

Award Justification Statement
RFP# 202102021
eProcurement Solutions and Services

I. Summary

The State of Maine sought proposals for eProcurement solutions and services in furtherance of the NASPO ValuePoint Cooperative Purchasing Program. The objective of this cooperative procurement is to provide states, territories, and their authorized political subdivisions with access to high quality providers in the form of a menu of eProcurement solution and/or service offerings.

Bidders were able to respond to the RFP by providing proposals for one or more of the following categories:

- Category 1: Full Solution. Proposals for implementation of a comprehensive eProcurement Solution.
- Category 2: Individual Workstream Implementation. Proposals for implementation of eProcurement functionality for some but not all Workstreams.
- Category 3: eSoftware Only. Proposals for software only of a comprehensive eProcurement Solution.
- Category 4: Services Only. Proposals to provide some or all of the identified services, without the purchase of software.

II. Evaluation Process

An evaluation team comprised of employees and procurement professionals from the State of Maine, Delaware, Montana, and North Dakota used a staged approach to evaluate and score the proposals and applied a consensus method in scoring the Bidders' Qualifications and Experience and Proposed Services. Scores for the Cost Proposal were assigned using mathematical formulas. This evaluation team was supported by two Subject Matter Experts.

The evaluation team and subject matter experts are as follows:

Evaluation Team	Subject Matter Experts
Joe Zrioka	Gerard MacCrossan
Michael Bacu	Robert Sievert
Tom Hastings	
Angie Scherbenske	
Stacey Winter	

III. Determining Awards

- Stage 1: Each technical proposal was evaluated against the Stage 1 criteria identified in the RFP. Bidders receiving at least 60% of the points possible for Stage 1 moved on to Stage 2.
- Stage 2: Each technical proposal was evaluated against the Stage 2 criteria identified in the RFP. Bidders receiving at least 60% of the points possible for Stage 2 moved on to Stage 3.
- Stage 3: Each cost proposal was evaluated against other proposals offering or servicing the same software solution. Bidders receiving at least 60% of the total points possible across Stages 1, 2, and 3 in at least one category are being considered for award.
- Proposals in Category 2 that did not provide costs for specific workstreams, or required that specific workstreams be bundled with other workstreams, were rejected for those workstreams in Stage 3. Rejected workstreams (which met the Stage 2 technical scoring threshold) may be bundled with an awarded workstream as a value-add at no additional cost but may not be offered as a standalone product.
- Managed services were identified as an optional offering in the RFP but were included in the RFP scoring criteria. To maintain fairness, managed services was removed from the scoring criteria and the point totals were adjusted to maintain the percentage allocations identified in the RFP. Managed services will be negotiated with awarded Bidders that proposed managed services in the same manner as all other optional offerings identified in the RFP.

IV. Conclusion

Following successful contract negotiation and execution, Participating Entities will have access to nine unique and customizable software solutions, a variety of implementors servicing those solutions, and two implementors offering system-agnostic services, which entities using any software solution may utilize. The four-category structure of awards also means entities can hand-pick the best combination of software and services to meet their needs. The Bidders awarded through the RFP process all demonstrate a potential best-value scenario for any State that will participate in the resulting master agreements.



**STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE
AND FINANCIAL SERVICES**

**Janet T. Mills
Governor**

**Kirsten LC Figueroa
Commissioner**

April 8, 2022

Attn: Bidders for RFP# 202102021

SUBJECT: Notice of Conditional Contract Awards under RFP# 202102021
eProcurement Solutions and Services

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Administrative and Financial Services and NASPO ValuePoint for eProcurement Solutions. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

CATEGORY 1: Full Solution	CATEGORY 2: Individual Workstream Implementation	CATEGORY 3: eSoftware Only	CATEGORY 4: Services Only
Deloitte Consulting (Coupa)	Bonfire Interactive	Carahsoft	Accenture
GEP	GEP	GEP	Civic Initiatives
GEP & KPMG	Ivalua	Ivalua	Deloitte Consulting
GEP & Optis Consulting	KPMG & Ivalua	LSI Consulting	GEP
IBM	KPMG & SirionLabs	SirionLabs	KPMG (Coupa)
Infosys Public Services	LSI Consulting		KPMG (Ivalua)
Ivalua	Perfect Commerce		KPMG (Oracle)
KPMG	Periscope Holdings		Nitor Partners
LSI Consulting			
Perfect Commerce			
Periscope Holdings			

The bidders listed above received the evaluation team's highest rankings. The Department will be contacting the aforementioned bidders soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to

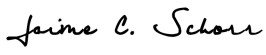
the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are 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.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract. A Statement of Appeal Rights has been provided with this letter.

Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

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Jaime C. Schorr, Chief Procurement Officer
State of Maine, Department of Administrative and Financial Services

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases, Chapter 120, § (2) (2).

CATEGORY 1 - FULL SOLUTION

TEAM EVALUATION NOTES

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Autocene
CATEGORY: 1 – Full Solution
DATE: 9/23/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page – Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - No experience with public procurement, have only done sourcing
 - More architectural/engineering focused
 - 30+ years experience
- Previous Projects
 - Projects provided were not relevant to eProcurement
 - Corporate customers seemed to be main experience
 - Projects did not seem to fit with “Full Solution” category

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Autocene

CATEGORY: 1 – Full Solution

DATE: 9/23/21

- Subcontractors
 - None
- Organizational Chart
 - Resumes were not clear to support the “30+ years” claim
 - Corporate chart provided
 - Did not identify project team
 - Fairly small scale
- Litigation
 - None in the past 10 years
- Financial Viability
 - Not provided

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: B2BEnable
CATEGORY: 1 – Full Solution
DATE: 9/23/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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**OVERVIEW OF SECTION I
Preliminary Information**

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**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Been working on a single website for 6 years – using incremental development approach
 - Open source technologies
 - Strong in e-marketplace, diverse experience
 - Discussed scoring and assessment in some respects, though did not demonstrate strong experience
- Previous Projects
 - Projects/references seem to fit into the category fairly well

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: B2BEnable

CATEGORY: 1 – Full Solution

DATE: 9/23/21

- Have experience with integrated portal, cloud marketplace, cloud solutions, but hard to identify true “full-suite” experience
 - VA reference was most applicable to this RFP
- Subcontractors
 - None
- Organizational Chart
 - Provided
 - Project roles were well defined
- Litigation
 - Provided, none
- Financial Viability
 - Provided, current
 - Appear stable, low-risk in all categories

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Cobblestone
CATEGORY: 1 – Full Solution
DATE: 9/23/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Minimal detail
 - Est. 1995
 - Contract insight enterprise
 - Hard to determine eProcurement vs. contract management
- Previous Projects
 - Listed previous businesses they worked with, but no project detail to determine experience
 - No state-level projects listed

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Cobblestone

CATEGORY: 1 – Full Solution

DATE: 9/23/21

- Subcontractors
 - Not addressed
- Organizational Chart
 - Redacted last names
 - Appears to be corporate, not showing the project team
- Litigation
 - Provided, none
- Financial Viability
 - Provided D&B number, but not the report required in the RFP

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Deloitte (Appian)
CATEGORY: 1 – Full Solution
DATE: 9/23/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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**OVERVIEW OF SECTION I
Preliminary Information**

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- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - 50+ years
 - Government experience
 - Provided business solutions to 88% of Fortune 500 companies
 - More than 12,000 practitioners in public service
- Previous Projects
 - Projects cover relevant experience to most components of a Full Suite solution

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Deloitte (Appian)

CATEGORY: 1 – Full Solution

DATE: 9/23/21

- Does not seem to address marketplace and procure-to-pay aspects of the Full-Solution category.
 - TX Dept of Public Safety example represents State government experience
- Subcontractors
 - Appian – cloud computing and enterprise software company
- Organizational Chart
 - Provided
 - Defined project team roles
- Litigation
 - Provided,
 - 3 current, all dismissed
- Financial Viability
 - Provided
 - Appear stable, low to moderate risk

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Deloitte (Coupa)
CATEGORY: 1 – Full Solution
DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - provided
- Debarment Form - provided
- Certificate of Insurance - provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Coupa is the eProcurement solution
 - 50+ years
 - Government experience
 - Provided business solutions to 88% of Fortune 500 companies
 - More than 12,000 practitioners in public service
 - Coupa can integrate with ERPs
- Previous Projects
 - Provided some high-profile business experience

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Deloitte (Coupa)

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

- 10-year relationship with Coupa
 - No projects implemented Coupa or similar services into State government specifically.
- Subcontractors
 - Coupa – good detail provided
- Organizational Chart
 - Roles well defined
 - Comprehensive
- Litigation
 - Provided
 - 3 current, all dismissed and will not impact this project
- Financial Viability
 - Provided
 - Appear stable, low to moderate risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Did not include higher end reporting analytics (Coupa Analytics) – proposed based reporting functionality.ii. Supplier networks are not part of most state's approved catalogs (Coupa Open Buy)iii. Public transparency not addressediv. Batch or real time for existing financial management of core systems not addressedv. Ability to post directly to existing state websites not clearly definedvi. Subscription based on number of users instead of unlimited
b. User Experience <ul style="list-style-type: none">i. Mobile app included for no additional costii. Android and Apple compatibleiii. Sufficient intuitive navigationiv. Role based functionality – “content groups” give access to specific contracts/templates
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Major releases 3 times per yearii. Regular updates (every 2 weeks) – communication about updates will be importantiii. Sandbox and production done at the same time (daily)iv. Release schedule available to test changes prior to releasev. AI features are modern – fraudulent spin detectionvi. 3-year product roadmap not provided
d. Customizations/Extensions

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Deloitte (Coupa)

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

i. Customizations not allowed/available
2. Functional Requirements
a. General Functionality <ul style="list-style-type: none"> i. No public posting of solicitations included with proposal ii. Limit on attachment size (100MB) iii. No spellcheck available iv. Subscription based solution with limited number of users. Number of subscriptions/users are negotiable based on state/entity need. v. Emails coming out of the system show that they come from Coupa, not State system
b. Supplier Portal <ul style="list-style-type: none"> i. Admin fee can be paid through Coupa Pay – Can be configured to handle supplier fees paid to a state for sales ii. Suppliers are able to self-register but require invite link to portal (somewhat restrictive). Common page must be filtered to find specific information for each State. Seems cumbersome, not user friendly for suppliers. iii. Supplier portal system is not state-specific
c. Supplier Enablement/Management <ul style="list-style-type: none"> i. Suppliers are able to self-register but require invite link to portal ii. Supplier integration with financial system – Coupa does not require a supplier to be approved in the finance system in order to bid. Suppliers can bid without providing financial or transactional information. iii. Does not appear that the state can enter and maintain the supplier account
d. Buyer Portal <ul style="list-style-type: none"> i. Met requirements ii. Personalized dashboards by user roles is well done
e. Need Identification <ul style="list-style-type: none"> i. Met requirements ii. Configurable forms that can be used to capture needs requirements iii. Configurable approval chains
f. Request through Pay <ul style="list-style-type: none"> i. Requires significant configurations based on state workflows ii. Enables users to use both user level and supplier level payment cards. CoupaPay is included in the proposed modules. iii. Budget checking – must load budget from finance into Coupa iv. Ability to automatically schedule recurring purchases not supported without a workaround v. Contingent workforce management process included only as an optional module vi. Level 2 punch out search requires hosted catalog to be submitted for Coupa search to work – government resource to validate before publishing punch out to end users. vii. T&Cs – Policies accompanying the requisition to help users understand affected purchasing decision and to guide them. Creation of T&Cs are a separate action incorporated as part of the solution design. Provided an example of a PO layout. viii. “Soft” and “fully closed” approach to financial closeouts ix. No parallel workflow ability x. Access to Coupa Open Buy can be restricted by roles and permissions
g. Catalog Capability <ul style="list-style-type: none"> i. Limit of 1 million line items ii. Must be logged in in order to service the account log – does not meet RFP requirement iii. Catalogs may be loaded through ADI – automated instead of manual iv. Punch out to Amazon business, XML on return data

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Deloitte (Coupa)

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

<ul style="list-style-type: none"> v. Multiple pricing options supported – above and beyond requirement vi. Ability to compare versions not addressed
<ul style="list-style-type: none"> h. Sourcing/Bid Management <ul style="list-style-type: none"> i. No public posting of solicitations, Q&A, award notices, etc. to state websites – post only to common Coupa page instead ii. Limit on size of attachments iii. Limit number of supplier notifications to 300 for optimal performance. Can be increased. iv. Cannot hide supplier names in evaluations v. Duplicate email addresses not able to be removed vi. Pre-Bidding period vii. Collaboration functionality only done through comments viii. No parallel workflow ability
<ul style="list-style-type: none"> i. Contract Management <ul style="list-style-type: none"> i. Only integrate with DocuSign for e-signature ability ii. No parallel workflow ability iii. Limit on attachment file to 100MB iv. Cannot back-date contract v. Cannot load one contract with two different prices vi. Coupa does not have ability to post contracts publicly vii. Do have contract document authoring with mail merge to templates in the system and export to Microsoft Word.
<ul style="list-style-type: none"> j. Vendor Performance <ul style="list-style-type: none"> i. Limit on attachment file to 100MB ii. Supplier health page lets you see performance vs established KPIs iii. Cured letter and improvement plan concept to track vendor performance iv. Risk assessment component included
<ul style="list-style-type: none"> k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. Reports not able to be published to a public website – requires API ii. Coupa Analytics not necessary to meet reporting requirements, but can make reports more dynamic, includes dashboard capability
3. Technical Requirements
<ul style="list-style-type: none"> a. Availability <ul style="list-style-type: none"> i. Strong infrastructure ii. Uptime – 99.8% iii. Availability and storage appropriate for software of this size
<ul style="list-style-type: none"> b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> d. Browsers Supported <ul style="list-style-type: none"> i. Chrome, Firefox, Edge. Also tested against IE 11. ii. Met Requirements
<ul style="list-style-type: none"> e. User Accounts and Administration <ul style="list-style-type: none"> i. Adding users, making forms, creating templates for punch out sites can be configured as a “lower responsibility” role than an admin role. Does not specifically address agency limited scope. ii. Met requirements
<ul style="list-style-type: none"> f. User Authentication <ul style="list-style-type: none"> i. Special characters able to be used in password creation

