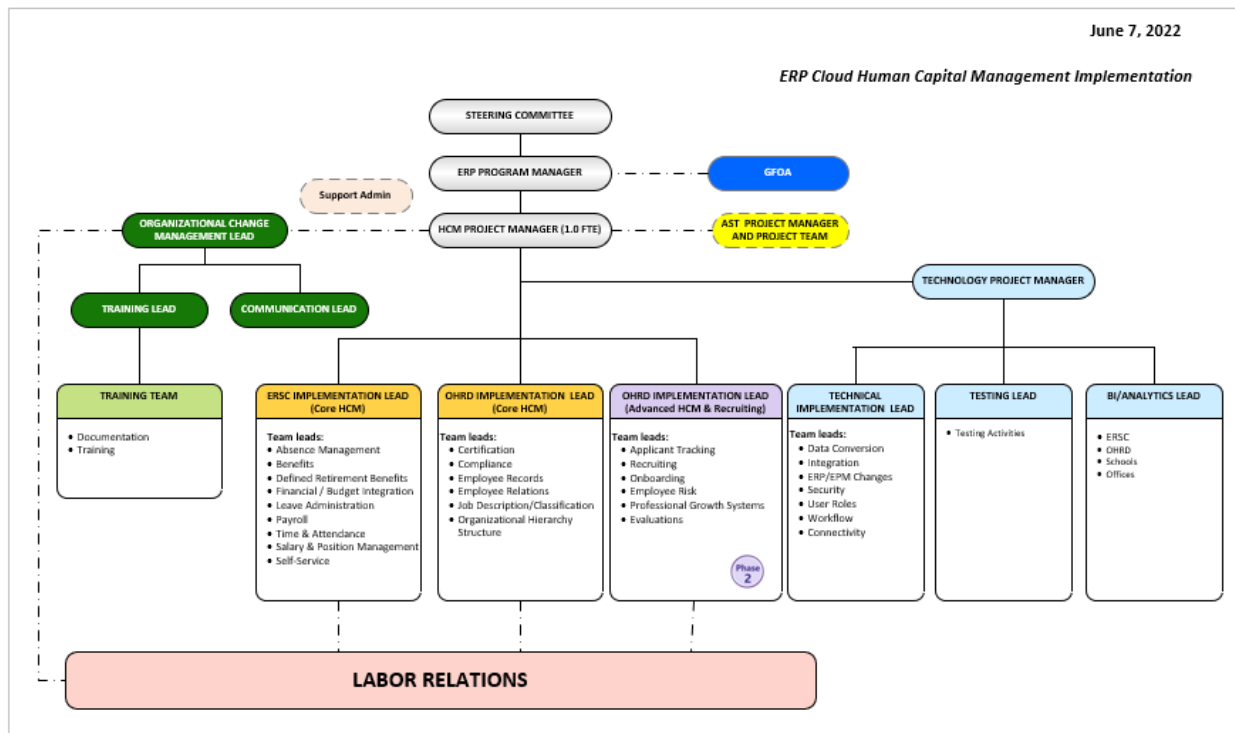
The scope of work in this RFP is co-sponsored by the Office of Finance and the Office of Strategic Initiatives.

### 3.1. MCPS Project Team

The project team organization for the HCM/Payroll project is outlined in the diagram below:

**Figure 1**

*HCM/Payroll Project Team Organization*



The District Technology Team is tasked to work on this interface project as part of the overall HCM/Payroll implementation. The Offeror will be expected to work with this team as well as the Oracle Implementer to successfully complete this interface project.

### 3.2. Evaluation Team

The Evaluation Team for this RFP will consist of representatives from the District. The Division of Procurement in the Department of Materials Management (DMM) will oversee the procurement process.

### 3.3. Evaluation Consultant

The District has retained the services of the Government Finance Officers Association (GFOA) for this project. The role of GFOA is to provide information and analytical services to support the evaluation process. The decision to select software and implementation services is solely that of The District. The

District reserves the right to use other consultants to assist in the evaluation of proposals for this project.

### **SECTION 3 – SCOPE OF SERVICES**

#### **1. General**

An overview of the project scope is provided in this section. In the course of providing the services, the Offeror will produce a number of Deliverables. The Deliverables associated with each service are also described in this section.

#### **2. Contract Scope**

The District seeks a fixed fee, deliverables-based contract. Sub-contractors may be used; however, they must be managed by a primary contractor and must abide by all of the negotiated contract terms. Off shore work for program development is permitted as long as the primary contractor manages the off-shore resources. District data is not permitted to be stored off-shore. The District is required to follow State and Federal regulations regarding employee and student data.

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**3. Interface Scope**

The following benefit carriers and interfaces are in scope for this project:

**Table 2***MCPS Benefit Carriers and Interfaces*

Vendor Name	Purpose/Contents of the Data Exchange	Estimated # employees on file January 2021	Estimated # employees on file June 2021	Estimated # employees on file July 2021	Estimated # employees on file August 2021	Estimated # employees on file September 2021	Estimated # employees on file December 2021	# of times file sent per month
<b>CareFirst</b>	Medical enrollment (2 submissions /month)	1-60,373 2-60,474 TOTAL=120,847	1-60,467 2-60,443 TOTAL=120,910	1-60,408 2-60,448 TOTAL=120,856	1-60,454 2-60,501 TOTAL=120,955	1-60,381 2-60,281 TOTAL=120,662	1-61,023 2-61,068 TOTAL=120,662	twice a month on 5th and 20th (if 5th or 20th falls on a holiday or weekend, the file is transmitted the next business day)
<b>CareFirst</b>	Dental /Vision enrollment (2 submissions /month)	1-69,839 2-69,996 TOTAL=139,835	1-69,827 2-69,799 TOTAL=139,626	1-69,717 2-69,752 TOTAL=139,469	1-69,714 2-69,746 TOTAL=139,460	1-69,678 2-69,557 TOTAL=139,235	1-70,214 2-70,298 TOTAL=140,512	twice a month on 5th and 20th (if 5th or 20th falls on a holiday or weekend, the file is transmitted the next business day)
<b>CVS Caremark</b>	Prescription (2 submissions /month)	1-48,466 2-48,587 TOTAL=97,053	1-48,476 2-48,465 TOTAL=96,941	1-48,380 2-48,388 TOTAL=96,768	1-48,301 2-48,298 TOTAL=96,599	1-48,186 2-48,030 TOTAL=96,216	1-48,648 2-48,657 TOTAL=97,305	twice a month on 5th and 20th (if 5th or 20th falls on a holiday or weekend, the file is transmitted the next business day)

Vendor Name	Purpose/Contents of the Data Exchange	Estimated # employees on file January 2021	Estimated # employees on file June 2021	Estimated # employees on file July 2021	Estimated # employees on file August 2021	Estimated # employees on file September 2021	Estimated # employees on file December 2021	# of times file sent per month
<b>Aetna DMO</b>	Dental enrollments (2 submissions /month)	1-4,326 2-4,333 TOTAL=8,659	1-4,299 2-4,307 TOTAL=8,606	1-4,290 2-4,280 TOTAL=8,570	1-4,269 2-4,271 TOTAL=8,540	1-4,301 2-4,300 TOTAL=8,601	1-4,374 2-3,960 TOTAL=8,334	twice a month on 5th and 20th (if 5th or 20th falls on a holiday or weekend, the file is transmitted the next business day)
<b>Kaiser</b>	Medical enrollment (2 submissions /month)	1-9,429 2-9,447 TOTAL=18,876	1-9,390 2-9,389 TOTAL=18,779	1-9,368 2-9,365 TOTAL=18,733	1-9,343 2-9,343 TOTAL=18,686	1-9,359 2-9,359 TOTAL=18,718	1-9,326 2-9,255 TOTAL=18,581	twice a month on 5th and 20th (if 5th or 20th falls on a holiday or weekend, the file is transmitted the next business day)
<b>Maryland State Retirement Agency</b>	Retiree Premium file; premiums to be deducted from the State pension check This is a change file only.	5,627	101	1058	220	188	133	Once a month on 9th of the month or the business day before 9th

