**STATE OF MAINE**

**Department of Administrative and Financial Services**

***Office of Administrative Technology***



**REQUEST FOR INFORMATION**

**RFI#201905091**

**Low Code or No Code Tool with Free Trials**

|  |  |
| --- | --- |
| **RFI Coordinator** | *All communication regarding this RFI must be made through the RFI Coordinator identified below*.  **Name:** Richard S. Hayward **Title:** Applications Director  **Contact Information:** [richard.s.hayward@maine.gov](mailto:richard.s.hayward@maine.gov) |
| **Submitted Questions Due** | *All questions must be submitted to the RFI Coordinator identified above by:*  **Date:** June 25, 2019, no later than 5:00 p.m., local time |
| **Response Submission** | **Submission Deadline:** July 3, 2019, No later than 5:00 p.m., local time **Submit to:** [richard.s.hayward@maine.gov](mailto:richard.s.hayward@maine.gov) |

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# **PUBLIC NOTICE**

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**State of Maine**

**Department of Administrative and Financial Services**

***Office of Information Technology***

**RFI#201905091**

**Low Code or No Code Tool with Free Trials**

The State of Maine, Department of Administrative and Financial Services, Office of Information Services (Department), is seeking information and free trial periods on tools that will minimize the need for significant custom programming (“low code or no code”) in applications.

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/procurementservices/vendors/rfis>

Responses must be submitted to: [richard.s.hayward@maine.gov](mailto:richard.s.hayward@maine.gov) and be submitted by 5:00 pm, local Augusta Maine time, on July 3, 2019.

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

# **RFI DEFINITIONS/ACRONYMS**

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

1. **RFI:** Request for Information
2. **RFP:** Request for Proposal
3. **State or SOM:** State of Maine
4. **Department:** Office of Information Technology
5. **FOAA:** Maine Freedom of Access Act
6. **Respondent:** Any individual or organization submitting a response to this RFI.

**State of Maine - Department of Administrative and Financial Services**

***Office of Information Technology***

**RFI#201905091**

**Low Code or No Code Tool with Free Trials**

# **PART I: INTRODUCTION**

## A. Purpose and Background

This Request for Information (RFI) is an information gathering and market research request, not a formal solicitation of a specific requirement (such as in a “Request for Proposals” document). The Office of Information Technology (Department) is seeking free trial periods for tools that will minimize the need for significant custom programming (“low code or no code”) in applications. The Department is exploring / researching the marketplace to understand the current tools available in the marketplace capable of addressing this need. This is an opportunity for interested parties to help the Department better understand tools with low code or no coding requirements by providing free trails to the Department.

The Department has Programmers currently employed and could hire more Programmers with the traditional skills sets to maintain and enhance the current legacy portfolio of applications. The Department seeks to research and assess new tools on the market designed to leverage a platform to configure applications rather than completely custom code solutions.

## B. General Provisions

1. All contact with the State regarding this RFI must be made through the aforementioned [RFI Coordinator](#_top). No other person/ State employee is empowered to make binding statements regarding this RFI.
2. This is a non-binding Request for Information. Therefore, no award shall be made because 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 of Maine to issue a Request for Proposal (RFP).
5. All responses should 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.html>

1. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be Proposer’s/Vendor’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

# **PART II: INFORMATION SOUGHT**

# **Overview**

The Department seeks information regarding the availability of low code or no code enterprise tools in the current marketplace and welcomes responses to this RFI by providing free trails, suggestions and feedback to enhance and expedite the Department’s market research process.

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

1. **Specific Request**
   1. **Department is seeking access to low code no code application development tools with a trial period** of at least 90 days for up to 5 developers and 20 end users to explore and research the tools in the marketplace. Respondents should explain how the Department can begin using the free trial period and what limitations are enforced, if any.

a. Please provide any information the Department should know before utilizing the free trial period?

* 1. Toolset base components vs additional modules: Respondents should describe what is included in the base toolset and what would be considered an additional purchase?
  2. Licensing Model: What is the licensing model for the toolset? Named users, concurrent user model, etc.?
  3. Environment: The respondent should describe the installation environment, is the toolset cloud hosted, on prem or are other options available?
  4. **Configurability:** Low code / No code, configurable toolsets. What templates or other objects are configurable within the toolset? What flexibility exists in the process owner’s ability to re-configure the toolset to adapt to legislative or legal changes without need for coding/programming?
  5. **Security**: What security certifications does the toolset support? i.e., PII, PHI or HIPPA data requirements, SOC2/Type2 certifications?
  6. **Scalability:** How does the toolset manage scalability to meet performance needs as user loads vary?
  7. **Interfaces / APIs:** What ability does the toolset provide to integrate with 3rd party products such as documents, spreadsheets, payment engines, GIS services, mapping tools, web services, languages such as ‘R’?
  8. **Mobile and Browser enabled**: How does the toolset address/provide for browser and mobile enabled front ends?
  9. **Modularity:** Describe how the toolset would assist the state in developing modular application components?
  10. **Reusability**: Describe how the application would assist the state in developing reusable application components? How does the vendor or toolset notify the state that best practices are not being followed and future platform upgrades are at risk?
  11. **Public Portal:** How does the toolset meet the state’s need to make data publicly available? Describe the ease of use in meeting this need.
  12. **Data capabilities**: Describe the toolsets ability to import and export data. Describe the toolsets ability to analyze and generate reports on data.
  13. **Notification/Alerts:** What ability does the toolset have to generate notifications and alerts based on data?
  14. **Version Control:** How is the toolset platform kept current with the latest software updates?
  15. **Training:** Respondents should describe how potential developers leveraging the tool set would obtain training. Online, in class, instructor led or other. Is the training free or is a link to training class list and price list provided?