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Deloitte (Coupa)

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

ii. Met requirements
g. Federated Identity Management i. Met Requirements
h. Data Conversion i. Data conversion pricing (includes legacy contract conversion) negotiable based on needs of the state/participating entity ii. Further discussions with state/participating entity needed for certain types of data iii. Met requirements
i. Interface and Integration i. Near real-time integration
j. Office Automation Integration i. Met requirements
k. Mobile Device Support i. Met requirements
l. Mobile Applications i. Met requirements
m. Data Ownership and Access i. State retains ownerships after data request ii. 60 days to obtain proprietary data after termination
n. Data Retention, Archive and Purge Considerations i. Met requirements
o. Disaster Recovery Plan i. Met requirements
p. Solution Environments i. 2 – Production and Sandbox, additional environments available for purchase ii. Refresh of environments not specifically addressed
q. Solution Technical Architecture i. Met requirements
r. Solution Network Architecture i. Met requirements
s. System Development Methodology i. Met requirements
t. Service Level Agreement i. Compliance addressed, sample of SLA itself not provided ii. Only reference Coupa for SLAs, no mention of Deloitte
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance i. Met requirements
b. Security and Privacy Controls i. Met requirements
c. Security Certifications i. Provided
d. Annual Security Plan i. Met requirements
e. Secure Application and Network Environment i. Met requirements
f. Secure Application and Network Access i. Met requirements
g. Data Security i. Met requirements

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

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BIDDER: Deloitte (Coupa)

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

<ul style="list-style-type: none"> h. Personally Identifiable Information Protection <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> i. Security/Privacy Issue Occurrence <ul style="list-style-type: none"> i. Notification requirements do not meet requirements in RFP
<ul style="list-style-type: none"> j. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none"> i. Notification requirements do not meet requirements in RFP
<ul style="list-style-type: none"> k. Security Breach Reporting <ul style="list-style-type: none"> i. Breach reporting did not appear to be compliant ii. Notification requirements do not meet requirements in RFP
5. Implementation Services Requirements
<ul style="list-style-type: none"> a. Project Management <ul style="list-style-type: none"> i. Multiple timelines depending on scale of the project – all seemed aggressive ii. Roles identified for the state and vendors iii. Scorecards to ensure buy-in from the stakeholders iv. On-site implementation
<ul style="list-style-type: none"> b. Project Implementation Methodology <ul style="list-style-type: none"> i. Hybrid, agile approach ii. Standard approach
<ul style="list-style-type: none"> c. Catalog Support Services <ul style="list-style-type: none"> i. Will set up retail marketplace to configure punch outs during implementation – punch outs can be set up without access to Coupa Open Buy ii. Management of catalog and punch outs will be state's responsibility iii. Allow highlighting of certain contracts/vendors to drive spending instead of equal treatment of vendors
<ul style="list-style-type: none"> d. Data Conversion Services <ul style="list-style-type: none"> i. Met requirements ii. Data cleansing has to be conducted by state prior to data migration
<ul style="list-style-type: none"> e. Interface/Integration Development Services <ul style="list-style-type: none"> i. Met requirements ii. Deloitte will be responsible for the Coupa side of integrations and scheduled reporting/ETLs
<ul style="list-style-type: none"> f. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Met requirements ii. Standard approach
<ul style="list-style-type: none"> g. Training Services <ul style="list-style-type: none"> i. Train-the-trainer approach ii. Use of training channels is limited to 25% of state user counts iii. Functional training guides are limited to two 15-minute videos or guides iv. Supplier training provided through live webinars
<ul style="list-style-type: none"> h. Help Desk Services <ul style="list-style-type: none"> i. Two levels of support available ii. 24/7 technical support – 2 out of 3 call centers are located outside of US iii. Customers are allowed up to 10 designated support contacts to communicate with Coupa support iv. Help desk support for suppliers – covered as part of Help Desk and application managed services.
<ul style="list-style-type: none"> i. On-Site System Stabilization Support <ul style="list-style-type: none"> i. Met requirements
6. Managed Services Requirements

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Deloitte (Coupa)

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

a. Solution Support
i. Use Pingdom to monitor response time and uptime
ii. Scheduled reporting/ETLs set up during implementation will be support by customer
b. Organizational Change Management (OCM Services)
i. Response dependent on specific situation
c. Training Services
i. Response dependent on specific situation
ii. Ongoing supplier training will be covered as part of supplier enablement services
d. Catalog Services
i. Referenced response to Implementation Services
e. Help Desk Services
i. Referenced response to Implementation Services
f. Transition Out Assistance Services
i. Multi-phased plan
ii. Requires 1-year notification
iii. 60 days to retrieve data

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: EASiBuy
CATEGORY: 1 – Full Solution
DATE: 9/23/21

SUMMARY PAGE

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance – Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - SaaS product with a focus on eProcurement
 - Developed through experience with reverse auctions, sourcing – interesting
 - EASiBuy is prime contractor, Nextenders based outside of North America
 - Focus on bids, not so much on services
- Previous Projects
 - State, county, and city experience

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: EASiBuy

CATEGORY: 1 – Full Solution

DATE: 9/23/21

- Single project demonstrate ability to provide some of the full-suite aspects
 - Most examples focused on reverse auctions (EASiBuy)
- Subcontractors
 - Stated none, but both HCA healthcare and Nextenders seem to be subs
 - Unclear
- Organizational Chart
 - Provided
 - Did not appear project specific, team members not identified besides “on-site/off-site” designation
 - Hard to tell what the relationship is between Nextenders and EASiBuy. Cannot easily identify how the organization is structured or who is responsible for what with this proposed solution.
- Litigation
 - Provided, none
- Financial Viability
 - Current D&B report provided
 - Appears stable, moderate risk in some categories

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: GEP
CATEGORY: 1 – Full Solution
DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page – provided
- Debarment Form – provided
- Certificate of Insurance – provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - 20 years of experience
 - Graphic provided most of the relevant information
 - GEP Smart – identifies all workstreams
 - GEP Nexxe
- Previous Projects
 - No state government references
 - Proved transparency across the company

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

- U Cal example identified some key pieces of full-suite capability, but not all
 - U Mass example did not relate to eProcurement requirements
 - Project examples do not fully cover all workstreams of RFP, but they are identified in the proposed product suite.
- Subcontractors
 - None
- Organizational Chart
 - Combined State and GEP resources to clearly define project roles.
- Litigation
 - Provided, none
- Financial Viability
 - Provided, dated 10/19/2020
 - Low risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Cross functional reportingii. All modules included and integratediii. Single unified platform
b. User Experience <ul style="list-style-type: none">i. Users may choose their own landing pageii. Drag and drop capability to make changes to the landing pageiii. Mobile responsiveiv. Window for pending tasks not organized by section
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Maintenance release testing window – 1 week.
d. Customizations/Extensions <ul style="list-style-type: none">i. Customizations not specifically supported/encouraged
2. Functional Requirements
a. General Functionality <ul style="list-style-type: none">i. Maintaining templates and clauses performed by system adminii. Have their own e-signature tooliii. Search function able to search fields as well as entire readable documentsiv. File size limit (set at 30MB) able to be increasedv. Emails will come from GEP instead of end uservi. Can support unlimited business and supplier user licenses

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

<p>b. Supplier Portal</p> <ul style="list-style-type: none"> i. GEP will conduct all onboarding for suppliers ii. In-house optical character recognition (OCR) iii. Response to work management and contract modification tends to be geared toward state instead of supplier
<p>c. Supplier Enablement/Management</p> <ul style="list-style-type: none"> i. Supplier network concept ii. Partnership with Global Risk Management Solutions (GRMS) for rapid ratings and TIN check iii. State can fill out registration on behalf of the supplier
<p>d. Buyer Portal</p> <ul style="list-style-type: none"> i. System admin will run reports ii. Window for pending tasks not organized by section
<p>e. Need Identification</p> <ul style="list-style-type: none"> i. Search function able to search fields as well as entire readable documents ii. Will allow the creation of multiple intake forms iii. Able to perform configuration of contract use priority
<p>f. Request through Pay</p> <ul style="list-style-type: none"> i. Payment card functionality significantly in development. Scheduled for release “H2” 2022. ii. Record on the supplier network which card you want to be used iii. Services procurement documented in 3 different ways – milestones on a PO, details on contingent workers, service entry sheets iv. Suppliers can submit a request for a change order v. System has OCR functionality with invoices to load paper or electronic invoices vi. Cannot clearly commit to backdating purchase requests. Field can be added to record back-dated date.
<p>g. Catalog Capability</p> <ul style="list-style-type: none"> i. Do not currently have a public facing search without login – could be developed ii. Have integration with inventory master to track on-hand quantity iii. Process to obtain quotes meets requirements
<p>h. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. System can be configured to handle IFQP and IFQC ii. Discussion forum feature allows real-time collaboration iii. Multiple ways to address various situations iv. Vendors must contact the buyer to attend an event v. If a Bidder submits a paper bid, state can load it into the system vi. Suppliers do not need to be registered in order to view a solicitation vii. Suppliers cannot withdraw response once submitted – must revise and resubmit instead
<p>i. Contract Management</p> <ul style="list-style-type: none"> i. No ability to track supplier admin fees ii. Built-in e-signature ability iii. Contract wizard will walk a user through questions and provide most appropriate template iv. Contract examiner will conduct OCR scan of PDF documents v. Have a plug-in that brings GEP clause library into Word for contract authoring vi. Parent/child contract relationships vii. Ability to assign an overall contract number that is a single document or a collection viii. Able to update contract clause which updates the language in other templates and contracts themselves

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

j. Vendor Performance
i. Met requirements
ii. Action plan concept with milestones and tasks identified, can be routed for approval
k. Purchasing/Data Analytics
i. GEP Minerva as an advanced capability and is included
ii. Can provide web crawlers if necessary
3. Technical Requirements
a. Availability
i. 24/7 availability except for scheduled maintenance
ii. 99.8% uptime
iii. Microsoft Azure cloud
b. Accessibility Requirements
i. Met requirements
c. Audit Trail and History
i. Met requirements
ii. Will keep audit logs until end of contract life
d. Browsers Supported
i. Recommend Edge and Chrome
ii. Met requirements
e. User Accounts and Administration
i. Role-based
ii. Admin responsibilities can be delegated to agencies
f. User Authentication
i. Response combined with Federated Identity Management
g. Federated Identity Management
i. Met requirements
h. Data Conversion
i. ETL
ii. Cleansed and standardized addresses, harmonized data
iii. Assumptions appear reasonable
i. Interface and Integration
i. Met requirements
ii. Currently integrated with multiple ERP systems
iii. 50 in-house ERP integration experts available
iv. Comprehensive options for real-time and scheduled data integration
j. Office Automation Integration
i. Integration with Microsoft Outlook and Word
k. Mobile Device Support
i. Met requirements
ii. Mobile-native procurement platform
l. Mobile Applications
i. iOS and Android capability
m. Data Ownership and Access
i. Did not respond
n. Data Retention, Archive and Purge Considerations
i. Met requirements
o. Disaster Recovery Plan
i. Provided
p. Solution Environments

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

i. 3 environments. Development, Production, and UAT – UAT environment to be used as training environment
q. Solution Technical Architecture i. Met requirements
r. Solution Network Architecture i. Met requirements
s. System Development Methodology i. Agile development methodology
t. Service Level Agreement i. Provided GEP SLA ii. Did not provide comments on model SLA
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance i. Completed CAIQ
b. Security and Privacy Controls i. Did not indicate level of compliance with NIST 800-53 ii. Did indicate modeled as per ISO 27001
c. Security Certifications i. Azure certifications provided ii. SOC I and SOC II Type II certified
d. Annual Security Plan i. Not provided
e. Secure Application and Network Environment i. Met requirements
f. Secure Application and Network Access i. Met requirements
g. Data Security i. Met requirements
h. Personally Identifiable Information Protection i. GDPR compliance ii. Tax ID not identified in list of applicable PII
i. Security/Privacy Issue Occurrence i. High severity breaches reported within 4 hours – beyond RFP requirement of 2 hours
j. PII Data Actual/Attempted Access or Disclosure i. Response combined with Security/Privacy Issue Occurrence
k. Security Breach Reporting i. High severity breaches reported within 4 hours – beyond RFP requirement of 2 hours
5. Implementation Services Requirements
a. Project Management i. Agile implementation methodology with sprints and multiple workstreams ii. Roles and responsibilities clearly defined iii. List key lessons for successful implementation iv. Change management and help desk services appear to show up late in the overall process
b. Project Implementation Methodology i. Joint responsibility for SIT testing – GEP will conduct unit testing on interfaces and will support end-to-end testing ii. Provided small, medium, and large state implementation timelines. Timelines appear aggressive.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

c. Catalog Support Services <ul style="list-style-type: none"> i. Met requirement ii. GEP will test punch out catalogs but approval required by supplier iii. GEP will monitor catalog utilization and will engage catalog managers iv. NIGP supported as commodity code book v. Post go-live catalog maintenance available as an additional service/cost
d. Data Conversion Services <ul style="list-style-type: none"> i. Met requirements
e. Interface/Integration Development Services <ul style="list-style-type: none"> i. Met requirements
f. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Human centric change management methodology ii. Execution of methodology appears to done in conjunction with states iii. Mature practice
g. Training Services <ul style="list-style-type: none"> i. Online self-paced system not included ii. Training plan example not provided
h. Help Desk Services <ul style="list-style-type: none"> i. 24/5 Help desk – phone, email, chat ii. New releases/product update - webinars are specific to the state iii. State will staff Level 1 Help Desk iv. Ongoing training available as an additional service/cost
i. On-Site System Stabilization Support <ul style="list-style-type: none"> i. On-site staff available if necessary, state will have to pay travel and expenses
6. Managed Services Requirements
a. Solution Support <ul style="list-style-type: none"> i. Roles and responsibilities for implementation well defined and comprehensive
b. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Human centric change management methodology ii. Execution of methodology appears to done in conjunction with states iii. Mature practice
c. Training Services <ul style="list-style-type: none"> i. Online self-paced system not included ii. Training plan example not provided
d. Catalog Support Services <ul style="list-style-type: none"> i. Met requirement ii. GEP will test punch out catalogs but approval required by supplier iii. GEP will monitor catalog utilization and will engage catalog managers iv. NIGP supported as commodity code book v. Post go-live catalog maintenance available as an additional service/cost
e. Help Desk Services <ul style="list-style-type: none"> i. 24/5 Help desk – phone, email, chat ii. New releases/product update - webinars are specific to the state iii. State will staff Level 1 Help Desk iv. Ongoing training available as an additional service/cost
f. Transition Out Assistance Services <ul style="list-style-type: none"> i. Proposed a 4-6 month plan – requirement was no less than 1 year ii. Comprehensive approach

