



DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL SERVICES  
OFFICE OF STATE PROCUREMENT SERVICES  
STATE OF MAINE

## PROCUREMENT JUSTIFICATION FORM (PJF)

This form must accompany all contract requests and sole source requisitions (RQS) over \$10,000 submitted to the Office of State Procurement Services.

*INSTRUCTIONS: Please provide the requested information in the white spaces below. All responses (except signatures) must be typed; no hand-written forms will be accepted. See the guidance document posted with this form on the Procurement Services intranet site (Forms page) for additional instructions.*

| PART I: OVERVIEW                                        |                               |                                                                                 |                                          |
|---------------------------------------------------------|-------------------------------|---------------------------------------------------------------------------------|------------------------------------------|
| Department Office/Division/Program:                     |                               | Education/Education Data and Data Systems                                       |                                          |
| Department Contract Administrator or Grant Coordinator: |                               | Kimberly A. Hall                                                                |                                          |
| (If applicable) Department Reference #:                 |                               | N/A                                                                             |                                          |
| Agency Department Code:                                 | 05A                           | Advantage CT / RQS #:                                                           | Multiple                                 |
| Amount:<br>(Contract/Amendment/Grant)                   | \$3,229,842.98                |                                                                                 |                                          |
| CONTRACT                                                | Proposed/Original Start Date: | 7/1/2025                                                                        | Proposed/Most Recent End Date: 6/30/2026 |
| AMENDMENT                                               | New Effective Date:           | 7/1/2026                                                                        | New End Date (if Applicable): 6/30/2028  |
| GRANT                                                   | Project Start Date:           |                                                                                 | Grant Start Date:                        |
|                                                         | Project End Date:             |                                                                                 | Grant End Date:                          |
| Vendor/Provider/Grantee Name, City, State:              |                               | Multiple – Willing and Qualified (see Attachment B)                             |                                          |
| Brief Description of Goods/Services/Grant:              |                               | Student Information Systems – COTS software maintenance, licensing, and hosting |                                          |

| PART II: JUSTIFICATION FOR VENDOR SELECTION                                                        |                                         |                                     |                                  |
|----------------------------------------------------------------------------------------------------|-----------------------------------------|-------------------------------------|----------------------------------|
| Check the box below for the justification(s) that applies to this request. (Check all that apply.) |                                         |                                     |                                  |
| <input type="checkbox"/>                                                                           | A. Competitive Process                  | <input type="checkbox"/>            | G. Grant                         |
| <input checked="" type="checkbox"/>                                                                | B. Amendment                            | <input type="checkbox"/>            | H. State Statute/Agency Directed |
| <input type="checkbox"/>                                                                           | C. Single Source/Unique Vendor          | <input type="checkbox"/>            | I. Federal Agency Directed       |
| <input type="checkbox"/>                                                                           | D. Proprietary/Copyright/Patents        | <input checked="" type="checkbox"/> | J. Willing and Qualified         |
| <input type="checkbox"/>                                                                           | E. Emergency                            | <input type="checkbox"/>            | K. Client Choice                 |
| <input type="checkbox"/>                                                                           | F. Higher Education Cooperative Project | <input type="checkbox"/>            | L. Other Authorization           |

Please respond to ALL of the questions in the following sections.

### PART III: SUPPLEMENTAL INFORMATION

1. Provide a more detailed description and explain the need for the goods, services or grant to supplement the response in Part I.

The purpose of this procurement is to continue to offer Master Agreements (MAs) with vendors who are willing and qualified to provide student information systems (SISs) to School Administrative Units (SAU).

In the State of Maine, there are approximately 558 public schools within 197 local education agencies operating schools, one magnet school, eight career and technical education (CTE) regions, and two state operated programs. Most SAUs in the State of Maine utilize a SIS. Information for approximately 169,000 public school students is being recorded on a daily basis.