Vendor Name	Purpose/Contents of the Data Exchange	Estimated # employees on file January 2021	Estimated # employees on file June 2021	Estimated # employees on file July 2021	Estimated # employees on file August 2021	Estimated # employees on file September 2021	Estimated # employees on file December 2021	# of times file sent per month
<b>Aetna Inc</b>	Retiree Premium file; premiums to be deducted from the pension check This is a change file only.	74	151	60	106	77	1,650	Once a month on the 9th of the month or the business day before 9th
<b>MetLife</b>	Employees who have life insurance and have separated from MCPS. This is a change file only.	53	836	81	140	80	120	Once a month on the 10th of the month or the last business day before 10th
<b>SilverScript</b>	Medicare Enrollment (Value reflects counts for entire month)	85	179	202	132	160	180	Every Week on Thursday
<b>Benefit Strategies -Cobra</b>	Cobra enrollment package (Value reflects counts for entire month)	183	653	406	392	630	430	Every Week on Thursday
<b>Benefit Strategies</b>	Medical and Dependent FSA Annual Election File	1. 5,060 2. 5,100	1. 5,315 2. 5,330	1. 5,334 2. 5,356 3. 5,365	1. 5,365 2. 5,376	1. 5,479 2. 5,537	1. 6,045 2. 6,050 3. 5,060	Biweekly - files produced based on payroll run
<b>Benefit Strategies</b>	Medical and Dependent FSA Biweekly Deductions File	1. 5,034 2. 5,053	1. 5,200 2. 5,200	1. 1,192 2. 1,168 3. 1,190	1. 1,151 2. 1,162	1. 1,152 2. 5,145	1. 5,575 2. 5,527 3. 39	Biweekly - files produced based on payroll run

#### 4. Functional Scope

The functional areas and business processes included, but not limited to the scope of this project are outlined in **Table 2, Functional Scope**. Additional information related to each function, including but not limited to current practice in The District, is also provided.

**Table 2**

*Functional Scope*

FUNCTION	PROCESS
System	<ul style="list-style-type: none"> <li>Security</li> </ul>
Integration	<ul style="list-style-type: none"> <li>Type</li> </ul>
Data	<ul style="list-style-type: none"> <li>Transfer</li> <li>Format</li> </ul>
Function	<ul style="list-style-type: none"> <li>Transaction</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>Status</li> </ul>

#### 5. Service Level Agreement Scope

The following minimum service levels are goals for this project:

**Table 3**

*Service Level Agreements Scope*

Incident	Time to Respond	Time to Resolve
Severity Level 1 (Critical)	1 Hour	90% within 24 hours 10% within 48 hours
Severity Level 2	4 Hours	90% within 2 Business Days 10% within 4 Business Days
Severity Level 3	2 Business Days	90% Within 5 Business Days 10% Within 10 Business Days

#### 6. Functional Requirements

The Offeror is responsible for implementing the proposed software modules to meet all necessary project requirements as described in **Attachment 8 - Functional and Technical Requirements**. **Attachment 8** documents detailed general, functional, and technical requirements associated with the business processes and sub-processes previously described.

The Offeror is fully responsible for implementing both documented (baseline) and undocumented (new) requirements as part of the proposed fixed price bid. The definitions for both types of requirements are defined below.

### 6.1. Baseline Requirements

The baseline requirements are existing requirements as published in this RFP in **Attachment 8 - Functional and Technical Requirements**. The Offeror must implement all documented requirements, both through configuration as well as any necessary enhancement. The requirements identified for enhancements (application, user interface, reports, etc.) will be subject to The District's review and approval. Upon approval, The District will authorize the implementation of the approved enhancements. The Offeror is highly encouraged to keep the necessary enhancements to an absolute minimum to implement the system in a manner that is easily upward compatible toward future software upgrades.

### 6.2. New Requirements

The undocumented requirements are new requirements that The District staff can introduce during the business analysis, design, and development phases. During the implementation, it is expected that in the Offeror's sessions with users, additional requirements may arise and/or existing requirements may be further expanded or deleted. The District expects that additional clarity will develop during the implementation phases. **It is the responsibility of the Offeror to update the RFP baseline requirements published in Attachment 8 – Functional and Technical Requirements, continuously, throughout the implementation phase.**

As part of the implementation phase, The District can identify and introduce new business requirements until the middle of the User's Acceptance Testing milestone, at which point, the implementation requirements will be frozen. If these new (undocumented) requirements can be met via the proposed solution using standard functionality, then the implementation of these new requirements is within the Offeror's fixed fee implementation scope. Only requirements that would require customization are subject to the same District review, approval process as identified in the above section.

## 7. Implementation Services – Tasks and Deliverables

The tasks, deliverables, and Offeror responsibilities described below represent the project tasks, activities, and completion requirements for the implementation program. The tasks and deliverable requirements presented in this RFP are for guidance purpose; it is up to the Offeror to carefully review and meet these requirements. The District recognizes that the Offeror may have its own implementation methodology to implement a project of this magnitude and nature; The District highly encourages the Offeror to propose its own methodology. **It is the responsibility of the Offeror to map its implementation methodology with the specified project's requirements and tailor the proposed methodology to comply with the task, activity, and deliverable requirements as described under this section.**

### 7.1. Project Management Methodology

The District expects the Offeror to follow an industry standard implementation methodology, thereby bringing its experience from public industries to implement the proposed software packages. The Offeror must implement strong project management methodology practices that will enable the Offeror to conform to the proposed project delivery schedule. The Offeror is expected to work closely with the District's current Oracle contractors to ensure that tasks are completed on schedule and within budget.

### 7.2. Avoid Customizations

The Offeror must maximize the software's delivered functionality and look to finding creative ways to configure gaps between The District's requirements and the standard functions of the solution instead of proposing customizations, unless absolutely warranted and cost-value justified. Any proposed customizations must be clearly identified and justified by the Offeror and submitted to The District's project team for consideration. **No customizations are to be made by the Offeror without written approval from the District Program Manager.**

### 7.3. Implementation Requirements

The Offeror is expected to propose a structured implementation methodology that would accomplish, at a minimum, the following tasks and deliverables as outlined below.

#### 7.3.1. Start-up Phase & Continuous Tasks (Throughout the Project):

During this phase, the Offeror's Project Manager will work very closely with The District's HCM Technical Team Lead and the Oracle HCM Implementation Contractor to prepare for the project kickoff and initiation phase.

Under the Start-up Phase, the focus will be on all the planning level tasks, activities and deliverables. The project preparation work includes detailing project scope, implementation methodology, implementation sequence, baseline project schedule, staffing requirements and the Project Management Plan. At a minimum, in-scope activities and Offeror responsibilities should include the following:

- 7.3.1.1. The Offeror will work with The District's Technical Team Lead and the District's Oracle HCM Implementation Contractor to schedule, organize, and conduct meetings to introduce the Offeror project team to key District stakeholders and to understand their issues and priorities.
- 7.3.1.2. The Offeror will conduct solution analyses by mapping the business requirements to the proposed software modules and associated functionality, thereby creating a baseline requirements traceability matrix. The analysis will seek and provide any necessary clarification on project scope, formalizing the proposed solution. These analyses will also identify clearly where functionality questions arise and will need to be resolved.

- 7.3.1.3. The Offeror will prepare a core project team training plan that the Offeror will implement during the project initiation phase. This core project team training must ensure the core project team members have the knowledge and understanding of the proposed software functionality and usability, so that the staff can effectively participate during the project design phase.
- 7.3.1.4. The Offeror, while working through the above activities, must produce working products (analysis, documentation, and presentations) that will enable The District team to organize and prepare its resources, participate effectively, and make decisions. In addition, the Offeror shall document activities related to the preparation of the deliverables outlined in **Table 4, List of Required Deliverables - Start-up Phase**.

**Table 4***List of Required Deliverables - Start-up Phase*

<b>Deliverable ID</b>	<b>Deliverable</b>	<b>Description</b>
<b>1</b>	Project Schedule	The schedule should detail the project's work breakdown structure. It must include project activities, milestones, and deliverables. The schedule must provide a baseline critical path and must be tracked and updated by the Offeror on a weekly basis.
<b>2</b>	Core Project Team Training Plan	The plan must detail a training strategy to familiarize and orient The District project team on the proposed solution/product functionality and usability so that they can effectively understand and participate in the functional and technical design work.
<b>3</b>	Project Kickoff	The kickoff must provide a clear roadmap of the project scope and solution framework, implementation methodology and implementation sequence, project management procedures and project team member roles and responsibilities.