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: GEP/KPMG
CATEGORY: 1 – Full Solution
DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - provided
- Debarment Form - provided
- Certificate of Insurance – provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - 20 years of experience
 - Graphic provided most of the relevant information
 - GEP Smart – identifies all workstreams
 - GEP Nexxe
- Previous Projects
 - No state government references
 - Proved transparency across the company

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP/KPMG

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

- U Cal example identified some key pieces of full-suite capability, but not all
 - Project examples do not fully cover all workstreams of RFP, but they are identified in the proposed product suite.
- Subcontractors
 - KPMG
 - KPMG has experience doing this work, though not specifically with a GEP product
- Organizational Chart
 - Combined State, GEP, and KPMG resources to clearly define project roles.
- Litigation
 - Provided, none
- Financial Viability
 - Provided, dated 10/19/2020
 - Low risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Cross functional reportingii. All modules included and integratediii. Single unified platform
b. User Experience <ul style="list-style-type: none">i. Users may choose their own landing pageii. Drag and drop capability to make changes to the landing pageiii. Mobile responsiveiv. Window for pending tasks not organized by section
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Maintenance release testing window – 1 week.
d. Customizations/Extensions <ul style="list-style-type: none">i. Customizations not specifically supported/encouraged
2. Functional Requirements
a. General Functionality <ul style="list-style-type: none">i. Maintaining templates and clauses performed by system adminii. Have their own e-signature tooliii. Search function able to search fields as well as entire readable documentsiv. File size limit (set at 30MB) able to be increasedv. Emails will come from GEP instead of end uservi. Can support unlimited business and supplier user licenses
b. Supplier Portal

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP/KPMG

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

	<ul style="list-style-type: none"> i. GEP will conduct all onboarding for suppliers ii. In-house optical character recognition (OCR) iii. Response to work management and contract modification tends to be geared toward state instead of supplier
c. Supplier Enablement/Management	<ul style="list-style-type: none"> i. Supplier network concept ii. Partnership with Global Risk Management Solutions (GRMS) for rapid ratings and TIN check iii. State can fill out registration on behalf of the supplier
d. Buyer Portal	<ul style="list-style-type: none"> i. System admin will run reports ii. Window for pending tasks not organized by section
e. Need Identification	<ul style="list-style-type: none"> i. Search function able to search fields as well as entire readable documents ii. Will allow the creation of multiple intake forms iii. Able to perform configuration of contract use priority
f. Request through Pay	<ul style="list-style-type: none"> i. Payment card functionality significantly in development. Scheduled for release “H2” 2022. ii. Record on the supplier network which card you want to be used iii. Services procurement documented in 3 different ways – milestones on a PO, details on contingent workers, service entry sheets iv. Suppliers can submit a request for a change order v. System has OCR functionality with invoices to load paper or electronic invoices vi. Cannot clearly commit to backdating purchase requests. Field can be added to record back-dated date.
g. Catalog Capability	<ul style="list-style-type: none"> i. Do not currently have a public facing search without login – could be developed ii. Have integration with inventory master to track on-hand quantity iii. Process to obtain quotes meets requirements
h. Sourcing/Bid Management	<ul style="list-style-type: none"> i. System can be configured to handle IFQP and IFQC ii. Discussion forum feature allows real-time collaboration iii. Multiple ways to address various situations iv. Vendors must contact the buyer to attend an event v. If a Bidder submits a paper bid, state can load it into the system vi. Suppliers do not need to be registered in order to view a solicitation vii. Suppliers cannot withdraw response once submitted – must revise and resubmit instead
i. Contract Management	<ul style="list-style-type: none"> i. No ability to track supplier admin fees ii. Built-in e-signature ability iii. Contract wizard will walk a user through questions and provide most appropriate template iv. Contract examiner will conduct OCR scan of PDF documents v. Have a plug-in that brings GEP clause library into Word for contract authoring vi. Parent/child contract relationships vii. Ability to assign an overall contract number that is a single document or a collection viii. Able to update contract clause which updates the language in other templates and contracts themselves
j. Vendor Performance	

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP/KPMG

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

<ul style="list-style-type: none"> i. Met requirements ii. Action plan concept with milestones and tasks identified, can be routed for approval
k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. GEP Minerva as an advanced capability and is included ii. Can provide web crawlers if necessary
3. Technical Requirements
a. Availability <ul style="list-style-type: none"> i. 24/7 availability except for scheduled maintenance ii. 99.8% uptime iii. Microsoft Azure cloud
b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements ii. Will keep audit logs until end of contract life
d. Browsers Supported <ul style="list-style-type: none"> i. Recommend Edge and Chrome ii. Met requirements
e. User Accounts and Administration <ul style="list-style-type: none"> i. Role-based ii. Admin responsibilities can be delegated to agencies
f. User Authentication <ul style="list-style-type: none"> i. Response combined with Federated Identity Management
g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. ETL ii. Cleansed and standardized addresses, harmonized data iii. Assumptions appear reasonable
i. Interface and Integration <ul style="list-style-type: none"> i. Met requirements ii. Currently integrated with multiple ERP systems iii. 50 in-house ERP integration experts available iv. Comprehensive options for real-time and scheduled data integration
j. Office Automation Integration <ul style="list-style-type: none"> i. Integration with Microsoft Outlook and Word
k. Mobile Device Support <ul style="list-style-type: none"> i. Met requirements ii. Mobile-native procurement platform
l. Mobile Applications <ul style="list-style-type: none"> i. iOS and Android capability
m. Data Ownership and Access <ul style="list-style-type: none"> i. Did not respond
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Met requirements
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Provided
p. Solution Environments <ul style="list-style-type: none"> i. 3 environments. Development, Production, and UAT – UAT environment to be used as training environment

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP/KPMG

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

q. Solution Technical Architecture i. Met requirements
r. Solution Network Architecture i. Met requirements
s. System Development Methodology i. Agile development methodology
t. Service Level Agreement i. Provided GEP SLA ii. Did not provide comments on model SLA
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance i. Completed CAIQ
b. Security and Privacy Controls i. Did not indicate level of compliance with NIST 800-53 ii. Did indicate modeled as per ISO 27001
c. Security Certifications i. Azure certifications provided ii. SOC I and SOC II Type II certified
d. Annual Security Plan i. Not provided
e. Secure Application and Network Environment i. Met requirements
f. Secure Application and Network Access i. Met requirements
g. Data Security i. Met requirements
h. Personally Identifiable Information Protection i. GDPR compliance ii. Tax ID not mentioned in list of applicable PII
i. Security/Privacy Issue Occurrence i. High severity breaches reported within 4 hours – beyond RFP requirement of 2 hours
j. PII Data Actual/Attempted Access or Disclosure i. Response combined with Security/Privacy Issue Occurrence
k. Security Breach Reporting i. High severity breaches reported within 4 hours – beyond RFP requirement of 2 hours
5. Implementation Services Requirements
a. Project Management i. Response combined with Project Implementation Methodology
b. Project Implementation Methodology i. Agile methodology ii. Detail risk management process iii. Preconfigured delivery models, training materials and benchmarks as accelerators iv. UAT testing responsibility – KPMG will facilitate UAT testing from GEP/KPMG side, state should also have a UAT lead identified for facilitating v. Test management tool for SIT and UAT testing vi. Multiple additional costs/services included in the assumptions (JIRA, LMS, Captivate) vii. Limit to a number of components – legacy data, contract templates, questionnaires, environments
c. Catalog Support Services

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP/KPMG

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

<ul style="list-style-type: none"> i. Punch out and hosting catalogs ii. Punch out catalogs maintained by vendor iii. Assumes that the catalogs received from your organization are received in the GEP-KPMG requested format and the service level calculation will start as soon as the last catalog of the loading group is received.
<p>d. Data Conversion Services</p> <ul style="list-style-type: none"> i. KPMG handling data conversion ii. Three mock conversions iii. Identified nine preliminary data sets for conversion
<p>e. Interface/Integration Development Services</p> <ul style="list-style-type: none"> i. Integrated with most major companies ii. Met requirements
<p>f. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none"> i. Offer proprietary software called TRIP – additional cost ii. Most of response is additional cost, not included in proposal
<p>g. Training Services</p> <ul style="list-style-type: none"> i. Onsite (as allowed), instructor-led, computer-based, and hands-on training to up to 20 State end users for a small State, 30 State end users for a medium State, and up to 60 State end users for a large State, to include up to 5 Key Technical Resources, and up to 10 Help Desk Administrators. ii. Train the trainers – same size, done in 3 weeks iii. Both KPMG and GEP are handling training throughout contract
<p>h. Help Desk Services</p> <ul style="list-style-type: none"> i. 24/5 Help desk – phone, email, chat ii. New releases/product update – webinars are specific to the state iii. State will staff Level 1 Help Desk iv. Ongoing training available as an additional service/cost
<p>i. On-Site System Stabilization Support</p> <ul style="list-style-type: none"> i. Only willing to address defects during Hypercare – RFP required issue assessment resolution, system performance and stability monitoring, system use assessment, staff mentoring, and documentation changes ii. Blend of onsite and offsite iii. State will provide Tier 1, must contract with KPMG separately for them to provide it iv. 3 months
6. Managed Services Requirements
<p>a. Solution Support</p> <ul style="list-style-type: none"> i. Roles and responsibilities for implementation well defined and comprehensive
<p>b. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none"> i. Human centric change management methodology ii. Execution of methodology appears to done in conjunction with states iii. Mature practice
<p>c. Training Services</p> <ul style="list-style-type: none"> i. Online self-paced system not included ii. Training plan example not provided
<p>d. Catalog Support Services</p> <ul style="list-style-type: none"> i. Met requirement ii. GEP will test punch out catalogs but approval required by supplier iii. GEP will monitor catalog utilization and will engage catalog managers iv. NIGP supported as commodity code book v. Post go-live catalog maintenance available as an additional service/cost

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP/KPMG

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

e. Help Desk Services

- i. 24/5 Help desk – phone, email, chat
- ii. New releases/product update – webinars are specific to the state
- iii. State will staff Level 1 Help Desk
- iv. Ongoing training available as an additional service/cost

f. Transition Out Assistance Services

- i. Proposed a 4-6 month plan – requirement was no less than 1 year
- ii. Comprehensive approach

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: GEP-Optis
CATEGORY: 1 – Full Solution
DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - provided
- Debarment Form - provided
- Certificate of Insurance – provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - 20 years of experience
 - Graphic provided most of the relevant information
 - GEP Smart – identifies all workstreams
 - GEP Nexxe
- Previous Projects
 - No state government references
 - Proved transparency across the company

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP-Optis

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

- U Cal example identified some key pieces of full-suite capability, but not all
 - Project examples do not fully cover all workstreams of RFP, but they are identified in the proposed product suite.
- Subcontractors
 - Optis – source-to-pay consultant, though does not identify experience with GEP products specifically.
- Organizational Chart
 - Combined State, GEP, and Optis resources to clearly define project roles.
- Litigation
 - Provided, none
- Financial Viability
 - Provided, dated 10/19/2020
 - Low risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Cross functional reportingii. All modules included and integratediii. Single unified platform
b. User Experience <ul style="list-style-type: none">i. Users may choose their own landing pageii. Drag and drop capability to make changes to the landing pageiii. Mobile responsiveiv. Window for pending tasks not organized by section
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Maintenance release testing window – 1 week.
d. Customizations/Extensions <ul style="list-style-type: none">i. Customizations not specifically supported/encouraged
2. Functional Requirements
a. General Functionality <ul style="list-style-type: none">i. Maintaining templates and clauses performed by system adminii. Have their own e-signature tooliii. Search function able to search fields as well as entire readable documentsiv. File size limit (set at 30MB) able to be increasedv. Emails will come from GEP instead of end uservi. Can support unlimited business and supplier user licenses
b. Supplier Portal <ul style="list-style-type: none">i. GEP will conduct all onboarding for suppliers

