**STATE OF MAINE**

**Department of Administrative and Financial Services**

Bureau of Alcoholic Beverages and Lottery Operations



**REQUEST FOR INFORMATION**

**RFI#201804076**

**Liquor Licensing and Enforcement Web Application**

|  |  |
| --- | --- |
| **RFI Coordinator** | *All communication regarding this RFI must be made through the RFI Coordinator identified below*.**Name:** Joni MacDonald **Title:** System Group Manager**Contact Information:** joni.macdonald@maine.gov |
| **Submitted Questions Due** | *All questions must be submitted to the RFI Coordinator identified above by:***Date:** 5/14/2018, no later than 5:00 p.m., local time |
| **Response Submission** | **Submission Deadline:** 5/28/2018, no later than 5:00 p.m., local time**Submit to:** joni.macdonald@maine.gov |

TABLE OF CONTENTS

[PUBLIC NOTICE 3](#_Toc512349756)

[RFI DEFINITIONS/ACRONYMS 4](#_Toc512349757)

[PART I INTRODUCTION 5](#_Toc512349758)

[A. Purpose and Background 5](#_Toc512349759)

[B. General Provisions 5](#_Toc512349760)

[PART II INFORMATION SOUGHT 7](#_Toc512349761)

[PART III KEY RFI EVENTS 8](#_Toc512349762)

[A. Questions 8](#_Toc512349763)

[B. Submitting the Response 8](#_Toc512349764)

[PART IV SUBMISSION REQUIREMENTS 9](#_Toc512349765)

[A. Response Format 9](#_Toc512349766)

[B. Response Contents 9](#_Toc512349767)

[Section I. Organization 9](#_Toc512349768)

[Section II. Response to Information Sought 9](#_Toc512349769)

[Section III. Required Attachments 10](#_Toc512349770)

[PART V REVIEW OF RESPONSES RECEIVED 11](#_Toc512349771)

[PART VI LIST OF RFI APPENDICES AND RELATED DOCUMENTS 12](#_Toc512349775)

**APPENDIX A:** [RESPONSE COVER PAGE 13](#_Toc512349776)

**APPENDIX B:** [SUBMITTED QUESTIONS FORM 14](#_Toc512349777)

 **APPENDIX C:** RESPONSE SPREADSHEET………………………………………………….. 15

# **PUBLIC NOTICE**

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**State of Maine**

**Department of Administrative and Financial Services**

**Bureau of Alcoholic Beverages and Lottery Operations**

**RFI#201804076**

**Liquor Licensing and Enforcement Web Application**

The State of Maine, Department of Administrative and Financial Services, **Bureau of Alcoholic Beverages and Lottery Operations**, is seeking information regarding a liquor licensing and enforcement web application. The future project will be expected to perform the following tasks efficiently: a) application processing, b) data management for licensee information including administrative enforcement, c) reporting, and d) interfacing with other parties. The application must be highly secure and scalable.

A copy of the RFI, as well as, all other related documents to this RFI, can be obtained at the following website: <http://www.maine.gov/purchases/venbid/rfp.shtml>

Responses must be submitted to: joni.macdonald@maine.gov and be submitted by 5:00 pm, local time, on 5/28/2018.

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

**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:** State of Maine
4. **Department:** Department of Administrative and Financial Services, Bureau of Alcoholic Beverages and Lottery Operations.
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**

**Bureau of Alcoholic Beverages and Lottery Operations**

**RFI#201804076**

**Liquor Licensing and Enforcement Web Application**

# **PART I INTRODUCTION**

## A. 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” document). The Department of Administrative and Financial Services – Bureau of Alcoholic Beverages and Lottery Operations (“Department”) is seeking information regarding “liquor licensing and enforcement web application” 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 Department is looking for a suitable replacement to a legacy application. The current application processes and tracks licenses for the sale, service and distribution of beer, wine and spirits. In addition, it has an enforcement layer to track any administrative or civil violations of licensees. This application currently has five interface partners. The replacement system should allow for the addition/modification of interfaces, as deemed appropriate to the parties involved. This application has four primary functions: a) application processing, b) data management for licensee information including administrative enforcement, c) reporting, and d) interfaces to share data. This application is utilized by the Department users only (approximately 15 users). There is a public website currently managed by Maine Information Network (InforME) that interfaces with this application; processes are in place ensuring data shared between systems are accurate and updated daily. The system provides interface files to agencies within the State of Maine as deemed appropriate.

