

**Midwestern Higher Education Compact**  
**Digital Credentialing Solutions (e.g., e-Transcripts) MHEC-RFP-10052020**  
**Request for Proposals – Vendor Questions and Answers**  
**October 16, 2020**

Vendor A
<p>Q1. Whether companies from Outside USA can apply for this? (like, from India or Canada)</p> <p>A1. Yes.</p> <p>Q2. Whether we need to come over there for meetings?</p> <p>A2. Not during this solicitation. All proceedings will be conducted virtually.</p> <p>Q3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)</p> <p>A3. Yes.</p> <p>Q4. Can we submit the proposals via email?</p> <p>A4. See Section A.10 Submission Requirements and Proposal Deadline.</p>
Vendor B
<p>Q5. Is the traditional printed transcript a mandatory requirement of this solicitation? Would verifiable documents printable by the recipient if needed an acceptable alternative?</p> <p>A5. Yes, this solicitation is asking for digital and/or traditional print and/or secure delivery with verification or a proposed alternative.</p> <p>Q6. Is it permissible for one organization to participate in multiple bids?</p> <p>A6. Yes.</p> <p>Q7. The RFP states: "Ideally, the provider would work collaboratively with MHEC as future possibilities unfold." Does this solicitation anticipate a consulting engagement to be proposed?</p> <p>A7. No, MHEC desires to collaborate with providers on how eligible organization utilize the technology solution. See Section B.7 Product and Services Offering for the types of engagement.</p> <p>Q8. Anticipating IMS Global's CLR becoming the "the future of student record keeping," does MHEC have or will they have both machine-readable and human-readable unified eTranscript formats?</p> <p>A8. No, MHEC is not defining a unified format.</p> <p>Q9. Does MHEC have the authority to propose a multi-state common standard for electronic K12 and higher-ed transcript formats?</p> <p>A9. No.</p>

Vendor C

Q10. The RFP states that "Responses must be keyed to the section and paragraph numbers provided." Not all the sections call for responses. Would an acceptable outline of a response be:

- Cover Letter
- Proposed Solution (B3)
  - Administrative Functions (B.3.1)
  - Typical User Experience (B.3.2)
  - Supported Interoperability Standards (B.3.3)
  - Approach to Supporting Multiple Record Types (B.3.4)
  - Account Support (B.3.5)
  - Print Requirements (B.3.6)
  - Solution Roadmap (B.3.7)
- Additional Information
  - General Criteria (B.4)
  - Eligible Organizations (B.5)
  - Accessibility (B.6)
  - Product And Services Offering (B.7)
  - Licensing (B.8)
  - Pricing (B.9)
  - Volume Tier Discounts (B.10)
  - Incentive And Rebates (B.11)
  - Order Process (B.12)
  - Documentation (B.13)
  - Insurance (B.14)
  - Subcontractors (B.15)
  - Small, Minority/Woman Owned, and Economic Disadvantaged Businesses (B.16)
  - Green Initiatives (B.17)
  - References (B.18)
- Catalog of Offerings and Prices
- Appendix: Digital Credentialing Landscape (2 pages)

A10. Please follow Section A. Proposal Requirements for submission requirements.

Q11. Since the RFP contemplates a rapidly evolving future that will be defined by the early adopters, is it appropriate to propose a time and materials cost structure for consulting in addition to set price baseline service offerings?

A11. Yes.

Q12. Does this procurement expect or require proposals to provide traditional print and/or secure mail? Is a verifiable signed pdf and acceptable alternative?

A12. Yes, this solicitation is asking for digital and/or traditional print and/or secure delivery with verification or a proposed alternative.

Vendor D

Q13. B.4 – General Criteria

Please provide additional clarification on the concept of “creative solutions” you contemplate. As an example, the last bullet states “... member states participate as the deem appropriate in their own best interests”. What would be a creative solution that would address that idea?

A13. B.4 General Criteria outlines MHEC contract and procurement deliverables for Eligible Organizations. These deliverables are describing an opportunity for creative solutions to support the use of the contract. Eligible Organizations invested over \$586 million dollars in MHEC technology contracts.

Q14. B. 5 Eligible Organizations

Please provide additional clarification on “contract benefits may differ for each of these optional entities”.

A14. Eligible Organizations will each benefit differently from any resulting contract.

Q15. B.6 Licensing

Please provide additional clarification on “offeror must agree to amend or modify software licensing agreement to meet statutory requirements. Can you provide examples.

A15. Contracts examples can be found at [www.mhec.org/contracts](http://www.mhec.org/contracts)

Q16. B.10 Volume Tier Discounts

How does this differ from the requirements of B.9?

A16. We are asking if additional discounts provided for large orders.

Q17. B. 11 Incentives and Rebates

Please provide additional clarification on “propose eligible organizations rebates or offer additional programs or incentives”. How is this different from B.9 and B.10 and what types of rebates and incentives do you envision?

A17. We are open to any proposed incentives and rebates.

Q18. C.14 Data Ownership

Is it conceivable that the data pertaining the subject at some point becomes the possession of that subject (Student, Alumni)

A18. Yes.

Q19. C.14 Data Ownership:

Can a Student request the release of a record without the concurrent approval of the institution?

A19. Unknown.

Q20. What role does the MHEC play providing influence and support to encourage affiliated schools to participate in this program?

A20. Although MHEC is not a marketing entity, we will be focused on educating the region on the value and importance of e-Transcripts and digital credentialing. This will naturally include information pertaining to any work MHEC is doing in this area. Eligible Organizations invested over \$586 million dollars in MHEC technology contracts.

Q21. What expectation can we have of minimum transactions (volumes) and number of schools participating in our recommended solution?

A21. Unknown number of transactions or number of schools participating.

Q22. What commitments can be expected with regards to numbers of schools (& Enrollment) signing up and joining?

A22. Unknown. Eligible organization include over 3,000 higher education institutions, 10,000 K-12 district and schools, and 47 state government agencies.

Q23. Are schools committed to the contracted pricing or do they also have the right to (re) negotiate?

A23. Yes, published contract price can be negotiated.

Q24. Are existing contracts supposed to be moved to the new agreement?

A24. Eligible organizations have the option to use the new agreement.

Q25. Are you expecting a K-12 transcript solution as part of the offer?

A25. Unknown. Providers may propose a successful digital credentialing solution that supplements K-12 transcript use case.

Q26. Is the schedule movable? The amount of detail requested would benefit from more time

A26. No.

Q27. Are you still mandating the paper copies to be sent or is a sole digital submission allowed?

A27. Yes. See A.7 Proposal Timeline.

Q28. If paper delivery is desired and documents are sent first overnight on FedEx, would there be a grace period on "late" delivery the same day?

A28. Postmark date is acceptable.

Q29. Can we respond to this bid with our partner jointly or does one organization need to serve as the prime?

A29. Please follow Section A – Proposal Requirements.