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP-Optis

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

<ul style="list-style-type: none"> ii. In-house optical character recognition (OCR) iii. Response to work management and contract modification tends to be geared toward state instead of supplier
<ul style="list-style-type: none"> c. Supplier Enablement/Management <ul style="list-style-type: none"> i. Supplier network concept ii. Partnership with Global Risk Management Solutions (GRMS) for rapid ratings and TIN check iii. State can fill out registration on behalf of the supplier
<ul style="list-style-type: none"> d. Buyer Portal <ul style="list-style-type: none"> i. System admin will run reports ii. Window for pending tasks not organized by section
<ul style="list-style-type: none"> e. Need Identification <ul style="list-style-type: none"> i. Search function able to search fields as well as entire readable documents ii. Will allow the creation of multiple intake forms iii. Able to perform configuration of contract use priority
<ul style="list-style-type: none"> f. Request through Pay <ul style="list-style-type: none"> i. Payment card functionality significantly in development. Scheduled for release “H2” 2022. ii. Record on the supplier network which card you want to be used iii. Services procurement documented in 3 different ways – milestones on a PO, details on contingent workers, service entry sheets iv. Suppliers can submit a request for a change order v. System has OCR functionality with invoices to load paper or electronic invoices vi. Cannot clearly commit to backdating purchase requests. Field can be added to record back-dated date.
<ul style="list-style-type: none"> g. Catalog Capability <ul style="list-style-type: none"> i. Do not currently have a public facing search without login – could be developed ii. Have integration with inventory master to track on-hand quantity iii. Process to obtain quotes meets requirements
<ul style="list-style-type: none"> h. Sourcing/Bid Management <ul style="list-style-type: none"> i. System can be configured to handle IFQP and IFQC ii. Discussion forum feature allows real-time collaboration iii. Multiple ways to address various situations iv. Vendors must contact the buyer to attend an event v. If a Bidder submits a paper bid, state can load it into the system vi. Suppliers do not need to be registered in order to view a solicitation vii. Suppliers cannot withdraw response once submitted – must revise and resubmit instead
<ul style="list-style-type: none"> i. Contract Management <ul style="list-style-type: none"> i. No ability to track supplier admin fees ii. Built-in e-signature ability iii. Contract wizard will walk a user through questions and provide most appropriate template iv. Contract examiner will conduct OCR scan of PDF documents v. Have a plug-in that brings GEP clause library into Word for contract authoring vi. Parent/child contract relationships vii. Ability to assign an overall contract number that is a single document or a collection viii. Able to update contract clause which updates the language in other templates and contracts themselves
<ul style="list-style-type: none"> j. Vendor Performance <ul style="list-style-type: none"> i. Met requirements

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

ii. Action plan concept with milestones and tasks identified, can be routed for approval
k. Purchasing/Data Analytics
i. GEP Minerva as an advanced capability and is included
ii. Can provide web crawlers if necessary
3. Technical Requirements
a. Availability
i. 24/7 availability except for scheduled maintenance
ii. 99.8% uptime
iii. Microsoft Azure cloud
b. Accessibility Requirements
i. Met requirements
c. Audit Trail and History
i. Met requirements
ii. Will keep audit logs until end of contract life
d. Browsers Supported
i. Recommend Edge and Chrome
ii. Met requirements
e. User Accounts and Administration
i. Role-based
ii. Admin responsibilities can be delegated to agencies
f. User Authentication
i. Response combined with Federated Identity Management
g. Federated Identity Management
i. Met requirements
h. Data Conversion
i. Data cleanout to be performed by customer unless outsourced to Optis for additional cost
ii. Optis will assist in testing of cleaned data
iii. Identified risks to data migration success
iv. GEP/Optis can provide data conversion services that the state may use on an optional basis. Resource model will be defined with each specific state
i. Interface and Integration
i. Focused on source to pay piece
ii. Real time integration limited to 50 lines in 1 request in API
iii. States may use their own middleware, or use the option to use GEP middleware at an additional cost
j. Office Automation Integration
i. Integration with Microsoft Outlook and Word
k. Mobile Device Support
i. Met requirements
ii. Mobile-native procurement platform
l. Mobile Applications
i. iOS and Android capability
m. Data Ownership and Access
i. Did not respond
n. Data Retention, Archive and Purge Considerations
i. Met requirements
o. Disaster Recovery Plan
i. Provided
p. Solution Environments

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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i. 3 environments. Development, Production, and UAT – UAT environment to be used as training environment
q. Solution Technical Architecture i. Met requirements
r. Solution Network Architecture i. Met requirements
s. System Development Methodology i. Agile development methodology
t. Service Level Agreement i. Provided GEP SLA ii. Did not provide comments on model SLA
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance i. Completed CAIQ
b. Security and Privacy Controls i. Did not indicate level of compliance with NIST 800-53 ii. Did indicate modeled as per ISO 27001
c. Security Certifications i. Azure certifications provided ii. SOC I and SOC II Type II certified
d. Annual Security Plan i. Not provided
e. Secure Application and Network Environment i. Met requirements
f. Secure Application and Network Access i. Met requirements
g. Data Security i. Met requirements
h. Personally Identifiable Information Protection i. GDPR compliance ii. Tax ID not identified in list of applicable PII
i. Security/Privacy Issue Occurrence i. High severity breaches reported within 4 hours – beyond RFP requirement of 2 hours
j. PII Data Actual/Attempted Access or Disclosure i. Response combined with Security/Privacy Issue Occurrence
k. Security Breach Reporting i. High severity breaches reported within 4 hours – beyond RFP requirement of 2 hours
5. Implementation Services Requirements
a. Project Management i. Response to this section combined with Project Implementation Methodology
b. Project Implementation Methodology i. Hybrid approach combining waterfall and agile methodology ii. 85% of team certified PMPs iii. Earned value management iv. Both Optis and state will provide PM resource v. Guidelines to determine cost health – SPI and CPI – must be in 20% in bad range before rated red. Appears to be a large deviation before issue is identified. vi. Sample implementation project plans for small, medium, and large states vii. Roles well defined for GEP, Optis, and states

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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BIDDER: GEP-Optis

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DATE: Stage 1 – 9/23/21, Stage 2 – 1/24/22

<p>c. Catalog Support Services</p> <ul style="list-style-type: none"> i. Catalogs submitted through GEP supplier portal ii. Optis SEED methodology seems more geared toward private sector than public sector competitive procurement iii. Threshold for choosing punch out vs. hosted is 100 line items – seems low iv. Catalog prep during implementation performed by supplier/customer
<p>d. Data Conversion Services</p> <ul style="list-style-type: none"> i. Response same as Data Conversion Services under Technical Requirements section.
<p>e. Interface/Integration Development Services</p> <ul style="list-style-type: none"> i. Response same as Interface/Integration Development Services under Technical Requirements section.
<p>f. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none"> i. Strong response overall ii. Strong, detailed response in CM area iii. Provide additional deliverables beyond what RFP required iv. 4 stage stakeholder engagement model v. Tracking scorecard model is strong vi. Transition plan included
<p>g. Training Services</p> <ul style="list-style-type: none"> i. Core team members and end users receive onsite instructor led training ii. Unique 70/20/10 approach iii. Self-paced ongoing training not well defined within response iv. Extended training service available as an additional service/cost added cost v. Optis can host on-going web-based training at an additional cost vi. Train-the-trainer sessions will include 3 collective hands-on training sessions – seems insufficient
<p>h. Help Desk Services</p> <ul style="list-style-type: none"> i. Offers 3 options: 1. Customer managed help desk; 2. Optis + GEP help desk 24/5; 3. Optis + GEP outsourced 24/7. ii. Improvement plan offered in addition to option 2 and 3
<p>i. On-Site System Stabilization Support</p> <ul style="list-style-type: none"> i. 3 months ii. Can facilitate a daily SCRUM with client if needed iii. Can provide option 2 from Help Desk offering (including improvement plan)
<p>6. Managed Services Requirements</p>
<p>a. Solution Support</p> <ul style="list-style-type: none"> i. Response to this section references Help Desk response within Implementation Services Requirements and does not clearly address the requirements for Solution Support. The evaluation team sees this as minimally responsive.
<p>b. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none"> i. Strong response overall ii. Strong, detailed response in CM area iii. Provide additional deliverables beyond what RFP required iv. 4 stage stakeholder engagement model v. Tracking scorecard model is strong vi. Transition plan included
<p>c. Training Services</p> <ul style="list-style-type: none"> i. Core team members and end users receive onsite instructor led training ii. Unique 70/20/10 approach

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

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	<ul style="list-style-type: none">iii. Self-paced ongoing training not well defined within responseiv. Extended training service available as an additional service/cost added costv. Optis can host on-going web-based training at an additional costvi. Train-the-trainer sessions will include 3 collective hands-on training sessions – seems insufficient
d. Catalog Support Services	<ul style="list-style-type: none">i. Catalogs submitted through GEP supplier portalii. Optis SEED methodology seems more geared toward private sector than public sector competitive procurementiii. Threshold for choosing punch out vs. hosted is 100 line items – seems lowiv. Catalog prep during implementation performed by supplier/customer
e. Help Desk Services	<ul style="list-style-type: none">i. Offers 3 options: 1. Customer managed help desk; 2. Optis + GEP help desk 24/5; 3. Optis + GEP outsourced 24/7.ii. Improvement plan offered in addition to option 2 and 3
f. Transition Out Assistance Services	<ul style="list-style-type: none">i. Optis will help manage this serviceii. 3 phase approach – 24 weeks. Timing does not match the requirement within the RFP.

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: IBM
CATEGORY: 1 – Full Solution
DATE: Stage 1 – 9/23/21, Stage 2 – 1/27/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page – provided
- Debarment Form – provided
- Certificate of Insurance – provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - SAP Ariba eProcurement cloud solution
 - State they have the highest number of Ariba certified professionals
 - Project management approach was unique
 - Est. 1911
- Previous Projects
 - 4 provided
 - All private, no State experience shown
 - Projects are relevant and appropriate full-suite examples

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

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BIDDER: IBM

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- Subcontractors
 - None
- Organizational Chart
 - Corporate
 - No roles defined for project
 - Job descriptions were not detailed and did not seem to support the level of work this project will entail
 - Mentioned an SAP team, but not shown as a subcontractor in previous section
- Litigation
 - Ongoing claims
- Financial Viability
 - Provided, current
 - Low-moderate risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

- T&Cs were significantly red-lined
- Video link was not functional

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Proposal Aribaii. Cloud or on-premise optioniii. Subscription based SaaSiv. Single sign on available
b. User Experience <ul style="list-style-type: none">i. Intake forms with workflowii. Configurable dashboardsiii. Role-based dashboardsiv. Mobile apps available
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Quarterly releasesii. Monthly deliveries virtually invisible to the usersiii. Roadmap available on SAP site (required registration/login); not specific to eProcurement
d. Customizations/Extensions <ul style="list-style-type: none">i. Customizations not necessary; requirements to be met with integrations onlyii. List app extensions and partners not included in Ariba solution but available in addition to proposal if necessary

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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2. Functional Requirements	
a. General Functionality	<ul style="list-style-type: none"> i. Integrated applications that facilitates occasional and frequent buyers ii. Contracts only available to registered users through state website iii. More than half of the requirements are indicated as “standard” functionality – details not sufficiently provided iv. Admin fee collection and management not included with proposal v. A separate API is required to post directly to the state’s website vi. Participating entity buyer or analyst will post solicitations/awards/notices to state website manually
b. Supplier Portal	<ul style="list-style-type: none"> i. SAP Ariba supplier network portal is common to all Ariba customers, not specific to any one state ii. Hosted and catalog punch out support and Spot Buy catalog solution
c. Supplier Enablement/Management	<ul style="list-style-type: none"> i. Offer a supplier enablement team of hundreds of employees ii. Education and training materials available iii. Will design and develop an enablement strategy iv. Automated verification capability for IRS TIN/Name. System can validate supplier addresses with D&B provided the state has a current D&B license. v. Supplier can sign up for Ariba notification when a contract is re-solicited
d. Buyer Portal	<ul style="list-style-type: none"> i. Two entry points for casual user and power user ii. More functionality available for power users – access to pre-packaged reports iii. Configurable dashboard
e. Need Identification	<ul style="list-style-type: none"> i. Guided buying managed through landing page, will use tiles ii. Standard response – met requirements
f. Request through Pay	<ul style="list-style-type: none"> i. Attachment limit of 100 MB ii. Met requirements iii. Input forms to handle special requisitioning situations - have their own workflow capability iv. E-signatures on POs – IBM says not available in comments, but marked A. Not available out-of-the-box with Ariba Buy. v. There are multiple responses in this requirement set where “configurable” is stated but the Availability is marked A, not CF vi. Cannot create a PO from a contract vii. P-Card administration cannot be maintained by the user under their own profile
g. Catalog Capability	<ul style="list-style-type: none"> i. Negative dollar value not an option ii. Limit of 5,000 catalogs, 500,000 items iii. Did not address configurable catalogs iv. Catalog rules to enhance and enrich data – automate data cleansing process v. Catalog validation – IBM provides a mapping of NIGP codes to UNSPC codes
h. Sourcing/Bid Management	<ul style="list-style-type: none"> i. Out of the box functionality on common procurement types ii. Several solicitation templates available iii. Integration to contract module iv. Messaging feature available to collaborate with suppliers/external parties and internal team