The following table details the statewide attending enrollment totals of all the public SAUs within each membership configuration and are provided for information only. These numbers were taken from the October 1, 2025, count.

| Attending Enrollment | # of Public SAUs | #of Conforming Districts |
|----------------------|------------------|--------------------------|
| Less than 250        | 80               | 74                       |
| 250 – 499            | 24               | 24                       |
| 500 – 999            | 26               | 25                       |
| 1000 – 1999          | 34               | 34                       |
| 2000 – 3999          | 24               | 24                       |
| 4000 – 6000          | 1                | 1                        |
| More than 6000       | 1                | 1                        |

From 7/1/2019-present, Maine DOE has spent \$11,081,789.24, which is an approximate annual spend of \$1,583,112.75 on these commodities and services. See Attachment B for current list of vendors.

2. Provide a brief justification for the selected vendor to supplement the response in Part II. Reference the solicitation (RFP/RFA/RFQ) number if applicable.

Any vendor who meets the qualifications outline in Attachment A: Requirements agrees that they have a product as outlined in Attachment A.

To demonstrate that vendors have met the technical qualifications outlined in Part III of Attachment A, they must provide documentation for review on an annual basis. In order to be eligible for renewal agreements, vendors must have demonstrated they have the appropriate security controls in place to protect the State's sensitive and/or confidential information.

3. Explain how the negotiated costs or rates are fair and reasonable; or how the funding was allocated to grantee.

The cost will be based on negotiations from the State of Maine and the Vendor's response in Attachment A. The previous years projected spent per vendor totaled to be \$1,595,974.25. In actuality, \$1,614,921.49 was expended in the 2025-2026 fiscal year, which proved to be a one percent increase from the projected costs.

**PART III: SUPPLEMENTAL INFORMATION**

At this time, price sheets for existing vendors have not changed from the original MAs. Pricing changes for existing vendors will be dependent on the selection by SAUs of what SIS will be used.

4. Describe the plan for future competition for the goods or services.

The future plan is to continue to use the PJF Willing and Qualified process in tandem with the resulting IT Master Agreement. Interested parties who meet the requirements in Attachment A should contact Kimberly A. Hall via email ([Kimberly.a.hall@maine.gov](mailto:Kimberly.a.hall@maine.gov)) to be added to the list of qualified vendors.

**PART IV: AMERICAN RESCUE PLAN ACT (ARPA) / MAINE JOBS & RECOVERY PLAN (MJRP)**

Does this request utilize ARPA/MJRP funds?

☐ Yes, MJRP funds (023) – If Yes, please attach the approved Business Case(s).

☐ Yes, ARPA funds (025) or (026) – If Yes, please be aware of the requirements from awarding federal agencies.

☒ No – If No, proceed to Part V.

**PART V: CONFLICTS OF INTEREST (COI); CONTRACT WITH THE STATE**

Maine law contains Conflict of Interest statutes directed to State Departments, State Officers, and Employees Generally under MRS [Title 5, §18](#) and [§18-A](#), in harmony with MRS [Title 17, §3104](#).

☒ The requesting department's signatory affirms, understands, and acknowledges Maine's Conflict of Interest statutes and, in accordance with those statutes and to the best of their knowledge, has determined that no conflict of interest exists at the time of this contract, renewal, or amendment.

**PART VI: APPROVALS**

Governor/Department Commissioner or Designee

1. The signature below indicates approval of this procurement request.

Signature of requesting  
Department's Commissioner  
(or designee):

*Pender Makin*

Typed Name:

Pender Makin, Commissioner of  
Education

Date:

6/3/2026

2. Additional signature required **ONLY if box E (Emergency) is selected in PART II.** The signature below indicates approval by the Department’s Commissioner, or the designee specifically authorized to approve emergency procurement requests.

|                                                                        |  |       |  |
|------------------------------------------------------------------------|--|-------|--|
| Signature of requesting<br>Department’s Commissioner<br>(or designee): |  |       |  |
| Typed Name:                                                            |  | Date: |  |

