**STATE OF MAINE**

**Department of Health and Human Services**

*Office for Family Independence*



**REQUEST FOR INFORMATION**

**RFI# 202305119**

**Statewide General Assistance Database Technology**

|  |  |
| --- | --- |
| **RFI Coordinator** | *All communication regarding this RFI must be made through the RFI Coordinator identified below*.  **Name:** Brittany Hall **Title:** Procurement Administrator  **Contact Information:** [brittany.hall@maine.gov](mailto:brittany.hall@maine.gov) |
| **Submitted Questions Due** | *All questions must be submitted to the RFI Coordinator identified above by:*  **Date:** June 20, 2023, no later than 5:00 p.m., local time |
| **Response Submission** | **Submission Deadline:** Jul 10, 2023, no later than 5:00 p.m., local time  **Submit to:** [Brittany.hall@maine.gov](mailto:Brittany.hall@maine.gov) |

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# **PUBLIC NOTICE**

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**State of Maine**

**Department of Health and Human Services**

**RFI# 202305119**

**Statewide General Assistance Database Technology**

The State of Maine, Department of Health and Human Services, Office for Family Independence, is seeking information regarding a Statewide database technology system for its General Assistance program.

A copy of the RFI, as well as the Question & Answer Summary and all other related documents to this RFI, can be obtained at the following website: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis>

Responses must be submitted to: [Brittany.hall@maine.gov](mailto:Brittany.hall@maine.gov) by 5:00 pm, local time, on July 10, 2023.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**RFI DEFINITIONS/ACRONYMS**

The following terms and acronyms shall have the meaning indicated below as referenced in this Request for Information:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **Department** | Department of Health and Human Services |
| **FOAA** | Freedom of Access Act |
| **General Assistance (GA)** | Helps individuals and families to meet their basic needs which may include help paying for:   * Household or personal supplies (toiletries, cleaning supplies) * Food * Housing (e.g., mortgage, rent, room rent, temporary housing) * Fuel & utilities * Medical, dental, prescriptions, medical supplies/equipment * Burial costs |
| **Municipality** | Local government within the State which provides many essential services to the citizens of the community. |
| **Respondent** | Any individual or organization submitting a response to this RFI. |
| **RFI** | Request for Information |
| **RFP** | Request for Proposal |
| **State** | State of Maine |

**State of Maine - Department of Health and Human Services**

**RFI# 202305119**

**Statewide General Assistance Database Technology**

# **PART I INTRODUCTION**

## Purpose and Background

This Request for Information (RFI) is an information gathering and market research tool, not a formal solicitation of a specific requirement (such as in a Request for Proposals (RFP) document). The Department of Health and Human Services (Department) is seeking information regarding a Statewide database technology system for the General Assistance (GA) program from interested parties as defined in this RFI document. This is an opportunity for interested parties to help the Department better understand a marketplace and/or specific subject matter.

The GA program is administered by each Municipality in the State with guidance and oversight by the Department. Maine has nearly five hundred (500) towns and territories that administer the GA program. Administration of GA requires the towns and territories to process applications, calculate an applicant’s financial budget, and provide a written determination of eligibility as required by [22 M.R.S. Chapter 1161](https://legislature.maine.gov/statutes/22/title22ch1161.pdf). Municipalities are required to track data related to GA applicants and spending and present a monthly report to the Department for reimbursement. The monthly report currently includes duplicated information regarding the number of applicants and assistance issued per category of assistance. The Department is seeking a software technology solution to streamline the application process and to expedite and expand the Department’s collection of data on GA applicants and the Municipalities which provide assistance.

## Current Conditions

Currently, GA is limited as there is no Statewide database to collect and connect Municipality data, and no portal to allow Municipalities to easily review GA applicant benefit history. Written reports provided by Municipalities to the Department may be delayed and are not viewable in real-time. Current reports may include duplication of services and/or applicants. The Department is seeking a software solution as a means to increase and standardize the types of data collected, decrease the duration of time it takes to collect such data, and streamline the submission and management of the data by Municipalities and by the State.

1. **Challenge Statement**

The RFI is intended to explore an overarching question: is there a software solution that can provide Municipalities a standardized process for GA applications and data collection, and provide reporting solutions for statistical analysis answering questions such as:

* How many unduplicated individuals, U.S. citizens, and separately those who are lawful permanent residents and individuals pursuing a lawful process to apply for immigration relief, apply for assistance and are either granted or denied assistance?
* What unduplicated benefits and benefit amounts are received by those individuals geographically; monthly and annually?