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<ul style="list-style-type: none"> v. Functionality available to load a surrogate bid on behalf of the supplier – Application does not provide the capability to change the create date/time, an additional field could be provided to document physical receipt date/time. vi. A separate API is required to post directly to the state's website. vii. Cancel award and issue to a different supplier – must complete another sourcing event instead of modifying original event. Response does not directly respond to requirement. viii. If the buyer enters a paper response it will not be publicly displayed
<ul style="list-style-type: none"> i. Contract Management <ul style="list-style-type: none"> i. Does not support read-only format with redaction properties ii. DocuSign and AdobeSign able to be integrated (optional) iii. Contract document authoring can be done through red-lined versions and Tracked Changes in Microsoft Word iv. CM module integrates with Sourcing module to create contract award directly from solicitation v. Contract templates and a clause library that can be configured vi. Visibility into active contracts included amendments, renewals, and other contract events vii. Attachment limit of 100 MB viii. Dashboard for workload management and reports ix. Buyer must manually post contracts to state public procurement site x. A separate API is required to post directly to the state's website.
<ul style="list-style-type: none"> j. Vendor Performance <ul style="list-style-type: none"> i. Scorecard functionality ii. Captures vendor performance data outside of the survey tool iii. Vendors get notified if performance does not meet certain criteria iv. Corrective action plan briefly referenced
<ul style="list-style-type: none"> k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. Prepackaged reports (over 250) and ad-hoc reporting available. Can modify existing reports. ii. Can perform data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate iii. SAP Ariba can support two reporting taxonomies. Supported taxonomies such as UNSPSC, the Ariba Classification taxonomy, and a customer-specific, custom taxonomy. iv. Capable of publicly posting reports
3. Technical Requirements
<ul style="list-style-type: none"> a. Availability <ul style="list-style-type: none"> i. 99.5% except regularly scheduled and emergency maintenance
<ul style="list-style-type: none"> b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> d. Browsers Supported <ul style="list-style-type: none"> i. Safari, Chrome, Edge – all major browsers
<ul style="list-style-type: none"> e. User Accounts and Administration <ul style="list-style-type: none"> i. Role and permission based ii. Can inherit roles from a group assignment iii. Do not support dual sign on iv. Lease privilege is a customer decision

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

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BIDDER: IBM

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DATE: Stage 1 – 9/23/21, Stage 2 – 1/27/22

v. Super users must have system admin access
vi. No automatic deactivation of access
f. User Authentication
i. Can activate two factor authentications if you use SAML
ii. All password rules and changes are maintained by State – single sign on
iii. Standard password policy and process not adaptable to State policies
g. Federated Identity Management
i. Met requirements
h. Data Conversion
i. Will leverage SAP Ariba's Activate methodology
ii. Integration of legacy systems will be provided at an additional cost
iii. Did not address data conversion services/methodology as described in RFP requirements
i. Interface and Integration
i. Integrate will all major ERP systems
ii. Real-time as well as batch
iii. Did not respond to specific integration points in the RTM – only provided an overall narrative
j. Office Automation Integration
i. Met requirements
ii. Integrate with Microsoft products
k. Mobile Device Support
i. Met requirements
l. Mobile Applications
i. Met requirements
m. Data Ownership and Access
i. Customer owns data with throughout subscription
ii. May obtain access at any time
n. Data Retention, Archive and Purge Considerations
i. For life of subscription in accordance with active contract
ii. Archive capability not specifically addressed
iii. Customer is in complete control of data deletion and purging
o. Disaster Recovery Plan
i. Met requirements
p. Solution Environments
i. Production and test environments offered
ii. Other environments required in RFP not provided with proposal
q. Solution Technical Architecture
i. Met requirements
r. Solution Network Architecture
i. Met requirements
s. System Development Methodology
i. Agile, SCRUM methodologies
ii. Aligned with ISO 27034
iii. Automated test suite built on selenium
iv. Code is peer reviewed
v. Met requirements
t. Service Level Agreement
i. Did not provide sample SLA
ii. Did not provide comments to model SLA

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: IBM

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/27/22

4. Security Requirements	
a.	Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. Completed CAIQ
b.	Security and Privacy Controls <ul style="list-style-type: none"> i. SAP Ariba not currently compliant with NIST 800-53
c.	Security Certifications <ul style="list-style-type: none"> i. Met requirements
d.	Annual Security Plan <ul style="list-style-type: none"> i. SOC II plan may be requested ii. Security plan is an internal document
e.	Secure Application and Network Environment <ul style="list-style-type: none"> i. 24/7 system monitoring ii. Separation of SAP corporate with customer cloud iii. Detailed response
f.	Secure Application and Network Access <ul style="list-style-type: none"> i. Met requirements
g.	Data Security <ul style="list-style-type: none"> i. Will leverage individual cloud service providers ii. Customer data classified as highly confidential iii. Based on leased privilege iv. SAP Data Protection Agreement
h.	Personally Identifiable Information Protection <ul style="list-style-type: none"> i. Do not handle HIPAA or other PII
i.	Security/Privacy Issue Occurrence <ul style="list-style-type: none"> i. Incident response procedures are confidential and therefore not provided
j.	PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none"> i. Incident response procedures are confidential and therefore not provided
k.	Security Breach Reporting <ul style="list-style-type: none"> i. Incident response procedures are confidential and therefore not provided
5. Implementation Services Requirements	
a.	Project Management <ul style="list-style-type: none"> i. 3-tier governance model ii. Includes state, IBM, and SAP Ariba iii. IBM Ascend Ariba implementation methodology iv. Provided graphs and timelines (generic timeline) v. Addressed high level staffing for IBM and state vi. OCM responsibility for IBM is to provide guidance, state will take on most of that responsibility
b.	Project Implementation Methodology <ul style="list-style-type: none"> i. Agile methodology ii. Ariba processes and Ariba demonstration to expedite design workshops iii. Promote configure, not customize iv. 3-step process to approve any deviations from the standard implementation v. IBM responsible for system impact testing vi. Overall a mature methodology vii. Cases and test scripts – state will be consulted but IBM will be responsible
c.	Catalog Support Services <ul style="list-style-type: none"> i. Will focus on getting supplier signed up in the network and monitoring if the catalogs are set up properly ii. IBM provides a mapping of NIGP codes to UNSPC codes

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: IBM

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/27/22

<ul style="list-style-type: none">iii. Ariba supplier enablement team available for suppliers for catalogs, will add an IBM resource to that effort (focused on larger suppliers)iv. IBM will provide guidance to the state or supplier. IBM will provide support for catalog loading, and identifying/resolving loading errors.
<p>d. Data Conversion Services</p> <ul style="list-style-type: none">i. Methodology includes source assessments, ETL (cleansing, validation)ii. Tool for data conversion – Enterprise Hubiii. Provided a migration testing approach
<p>e. Interface/Integration Development Services</p> <ul style="list-style-type: none">i. List how standard process works – does not cover all integrations called out in the RTMii. Cost of standard integration between Ariba and ERP are included. Integration development costs are unclear.
<p>f. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none">i. Staffing tables show that IBM is providing OCM guidance, as well as strategy, planning, and execution.ii. OCM staffing responsibilities (IBM and state) discussed under Project Management
<p>g. Training Services</p> <ul style="list-style-type: none">i. Will develop a training plan – readiness assessment included with discussion of OCM services to be provided, but training assessment not addressedii. Methodology was not specifically addressediii. Ariba EnableNow pre-built training documents available to be tailored for the stateiv. Will work with the state to ensure training materials meet state standardsv. Response references some language/services not related to this RFP (WalkMe). Only used if state has pre-existing license.vi. Train-the-trainer program proposed
<p>h. Help Desk Services</p> <ul style="list-style-type: none">i. Incomplete response to RTMii. Narrative covered under Solution Supportiii. Assume that the state will prefer to operate their own Level 1 Help Deskiv. IBM will provide Tier 2, SAP Ariba will provide Tier 3v. ITSM only if requestedvi. Limit in the number of tickets – small state (210), medium state (360), large state (250). Adjusted complexity level depending on state size.
<p>i. On-Site System Stabilization Support</p> <ul style="list-style-type: none">i. Hypercare for 3 monthsii. Focused stabilization on fixing defects, not completing system configuration changesiii. Knowledge transfer to state staff to support the Ariba modules
<p>6. Managed Services Requirements</p>
<p>a. Solution Support</p> <ul style="list-style-type: none">i. Incomplete response to the RTMii. Managed services team will engage during knowledge transfer to assess the state's needsiii. Governance model will be agreed toiv. Identified post implementation tasks that IBM can supportv. Baseline for KPIs to be established included system availability, skills management, innovation ideas, others as required in RFPvi. Discuss the Help Desk services offered
<p>b. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none">i. Services only provided through a project change request

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: IBM

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/27/22

c. Training Services <ul style="list-style-type: none">i. Can provide additional training – training itself not specifiedii. Services only provided through a project change request
d. Catalog Support Services <ul style="list-style-type: none">i. SAP Ariba will provide catalog support enablement in buying and invoicing. IBM will only be responsible for triaging issues as catalogs are loaded.
e. Help Desk Services <ul style="list-style-type: none">i. State will provide Tier 1, IBM Tier 2, SAP will provide Tier 3ii. Will use state ticketing system, but can use IBM ITSM if requested
f. Transition Out Assistance Services <ul style="list-style-type: none">i. Upon requestii. Will use “standard operating procedures”; those procedures not specifically described

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: IBM-Kyndryl
CATEGORY: 1 – Full Solution
DATE: 11/3/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Cloud solutions and infrastructure services
 - SAP Ariba eProcurement offered
 - Est. in 1911 (IBM)
 - Kyndryl is an IBM company launched in 2021 – seems to be very new.
 - Unclear what Kyndryl brings to the project
- Previous Projects
 - 3 provided – none involved Kyndryl

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: IBM-Kyndryl

CATEGORY: 1 – Full Solution

DATE: 11/3/21

- No state examples
 - Most did not appear to be eProcurement related or have much detail describing eProcurement experience
 - 1 Ariba reference
 - All were ongoing projects
- Subcontractors
 - Manpower, others to be used.
- Organizational Chart
 - Company org chart with some names and titles
 - No job descriptions or project-specific roles defined
- Litigation
 - Large company, ongoing cases.
- Financial Viability
 - D&B Provided
 - Low-moderate risk
 - IBM only

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Infosys
CATEGORY: 1 – Full Solution
DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - provided
- Debarment Form - provided
- Certificate of Insurance – provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Partnering with Ernst & Young (consulting) and Ariba (eProcurement) to form Team Infosys
 - Est. 2009
 - Focus on end-to-end, source-to-pay and SaaS
 - Have depth of certified professionals with Ariba
 - 200 CISSP certified resources
- Previous Projects
 - Public Services and Procurement Canada – impressive integration

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Infosys

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

- Wide range of public sector experience
 - Canada and California references indicated full-suite experience
 - Projects identify experience working with the subcontractors in this proposal
- Subcontractors
 - Allied Digital Services (IT transformation)
 - Ernst & Young (consulting)
 - SAP Ariba (eProcurement)
 - Well organized, easy to understand credentials and purpose
 - Subcontractors seem to have experience with this proposed solution
- Organizational Chart
 - Combination of State and Infosys positions
 - Identified project roles
- Litigation
 - Provided, none
- Financial Viability
 - D&B Snapshot – unclear on date, but shows low risk
 - Financial statements also included

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Ariba solutionii. Engaging Ernst & Young to deliver portion of the solutioniii. Listed various component pieces of Ariba to be usediv. Included middleware on an optional basis – Oracle Integration Cloudv. Supplier network will use a single accountvi. Ariba Spot Buy – open marketplacevii. Optional Infosys transparency portal
b. User Experience <ul style="list-style-type: none">i. Only certain users will be able to personalize their dashboard, vs. all users having that abilityii. Wizard response is essentially a guided workflowiii. Role based functionalityiv. Mobile app requirement addressedv. Ariba Discovery portal being proposed as combined supplier and transparency portalvi. Guided buying
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Mention leveraging out-of-the-box capabilities

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Infosys

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

<ul style="list-style-type: none"> ii. No user impact on monthly feature deliveries iii. Will help benchmark existing processes iv. Discussed components of roadmap but not clearly framed as a 3-year roadmap v. Ariba Best Practices Center – included in post-deployment services. Standard amount of time is 20 hours per acquired purchased solution. vi. Quarterly releases vii. Extensible/API strategy – can build out companion software
<p>d. Customizations/Extensions</p> <ul style="list-style-type: none"> i. RTM lists 27 functional requirements as customizations ii. Changes and customizations required in state legacy systems to integrate with solution
<p>2. Functional Requirements</p>
<p>a. General Functionality</p> <ul style="list-style-type: none"> i. Size limit – 100 MB ii. State user licenses based on contract/number of users – not unlimited as required in RFP. Supplier licenses are no cost. iii. Robust search engine iv. API that will publish solicitations, notices, and awards through state websites v. No spellcheck feature, but plan to integrate Grammarly vi. Supplier side uses only UNSPSC codes
<p>b. Supplier Portal</p> <ul style="list-style-type: none"> i. Supplier can choose means of receiving orders and changing orders, as well as multiple means for suppliers to create and submit invoices. ii. Primary registration for Ariba network, second step includes state-specific form to be filled out. Supplier can request to be a supplier for the state themselves. iii. Suppliers can participate in Ariba Spot Buy with their own catalogs. Value to suppliers. iv. Allows creation of negotiation tasks and incorporating document changes from the negotiating parties v. Responses can be submitted through the interface or uploaded vi. Access to phone and chat-based support for suppliers during business hours
<p>c. Supplier Enablement/Management</p> <ul style="list-style-type: none"> i. SLP solution has full onboarding process, can be initiated by suppliers or internally ii. Infosys will assess and advise if supplier enablement/management is necessary, will provide at additional cost if needed iii. Technical documents and online seminars available iv. Enablement strategy to onboard suppliers as part of Ariba services v. Included ability to check TIN without third party vi. Supplier email notification of specific solicitations not available
<p>d. Buyer Portal</p> <ul style="list-style-type: none"> i. Two entry points – casual user and power user ii. Configurable dashboard iii. Licensing and Certifications, etc. – Some fields are custom fields (require customization). Customizations must be performed by SAP Ariba.
<p>e. Need Identification</p> <ul style="list-style-type: none"> i. Guided buying – catalog tiles to make for easy access ii. Separated contract options vs spotlight options
<p>f. Request through Pay</p> <ul style="list-style-type: none"> i. Meets the zero-value line item requirement ii. Taxes must be manually entered