a. Respondents should identify a defined course or set of courses that if attempted by a skilled traditional Java or .NET developer would allow the developer to become a moderately skilled in the tool set offered. Vendor should provide an estimated duration for completing the recommended training. The state is attempting to ascertain how long it will take to ‘grow’ an experienced developer in the recommended tool set as opposed to hiring professional services or higher priced, contracted developers.

* 1. **SaaS:** Platformshould offerSoftware as a Service as the preferred implementation model to minimize infrastructure support.
  2. **Discuss how the vendor does or does not provide oversight, success management and architectural oversight** for the state’s development activities.

a. How do we ensure we’re following best practices?

b. Are there any protections to alert management if SOM developers are straying from best practices and creating an unsustainable environment?

**Section III. Required Attachments**

The Department does not require any specific attachments be presented in this response to the RFI.

# **PART III: KEY RFI EVENTS**

## Questions on the RFI

Questions regarding this RFI must be submitted to the RFI Coordinator via e-mail, listed on the cover page of this RFI document no later than June 25, 2019. Answers will be provided no later than June 28,2019.

## Submitting the Response

1. **Responses Due**

Responses must be received no later than the date and time listed on the cover page of this document.

1. **Delivery Instructions**

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

# **PART IV: SUBMISSION REQUIREMENTS**

This section contains instructions for Respondents to use in preparing their responses. It is requested that all responses follow the outline suggested below, including the numbering, section and sub-section headings as they appear here. The Department seeks detailed yet succinct responses that demonstrate the Respondent’s experience and familiarity with the subject matter. **As this is not a competitive RFP process,** **Respondents should not provide any specific cost or customized pricing documentation in their response.**

## Response Format

**1.** The response must be submitted to the RFI Coordinator in either Microsoft Word or PDF format. Responses should be single-spaced with 1” margins on white 8 ½” x 11” paper using a font no smaller than 12-point Times New Roman or similar.

**2.** All pages should be numbered consecutively beginning with number 1 on the first page of the narrative (this does not include the cover page or table of contents pages) through to the end, including all forms and attachments. For clarity, the Respondent’s name should appear on every page, including Attachments. Each Attachment should reference the section or subsection number to which it corresponds.

**3.** Respondents are asked to be brief and to respond to each question and instruction listed in the “Submission Requirements” section of this RFI. Number each response to correspond to the relevant question or instruction of the RFI.

**4.** Include any forms provided in the package or reproduce those forms as closely as possible. All information should be presented in the same order and format as described in the RFI.

**5.** Please provide all information requested in the RFI package at the time of submission.

## Response Contents

### Section I. Organization

* 1. Provide your organization’s:
     1. Name
     2. Address
     3. Key Contact name and contact information
     4. Brief description of main products and services
     5. Years in business, and years providing Enterprise Licensing products or services.
  2. Provide clients that are using comparable products or services (including contact information).
  3. Describe skills pertinent to the specific work described in the RFI.

### Section II. Response to Information Sought

1. Discuss the “Information Sought” section referenced above in Part II of this RFI and what the Respondent offers related to the goods and/or services described. Responses should be in the order listed in Part II. Please repeat the State’s description of Information Sought before each response to that item.
2. Please respond to all questions in this section and give attention to describing the methods and resources necessary to accomplish the tasks involved. Respondents are also encouraged to share their knowledge and/or insight of the marketplace and of the specific goods and/or services in general for which information is being sought.

### Section III. Required Attachments

The Department does not require any specific attachments in response to this RFI. Respondent’s may provide additional materials if so desired. Additional materials are not limited to Word or PDF.

**PART V REVIEW OF RESPONSES RECEIVED**

**General Information**

1. The Department will review responses received for gathering information and market research. 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.

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# **PART VI LIST OF RFI APPENDICES AND RELATED DOCUMENTS**

1. Appendix A – Response Cover Page
2. Appendix B – Submitted Questions Form

**APPENDIX A**

**STATE OF MAINE**

**Department of Administrative and Financial Services**

*Office of Information Technology*

## RESPONSE COVER PAGE

**RFI#201905091**

**Low Code or No Code Tool with Free Trials**

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

**APPENDIX B**

**State of Maine**

**Department of Administrative and Financial Services**

*Office of Information Technology*

**SUBMITTED QUESTIONS FORM**

**RFI#201905091**

**Low Code or No Code Tool with Free Trials**

|  |  |
| --- | --- |
| **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.*