**\*\*OSPS Section Only\*\***

|                                            |                                                                       |                                  |                |
|--------------------------------------------|-----------------------------------------------------------------------|----------------------------------|----------------|
| Signature of DAFS<br>Procurement Official: | <div>DocuSigned by:<br/><i>Nancy Tan</i><br/>7AA9094BA0244AB...</div> |                                  |                |
| Typed Name:                                | Nancy Tan                                                             | Deputy Director of T Procurement | Date: 6/5/2026 |

**ATTACHMENT A: CHANGES TO AGREEMENT TERMS AND CONDITIONS****I. SPECIFICATIONS/SCOPE OF WORK:****A. Provider Responsibilities**

1. The Provider will provide a standard offer Student Information System configuration including, but not limited to, the requirements listed in this agreement for use by a conforming district or other Maine SAUs (or entity eligible to purchase under this MA.)

**B. Eligibility Requirements**

1. Eligibility requirements to participate in the MA are as follows:
  - i. The State has specific **performance criteria**
  - ii. Selected Providers may negotiate to configure or customize additional functionality beyond the requirements stated in this Master Agreement (MA).
  - iii. This custom functionality will not be part of the MA and must be negotiated separately at the SAU level with the selected provider.
  - iv. All selected Providers must accommodate any conforming district that contacts them. Once a Provider enters into a contract, they may not turn away any interested conforming district. Failure to accommodate may be grounds for **termination of eligibility under this MA.**

**C. SIS Software Solutions**

1. The Department seeks **Student Information System (SIS)** software solutions that can be hosted both:
  - i. Locally
  - ii. By a qualified Provider or in the cloud. Providers are encouraged to offer both hosting options.

**D. Software Flexibility and Compliance**

The software must be flexible to adapt to constantly changing legislative mandates, satisfy reporting obligations at **local, state, and federal** levels, and ensure effective oversight of SAUs in accordance with **Maine laws and regulations.**

**II. GENERAL REQUIREMENTS****A. Student Demographics**

1. Basic Census Data: The system must capture basic census data, including:
  - i. Demographics
  - ii. Address
  - iii. Relationships
2. Student Level Data: The system must capture the following student-level data:
  - i. Legal Name
  - ii. Preferred Name
  - iii. Sex
  - iv. Date of Birth

3. Guardian Information: The system must allow for the indication of a guardian.
4. Guardian at 18 Years of Age: Provide an easily configurable way to identify the student as their own guardian once they turn 18 years of age.
5. Secondary Household Information: The system must allow for the indication of primary and secondary households.
6. Address Queries and Reporting: The system must facilitate easy querying and reporting of address information.
7. Homeless Student Identification: The system must allow for the indication that a student is homeless and does not have a fixed address.
8. Unique Student IDs: The system must allow for the association of students to unique state IDs and school student IDs.

**B. Attendance:**

1. Tracking Student Attendance:
  - i. The system must track students based on grade spans inclusive of early childhood, elementary & secondary.
2. Flexibility in Attendance Recording:
  - i. Provide flexibility in how attendance is taken, including the ability to record attendance by:
    - a. Time
    - b. Period
    - c. Day
    - d. Using various attendance codes.
3. At-Risk Students Identification:
  - i. The system must allow for identification of at-risk students based on:
    - a. Daily attendance
    - b. Period attendance
    - c. Historical data by student
4. State Reporting:
  - i. Ability to report daily attendance data for state reporting.

**C. Custom Functionality:**

1. The system must allow for the addition of custom fields and functionality.

**D. Grading:**

1. Customizable Grading and Scales:
  - i. The system must allow customization of grading and grading scales.
2. Flexible Grading Posting:
  - i. Ability to post standard grades subjectively and flexibly, both calculated and uncalculated.
3. Student/Standard-Centered Grading:
  - i. The system must be student and standard-centered for grading.