- 7.3.1.5. The deliverables listed in **Table 5, List of Required Deliverables – Continuous Tasks** are implementation deliverables, which occur throughout the project implementation cycle (e.g., the Project Management Plan prepared under the Start-up Phase shall be implemented throughout the project). At a minimum, in-scope activities and Offeror responsibilities (as part of the fixed cost unless otherwise mentioned) shall include the deliverables listed in **Table 5, List of Required Deliverables - Continuous Tasks**.

**Table 5***List of Required Deliverables - Continuous Tasks*

Deliverable ID	Deliverable	Description
4	Project Management Activities /Periodic Status Report	The Offeror shall implement all the project management, quality, and weekly schedule management activities, which must be summarized and provided in a weekly status report submitted to the District's HCM Technical Team Lead and the ERSC Implementation Lead. The status report must track schedule compliance, notify The District with open issues and project risks; and, also, provide The District with alternatives and strategies to resolve these issues and risks.
5	Software and Hardware Installation, and Technical Environments Maintenance/ Configuration Management (up to system acceptance)	The Offeror, working closely with The District's IT team, shall install business application software, third-party software, and IT infrastructure hardware/software per relevant vendor installation requirements. The Offeror shall document all installation procedures, test results and operating procedures to maintain and update with fixes, patches, and upgrades. Following the installation, the Offeror technical team shall continue to own, monitor, and tune the environments, throughout the duration of the implementation, until the proposed and implemented solution is accepted by The District at the end of the post-production period.

**7.3.2. Design Phase**

In this phase, the Offeror shall use the business requirements from this RFP to develop the "To-Be" business practices for The District. At a minimum, in-scope activities and Offeror responsibilities include the following:

- 7.3.2.1. The Offeror shall conduct a fit-gap analysis and evaluation of The District's business process requirements against the proposed solution. The requirements that "fit" must be evaluated for most efficient configuration. Requirement "gaps" are identified as ones that cannot be met within the delivered software functionality and require further evaluation.
- 7.3.2.2. The "gaps" must be further evaluated for workaround options and, only as absolutely necessary, be evaluated for customization. For every customization request, the Offeror must evaluate and present customization options and related detailed cost-benefit analyses to The District's HCM Technical Team Lead.
- 7.3.2.3. The Offeror, while working through the above activities, must produce working products (analysis, documentation, and presentations) that will enable The District's team to organize and prepare its resources, participate effectively, and make decisions. In addition, the Offeror shall document activities related to the preparation of the design phase deliverables listed in **Table 6, List of Required Deliverables – Design Phase**.



**Table 6**  
*List of Required Deliverables – Design Phase*

Deliverable		
ID	Deliverable	Description
6	Fit-Gap Analysis & Findings	Document fit-gap analysis of business requirements. Document detailed analysis of each gap and a recommendation on potential solution, which might include options to customize, find a workaround, eliminate the requirement, and propose a commercial product and/or a combination of above.
7	Functional & Technical Specifications for Interfaces and Systems Integration	Document user functional and technical specifications for all application interfaces (with legacy and third-party systems) and any integration requirements between different software packages that make up the proposed solution.
8	Functional Specifications for Security	Based on proposed security model, the Offeror shall define and document functional specifications for system security implementation.

**7.3.3. Development Phase**

In this phase, the Offeror shall configure the proposed solution and approved customizations by incorporating recommendations and approvals from the design phase. The Offeror shall also begin to prepare for the end user validation of the system and begin to develop the baseline training materials. At a minimum, in-scope activities and Offeror responsibilities include the following:

- 7.3.3.1. If applicable, the Offeror shall develop and install interface programs between Oracle Cloud and the carriers. The Offeror is also responsible for development and installation of any systems integration programs/adaptors that are needed between Oracle and the carriers.
- 7.3.3.2. The Offeror shall implement the security design and the governance model (with checks and controls) for day-to-day security administration.
- 7.3.3.3. The Offeror shall develop and implement customizations as approved by The District.
- 7.3.3.4. The Offeror shall conduct unit and system level functional and technical testing and fix all errors prior to engaging The District project team and ultimately end-users for User Acceptance Testing (UAT).
- 7.3.3.5. The Offeror shall engage the project team to conduct the first level of functional and technical testing to validate the design and to identify any system errors, which must be fixed by the Offeror prior to engaging the UAT population.
- 7.3.3.6. The Offeror shall prepare a UAT organization and implementation plan in terms of identifying The District’s test population, orienting The District’s test population with the UAT process and expectations, setting up testing

environments, defining testing scripts and expected results, test entrance and exit criteria, processes to capture testing issues and resolution steps, process for acceptance signoffs, etc. The Offeror shall also address whether consultants responsible for implementing software will define and update the test scripts or whether The District staff are responsible for this task.

- 7.3.3.7. The Offeror, while working through the above activities, must produce working products (analysis, documentation, and presentations) that shall enable The District's project team to organize and prepare its resources, participate effectively, and make decisions. In addition, the Offeror shall document activities related to the preparation of the development phase deliverables listed in **Table 7, List of Required Deliverables – Development Phase**.

**Table 7***List of Required Deliverables – Development Phase*

<b>Deliverable ID</b>	<b>Deliverable</b>	<b>Description</b>
<b>9</b>	Interfaces and Integration Development & Documentation	Technical development of interface programs, code review documentation, interfaces and systems integration implementation, unit testing and all relevant documentation.
<b>10</b>	Security Implementation & Documentation	Setup and implementation of security model and documentation.
<b>11</b>	Offeror Unit & Functional Testing Results Documentation	Documentation of results from (1) unit testing of all individual system components and (2) systems integration (functional and technical) testing by Offeror and District team members. This proof is a pre-requisite to consider the readiness for UAT testing.
<b>12</b>	Requirements Traceability Validation	This deliverable shall document the mapping of updated traceability matrix requirements with implemented functionality of the proposed system. The mapping shall clearly refer to the "To-Be" and shall also identify requirements that have not been implemented, including justifiable reasons.
<b>13</b>	Validation (Testing) Phase Plan	The deliverable shall define and document the overall system validation strategy toward UAT implementation details, performance and load testing details and, if necessary, implement a parallel testing of the system. The strategy shall identify test audience, entry/exit criteria between tests, issues identification and resolution procedures, etc. The plan shall also provide detailed test scripts that shall enable end-users to comprehensively test the expected functionality of the system.

**7.3.4. Validation Phase**

In this phase, the Offeror shall implement all system validation and fixing tasks to ensure a smooth transition to the project deployment phase. The Validation Phase shall include user acceptance testing, system performance (stress) testing, and system parallel testing. At a minimum, in-scope activities and Offeror responsibilities include the following:

- 7.3.4.1. Deliver training to the project team. This round of training is to orient and prepare the project team for the Validation Phase.
- 7.3.4.2. The Offeror must develop test scripts and expected results. If the Offeror is unable to resolve one hundred percent of the UAT identified issues, then the Offeror shall, at Offeror's own cost, continue to implement UAT rounds until all agreed upon issues have been resolved.
- 7.3.4.3. The Offeror shall conduct a minimum of three parallel tests to ensure that critical functionality meets or exceeds current legacy systems quality.
- 7.3.4.4. The Offeror, based on all reported test issues, shall fix, and then have The District's users retest the systems functionality. This shall continue until all issues have been resolved.
- 7.3.4.5. The Offeror, while working through the above activities, must produce working products (analysis, documentation, and presentations) that shall enable The District's project team to organize and prepare its resources, participate effectively, and make decisions. In addition, the Offeror shall document activities related to the preparation of validation phase deliverables listed in **Table 8, List of Required Deliverables – Validation Phase.**

**Table 8**

*List of Required Deliverables – Validation Phase*

Deliverable		
ID	Deliverable	Description
14	Implement UAT Testing & Formal Signoff of Functional Testing	The Offeror will be required to use the Oracle HCM Implementer test monitoring tools (e.g. PractiTest and Jira). The Offeror shall monitor, lead, and support users within each test cycle. In each of the test cycles, the Offeror's functional leads shall organize and document user reported test issues. Each of the test issues must be resolved and retested by the user who reported the issue. Upon resolution of all functional and technical issues within a test cycle, The District shall sign off on that specific test cycle. The next test cycle shall not be initiated until all issues from the previous test cycle are resolved. Formal District acceptance and signoff of functional testing shall occur when all test cycles are completed.