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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RFP TITLE: eProcurement Solutions and Services

BIDDER: Infosys

CATEGORY: 1 – Full Solution

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<ul style="list-style-type: none"> iii. P-card can be assigned to a user or act as a ghost card iv. Input form feature that can act as a pre-requisition or a special type of requisition v. Do not support entering a backdated requisition vi. Configurable ERP integration option for fund approvals vii. Must complete a configuration in order to assign state contract numbers viii. Workflow has a reviewer vs approver concept ix. PO system overall inefficient x. Electronic signatures on POs will require further discussion xi. Can be configured to use a P-card on non-catalog items xii. System requires PO or contract number in order to create a receipt xiii. Support EDI or CXML formats to upload invoices xiv. Messaging feature on POs and invoices for collaboration and communication xv. Unit of measurement defined by PO – not comparable to inventory unit of measurement for receipt entering
<p>g. Catalog Capability</p> <ul style="list-style-type: none"> i. Limit of 5,000 catalogs, 500,000 items – set for acceptable data load performance. Limits are configurable. ii. Does not meet negative dollar requirement iii. Updating hosted contract catalogs requires an amendment to the contract each time iv. Ariba Spot Buy – user can conduct an initial search, then conduct another search on just the Spot Buy area v. Can compare new and old catalog versions vi. Partial catalog item concept – user will be prompted to fill in additional information vii. Public facing catalog requires generic user account to be shared viii. Catalogs defined by type (hosted/punch out) within contract. Defined at the line-item level.
<p>h. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. Attachments are limited to 100 MB ii. Limit of 100 invited suppliers per event. Max of 700. iii. To add more suppliers/vendors to solicitations, must set up another solicitation – could be an issue iv. Only buyer can add suppliers to supplier list. v. Unregistered suppliers can access solicitation through Ariba Discovery.
<p>i. Contract Management</p> <ul style="list-style-type: none"> i. Electronic signature not part of contract system, but can integrate with DocuSign for an added cost ii. Upload size limit of 2 GB for contracts iii. Contracts for a pool of suppliers is not supported iv. Integrated CM and Contract Administration functionality. Contract award can flow directly into contract authoring. Compliance and auditing through platform. Ongoing supplier communication through platform, capturing performance measures through contract closeout v. Recommends API to make the procurement file and associated attachments publicly viewable on state's site. vi. Many integrations, customizations to CM vii. Capable of full text search of uploaded documents viii. Contract authoring done with templates, not Microsoft Word
<p>j. Vendor Performance</p> <ul style="list-style-type: none"> i. Scorecard functionality ii. Captures vendor performance data outside of the survey tool iii. Vendors get notified if performance does not meet certain criteria iv. Improvement plan concept not addressed

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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BIDDER: Infosys

CATEGORY: 1 – Full Solution

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<p>k. Purchasing/Data Analytics</p> <ul style="list-style-type: none"> i. Prepackaged reports (over 250) and Ad hoc reporting available. Can modify existing reports. ii. Can perform data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate iii. SAP Ariba can support two reporting taxonomies. Supported taxonomies such as UNSPSC, the Ariba Classification taxonomy, and a customer-specific, custom taxonomy. iv. Capable of publicly posting reports
3. Technical Requirements
<p>a. Availability</p> <ul style="list-style-type: none"> i. 99.5% availability except regularly scheduled and emergency maintenance ii. Data is replicated between two data centers to eliminate disruption.
<p>b. Accessibility Requirements</p> <ul style="list-style-type: none"> i. Met requirements
<p>c. Audit Trail and History</p> <ul style="list-style-type: none"> i. Capture date, time stamp of every action on a transaction ii. Met requirements
<p>d. Browsers Supported</p> <ul style="list-style-type: none"> i. Apple Safari, Chrome, Edge, Firefox, IE ii. Met requirements
<p>e. User Accounts and Administration</p> <ul style="list-style-type: none"> i. Three categories of users – role based ii. Pre-defined or custom iii. Super user has to be a system admin iv. Dual sign on not supported v. Did not meet requirement for deactivation after 6 months
<p>f. User Authentication</p> <ul style="list-style-type: none"> i. Single sign on with state network administration ii. Optional Azure based identification
<p>g. Federated Identity Management</p> <ul style="list-style-type: none"> i. Met requirements
<p>h. Data Conversion</p> <ul style="list-style-type: none"> i. Infosys has an AI tool – NAIETL ii. Support flat file transfer and web service API iii. Multiple mock runs iv. Clearly identified responsibilities and processes – included RACI matrix
<p>i. Interface and Integration</p> <ul style="list-style-type: none"> i. Oracle Integration Cloud ii. Real-time or batch capable
<p>j. Office Automation Integration</p> <ul style="list-style-type: none"> i. All attachment types supported
<p>k. Mobile Device Support</p> <ul style="list-style-type: none"> i. Met requirements
<p>l. Mobile Applications</p> <ul style="list-style-type: none"> i. Met requirements ii. iOS and Android
<p>m. Data Ownership and Access</p> <ul style="list-style-type: none"> i. Always the customer, SAP Ariba maintains copies for life of contract ii. May obtain access at any time

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Infosys

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

n.	Data Retention, Archive and Purge Considerations i. Governed by an active contract
o.	Disaster Recovery Plan i. Simulations and exercise once per year ii. Documented out for each component iii. Met requirements
p.	Solution Environments i. Development (shared), Test (shared), Training (shared), one dedicated production environment. Baseline cost includes 2 environments, additional environments can be added for an additional cost.
q.	Solution Technical Architecture i. Met requirements
r.	Solution Network Architecture i. Proposed seamless transition between Ariba and non-Ariba components
s.	System Development Methodology i. Met requirements ii. Aligned with ISO 27034 iii. Automated test suite built on selenium iv. Code is peer reviewed
t.	Service Level Agreement i. Provided comments – wish to negotiate ii. Provided sample
4. Security Requirements	
a.	Cloud Security Alliance (CSA) Compliance i. Completed CAIQ
b.	Security and Privacy Controls i. SAP Ariba adheres to general principles of NIST 800-53, equivalent ISO, IEC standards.
c.	Security Certifications i. Met requirements
d.	Annual Security Plan i. To be developed upon award
e.	Secure Application and Network Environment i. 24/7 system monitoring ii. Separation of SAP corporate with customer cloud iii. Detailed response
f.	Secure Application and Network Access i. Met requirements
g.	Data Security i. Will leverage individual cloud service providers ii. Customer data classified as highly confidential iii. Will perform initial risk assessment and continued risk management
h.	Personally Identifiable Information Protection i. GDPR
i.	Security/Privacy Issue Occurrence i. Required notification times are not met – 12 hours for Ariba, 72 hours for Azure
j.	PII Data Actual/Attempted Access or Disclosure i. Required notification times are not met
k.	Security Breach Reporting i. Required notification times are not met

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Infosys

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

ii. Will notify customer within 2 hours after Infosys receives notification from cloud provider
5. Implementation Services Requirements
a. Project Management <ul style="list-style-type: none"> i. Staged gate process ii. Provided timeline for small, medium, and large state scenarios – appear aggressive iii. Provided org chart and roles – identified state roles <ul style="list-style-type: none"> 1. Detailed roles for all players iv. Identified deliverables as required v. Small state implementations will have shared project manager with other projects vi. 6-stage risk management and life cycle methodology
b. Project Implementation Methodology <ul style="list-style-type: none"> i. Infosys IMPACT program methodology. Structured planning workshop with state PMs and leads to develop 7/14/21 action plan confirm scope, and jointly understand factors that could materially affect implementation. ii. Hybrid Agile methodology iii. Have preconfigured system to demonstrate functionality iv. 70% of processes will be standard, 30% differentiated – will focus on differentiated for end-to-end testing v. Identified project accelerators
c. Catalog Support Services <ul style="list-style-type: none"> i. SAP Ariba will provide support to supplier for onboarding/offboarding for catalogs during implementation ii. Did not provide required contracts assessment for catalogs iii. State staff must be identified to manage catalogs
d. Data Conversion Services <ul style="list-style-type: none"> i. Propriety NIAETL system ii. Met requirements
e. Interface/Integration Development Services <ul style="list-style-type: none"> i. Integrated execution methodology ii. Identified master data vs transactional data integrations
f. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Detailed response ii. Real time collaborator tool provided by Ernst & Young
g. Training Services <ul style="list-style-type: none"> i. Aligned with project life cycle ii. Blended learning model iii. Included a strategy to identify optimal learning methods for certain staff groups iv. Train-the-trainer training for all Ariba modules included
h. Help Desk Services <ul style="list-style-type: none"> i. Provided through partner ADSL ii. System based on ITIL and ITSM iii. Number of users supported is 5,000 to 12,500 iv. Approximate monthly contact volume is 1,000 to 3,500 contacts per month – defined by a users-to-contact ratio (number of contacts users can make per month).
i. On-Site System Stabilization Support <ul style="list-style-type: none"> i. Hypercare for 3 months ii. In Hypercare Infosys will answer user queries and triage defects. After 90 days will transfer to Managed Services, retaining some of implementation team.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Infosys

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

6. Managed Services Requirements	
a. Solution Support	<ul style="list-style-type: none">i. Included, but you have to pay for it; purchase preferred care subscriptionii. Detailed responseiii. Risk management included in solution supportiv. ITIL
b. Organizational Change Management (OCM Services)	<ul style="list-style-type: none">i. Detailed responseii. Real time collaborator tool provided by Ernst & Young
c. Training Services	<ul style="list-style-type: none">i. Aligned with project life cycleii. Blended learning modeliii. Included a strategy to identify optimal learning methods for certain staff groupsiv. Train-the-trainer training for all Ariba modules included
d. Catalog Support Services	<ul style="list-style-type: none">i. Managed Services team will monitor catalog status and activate catalogsii. Ariba support for supplier punch out catalogs
e. Help Desk Services	<ul style="list-style-type: none">i. Provided through partner ADSLii. System based on ITIL and ITSMiii. Number of users supported is 5,000 to 12,500iv. Approximate monthly contact volume is 1,000 to 3,500 contacts per month – defined by a users-to-contact ratio (number of contacts users can make per month).
f. Transition Out Assistance Services	<ul style="list-style-type: none">i. Provided methodology

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Ivalua
CATEGORY: 1 – Full Solution
DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page – provided
- Debarment Form – provided
- Certificate of Insurance – provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Spend management solution, also have source-to-contract and procure-to-pay
 - Product seems to identify all aspects of a full solution
 - Est. 2000
 - High retention rate – 98%
 - Cloud based
- Previous Projects
 - All state projects provided
 - Alabama showed a source-to-pay solution

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Ivalua

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

- Did not provide client contacts with proposal
- Subcontractors
 - None
 - Seem to have at least some third-party hosting - Azure
- Organizational Chart
 - Combined State and Ivalua positions
 - No job descriptions or project-specific roles
- Litigation
 - Provided, none
- Financial Viability
 - Provided financial statements 2017-2019

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Single landing page for users with user profile specific contentii. Ivalua Solutioniii. Single data ecosystem with homogenous look and feeliv. Built for public sectorv. Configuration layer to add new fields, rules, alerts, and workflowvi. Collaboration tools, logs, forms, and commentsvii. Open marketplace with hosted catalogs, punch out catalogs, and off-catalog searches; Search 360 functionality – searches punchouts as well as hosted catalogsviii. Many out of the box reports and ability for states to create their ownix. Integration toolbox with hundreds of data mapping formats and standard integration templates; Integration to over 60 ERPs, hundreds of data mapping formats and integration templates. Accept all document and files format typesx. Documents are available throughout all modulesxi. Coding is not required to make changesxii. Transparency - public portal specific to each customer
b. User Experience <ul style="list-style-type: none">i. Users have their own homepage unique to their profileii. Human-centered designiii. No wizard driven capabilitiesiv. Role-basedv. Able to mass-assign workflow tasks to other users
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Major software releases twice per yearii. Client decides when to upload to which major versioniii. Recommend major updates within 18 months of releaseiv. Multi-instance SaaS; independent tenant