**E. Programs and Services:**

1. Career and Technical Education (CTE) Data:
  - i. The system must capture and report on State of Maine-specific Career and Technical Education (CTE) data at both enrollment and program levels.
2. Special Education Data:
  - i. The system must capture and report on State of Maine required special education student data elements.
3. Truancy Data:
  - i. The system must capture and report truancy data per State of Maine requirements.
4. Behavior Data

- i. The system must capture and report behavior data per State of Maine requirements.
- 5. Restraint and Seclusion Data
  - i. The system must capture and report restraint & seclusion data per State of Maine requirements.
- 6. Multilingual Learner Data
  - i. The system must capture and report multilingual learner data per State of Maine requirements.

F. Scheduling Requirements:

- 1. Schedule Structure Styles:
  - i. Support various schedule structure styles, including but not limited to:
    - a. Waterfall
    - b. Alternating block
    - c. Semesters
  - ii. **Note:** It is not expected that all structure styles will be utilized at the same time.
- 2. Attendance Accountability:
  - i. Ability to define which classes are accountable for attendance.
- 3. Grading Accountability:
  - i. Ability to define which classes are accountable for grading.
- 4. Schedule Editing:
  - i. The system must easily allow the creation or editing of student schedules after the initial scheduling.
- 5. Section Building:
  - i. The system must allow for easy section building and scheduling.
- 6. Basic Section Build Rules:
  - i. The system must provide basic rules for section building.
- 7. Course Requests:
  - i. Support course requests for/by students, including:
    - a. Students requesting specific courses
    - b. Guidance counselors/schedulers using this information to build schedules
    - c. An automatic system for building/loading schedules based on course requests
- 8. User-Friendly Schedule:
  - i. The system must provide an easy-to-use schedule for students and staff, including:
    - a. Printing
    - b. Mobile app
    - c. Online portal
- 9. Data Protection During Scheduling:
  - i. The system must include controls to prevent data loss during scheduling changes, such as:
    - a. Warnings/stopping users from deleting section information and losing grade or attendance data.

G. Student Enrollment:

- 1. State of Maine Reporting Requirements:
  - i. The system must comply with the State of Maine Reporting Requirements, which are currently available at: MEDMS Data Systems Support | Department of Education. [MEDMS Data Systems Support | Department of Education](#) .

Requirements will always be linked off the Department's Helpdesk webpage and may change annually.

H. Transcripts:

1. Ease of Building Transcripts:
  - i. The system must provide a simple interface for manual entry of transcript items.
2. Customizable Transcripts:
  - i. The system must allow the creation of both proficiency/competency-based and traditional transcripts.
3. SAU and State Requirements:
  - i. Transcripts should be customizable to include SAU and school requirements, as well as state requirements.

III. **TECHNICAL REQUIREMENTS:**

- A. Accessibility: All IT products must be accessible to persons with disabilities and must comply with State Accessibility Policy and Standards and the Americans with Disabilities Act. All IT applications must comply with the Digital Accessibility Policy (<https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DigitalAccessibilityPolicy.pdf>).
- B. State IT Policies: All IT products and services delivered as part of this Agreement must conform to the State IT Policies, Standards, and Procedures (<https://www.maine.gov/oit/policies-standards>) effective at the time this Agreement is executed.
- C. The Provider shall have annual audits in accordance with Standards for Attestation Engagements (SSAE) Reporting on Controls at a Service Organization (SOC), including SOC 2 Type II, performed on its operations.
- D. Technical Assessment: The State of Maine requires Providers to demonstrate they have the appropriate security controls in place to protect sensitive and/or confidential information and compliance with State IT Policies. An assessment document and timeline for completion of the assessment document will be provided for this purpose. Providers must show either current StateRAMP certification or provide documentation that they have met all equivalent (to StateRAMP) cloud hosting technical requirements. Failure to demonstrate compliance by the required date may result in termination of the Agreement.
- E. Security and Role-Based Access:
  1. The system must provide:
    - i. User Access Management that includes future use of valid authentication and authorization mechanisms including Multi-factor authentication (MFA) for secure login.
    - ii. Group and role-based security, down to individual fields for the following roles:
      - a. Teachers
      - b. Parents
      - c. Admins
      - d. Clerical Staff
      - e. Data/Technology Staff

- iii. Audit logging of successful and unsuccessful login attempts to the system electronically through direct access or by using database reporting tools, including but not limited to:
  - a. User Login Location
  - b. History of user's activity within the system; and
  - c. All electronic access to the background review database.
- iv. Scalable performance to reliably support 100 concurrent users under typical and peak operational conditions.