**7.3.5. Deployment & Post – Production Phase**

In this phase, the Offeror is preparing The District for project deployment. At minimum in-scope activities and Offeror responsibilities include the following:

- 7.3.5.1. The Offeror shall work very closely with the project team to assess go-live readiness (checklists) and to assemble a post go-live support plan.
- 7.3.5.2. Implement cut-over to production (Go-Live) and provide a list of outstanding items or issues at Go-Live, if any.
- 7.3.5.3. The Offeror while working through the above activities must produce working products (analysis, documentation, and presentations) that will enable The District's team to organize and prepare its resources, participate effectively, and make decisions. In addition, the Offeror shall document activities related to the preparation of deployment and post-production phase deliverables listed in **Table 9, List of Required Deliverables – Deployment & Post-Production Phase**.

**Table 9**

*List of Required Deliverables – Deployment & Post-Production Phase*

Deliverable		
ID	Deliverable	Description
15	Go Live Readiness Checklist Assessment	This deliverable assesses the readiness of the organization for production cutover. The Offeror and project team shall use checklists on the functional side, technical side, and the organizational side to absolutely ensure the Go-Live readiness prior to cutting over.

**7.3.6. Managed Support**

In this phase, the Offeror provides on-going support for the carrier interfaces under a fixed fee or time and materials work order. Work orders that are issued as part of this scope will coincide with the contract terms. Work will not commence until issuance of each Work Order. At minimum in-scope activities and Offeror responsibilities include the following:

- 7.3.6.1. Monitor the applications, platforms and interfaces and notify District of any issues.
- 7.3.6.2. Provide additional support such as trouble-shooting issues, diagnosing issues, conducting root-cause analyses, recommending solutions or implementing solutions.
- 7.3.6.3. Provide assistance with developing new interfaces.
- 7.3.6.4. The Offeror while working through the above activities must produce working products (analysis, documentation, and presentations) that will enable The District's team to organize and prepare its resources, participate effectively, and make decisions. In addition, the Offeror shall document activities related

to the preparation of deployment and post-production phase deliverables listed in **Table 10**, *List of Required Deliverables – Managed Support*.

**Table 10**

*List of Required Deliverables – Managed Support*

<b>Deliverable ID</b>	<b>Deliverable</b>	<b>Description</b>
16	Managed Support Status Reports	The Offeror shall <i>implement</i> all the project management, quality, and weekly schedule management activities, which must be summarized and provided in a monthly status report. The status report must show open issues, resolved issues, and escalated issues with alternatives and strategies to resolve these issues and risks.

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## **SECTION 4 – GENERAL INSTRUCTIONS**

### **1. Proposal Instructions**

#### **1.1. Submittal**

**Each Offeror must submit a complete proposal including all required information and attachments, in the format required and organized as described in SECTION 5 – Submittal Requirements.** A table of contents must be included, and all pages numbered as referenced in Section 5.2, Table of Contents.

One (1) original and two (2) copies, as well as one (1) electronic version on a USB drive, and one (1) redacted copy, as well as one (1) electronic version on a USB drive of the redacted response, must be sent by mail, courier, or hand-delivery to the address below and shall be in binders with tabs identifying each section. No faxes or electronic submission of proposals will be accepted.

**Proposals must be received at the address below by 2:00 PM EST on August 12, 2022.** Submit responses of the entire RFP proposal to:

Montgomery County Public Schools  
Division of Procurement  
45 West Gude Drive, Suite 3100  
Rockville, MD 20850

Submissions will become the property of MCPS.  
Late submissions will not be considered and will be returned unopened.

The proposal must include **Attachment 2 – Equal Opportunity Certification, Attachment 3 – Certification of Nonsegregated Facilities, Attachment 4 – Minority Business Enterprise, and Attachment 5 – Non-Debarment Acknowledgement, and Attachment 6 – Proposal Acknowledgement Form** signed by an official having authority to contract with MCPS. The firm and the official's name shall be used in the contract process. MCPS reserves the right to make an award without further discussion of the proposals received. MCPS may also negotiate with the one Offeror who submits the best proposal or with two or more Offerors who are in the competitive range. Therefore, it is important that the Offeror's proposal be submitted initially on the most favorable terms from both the technical and cost standpoints. After the submission and closure of proposals, no information will be released until after the award. It is understood that the Offeror's proposal will become a part of the official file on this matter without obligation to MCPS.

The proposal must be complete and comply with all aspects of these specifications. Marketing or promotional verbiage will likely overshadow the Offeror's qualifications and expertise.

MCPS urges the Offeror to be specific and brief in their responses. MCPS shall not be responsible or liable for any costs incurred by the Offeror in the preparation and submission of their proposals and pricing.

## **1.2. Treatment of Technical Data in Proposal**

The proposal submitted in response to this request may contain technical data which the contractor does not want used or disclosed for any purpose other than evaluation of the proposal. The use and disclosure of any such technical data, subject to the provisions of the Maryland Public Information Act, may be so restricted:

Provided, that contractor marks the cover sheet of the proposal with the following legend, specifying the pages of the proposal which are to be restricted in accordance with the conditions of the legend: "Technical data contained in pages of this proposal shall not be used or disclosed, except for evaluation purposes."

Provided, that if a contract is awarded to this contractor as a result of or in connection with the submission of this proposal, MCPS shall have the right to use or disclose these technical data to the extent provided in the contract.

This restriction does not limit the right of MCPS to use or disclose technical data obtained from another source without restriction.

MCPS assumes no liability for disclosure or use of unmarked technical data or products and may use or disclose the data for any purpose and may consider that the proposal was not submitted in confidence and therefore is releasable. Price and cost data concerning salaries, overhead, and general and administrative expenses are considered proprietary information and will not be disclosed, if marked in accordance with the instructions in **SECTION 4, Part 1.3**.

## **1.3. Proprietary and Confidential Information**

Contractors are notified that MCPS has unlimited data rights regarding proposals submitted in response to this solicitation. Unlimited data rights mean that MCPS has the right to use, disclose, reproduce, prepare derivative works, distribute copies to the public, or perform publicly and display publicly any information submitted by the contractor in response to this or any solicitation issued by MCPS. However, MCPS will exempt information that is confidential commercial or financial information of a contractor, as defined by the Maryland Public Information Act, State Government Article, Section 10-617, from disclosure. It is the responsibility of the contractor to clearly identify each part of its proposal that is confidential commercial or financial information by stamping the **bottom right-hand corner** of each pertinent page with one-inch bold face letters stating the words "**confidential**" or "**proprietary**." The contractor agrees that any portion of the proposal that is not stamped as proprietary or confidential is not proprietary or confidential. As a condition for MCPS keeping the information confidential, the contractor must agree to defend and hold MCPS harmless if any information is

inadvertently released. Each contractor must submit a proprietary and confidential redacted copy of its proposal to be used in responding to MPIO requests.

## 2. Proposal Withdrawals

Any proposal may be withdrawn prior to the date and time the proposals are due. Any proposal not withdrawn will constitute an irrevocable offer, for a period of 180 days, to provide The District with the services specified in the proposal.

## 3. Time Schedule

The District intends to use the time schedule as indicated below. The below dates and times are subject to change. All changes shall be posted to the Procurement website as they become available.

<b>July 20, 2022</b>	Solicitation Date
<b>July 27, 2022</b>	Pre-submittal Conference Questions Due by 2:00 PM (EST)
<b>August 1, 2022</b>	Pre-submittal Conference – 1:00 PM (EST)
<b>August 5, 2022</b>	MCPS Responses to Pre-submittal Conference Questions Posted
<b>August 12, 2022</b>	Proposal Due by 2:00 PM (EST)
<b>August / September 2022</b>	Software Demos
<b>September/October 2022</b>	Notice of Intended Decision Date (Tentative Date)
<b>November 2022</b>	Board Recommendation (Tentative Date)

## 4. Pre-Bid Conference

**A Pre-Proposal Conference for prospective offerors will be held virtually on August 1, 2022 at 1:00 PM, via WebEx.** Attendance at this conference is encouraged, but is not mandatory. Questions to this RFP are due by 2:00 PM on July 27, 2022 so that responses can be prepared for distribution prior to the pre-submittal conference. The purpose of the pre-submittal conference will be to allow prospective offerors the opportunity to obtain clarification of the RFP and ask questions directly of MCPS staff to assist them in the preparation of their proposal responses.