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Ivalua

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

<ul style="list-style-type: none"> v. FedRAMP ready; StateRAMP is on the Roadmap vi. Roadmap – 60% from customer-sourced ideas vii. Dedicated upgrade support team viii. Collaborate authoring and enhanced clause libraries within the Roadmap ix. Invoicing and payment execution inside Ivalua
<p>d. Customizations/Extensions</p> <ul style="list-style-type: none"> i. Ivalua SaaS platform relies on configuration, not custom code ii. 23 functional requirements identified as customizations; 1 general customization iii. Do not make customer-specific customizations iv. Maintain a copy of the customer's environment v. Allows the customer to choose when they go through an upgrade cycle
<p>2. Functional Requirements</p>
<p>a. General Functionality</p> <ul style="list-style-type: none"> i. Addresses all functional areas required in RFP ii. No extra cost for integration between solutions – can be completed within the software iii. Able to do a commodity code only with a crosswalk iv. E-Signature – DocuSign, AdobeSign, but must be integrated v. Public posting – recommend linking to Ivalua's public portal from the state's website for a simpler integration vi. Print format – reply on printing from the screen instead of a separate print version vii. File size limits determined at the project level
<p>b. Supplier Portal</p> <ul style="list-style-type: none"> i. Free for suppliers; unlimited number of suppliers ii. Submitting of admin fee payments requires a third-party payment provider iii. ERP financial data integration appears to be included, but does not address work required from customer/state in order to complete integration iv. Notifications to the suppliers – notifications will be displayed on the supplier dashboard, notifications can be sent to the supplier and additional notifications can be configured
<p>c. Supplier Enablement/Management</p> <ul style="list-style-type: none"> i. Registration is a two-part process; public facing page, then full enrollment ii. Most of the registration functions/validations requires a third party – Ivalua will supply those integrations for an additional fee iii. Duplication check is part of workflow that state must complete; not automated iv. Notifications to the suppliers – notifications will be displayed on the supplier dashboard, notifications can be sent to the supplier and additional notifications can be configured v. Changes to supplier account go through a change request process that must be work flowed and approved
<p>d. Buyer Portal</p> <ul style="list-style-type: none"> i. Add aspects to home page and rearrange home page ii. Home page has quick link and short cuts to workflow tasks iii. Provide ability to drive notifications for various alerts on screen and email
<p>e. Need Identification</p> <ul style="list-style-type: none"> i. Single landing page for user login ii. Fully integrated iii. Workflow engine invokes approvals as well as processes iv. Workflow driven by data setup v. Listed as a customization but narrative does not support/describe what the customization is
<p>f. Request through Pay</p>

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Ivalua

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

<ul style="list-style-type: none"> i. Fully integrated through purchase order receipt and approval process ii. T&Cs are required documents that will be stored in resource library and be force-attached iii. Flexible ability for inputting receipts iv. P-Card – PC 1-9 in development, shown on roadmap v. System can handle negative and zero-dollar line items vi. Met workflow functionality requirements vii. Purchase order transmitted electronically through CXML and EDI viii. Workflow space for approvals vs. routing/processes – any SQL statement being built into a rule can be supported ix. State will have access to Ivalua's design mode, workflow engine and alerts & notification toolbox for self-service configuration
<p>g. Catalog Capability</p> <ul style="list-style-type: none"> i. Hosted and punch out catalog capability ii. Unlimited catalogs and unlimited catalog items iii. Catalogs are routed through and approval process iv. Side by side comparison of old vs. new v. Internal users can upload catalogs for existing suppliers vi. Single side by side search for hosted and punch out catalogs through API external catalog results returned through search
<p>h. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. Dedicated public portal for each customer ii. Sealed bid functionality iii. Conditionality can be applied to questions iv. Solicitation methods vary from simple quick-quoting events to multi-phase RFPs with multiple envelopes v. Unlimited attachments vi. Contains workflows for document versioning vii. Pricing – standardized templates, add fields, calculate price savings vs. referenced price sheets if submitted viii. Throughout the solicitation event, internal users can see activity of suppliers including participation in the event, and email notifications they have received. Users will not see responses until the event is closed and bids are unsealed, can see if a supplier has submitted a proposal. Supplier name can be hidden. May require customization. ix. Able to create a contract from a solicitation x. No limit to number of suppliers added to an event xi. Discussion forum for private or public messaging/chat in real time xii. Solicitation award can be canceled and awarded to a new supplier xiii. Workflow functionality for solicitations xiv. Authoring for check in/check out is supported but not for attached documents xv. Do not have integrated video conferencing xvi. System has templates and clauses for solicitation building
<p>i. Contract Management</p> <ul style="list-style-type: none"> i. Contract record captures all aspects of contract information, documentation, and activity ii. MS Word for authoring contract documents iii. Documents can have their own workflow iv. System triggers contract milestones v. Templates and clause library for contract vi. Red-line tracking vii. Third parties tab captures subcontractor info including spend viii. System can trigger subcontractor reports to primes ix. Fee comparison available through configuration

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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<ul style="list-style-type: none"> x. E-signature integration available. Integration specifically with DocuSign, AdobeSign, UniverSign available for an additional fee. xi. Version history – clause-level history available xii. Public contract browsing capability – public portal for posting contracts briefly addressed xiii. Email alerts – MyContracts dashboard discussed. Notifications will be displayed on the supplier dashboard, notifications can be sent to the supplier and additional notifications can be configured
<ul style="list-style-type: none"> j. Vendor Performance <ul style="list-style-type: none"> i. 14 requirements noted as configurable, 11 out-of-the-box ii. Maintain vendor performance information under the supplier profile iii. Alerts for supplier performance iv. Templates for performance criteria v. Evaluations can be routed through a workflow for review and approval vi. Improvement plans used as collaboration tools to create tasks focused on supplier improvements, accessible by supplier and user vii. Both contract specific performance assessments and general assessments available
<ul style="list-style-type: none"> k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. 3 different types of reporting – simple Excel extracts to data visualization dashboards ii. Exportable in common formats iii. Any browse page in Ivalua can become a report iv. 100 out of the box reports; ad hoc reports; SQL queries v. Analysis reports with data visualizations vi. Three RTM requirements depending on completion of the P-card functionality vii. Users can create their own dashboards or rearrange existing ones viii. Cannot publish reports to internal or public websites
<p>3. Technical Requirements</p>
<ul style="list-style-type: none"> a. Availability <ul style="list-style-type: none"> i. 24 hours a day, seven days a week ii. 99.8% uptime iii. Detailed service credit explanations
<ul style="list-style-type: none"> b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> d. Browsers Supported <ul style="list-style-type: none"> i. Supported all major browsers through last three releases.
<ul style="list-style-type: none"> e. User Accounts and Administration <ul style="list-style-type: none"> i. Each agency can have a separate admin person with differing admin functions ii. Information is available in real time iii. Authentication method for accessing the app iv. Applications pages and functions are controlled by profiles, applications, and perimeters
<ul style="list-style-type: none"> f. User Authentication <ul style="list-style-type: none"> i. Multiple authentication schemes ii. Password rules are fully customizable iii. Detailed audit trail – can be activated on a specific field iv. Support SAML 2.0 for single sign on v. Two-factor authentication on any login
<ul style="list-style-type: none"> g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements

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<p>h. Data Conversion</p> <ul style="list-style-type: none"> i. Can conduct a data assessment, then develop a strategy ii. Ivalua tools iii. Do not convert legacy solicitations or convert vendor performance data iv. Perform several iterations in small batches to test and validate
<p>i. Interface and Integration</p> <ul style="list-style-type: none"> i. Able to integrate with major ERP systems ii. Multiple protocols and performance supported iii. Synchronous and asynchronous interfaces supported iv. Rule based transformations v. Extensive list of data formats and protocols
<p>j. Office Automation Integration</p> <ul style="list-style-type: none"> i. Met requirements
<p>k. Mobile Device Support</p> <ul style="list-style-type: none"> i. PC layout to mobile layout ii. Responsive browser based
<p>l. Mobile Applications</p> <ul style="list-style-type: none"> i. Do not have a separate app
<p>m. Data Ownership and Access</p> <ul style="list-style-type: none"> i. Customer remains the data owner and controller ii. Customer can export data throughout the term of the contract iii. Internally, the customer can limit individuals to a need-to-know basis
<p>n. Data Retention, Archive and Purge Considerations</p> <ul style="list-style-type: none"> i. Offline archiving ii. Will only delete or modify customer data by request
<p>o. Disaster Recovery Plan</p> <ul style="list-style-type: none"> i. Provided ii. Continuity plan iii. Based on ISO standard iv. Reviewed, tested, and approved annually v. Secondary servers geographically located elsewhere
<p>p. Solution Environments</p> <ul style="list-style-type: none"> i. 3 available – development, acceptance, and production ii. Training environment available for an additional fee
<p>q. Solution Technical Architecture</p> <ul style="list-style-type: none"> i. Multi-instance architecture with logical single tenancy ii. All end user access is browser based iii. Application servers are in a discreet network segment iv. No shared multi-tenant databases v. Diagram provided
<p>r. Solution Network Architecture</p> <ul style="list-style-type: none"> i. Diagram provided ii. Met requirements
<p>s. System Development Methodology</p> <ul style="list-style-type: none"> i. OWASP ii. Agile methodology iii. Quality assurance directly within the process iv. Penetration testing conducted prior to major software release v. Customers typically enforce their own change management process vi. Cloud services are in accordance with NIST security vii. All application changes and updates are at the customer's request and controlled by the customer
<p>t. Service Level Agreement</p>

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i. Provided sample SLA
ii. Did not provide comments on model SLA
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance
i. CAIQ completed
b. Security and Privacy Controls
i. Currently in the process of creating NIST guides and controls – Initial review is complete, in-depth review remains underway. Multiple controls have been implemented.
c. Security Certifications
i. SOC II
ii. FedRAMP ready
iii. PCI DSS
iv. Annually audited for HIPAA compliance
d. Annual Security Plan
i. Information security management system in accordance with ISO 27001
ii. Security control is in alignment with NIST 800-53 moderate baseline
iii. Additional certifications provided
iv. Principle of least privilege enforced across the entire organization
v. Distinct boundary between the data of each client
e. Secure Application and Network Environment
i. Dedicated DMZ with network segmentation and site-to-site VPN
ii. Encryption according to industry standards; Ivalua also offers HSM encryption for data at rest for an additional fee.
f. Secure Application and Network Access
i. Perimeter defense and network intrusion defense systems
ii. Do not provide a means to force logout in user specific sessions
iii. Site-to-site VPN is provided by Ivalua for an additional fee if selected as a value-add service by the state
iv. Ability to perform upgrades and maintenance on an individual basis without affecting other clients
g. Data Security
i. Customer data is isolated/segregated from other customers
ii. All customer data is classified as confidential
iii. Least privilege controls for employee access to customer data
iv. Both data at rest and in transit is encrypted
v. Upon termination of contract, client data is securely destroyed using secure wipe protocol commensurate with US Dept of Defense standards
h. Personally Identifiable Information Protection
i. GDPR compliant
ii. Annually audited for HIPAA
i. Security/Privacy Issue Occurrence
i. Incident response plan and procedure
ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
j. PII Data Actual/Attempted Access or Disclosure
i. Incident response plan and procedure
ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
k. Security Breach Reporting
i. Incident response plan and procedure

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
5. Implementation Services Requirements
a. Project Management <ul style="list-style-type: none"> i. Semi-Agile ii. Provided expectation of customer time resources iii. Provided a sample project plan – phased approach
b. Project Implementation Methodology <ul style="list-style-type: none"> i. Rapid deployment and prototyping ii. Agile development
c. Catalog Support Services <ul style="list-style-type: none"> i. Able to “flip” a contract or sourcing event into a catalog ii. Network of partners available for customers in need of additional catalog support services for an additional cost. iii. Import process includes two stages – create & load, then control & approve
d. Data Conversion Services <ul style="list-style-type: none"> i. Ivalua provides data conversion assistance during implementation. Will provide data conversion assistance options as well as a path forward. ii. Provide a link to partners
e. Interface/Integration Development Services <ul style="list-style-type: none"> i. Map state data to Ivalua data ii. Will assign an integration lead to work with states to complete a technical assessment iii. Uses pre-defined integration templates as starting point (accelerator) iv. Includes an ETL engine
f. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Provides an array of change management and customer training services ii. Does not clearly describe how requirements of RFP will be met
g. Training Services <ul style="list-style-type: none"> i. e-Learning with an eventual certificate that includes key user training, admin training, technical administrator training ii. Ivalua Academy – enterprise wide. Number of certifications is limited. iii. Train-the-trainer not mentioned in relation to training services iv. Training strategy not clearly defined v. Ivalua Academy training is generic, custom/specific training not included with proposal
h. Help Desk Services <ul style="list-style-type: none"> i. Will provide Level 3 technical support only ii. Optional (additional) help desk available for Level 1 end users and suppliers iii. Level 2 redirect if needed iv. No live chat option v. Supplier help desk available as an option for states
i. On-Site System Stabilization Support <ul style="list-style-type: none"> i. 3 months of Hypercare ii. On-site
6. Managed Services Requirements
a. Solution Support <ul style="list-style-type: none"> i. Infrastructure is administered and monitored by Ivalua IT staff ii. Updates are at customer request and controlled by customer iii. Standard level of hosting included. Premium and Platinum are optional

**STATE OF MAINE
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iv. 4 levels of testing
b. Organizational Change Management (OCM Services) i. No additional OCM anticipated post-deployment
c. Training Services i. No additional training anticipated post-deployment
d. Catalog Support Services i. No additional catalog support anticipated post-deployment
e. Help Desk Services i. Level 1 and Level 2 included
f. Transition Out Assistance Services i. No services specifically offered ii. Will retain data and delete per terms of the contract

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:
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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: KPMG
CATEGORY: 1 – Full Solution
DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page – provided
- Debarment Form – provided
- Certificate of Insurance – provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - 300+ eProcurement implementations
 - 120 years of business
 - Have their own home-grown deployment strategy based on leading practices
 - Analysis on challenges and trends for government procurement was impressive/interesting
 - KMPG-Ivalua alliance
 - Described experience working with state government
- Previous Projects
 - Good amount of State experience

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

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BIDDER: KPMG

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- Appear to be mostly full-suite, many full deployed
- Subcontractors
 - Ivalua
- Organizational Chart
 - Combined State, KPMG, Ivalua positions
 - Project roles defined for KPMG but not other parties
- Litigation
 - Stated that have nothing pending that will impact operations
- Financial Viability
 - Unaudited, condensed balance sheets 2018-2020