E. Device Operating System

- 1. The system must support access from commonly used desktop and mobile operating systems and must allow mobile access through mobile-enabled browsers, dedicated applications, or other compatible computing modules, in alignment with current industry standards and best practices. The system must support the following client desktop operating systems:
  - i. Windows
  - ii. Chrome OS
  - iii. Mac OSX
  - iv. iOS
  - v. Android

F. API Integration

- 1. The system must provide support for both custom and standardized APIs to facilitate integration with external systems, adhering to agency-defined interface specifications, web services protocols, and applicable technical standards.

G. Software Environments:

- 1. Production
- 2. Testing/Training

H. Approved Browsers

- 1. The solution must be fully web-based and operate using standard, supported web browsers without the need for additional client-side software, plug-ins, or components.

I. Data, Reporting, and Analysis

- 1. Data Upload from External Sources:
  - vi. The application must allow the ingestion of data from external data sources using:
    - a. An integrated ETL (Extract, Transform, Load) tool
    - b. The ability to upload documents for storage and retrieval
    - c. API's
- 2. SQL Connectivity:
  - i. The application must allow specific SAU staff to access the database directly through scripting and custom links to SQL for reporting.
- 3. Ad-Hoc/Custom Reports:
  - ii. The system must provide the ability to run/create ad-hoc/custom reports.
- 4. Read/Write Access to Backend Database:

- iii. The system must allow specific SAU staff to have read/write access to the back-end database.
- 5. Data Import/Export:
  - iv. The application must support the import and export of data in various file formats, including but not limited to:
    - d. Excel
    - e. PDF
    - f. XML
    - g. CSV
    - h. TXT
- J. System Adaptability:
  - 1. The system must be capable of evolving as changes occur in both State and Federal reporting requirements.
  - 2. The Provider will be responsible for developing and implementing any changes mandated by state and federal law at no additional cost to the SAU. When changes to federal or state statute require changes to existing functionality, the Department will notify the provider by April 1 for the upcoming school year. The Department will work closely with the Provider to determine how best to implement required state or federal changes.
  - 3. The system must provide complete solutions for all mandated Maine state reporting requirements.
- K. Business Rules and Management
  - 1. The system must provide configurable business rules and validation management to ensure data quality.
- L. Operational Functionality
  - 1. The System must:
    - i. Provide customizable workflows to support data collection, audit, and tracking processes
    - ii. Guide users through tasks with clear labels and instructions; detect and suggest corrections for input errors where appropriate
    - iii. Allow users to review, confirm, and correct information before finalizing actions
    - iv. Easily reverse or correct undesired actions and enable users to save partially completed work and resume it at a later time.
- M. Data Handling and Format Requirements:
  - 1. Data must be sent according to the Maine SIF Profile using either SIF v2.7 or Unity protocols.
  - 2. Record Transmission Format:
    - i. SIF 2.7: XML must be used as the record format.
    - ii. SIF Unity: PESC-JSON Notation should be used.
  - 3. Near Real-Time Events:
    - i. Using either SIF 2.7 or SIF Unity, the SIS must emit Create/Update/Delete events as they occur. These events should contain complete and valid records, not just the part of the object that changed.

- a. Example: If a student's first name changes, the entire StudentPersonal record should be sent as an UPDATE event.

4. Event Transmission via SIF Unity

- i. For SIF Unity, batched events should be used, especially during high-load times, such as the beginning of terms. Unlike SIF 2.7, which is constrained to sending only 1 record per event, SIF Unity allows for more efficient processing by sending multiple records in a single payload.