## General Provisions

1. All contact with the State regarding this RFI must be made through the aforementioned RFI Coordinator. No other person/ State employee is empowered to make binding statements regarding this RFI.
2. This is a non-binding RFI. Therefore, no award shall be made as a result of the RFI process.
3. Issuance of this RFI does not commit the Department to pay any expenses incurred by a Respondent in the preparation of their response to this RFI. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
4. Issuance of this RFI in no way constitutes a commitment by the State to issue a RFP.
5. The Department requests all responses to adhere to the instructions and format requests outlined in this RFI and all written supplements and amendments, such as the Summary of Questions and Answers, issued by the Department.
6. All submissions in response to this RFI will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. §§ 401 et seq.](http://www.mainelegislature.org/legis/statutes/1/title1sec401.pdf)).
7. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be the Respondent’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

# **PART II INFORMATION SOUGHT**

The Department seeks information regarding a Statewide technology software solution for the General Assistance (GA) program and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. Respondents are not required to submit responses pertaining to every question, but the Department encourages interested parties to respond to any or all relevant aspects of the RFI.

The Department seeks detailed yet succinct responses that demonstrate the Respondent’s experience and/or familiarity with the subject matter. **As this is not a competitive RFP process,** **Respondents must not provide any specific cost or customized pricing documentation in their response.**

1. **General Information**

Provide a brief overview of the Respondent’s organization. Individuals not affiliated with an organization are encouraged to submit a response to this RFA.

* 1. Identify the organization/individual represented in this RFI by completing **Appendix A**, including the:
     1. Organization/individual and any affiliations;
     2. Lead point of contact;
     3. Organization/individual’s address; and
     4. Organization/individual’s contact information (phone number(s) and email address).
  2. Identify the organization/individual’s experience in providing database technology systems that meet the needs identified in this RFI document.

1. **Feedback Requested**

The Department is seeking information related to a software technology solution for GA administrators and the Department that includes access to Statewide GA data and reporting. Software solutions procured by the State must comply with all applicable State Office of Information Technology [Policies and Standards](https://www.maine.gov/oit/policies-standards). Particularly, but not exclusively, the GA solution would require secured access and the capability to provide GA administrators with the ability to input and save an applicant’s information. In addition, the Department seeks a solution that includes generation of monthly data reports regarding demographics, spending categories, and spending amounts at an individual Municipal level and a collective Statewide level. Any solution must also be capable of alerting or indicating to a Municipality when an applicant has applied for assistance in another community in the State.

# **PART III KEY RFI EVENTS AND PROCESSES**

## Questions

**1. General Instructions**

1. It is the responsibility of each interested party to examine the entire RFI and to seek clarification, in writing, if they do not understand any information or instructions.
2. Interested parties should use **Appendix B** – Submitted Questions Form – for submission of questions.
3. The Submitted Questions Form must be submitted (via e-mail) and received by the RFI Coordinator, identified on the cover page of this RFI, as soon as possible but no later than the date and time specified on the RFI cover page.
4. Submitted Questions must include the RFI Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.

**2. Question & Answer Summary**

Responses to all questions will be compiled in writing and posted at the Division of Procurement Services, [Request for Information (RFI)](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis) website. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

## Submitting the Response

1. **Responses Due**

Responses must be received no later than the date and time listed in the timeline above.

1. **Delivery Instructions**

Responses must be submitted to the RFI Coordinator, via e-mail, listed on the cover page of this RFI document.

1. **Response Format**

Responses to this RFI may be developed in a manner that suits the Respondent. A list of key questions is included within the RFI and all submissions, regardless of format will be reviewed. Respondents are asked to be brief and to respond to as many questions as possible within the RFI. Number each response to correspond to the relevant question or instruction of the RFI to allow comparison and clarity.

# **PART IV REVIEW OF RESPONSES RECEIVED**

# **General Information**

1. The Department will review responses received for the purpose of gathering information and market research only. The Department will not score or rate responses received.
2. The Department reserves the right to communicate and/or schedule interviews/presentations with Respondents, if needed, to obtain clarification of information contained in the responses received and/or additional information to enhance marketing research efforts.

**APPENDIX A**

**STATE OF MAINE**

**Department of Health and Human Services**

## RESPONSE COVER PAGE

**RFI# 202305119**

**Statewide General Assistance Database Technology**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Organization Name:** | | |  | |
| **Lead Point of Contact - Name/Title:** | | |  | |
| **Tel:** |  | | **E-Mail:** |  |
| **Website:** |  | | | |
| **Street Address:** | |  | | |
| **City/State/Zip:** | |  | | |

**APPENDIX B**

**State of Maine**

**Department of Health and Human Services**

**SUBMITTED QUESTIONS FORM**

**RFI# 202305119**

**Statewide General Assistance Database Technology**

|  |  |
| --- | --- |
| **Organization/Responder’s Name:** |  |

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| --- | --- |
| **RFI Section & Page Number** | **Question** |
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*\* If a question is not related to any section of the RFI, state “N/A” under “RFI Section & Page Number”.*

*\*\* Add additional rows, if necessary.*