**The following information is provided for Respondents who wish to call into the pre-proposal conference:**

**Register link:** Use this link to enter name, email, and company name

<https://mcps.webex.com/mcps/j.php?RGID=r0dac433fc5d57e9369f6e22b7c2f1c73>

**Meeting link:**

<https://mcps.webex.com/mcps/j.php?MTID=m50fadd7c9c54f7a0332ff91becc3427f>

**Meeting number:**

2438 725 5230

**Password:**

MdXnxcjD967

**Join by video system**

Dial [24387255230@mcps.webex.com](mailto:24387255230@mcps.webex.com)

You can also dial 173.243.2.68 and enter your meeting number.

Join by phone

1-650-479-3208 Call-in number (US/Canada)

Access code: 2438 725 5230

## **5. Addenda/Errata**

Changes and addenda to a solicitation may occur prior to the solicitation opening date and time. It is the Offeror's responsibility to check the MCPS Procurement website at <http://www.montgomeryschoolsmd.org/departments/procurement/vendors.aspx> under "Open Solicitations" or email Mrs. Julie Johnson (email: [Julie E Johnson@mcpsmd.org](mailto:Julie_E_Johnson@mcpsmd.org)) to verify whether addenda/errata have been issued.

In the event that MCPS issues addenda/errata, all terms and conditions will remain in effect unless they are specifically and explicitly changed by the addenda/errata. Offerors must acknowledge receipt of such addenda/errata by returning one signed copy of each of the addenda/errata with its proposal. Failure to provide the signed acknowledgement of the addenda/errata may result in a bid being deemed non-responsive.

## 6. eMaryland Marketplace

Maryland law requires local and state agencies to post solicitations on eMaryland Marketplace Advantage. Registration with eMaryland Marketplace is free. It is recommended that any interested supplier register at <https://procurement.maryland.gov/> regardless of the award outcome for this project as it is a valuable resource of upcoming bid notifications for municipalities throughout Maryland.

## 7. Multi-Agency Participation

MCPS reserves the right to extend the terms and conditions of this solicitation to any and all other agencies within the state of Maryland as well as any other federal, state, municipal, county, or local governmental agency under the jurisdiction of the United States and its territories. This shall include but not be limited to private schools, parochial schools, non-public schools such as charter schools, special districts, intermediate units, non-profit agencies providing services on behalf of government, and/or state, community and/or private colleges/universities that require these goods, commodities and/or services. Use of this solicitation by other agencies may be dependent on special local/state requirements attached to and made a part of the solicitation at the time of contracting. The supplier/Contractor agrees to notify the issuing agency of those entities that wish to use any contract resulting from this bid and will also provide usage information, which may be requested. A copy of the contract pricing and the bid requirements incorporated in this contract will be supplied to requesting agencies. Each participating jurisdiction or agency shall enter into its own contract with the Award Offeror(s) and this contract shall be binding only upon the principal's signing such an agreement. Invoices shall be submitted "directly" to the ordering jurisdiction for each unit purchased. Disputes over the execution of any contract shall be the responsibility of the participating jurisdiction or agency that entered into that contract. Disputes must be resolved solely between the participating agency and the Award Offeror. MCPS assumes no authority, liability, or obligation on behalf of any other public or non-public entity that may use any contract resulting from this bid. MCPS pricing is based on the specifications provided in this solicitation.

## 8. Inquiries

Inquiries regarding this solicitation must be submitted in writing to **Mrs. Julie Johnson, CPPB, Buyer II, Division of Procurement, 45 W. Gude Drive, Suite 3100, Rockville, MD 20850, via fax at 240-740-7600 or email to [Julie\\_E\\_Johnson@mcpsmd.org](mailto:Julie_E_Johnson@mcpsmd.org)**. Pre-bid Questions are due by 2:00 PM. on July 27, 2022. Responses will be posted on the MCPS' Procurement website and will be distributed at the pre-bid conference. MCPS responses to pre-bid conference questions will be posted on August 5, 2022 by 2:00 PM on the MCPS' Procurement website. MCPS will not be responsible for any oral or telephone explanation or interpretation by any agent or employee of MCPS. Any binding information given to an Offeror in response to a request will be furnished to all Offerors as addenda/errata, if such information is deemed necessary for the preparation of proposals, or if the lack of such information would be detrimental to the uninformed Offerors. Only such addenda/errata, when issued by MCPS, will be considered binding on MCPS.

Contact by Offerors with any other MCPS employee regarding this solicitation until the contract is awarded by MCPS will be considered by MCPS as an attempt to obtain an unfair advantage and result in non-consideration of its RFP response. The MCPS Procurement website address is [www.montgomeryschoolsmd.org/departments/procurement/](http://www.montgomeryschoolsmd.org/departments/procurement/).

## **9. Unnecessarily Elaborate Brochures**

Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective proposal are not desired and may be construed as an indication of the Offeror's lack of cost consciousness. Elaborate artwork and expensive visual and other presentation aids are neither necessary nor wanted.

## **10. Bid Protests**

Any bid protests, including appeals, will be governed by the applicable MCPS Division of Procurement Regulations, as stated in the MCPS Procurement Manual. The burden of production of all relevant evidence, data and documents and the burden of persuasion to support the protest is on the Contractor making the protest.

## **11. Contract**

MCPS plans to enter a contractual agreement with Respondent(s) to whom the award is made and intends to make MCPS General Contract Articles, attached hereto and incorporated herein as Appendix A, part of the contractual agreement, except and unless modified by MCPS. In addition, the Contractor will abide by the provisions of the MCPS General Contract Articles. Proposals must clearly identify any variances from or objections to the specifications in this RFP and the terms and conditions of the MCPS General Contract Articles. Lacking any response to the contrary, MCPS will infer that the Respondent agrees to the specifications of this RFP and each term and condition of the MCPS General Contract Articles. Respondents should note that any variance may provide a basis for MCPS to reject the proposal.

## **12. Software Contract**

If applicable for this project, MCPS will consider purchasing subscriptions through the implementation vendor; however, reserves the right to purchase subscriptions directly from the software provider.

### **12.1 Use of Software**

MCPS preference is to not pay for licensed software until it is required during implementation or put into full use at the District.

### **12.2 Contract Term**

The initial term of contract shall be four (4) years as stipulated on the RFP. However, the contract may not begin until one day after approval by the Montgomery County Board of Education and will

conclude as stated under the contract term. MCPS reserves the right to extend this contract at existing prices, terms, and conditions for up to three (3) additional terms for two (2) years each. Written notice indicating MCPS' intention to pursue the extension of the contract will be issued to the successful vendor 90 days prior to the expiration of the original contract. The vendor shall have ten (10) days from the date of notification to return the notice acknowledging its intent to accept or reject the extension.

Once all responses are evaluated, MCPS staff may make a recommendation to the Board to extend the contract or decide to rebid. If the contract is extended by the Board, a contract amendment will be issued.

### **12.3 Contract Termination**

MCPS reserves the right to cancel the contract in whole or in part at any time in accordance with Article 12 of the MCPS General Contract Articles. MCPS also reserves the right to cancel the contract with a Respondent for failure to comply or failure to fulfill the terms of this contract in accordance with Article 13 of the MCPS General Contract Articles.

## **13. Interviews and Negotiations**

The District reserves the right to request that several or all of the Offerors to this RFP give oral presentations and/or answer questions about their Proposal after the Proposal Due Date.

## **14. RFP Non-Deviation**

This is an electronic version of an RFP. Any alteration to the text or any file associated with this RFP in any way that could be construed to change the intent of the original document is strictly forbidden. Any changes made to the original document may result in your proposal be considered non-responsive.

## **15. Reservation of Rights**

The District reserves the rights to supplement, amend, or otherwise modify this RFP at any time before the selection of a qualified Offeror. In addition, The District reserves the right to accept or reject any or all Proposals or any part of any Proposal submitted in response to this RFP and to waive any defect or technicality and to advertise for new Proposals where the acceptance, rejection, waiver, or advertisement would be in the best interests of The District.