N. Request/Response Handling:

- 1. SIF 2.7 Agents: The SIS should implement polling for handling asynchronous requests from providers.
- 2. SIF Unity Adapters: Both IMMEDIATE and DELAYED request/response types will be supported. Providers should specify their preference.

O. Authentication:

- 1. For SIF Unity adapters, SIF HMAC SHA256 is supported for secure authentication.

P. State Student Identifier Updates:

- 1. The system will integrate with SEA data integration platform for assigning State Identifiers to students.
  - i. When the system receives a student without a State ID, a request will be made to SEA data integration platform to assign a new one.
  - ii. This State ID update will be sent (via SIF) to the SIS.
- 2. SIF 2.7 Agent Integration
  - i. A SIF 2.7 Agent will receive a StudentPersonal UPDATE event containing the student's RefID and newly assigned State ID.
- 3. SIF Unity Adapter Integration
  - i. A SIF Unity adapter will receive a StudentPersonal UPDATE request with the student's RefID and newly assigned State ID.

Q. Compliance and Standards:

- 1. The Provider must enter into, and at all times be in compliance with, data sharing agreements with the conforming districts to ensure all student data privacy and security statutes and data sharing provisions are observed.
- 2. The SIS must comply with the following State and Federal compliance requirements:
  - i. **State of Maine Reporting Requirements:** Link to MEDMS Support [MEDMS Data Systems Support | Department of Education](#) .Requirements will always be linked off the Department's Helpdesk webpage and may change annually.
  - ii. **FERPA:** Family Educational Rights and Privacy Act ([FERPA website](#))
  - iii. **HIPAA:** Health Insurance Portability and Accountability Act ([HIPAA])
- 3. The SIS must be in compliance with the following education data standards:
  - i. **CEDS:** CEDS is a national collaborative effort to develop voluntary, common data standards for a key set of education data elements to streamline the exchange, comparison, and understanding of data within and across P-20W institutions and sectors. <http://ceds.ed.gov>
  - ii. **SIF Data Model:** Open-Source Data Model for representing and transmitting educational information.

- iii. **SIF Infrastructure:** Protocol for transmitting educational information
- 4. The Provider is encouraged to adopt but the SIS is not required to utilize the following data models and standards:
  - i. **OSC SEDM** – Open-Source Community Special Education Data Model
  - ii. **One Roster** – A protocol and format for secure exchange of class roster information between applications
- R. Changes in Operations or Architecture
  - 1. The Provider must provide the SAUs with at least thirty (30) days' advance written notice of any planned material change to network operations or architecture. No material change may be implemented without prior written approval. A material change includes any significant modification that impacts system performance, increases complexity, reduces service quality, or otherwise affects user operations.

#### IV. DATA MIGRATION AND RETENTION

- A. In the case of new implementation, the current system must support the secure migration of operational data into a new platform, ensuring data integrity, consistency, and accessibility without loss.
- B. Migration processes must include thorough testing, validation, and error checking prior to go-live.
- C. The system must also provide capabilities for the secure retention and archiving of historical data, ensuring compliance with applicable laws, regulatory requirements, and reporting needs, with reliable retrieval for audit and operational purposes.

#### V. QUALITY ASSURANCE AND ACCEPTANCE

- A. Provide Quality Management, to ensure that the project satisfies the needs for which it was undertaken.
- B. Develop a plan for the overall system and user acceptance testing, to include but not be limited to:
  - 1. **Testing:** Prior to moving the proposed system to the production environment, test all aspects of the solution.
  - 2. **Test Plan:** In cooperation with the SAU, create a test plan. The Test Plan shall:
    - i. Describe the strategy for ensuring that new systems and all interfaces function properly when releasing new versions of any software application;
    - ii. Indicates at what point in a new release the SAU will receive access to new versions of software or applications; and
    - iii. Ensure all components of the application are tested in a non-production environment, to ensure that the application test responses represent the exact behavior that will be expected of the application in the production environment.
  - 3. **Test Execution:**
    - i. Schedule and coordinate all testing activities to ensure that each of the tests are prepared for and performed in accordance with the test plan.
    - ii. Train SAU personnel as appropriate to participate in the testing effort.
    - iii. Unless specified otherwise within the test plan, provide all tools, testing materials, and resources necessary to effectively perform the required tests.