## B. 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 Request for Information. 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 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**

The Department seeks information regarding a Liquor Licensing and Enforcement Web Application and welcomes responses to this RFI and creative suggestions and feedback to enhance and expedite a future process while providing an efficient, reliable and high-quality system.

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. What is new or works incredibly well on the market today for licensing and enforcement or similar type application?
2. What could we expect for the following: As a high overview, Cost Structure: licensing (concurrent, individual), customization (if applicable), required products, Tiers (such as N-Tier), etc.
3. Support Structure: Response Time (High=2 hours), Standard Operating Hours, After Hour Processing, Interfaces, 24-hour support, etc.
4. Define efficiency of such an application; such as: execution time to load page, to load report, to generate application, etc.
5. Do standard applications have an “ad-hoc” reporting feature or is this considered an extra feature/cost?
6. Does the standard application have a feature allowing the user to create/send data files to interface with other partners? If yes, define the interface process or options we may need to consider. In addition, please discuss the security structure of this process.
7. Does the standard applications offer a fully managed service?
	1. If Yes, briefly detail such an infrastructure.
		1. What is a standard or even unique availability options of services, such as: Five Nines, Four Nines, etc.
		2. What are reasonable recovery times and recovery point objectives?
	2. If No, please explain any responsibilities that could be required of the State, including infrastructure needs.
8. Please provide three to five entities that are currently utilizing successful applications. The Department is seeking entities within the State of Maine. Please include contact information (name, email, phone).
9. Are there any current applications that do not meet ADA (Americans with Disabilities Act) requirements?
10. Please provide a brief description of current products that may meet the needs of this RFI.
* Preferred response is one-page per product although up to three pages will be accepted.
* Discuss: Licensing Application Process, Enforcement Application Process, Reporting, Interfaces and any other features/considerations.

An excel file is attached to address answers to all questions, lone exception is #5.

# **PART III KEY RFI EVENTS**

## 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 by 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 on the following website: <http://www.maine.gov/purchases/venbid/rfp.shtml>.

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.

# **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.** For clarity, the response should be typed or printed. 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. Complete **Appendix A** (provided as an Appendix to this RFI)
	2. Provide Respondent’s location(s)
	3. Provide a brief description of Respondent’s main products/services
	4. Provide a brief description of years in business
	5. Provide a description of the management structure
	6. Describe any licensure required for any services described in the “Information Sought” section.
	7. Provide clients that are using comparable products or services (including contact information).
	8. Describe skills pertinent to the specific work described in the RFI.

## Section II. Response to Information Sought

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. Please respond to all questions in this section and give particular 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 following documents should be included per submitted response in the order as numbered below:

* 1. Response Cover Page (**Appendix A**)
	2. Excel Spreadsheet (**Appendix C**)
	3. Brief description of why your product meets the needs of this RFI.

# **PART V REVIEW OF RESPONSES RECEIVED**

# **General Information**

# The Department will review responses received for the purpose of gathering information and market research. The Department will not score or rate responses received.

# 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.

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

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

**APPENDIX A**

**STATE OF MAINE**

**Department of Administrative and Financial Services**

**Bureau of Alcoholic Beverages and Lottery Operations**

## RESPONSE COVER PAGE

**RFI#201804076**

**Liquor Licensing and Enforcement Web Application**

|  |  |
| --- | --- |
| **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**

**Bureau of Alcoholic Beverages and Lottery Operations**

## SUBMITTED QUESTIONS FORM

**RFI#201804076**

**Liquor Licensing and Enforcement Web Application**

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

|  |  |
| --- | --- |
| **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 columns, if necessary.*

**APPENDIX C**

**STATE OF MAINE**

**Department of Administrative and Financial Services**

**Bureau of Alcoholic Beverages and Lottery Operations**

## RESPONSE SPREADSHEET

**RFI#201804076**

**Liquor Licensing and Enforcement Web Application**

Double click the icon in order to access the spreadsheet.