## **16. Disqualification**

Proposals not conforming to the instructions provided herein and any addenda may be subject to disqualification at the sole option of The District.

**SECTION 5 – SUBMITTAL REQUIREMENTS****1. Proposal Preparation**

This section (**SECTION 5 – SUBMITTAL REQUIREMENTS**) describes the contents of Offeror's Proposal and provides an outline of how Offeror should organize it. It is requested that proposals be organized in the manner specified below. Failure to provide the required information shall affect the evaluation of the proposal and may be grounds for disqualification. Where Offerors are required to submit electronic documents using the attachments contained herein, the documents should be returned in the same file format (e.g., Microsoft Word file or Microsoft Excel file). Attachment 1 (RFP Submittal Checklist) is provided for your convenience and does not need to be submitted.

**2. Table of Contents**

Include a table of contents for clear identification of the material using the tab numbers and titles listed below. Note the Required Attachments that must be included in each section of the Proposal.

<b>Proposal Section (TAB)</b>	<b>Title</b>	<b>Required Attachment #</b>
	Introductory Material	
	Title Page	
	Letter of Transmittal	
	Table of Contents	
1.0	Compliance	6
2.0	Executive Summary	
3.0	Company Background	2, 3, 4, 5, & 7
4.0	Responses to Functional/Technical Requirements	8
5.0	Responses to Interface Requirements	9
6.0	Responses to Customizations/Enhancements	10
7.0	Implementation Strategy	11 & 12
8.0	Client References	13
9.0	Cost Proposal <b>(Submitted Separately)</b>	14
10.0	Sample Documents	

### 3. Detailed Submittal Requirements

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

#### 3.1. Introductory Material

- The **Title Page** should show the RFP number, subject, name of the Offeror, address, telephone number, and date.
- The **Letter of Transmittal** should include the names of the persons who shall be authorized to make representations for the Offeror, their titles, addresses, telephone numbers, and email addresses. The letter should identify the primary engagement contact for the software firm and the contact for the implementation services firms. Contact information should include a valid e-mail address and telephone number.
- The **Table of Contents** should list all required proposal sections with page number references.
- Complete **Attachment 1 – Project Expectations**

#### 3.2. Proposal Section 1.0 – Compliance Requirements

Offerors must meet minimum criteria as specified to receive further consideration. Submittals shall include the following:

##### 3.2.1. Proposal Acknowledgement Form

Complete **Attachment 6 – Proposal Acknowledgement Form** as provided, sign and include with your submittal. Any modifications or alterations to this form shall not be accepted and proposal will be rejected. The enclosed original Proposal Acknowledgment Form is the only acceptable form.

##### 3.2.2. Acknowledgement of Addenda

Since all addenda become a part of the proposal, all addenda must be signed by an authorized representative and returned with the proposal on or before the proposal opening date. Failure to sign and return any and all addenda acknowledgements shall be grounds for rejection of the Proposal.

### 3.3. Proposal Section 2.0 – Executive Summary

This part of the response to the RFP should be limited to a brief narrative summarizing the Offeror's proposal and understanding of the scope. The summary should include a listing of any firms or products that are part of the proposed solution to The District. If additional software is recommended for the project, it should be described here along with the reason for being proposed.

For each firm listed, the proposal should include the following information:

- 3.3.1.1. Role of the firm in the project
- 3.3.1.2. Contact information for representative of the firm

### 3.4. Proposal Section 3.0 – Company Background

Each proposal must provide information about any firm involved with this proposal including any third-party vendors so that The District can evaluate the Offeror's stability and ability to support the commitments set forth in response to the RFP. The District, at its discretion, may require an Offeror to provide additional supporting documentation or clarify requested information.

- 3.4.1.1. Complete **Attachment 2 – Equal Opportunities Certification** form for each firm included in your proposal
- 3.4.1.2. Complete **Attachment 3 – Certification of Nonsegregated Facilities** for each firm included in your proposal
- 3.4.1.3. Complete **Attachment 4 – Minority Business Enterprise** for each firm included in your proposal.
- 3.4.1.4. Complete **Attachment 5 – Non-Debarment Acknowledgement** form for each firm included in your proposal.
- 3.4.1.5. Complete **Attachment 7 – Company Background Form** for each firm included in your proposal.
- 3.4.1.6. A copy of Offeror's latest audited, reviewed, or compiled financial statements (balance sheet, income statement, statement of cash flows, footnotes) prepared by an independent certified public accountant.
- 3.4.1.7. If the Offeror's company is not required by federal, state, and local law, financial institutions, or company management to have audited, reviewed, or compiled financial statements prepared by an independent certified public accountant, it may submit an internally generated balance sheet and income statement instead.
- 3.4.1.8. In determining the qualifications of an Offeror, MCPS will consider the Offeror's record and performance of any prior contracts with MCPS, federal departments or agencies, or other public bodies. MCPS expressly reserves the right to reject the proposal of any Offeror if the investigation discloses that the Offeror, in the opinion of MCPS, has not properly performed such prior contracts or has habitually and without just cause neglected the payment of bills or has otherwise disregarded its obligations to subcontractors or employees.

MCPS may conduct any necessary investigation to determine the ability of the Offeror to perform the work, and the Offeror shall furnish to MCPS all such information and data requested, such as information about its reputation, past performance, business and financial capability and other factors that demonstrate that the provider is capable of satisfying MCPS' needs and requirements for a specific contract. MCPS reserves the right to reject any proposal if the evidence submitted by the Offeror or investigation of such Offeror fails to satisfy MCPS that such Offeror is properly qualified to carry out the obligations of the contract and to complete all requirements contemplated therein. Consideration will be given to any previous performance with MCPS as to the quality and the acceptability of bidder's services.

All Offerors submitting a proposal shall include evidence that they maintain a permanent place of business. Copies of any appropriate licenses necessary to perform this work shall be submitted with each proposal. Offerors also shall demonstrate that they have adequate staff to perform the required services. Use of subcontractor(s) and/or third-party providers, if any, must be specifically identified within the proposal. Subcontractor and/or third-party provider roles shall be clearly expressed. MCPS reserves the right to accept or reject use of proposed subcontractor(s) and/or third-party provider(s).

### 3.5. Proposal Section 4.0 – Responses to Functional Requirements

**Attachment 8 – Functional and Technical Requirements** matrix identifies The District's Functional and Technology Requirements. Offerors should respond to each and every requirement by using the functional response column and the response key below. Offerors should also specify which functional module/sub-module shall be used to provide this functional requirement.

#### 3.5.1. Implementation Response

Y	Requirement Met and Proposed (Standard features in the generally available product)
Y-ND	Requirement Met and Proposed (Features that are not offered as a generally available product or require custom development)
N	Requirement Not Met with Proposal

#### 3.5.2. Support Response

S	Requirement and Feature Supported by Software Developer
TPS	Requirement and Feature Supported by Third-party
NS	Requirement and Feature Not Supported



Offerors shall use one code only per requirement. All requirement responses shall be submitted in the format presented in the attached spreadsheet **Attachment 8 – Functional and Technical Requirements**. The requirements responses submitted shall be incorporated into the implementation services agreement. Offerors are expected to warrant all positive responses for every response except “N” and “NS”.

All responses which are marked “Y”, “Y-ND”, “S”, and “TPS” shall be included in the technical and cost proposals.

Materials describing the proposed functionality should be included in this section as supporting documentation. A product roadmap describing the future direction of the proposed solution(s) should also be included.

### 3.6. Proposal Section 5.0 – Responses to Interface Requirements

Offerors must provide responses to the interface requirements **Attachment 9 – Anticipated Interfaces**. Reference **Table 11, Interface Requirements Key**, when completing the interface requirements form.

**Table 11**

#### *Interface Requirements Key*

Item	Response	Response Description
<b>Interface Plan</b>	Permanent	Permanent interface, even after the complete ERP solution is installed.
	Temporary	Interface that is only required during implementation.
	Go-Away	Interface that is no longer required as a result of the new ERP solution.
<b>Type of Solution</b>	C	Configurable solution
	P	Custom developed program
<b>Estimated Consultant Work Effort</b>	Number of Hours	Include the number of estimated consulting work hours to complete the interface implementation based on the School District plan.
<b>Estimated Client Work Effort</b>	Number of Hours	Include the number of estimated client work hours to complete the interface implementation based on the School District plan.