- iv. Certify that the System is fully secure for all work provided under this procurement.
4. **Acceptance:** System acceptance of the solution will occur following:
  - i. System implementation;
  - ii. Demonstration that the System successfully provides all the functionality required by the SAU; and
  - iii. The System meets or exceeds the performance standards in the contract.
5. The Provider must obtain a Go/No-Go decision from the SAU prior to making changes in the production environment.

## VI. USER TRAINING AND DOCUMENTATION

- A. Provide Documentation and Training on Database Schema
- B. Provide training on the creation of custom fields and functionality.
- C. Provide training on basic application functionality, including annual training and onboarding training to ensure proficient use of the SIS functions available to SAU staff. Annual training shall include training on any new functionality being released.
- D. Provide online tutorials to assist users in learning the software.
- E. User Group: Providers shall offer to host, or agree to attend, periodic meetings of SIS user groups for their users. Attendance is expected to be no less than quarterly.

## VII. CUSTOMER SUPPORT AND MAINTENANCE

- A. Customer Support Response Time: The Provider must guarantee a response time for technical support requests.
  1. Critical Priority: Issues classified as critical (e.g., system outages or major disruptions) will have a response time of one hour and a resolution time of four business hours during normal business hours (7:30 AM to 5:30 PM, Monday through Friday, Eastern Time). Requests submitted outside the Provider's operating hours (7:30 AM to 3:30 PM, Monday through Friday, Eastern Time) will be addressed at the start of the next business day.
  2. High Priority: High-priority issues (e.g., significant functionality loss impacting operations) will have a response time of two business hours and a resolution time of one business day during normal business hours. Requests submitted after 3:30 PM will be addressed the following business day.
  3. Medium Priority: Medium-priority issues (e.g., minor functionality impairments) will have a response time of four business hours and a resolution time of two business days within normal business hours.
  4. Low Priority: Low-priority issues (e.g., general inquiries or non-urgent requests) will have a response time of one business day and a resolution time of five business days during normal business hours. This framework is intended to ensure alignment with both SAU operating hours and the Provider's availability while setting clear expectations for turnaround times. Please feel free to submit additional information that may be needed especially if variations need to occur based on the method of issue reporting (ie. email, chat, phone etc.)
- B. Support Hours:

1. Customer support for system administrators must be available from at least 6AM to 6PM Eastern Time, Monday through Friday.
- C. Business Continuity: The Provider is responsible for providing a Disaster Recovery and Business Continuity Plan. The plan should include but not be limited to the following:
1. Parameters regarding system “downtime”
  2. Identified system elements or components impacted and the overall impact to the system functionality.
  3. Processes for data recovery if necessary
  4. Communication strategies regarding system status and functionality
- D. The Provider will be required to perform a full disaster recovery test at least annually, to verify the plan’s effectiveness and readiness for any potential disasters.
- E. Availability, Performance, Backup and Recovery:
1. The Provider is responsible for system backups. If the system has to be restored, it must be recovered in less than eight (8) hours or Recovery Time Objective (RTO), with no more than twenty-four (24) hours of data loss or Recovery Point Objective (RPO).
  2. Maintain an availability metric of ninety-nine and a half percent (99.5 percent) of uptime in a calendar month, as measured by the number of actual hours available as a percentage of total hours. Expectation of 24/7 availability.
  3. Provide a hosting environment with adequate capacity to always ensure prompt response.
  4. Application performance metrics must meet a maximum 5-second response time under Ethernet connectivity to the client device,
  5. lookup queries must return in less than three (3) seconds,
  6. Data-modification transactions must return in five (5) seconds.

**ATTACHMENT B: CURRENT VENDORS**

| Vendor Name                  | Start Date | End Date  | 25 – 26 Spend  | Projected Spend 26-28 |
|------------------------------|------------|-----------|----------------|-----------------------|
| Wicked Good Software Inc.    | 7/1/2026   | 6/30/2028 | \$141,473.00   | \$282,946.00          |
| Rediker Software Inc.        | 7/1/2026   | 6/30/2028 | \$3,250.00     | \$6,500.00            |
| PowerSchool Holdings LLC     | 7/1/2026   | 6/30/2028 | \$655,100.49   | \$1,310,200.98        |
| Infinite Campus              | 7/1/2026   | 6/30/2028 | \$758,811.50   | \$1,517,623.00        |
| Edupoint Educational Systems | 7/1/2025   | 6/30/2028 | \$56,286.50    | \$112,573.00          |
| Total                        |            |           | \$1,614,921.49 | \$3,229,842.98        |



Certificate Of Completion

Envelope Id: 7AAA1F94-ED71-87A4-829D-0289384CD377

Status: Completed

Subject: Complete with Docusign: ITP-266581 DSISW&Q 26-28 Procurement Justification Form (PJF)\_REV 9.24.25.do

Source Envelope:

Document Pages: 15

Signatures: 1

Envelope Originator:

Certificate Pages: 1

Initials: 0

Pender Makin

AutoNav: Enabled

Pender.Makin@maine.gov

Envelopeld Stamping: Disabled

IP Address: 20.236.201.102

Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Record Tracking

Status: Original

Holder: Pender Makin

Location: DocuSign

6/3/2026 2:28:23 PM

Pender.Makin@maine.gov

Security Appliance Status: Connected

Pool: StateLocal

| Signer Events                                            | Signature                                                                         | Timestamp                   |
|----------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------|
| Pender Makin                                             |  | Sent: 6/3/2026 2:28:24 PM   |
| Pender.Makin@maine.gov                                   |                                                                                   | Viewed: 6/3/2026 2:28:29 PM |
| Commissioner                                             |                                                                                   | Signed: 6/3/2026 2:29:50 PM |
| Carahsoft OBO Maine Department of Education              |                                                                                   | Freeform Signing            |
| Security Level: Email, Account Authentication (Optional) | Signature Adoption: Pre-selected Style                                            |                             |
|                                                          | Using IP Address: 67.249.18.213                                                   |                             |

Electronic Record and Signature Disclosure:

Not Offered via Docusign

| In Person Signer Events | Signature | Timestamp |
|-------------------------|-----------|-----------|
|-------------------------|-----------|-----------|

| Editor Delivery Events | Status | Timestamp |
|------------------------|--------|-----------|
|------------------------|--------|-----------|

| Agent Delivery Events | Status | Timestamp |
|-----------------------|--------|-----------|
|-----------------------|--------|-----------|

| Intermediary Delivery Events | Status | Timestamp |
|------------------------------|--------|-----------|
|------------------------------|--------|-----------|

| Certified Delivery Events | Status | Timestamp |
|---------------------------|--------|-----------|
|---------------------------|--------|-----------|

| Carbon Copy Events | Status | Timestamp |
|--------------------|--------|-----------|
|--------------------|--------|-----------|

| Witness Events | Signature | Timestamp |
|----------------|-----------|-----------|
|----------------|-----------|-----------|

| Notary Events | Signature | Timestamp |
|---------------|-----------|-----------|
|---------------|-----------|-----------|

| Envelope Summary Events | Status | Timestamps |
|-------------------------|--------|------------|
|-------------------------|--------|------------|

|                     |                  |                     |
|---------------------|------------------|---------------------|
| Envelope Sent       | Hashed/Encrypted | 6/3/2026 2:28:24 PM |
| Certified Delivered | Security Checked | 6/3/2026 2:28:29 PM |
| Signing Complete    | Security Checked | 6/3/2026 2:29:50 PM |
| Completed           | Security Checked | 6/3/2026 2:29:50 PM |

| Payment Events | Status | Timestamps |
|----------------|--------|------------|
|----------------|--------|------------|