Item	Response	Response Description
<b>In Scope</b>	Y/N	Indicate with a Yes or No whether the interface is in scope based upon the School District phasing strategy.
<b>Included in Price</b>	Y/N	Indicate with a Yes or No whether the interface is included in the price based upon the School District phasing strategy.
<b>Type of Support</b>	S TPS NS	Requirement and feature supported by software developer.  Requirement and feature supported by third-party.  Requirement and feature not supported.
<b>Comments</b>	Text	Include any comments or assumptions relevant to the answers above.

### 3.7. Proposal Section 6.0 – Proposed Customizations/Enhancements

All responses in the functional requirements that were identified as “Y-ND” (and are not workflow requirements) should be listed in **Attachment 10 – Proposed Enhancements**. Reference **Table 12, Customizations/Enhancements Requirements Key**, when completing the form.

**Table 12**

*Customizations/Enhancements Requirements Key*

Item	Response	Response Description
<b>ID</b>	Requirement ID	Provide the Functional Requirements ID <b>Attachment 8 – Functional and Technical Requirements</b> for which the customization/enhancement applies.
<b>Name</b>	Text	Provide the name of the enhancement
<b>Purpose</b>	Text	Provide a brief description of the enhancement
<b>Included in Price</b>	Y, N	Indicate Yes (Y) or No (N) whether or not the enhancement is included in your price estimate.
<b>Estimated Consulting Hours</b>	Number of Hours	Include the number of estimated consulting work hours to develop the enhancement.
<b>Estimated Client Hours</b>	Number of Hours	Include the number of estimated client work hours to develop the enhancement.
<b>Comments</b>	Text	Include any comments or assumptions relevant to the answers above.

### 3.8. Proposal Section 7.0 – Implementation Strategy

Offerors should describe specific details of the proposed implementation methodology that the Offeror shall provide as part of this engagement. The Offeror is required to address each of the items listed below and in conjunction with the scope of work description presented in

#### **SECTION 3 – Scope of Services of this RFP.**

The District understands that each Offeror shall have its own implementation methodology. In the scope of work, The District provided the implementation phases and deliverables as a guideline only; **it is solely up to the Offeror to clearly map the phases of work activities and associated deliverables (Start-up & Continuous Activities, Design, Development, Validation, Deployment & Post - Production) with its own implementation approach.** If the Offeror feels necessary to consolidate The District’s deliverables to align with the proposed methodology, the Offeror can do so provided all RFP deliverables/content requirements are met through the Offeror’s own set of deliverables.

#### 3.8.1. Detailed Methodology

Provide a detailed description of the approach proposed for this project. The description should highlight any differences in scope and other unique variances between the proposed methodology and The District’s scope of work. **Present any cross-reference between your proposed methodology (and deliverables) to The District’s scope of work in this section.** The description should address, at a minimum, the following:

##### 3.8.1.1. Project Management Approach

Provide a description of the approach to project management activities. Project management activities address:

- 3.8.1.1.1. Oversight for overall project guidance and direction.
- 3.8.1.1.2. Approach for project status reports and meetings.
- 3.8.1.1.3. Approach to issue tracking and resolution processes ensuring consistency and quality of project deliverables.
- 3.8.1.1.4. Explanation of how the Offeror shall monitor actual progress of the project against the project plan.
- 3.8.1.1.5. Maintaining project documentation, procedures, issues tracking process, project plan updates, developing and updating project dashboards, executing financial documents and deliverables for invoicing, preparing reports, updating project, and associated spend plans, and arranging meeting logistics.

##### 3.8.1.2. Training Plan

Description of the Offeror’s approach to training.

**3.8.1.3. Implementation Plan**

Provide a description of each implementation step, using **Attachment 11 – Implementation Plan**. (A plan submitted in Microsoft Project may also be used as a substitute provided it addresses the items listed below.) The implementation plan should address the following:

- 3.8.1.3.1. Phase
- 3.8.1.3.2. Activity
- 3.8.1.3.3. Task
- 3.8.1.3.4. Deliverables
- 3.8.1.3.5. Timeframe
- 3.8.1.3.6. Resource Responsibilities of The District and the Offeror using the following definitions:
  - 3.8.1.3.6.1. Lead: The responsible party takes an active and primary role in completing the Deliverable or Task in question.
  - 3.8.1.3.6.2. Assist: The responsible party takes an active role in helping the Lead to complete the Deliverable or Task (e.g., completing one section of a larger report).
  - 3.8.1.3.6.3. Participant: The responsible party takes a passive role in facilitating the completion of the Deliverable or Task by the Lead (e.g., attending a class).

**3.8.2. Deliverables**

- 3.8.2.1. A description of each deliverable should be provided using **Attachment 12 – Deliverable Expectation Documents (DED)**. Please use the following definitions when completing the form:
  - 3.8.2.1.1. DED Number: The number of the deliverable.
  - 3.8.2.1.2. Deliverable Name: Name of Deliverable.
  - 3.8.2.1.3. Phase: The name of the phase(s) in which the deliverable is completed.
  - 3.8.2.1.4. Description/Objective: A description of the deliverable and the expected outcomes.
  - 3.8.2.1.5. Scope: A description of whether or not the deliverable covers all phases and the intended audience.
  - 3.8.2.1.6. Outline: An outline of the deliverable.
  - 3.8.2.1.7. Assumptions: A list of any assumptions related to the deliverable.
  - 3.8.2.1.8. Additional Information: Any additional information requested and/or relevant to the understanding of the deliverable content that is not captured elsewhere in the DED.
- 3.8.2.2. A completed DED form should be provided for each deliverable that is to be completed as part of the implementation. Offerors are expected to provide a list of deliverables that, at a minimum, coincide with the deliverables listed in
- 3.8.2.3. **SECTION 3 – Scope of Services**.

### 3.9. Proposal Section 8.0 – Client References

Offerors should supply references that shall be available to speak with The District for approximately 30-60 minutes. The names, phone numbers, and email addresses of the project manager, subject matter experts, technical lead, or person(s) with broad knowledge of the project for each reference should be listed on the reference form. All references provided shall be contacted by The District during the selection process. The District shall not inform the Offeror prior to contacting these references. Similarly, The District shall not work through an Offeror's reference manager to complete a reference. The District reserves the right to contact additional clients for references, if deemed necessary.

- 3.9.1. Using **Attachment 13 – Reference Form**, the Offeror should provide three (3) client references. Ideally, references should be from school districts similar in size to The District and have a similar implementation scope and methodology. It is the Offeror's responsibility to inform references that they may be contacted by The District.

### 3.10. Proposal Section 9.0 – Cost Proposal

- 3.10.1. Offerors should submit their cost proposal in a separate sealed envelope and in a separate file on USB drive according to the format provided in **Attachment 14 – Cost Proposal**.
- 3.10.2. The District reserves the right to contact Offerors on price and scope clarification at any time throughout the selection process and negotiation process.
- 3.10.3. The District is asking Offerors to estimate prices and hours for all categories with the understanding that they may have to make assumptions. Do not use "To Be Determined" or similar annotations in the cells for cost estimates.
- 3.10.4. Offerors should base their cost estimates on an 8-hour workday, 5 days per week, and indicate remote work assumptions as appropriate. Work is permitted outside of the United States; however, data (particularly PII data) must remain within the United States.
- 3.10.5. The proposed price shall include all costs that will be incurred for the purchase and implementation of the proposed solution.

### 3.11. Proposal Section 10.0 – Sample Documents

Offerors shall submit the sample documents listed below. Offerors acknowledge and understand that the MCPS General Contract Articles shall take precedence over any agreements entered into pursuant to this RFP.

- 3.11.1. Sample Contracts
- 3.11.2. Proposed Software License Agreements (if Offeror recommends additional software)
- 3.11.3. Proposed Software Maintenance Agreements (if applicable)

## **SECTION 6 – EVALUATION PROCESS**

### **1. Evaluation of Proposals**

Proposals shall be reviewed and evaluated by the Proposal Evaluation Committee (PEC) as described herein.

### **2. Proposal Evaluation Committee**

- 2.1. A Proposal Evaluation Committee shall convene, review, evaluate and rank all valid responses submitted based on the evaluation criteria.
- 2.2. The Proposal Evaluation Committee reserves the right to interview any, all, or none of the Offerors that responded to the RFP and to require formal presentations with the key personnel who shall administer and be assigned to work on behalf of the contract before recommendation of award.
- 2.3. The Proposal Evaluation Committee reserves the right to conduct site visits of an Offeror's facilities and/or of a current project they are managing.

### **3. Proposal Evaluation**

The School District will review all Proposals received as part of a documented evaluation process. For each decision point in the process, the School District will evaluate Offerors according to specific criteria and will then elevate a certain number of Offerors to compete in the next level. Offerors not previously elevated may be elevated at a later date if the previously elevated Offerors lead to an unsuccessful outcome.

The School District will base its evaluations on information in each Proposal, including but not limited to, the Offeror's Proposal documents, references, interviews, product demonstrations, and site visits. The evaluation team shall have no obligation to contact Offerors for clarification of Proposals, but the School District reserves the right to do so at any time prior to contract award.

### **4. Evaluation Criteria**

The School District will evaluate Proposals on the basis of the criteria listed below and the ability of the Offeror to satisfy the requirements of this RFP in a cost-effective and efficient manner. Factors considered include, but are not limited to, the following:

#### **4.1. Software Criteria:**

- 4.1.1.1. Functionality
- 4.1.1.2. Service Level Agreements/Maintenance
- 4.1.1.3. Support
- 4.1.1.4. Software References
- 4.1.1.5. Compliance with Contract Terms and Conditions
- 4.1.1.6. Cost

#### 4.2. Implementation Vendor Criteria:

- 4.2.1.1. Submittal Compliance
- 4.2.1.2. Minimum Qualifications
- 4.2.1.3. Overall Understanding of the School District's Needs
- 4.2.1.4. Response to all Schedules in RFP
- 4.2.1.5. Implementation Methodology/Approach
- 4.2.1.6. Implementation Interviews
- 4.2.1.7. References
- 4.2.1.8. Compliance with Contract Terms and Conditions
- 4.2.1.9. Cost

### 5. Evaluation Process Summary

- 5.1. **Proposal Opening:** Proposal submittals shall be received and opened by the assigned Office of Procurement Buyer.
- 5.2. **Compliance:** A preliminary evaluation by the School District shall determine whether each received proposal is complete and compliant with all instructions and/or submittal requirements in the RFP. Any proposals that are incomplete or that do not comply with the instructions and/or submittal terms and conditions may be rejected and excluded from further consideration. Proposals that are compliant are advanced to the written evaluation stage.
- 5.3. **Base Interview:** Proposals compliant with the RFP submittals will be invited to an overview interview session. This brief session will provide an opportunity for Offerors to describe their proposal and to provide any brief overviews of the proposed solution. Offerors will be required to address a standard set of questions as part of the overview. Offerors will be sent questions in advance. Members of the Evaluation Team as well as Subject Matter Experts will attend the base interviews. The base interview is not scored. Information learned during the interview may be considered while reviewing the written proposals.
- 5.4. **Written Evaluation:** The School District will evaluate Offeror's written proposals according to the criteria outlined in this section. The highest ranked Offeror proposals will advance to the Software Demonstration/Interview Stage.
- 5.5. **Software Demonstrations and Interviews:** Offerors that are advanced to this stage will be required to attend virtual software demonstrations and interviews with School District Evaluators. Highest ranked Offeror proposals will advance to the Discovery stage.
  - 5.5.1. **Software Demonstrations:** The District will hold scripted software demonstrations first. These demonstrations will focus on functionality by process. The District expects the software companies to run these demonstrations since the implementation vendors will not be participating in these demonstrations. The District will work directly with the software company to arrange these demonstrations.
- 5.6. **Interviews:** Interviews with the implementers will occur after the software demonstrations. These scripted interviews will contain mock design sessions and open discussion formats to gauge the interaction between consultants and the District. The assigned Project Manager and key consultants are expected to be available for these interviews.

- 5.7. **Discovery:** Offerors advanced to this stage will be asked to make a second presentation to discuss the details of the implementation strategy. District staff will also use this stage as an opportunity to interview key consultants assigned to the project.
- 5.8. **Steering Committee Recommendation:** Based upon the results of the Discovery session, the Evaluation Team will make a recommendation to the Steering Committee. The Steering Committee may: 1) reject the recommendation; 2) request additional information; or 3) approve the recommendation.

## **6. Right to Negotiate**

MCPS reserves the right to negotiate price and contract terms and conditions with the most qualified firm(s) to provide the requested service. If a mutually beneficial agreement with the highest ranked firm is not reached, The District reserves the right to enter into contract negotiations with the next highest ranked firm and continue this process until agreement is reached.

## **7. Award and Contract**

Award shall be made to the most responsive and responsible Offerors whose proposal is determined in writing to be the most advantageous, bringing "best value" to meet the criteria of MCPS. Following the selection and upon final negotiation of the contract with the top-ranked Offeror, recommendation(s) for contract award, as required, shall be submitted for authorization / signature to the Superintendent and the Board President.



## **SECTION 7 – SPECIAL TERMS AND CONDITIONS**

### **1. Key Personnel**

The School District requires reasonable assurance as to the consistency and quality of Offeror staffing for the project. Accordingly, the Offeror shall in its Proposal identify and commit to the project and the work its key personnel (the “Key Personnel”), and, respecting individual Key Personnel, the Offeror agrees that:

- 1.1. The School District shall have the option and prerogative to interview and consult with the Offeror concerning all proposed Key Personnel.
- 1.2. The Proposal shall set forth the Offeror’s list of proposed Key Personnel, with resumes.

### **2. System Acceptance**

For purposes of acceptance of the system or portions thereof, the School District intends to use a two-staged acceptance procedure for each phase and for the entire Project. Key points include:

- 2.1. “Conditional Acceptance” will occur at or prior to go-live.
- 2.2. The School District will have a 45-day period after Conditional Acceptance to “live test” the system. Live testing is the School District’s opportunity to verify that the system complies with the functional requirements and any other written specifications delivered to the School District by the Contractor during the course of the Project.
- 2.3. If after the live testing the system performs in accordance with the system specifications, including the design document and functional requirements, the School District will issue “Final Acceptance.” The 45-day time frame for Final Acceptance shall be extended if problems are found in the live test. Specifically, the School District expects to document the date the problem is found and the date it is certified as fixed. The acceptance period would pause when issues are reported and would restart on the date the problem is certified as fixed. The warranty period shall begin at the time of Final Acceptance.

### **3. Milestones**

The School District requires that all compensation accrued to the Offeror be based on successful completion of Project milestones. After the School District’s acceptance of the milestone, the Offeror will invoice for any applicable milestone payments. Milestone payment amount shall either be a fixed fee or hourly based on the amount of time spent on the milestone, up to an aggregate not-to-exceed limit pertinent to each milestone.

**ATTACHMENT LIST**

<b>Attachment No.</b>	<b>Description</b>	<b>File Name</b>
1	Project Expectations	ATT_01_Project Expectations.docx
2	Equal Opportunities Certification	ATT_02_Equal Opportunity Certification.docx
3	Certification of Nonsegregated Facilities	ATT_03_Certification of Nonsegregated Facilities.docx
4	Minority Business Enterprise	ATT_04_Minority Business Enterprise.docx
5	Non-Debarment Acknowledgement	ATT_05_Non-Debarment Acknowledgement.docx
6	Proposal Acknowledgement Form	ATT_06_Acknowledge.docx
7	Company Background Form	ATT_07_Company Background.docx
8	Functional and Technical Requirements	ATT_08_Functional_Requirements.xlsx
9	Anticipated Interfaces	ATT_09_Interface.xlsx
10	Proposed Enhancements	ATT_10_Enhancements.xlsx
11	Implementation Plan	ATT_11_Plan.xlsx
12	Deliverable Expectation Documents	ATT_12_DED.xlsx
13	Reference Form	ATT_13_Reference.doc
14	Cost Proposal	ATT_14_Cost.xlsx

**EXHIBIT LIST**

<b>Exhibit No.</b>	<b>Description</b>	<b>File Name</b>
1	MCPS General Contract Articles and TOC	EXHIBIT_1_MCPS_GCTA.pdf
2	MAPT Cooperative Rider Clause	EXHIBIT_2_MAPT_Cooperative Rider Clause.pdf