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Single landing page for users with user profile specific contentii. Ivalua Solutioniii. Single data ecosystem with homogenous look and feeliv. Built for public sectorv. Configuration layer to add new fields, rules, alerts, and workflowvi. Collaboration tools, logs, forms, and commentsvii. Open marketplace with hosted catalogs, punch out catalogs, and off-catalog searches; Search 360 functionality – searches punchouts as well as hosted catalogsviii. Many out of the box reports and ability for states to create their ownix. Integration toolbox with hundreds of data mapping formats and standard integration templates; Integration to over 60 ERPs, hundreds of data mapping formats and integration templates. Accept all document and files format typesx. Documents are available throughout all modulesxi. Coding is not required to make changesxii. Transparency - public portal specific to each customer
b. User Experience <ul style="list-style-type: none">i. Users have their own homepage unique to their profileii. Human-centered designiii. No wizard driven capabilitiesiv. Role-basedv. Able to mass-assign workflow tasks to other users
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<ul style="list-style-type: none"> iii. Recommend major updates within 18 months of release iv. Multi-instance SaaS; independent tenant v. FedRAMP ready; StateRAMP is on the Roadmap vi. Roadmap – 60% from customer-sourced ideas vii. Dedicated upgrade support team viii. Collaborate authoring and enhanced clause libraries within the Roadmap ix. Invoicing and payment execution inside Ivalua
<p>d. Customizations/Extensions</p> <ul style="list-style-type: none"> i. Ivalua SaaS platform relies on configuration, not custom code ii. 23 functional requirements identified as customizations; 1 general customization – 14 of the 23 <i>may</i> require customization depending on state's requirement. 3 will require customization. iii. Do not make customer-specific customizations iv. Maintain a copy of the customer's environment v. Allows the customer to choose when they go through an upgrade cycle
<p>2. Functional Requirements</p>
<p>a. General Functionality</p> <ul style="list-style-type: none"> i. Addresses all functional areas required in RFP ii. No extra cost for integration between solutions – can be completed within the software iii. Able to do a commodity code only with a crosswalk iv. E-Signature – DocuSign, AdobeSign, but must be integrated v. Public posting – recommend linking to Ivalua's public portal from the state's website for a simpler integration vi. Print format – reply on printing from the screen instead of a separate print version vii. File size limits determined at the project level
<p>b. Supplier Portal</p> <ul style="list-style-type: none"> i. Free for suppliers; unlimited number of suppliers ii. Submitting of admin fee payments requires a third-party payment provider iii. ERP financial data integration will be accommodated iv. Notifications to the suppliers – notifications will be displayed on the supplier dashboard and sent to supplier email addresses
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CATEGORY: 1 – Full Solution

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<ul style="list-style-type: none"> v. Listed as a customization but narrative does not support/describe what the customization is
<ul style="list-style-type: none"> f. Request through Pay <ul style="list-style-type: none"> i. Fully integrated through purchase order receipt and approval process ii. T&Cs are required documents that will be stored in resource library and be force-attached iii. Flexible ability for inputting receipts iv. P-Card – PC 1-9 in development, shown on roadmap for release in 2023 v. System can handle negative and zero-dollar line items vi. Met workflow functionality requirements vii. Purchase order transmitted electronically through CXML and EDI viii. Workflow space for approvals vs. routing/processes – any SQL statement being built into a rule can be supported ix. State will have access to Ivalua's design mode, workflow engine and alerts & notification toolbox for self-service configuration
<ul style="list-style-type: none"> g. Catalog Capability <ul style="list-style-type: none"> i. Hosted and punch out catalog capability ii. Unlimited catalogs and unlimited catalog items iii. Catalogs are routed through and approval process iv. Side by side comparison of old vs. new v. Internal users can upload catalogs for existing suppliers vi. Single side by side search for hosted and punch out catalogs through API external catalog results returned through search
<ul style="list-style-type: none"> h. Sourcing/Bid Management <ul style="list-style-type: none"> i. Dedicated public portal for each customer ii. Sealed bid functionality iii. Conditionality can be applied to questions iv. Solicitation methods vary from simple quick-quoting events to multi-phase RFPs with multiple envelopes v. Unlimited attachments vi. Contains workflows for document versioning vii. Pricing – standardized templates, add fields, calculate price savings vs. referenced price sheets if submitted viii. Throughout the solicitation event, internal users can see activity of suppliers including participation in the event, and email notifications they have received. Users will not see responses until the event is closed and bids are unsealed, can see if a supplier has submitted a proposal. Supplier name can be hidden. May require customization. ix. Able to create a contract from a solicitation x. No limit to number of suppliers added to an event xi. Discussion forum for private or public messaging/chat in real time xii. Solicitation award can be canceled and awarded to a new supplier xiii. Workflow functionality for solicitations xiv. Authoring for check in/check out is supported but not for uploaded attached documents xv. Do not have integrated video conferencing xvi. System has templates and clauses for solicitation building
<ul style="list-style-type: none"> i. Contract Management <ul style="list-style-type: none"> i. Contract record captures all aspects of contract information, documentation, and activity ii. MS Word for authoring contract documents iii. Documents can have their own workflow iv. System triggers contract milestones

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<ul style="list-style-type: none"> v. Templates and clause library for contract vi. Red-line tracking vii. Third parties tab captures subcontractor info including spend viii. System can trigger subcontractor reports to primes ix. Fee comparison available through configuration x. E-signature integration available. Integration specifically with DocuSign, AdobeSign, UniverSign available for an additional fee, state responsible for licenses. xi. Version history – clause-level history available xii. Public contract browsing capability – public portal for posting contracts briefly addressed xiii. Email alerts – MyContracts dashboard discussed. Notifications will be displayed on the supplier dashboard and sent to supplier email addresses.
<ul style="list-style-type: none"> j. Vendor Performance <ul style="list-style-type: none"> i. 14 requirements noted as configurable, 11 out-of-the-box ii. Maintain vendor performance information under the supplier profile iii. Alerts for supplier performance iv. Templates for performance criteria v. Evaluations can be routed through a workflow for review and approval vi. Improvement plans used as collaboration tools to create tasks focused on supplier improvements, accessible by supplier and user vii. Both contract specific performance assessments and general assessments available
<ul style="list-style-type: none"> k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. 3 different types of reporting – simple Excel extracts to data visualization dashboards ii. Exportable in common formats iii. Any browse page in Ivalua can become a report iv. 100 out of the box reports; ad hoc reports; SQL queries v. Analysis reports with data visualizations vi. Three RTM requirements depending on completion of the P-card functionality vii. Users can create their own dashboards or rearrange existing ones viii. Cannot publish reports to internal or public websites
<p>3. Technical Requirements</p>
<ul style="list-style-type: none"> a. Availability <ul style="list-style-type: none"> i. 24 hours a day, seven days a week ii. 99.8% uptime iii. Detailed service credit explanations
<ul style="list-style-type: none"> b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> d. Browsers Supported <ul style="list-style-type: none"> i. Supported all major browsers through last three releases.
<ul style="list-style-type: none"> e. User Accounts and Administration <ul style="list-style-type: none"> i. Each agency can have a separate admin person with differing admin functions ii. Information is available in real time iii. Authentication method for accessing the app iv. Applications pages and functions are controlled by profiles, applications, and perimeters
<ul style="list-style-type: none"> f. User Authentication <ul style="list-style-type: none"> i. Multiple authentication schemes ii. Password rules are fully customizable

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<ul style="list-style-type: none"> iii. Detailed audit trail – can be activated on a specific field iv. Support SAML 2.0 for single sign on v. Two-factor authentication on any login
g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. Can conduct a data assessment, then develop a strategy ii. Ivalua tools iii. Do not convert legacy solicitations or convert vendor performance data iv. Perform several iterations in small batches to test and validate
i. Interface and Integration <ul style="list-style-type: none"> i. Integrate with major ERP systems ii. Multiple protocols and performance supported iii. Synchronous and asynchronous interfaces supported iv. Rule based transformations v. Extensive list of data formats and protocols
j. Office Automation Integration <ul style="list-style-type: none"> i. Met requirements
k. Mobile Device Support <ul style="list-style-type: none"> i. PC layout to mobile layout ii. Responsive browser based
l. Mobile Applications <ul style="list-style-type: none"> i. Do not have a separate app
m. Data Ownership and Access <ul style="list-style-type: none"> i. Customer remains the data owner and controller ii. Customer can export data throughout the term of the contract iii. Internally, the customer can limit individuals to a need-to-know basis
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Offline archiving ii. Will only delete or modify customer data by request
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Provided ii. Continuity plan iii. Based on ISO standard iv. Reviewed, tested, and approved annually v. Secondary servers geographically located elsewhere
p. Solution Environments <ul style="list-style-type: none"> i. 3 available – development, acceptance, and production ii. Training environment available for an additional fee
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Multi-instance architecture with logical single tenancy ii. All end user access is browser based iii. Application servers are in a discreet network segment iv. No shared multi-tenant databases v. Diagram provided
r. Solution Network Architecture <ul style="list-style-type: none"> i. Diagram provided ii. Met requirements
s. System Development Methodology <ul style="list-style-type: none"> i. OWASP ii. Agile methodology

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<ul style="list-style-type: none"> iii. Quality assurance directly within the process iv. Penetration testing conducted prior to major software release v. Customers typically enforce their own change management process vi. Cloud services are in accordance with NIST security vii. All application changes and updates are at the customer's request and controlled by the customer
<ul style="list-style-type: none"> t. Service Level Agreement <ul style="list-style-type: none"> i. Did not provide sample SLA ii. Did not provide comments to the model SLA
4. Security Requirements
<ul style="list-style-type: none"> a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. CAIQ completed
<ul style="list-style-type: none"> b. Security and Privacy Controls <ul style="list-style-type: none"> i. Currently in the process of creating NIST guides and controls – Initial review is complete, in-depth review remains underway. Multiple controls have been implemented.
<ul style="list-style-type: none"> c. Security Certifications <ul style="list-style-type: none"> i. SOC II ii. FedRAMP ready iii. PCI DSS iv. Annually audited for HIPAA compliance
<ul style="list-style-type: none"> d. Annual Security Plan <ul style="list-style-type: none"> i. Information security management system in accordance with ISO 27001 ii. Security control is in alignment with NIST 800-53 moderate baseline iii. Additional certifications provided iv. Principle of least privilege enforced across the entire organization v. Distinct boundary between the data of each client
<ul style="list-style-type: none"> e. Secure Application and Network Environment <ul style="list-style-type: none"> i. Dedicated DMZ with network segmentation and site-to-site VPN ii. Encryption according to industry standards; Ivalua also offers HSM encryption for data at rest for an additional fee.
<ul style="list-style-type: none"> f. Secure Application and Network Access <ul style="list-style-type: none"> i. Perimeter defense and network intrusion defense systems ii. Do not provide a means to force logout in user specific sessions iii. Dedicated DMZ with network segmentation and site-to-site VPN provided by Ivalua for an additional cost iv. Ability to perform upgrades and maintenance on an individual basis without affecting other clients
<ul style="list-style-type: none"> g. Data Security <ul style="list-style-type: none"> i. Customer data is isolated/segregated from other customers ii. All customer data is classified as confidential iii. Least privilege controls for employee access to customer data iv. Both data at rest and in transit is encrypted v. Upon termination of contract, client data is securely destroyed using secure wipe protocol commensurate with US Dept of Defense standards
<ul style="list-style-type: none"> h. Personally Identifiable Information Protection <ul style="list-style-type: none"> i. GDPR compliant ii. Annually audited for HIPAA
<ul style="list-style-type: none"> i. Security/Privacy Issue Occurrence <ul style="list-style-type: none"> i. Incident response plan and procedure

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ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
j. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none"> i. Incident response plan and procedure ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
k. Security Breach Reporting <ul style="list-style-type: none"> i. Incident response plan and procedure ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
l. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none"> i. Incident response plan and procedure ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
m. Security Breach Reporting <ul style="list-style-type: none"> i. Incident response plan and procedure ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
5. Implementation Services Requirements
a. Project Management <ul style="list-style-type: none"> i. Response combined with Project Implementation Methodology
b. Project Implementation Methodology <ul style="list-style-type: none"> i. Agile methodology ii. Detail risk management process iii. Preconfigured delivery models, training materials and benchmarks as accelerators iv. KPMG will participate in developing a UAT test plan, will provide SIT scripts to the state for finalizing. State must complete test scripts. v. Test management tool for SIT and UAT testing vi. Multiple additional costs/services included in the assumptions (JIRA, LMS, Captivate) vii. Limit to a number of components – legacy data, contract templates, questionnaires, environments
c. Catalog Support Services <ul style="list-style-type: none"> i. Will execute a spend analysis to match spend categories to buying channels ii. Content enablement strategy iii. Will support loading of catalogs and punch outs iv. Internal users can upload catalogs if they choose to v. For items outside the system, KPMG will support the marketplace vi. Will train the state to manage punch out catalogs and supplier to manage hosting catalogs
d. Data Conversion Services <ul style="list-style-type: none"> i. Will use Ivalua ETL/EAI module and internal accelerators ii. Will use ETL module to perform data import, transformation, and load iii. Initial, mock, and production data extracts and data cleansing (pre-cleansing done by state) and harmonization iv. Will complete 3 mock data conversions v. Process involves quality assurance and reconciliation – KPMG will publish results of the load process but reconciliation work is done by the state vi. Will provide data load templates and support for the load process vii. Cognitive contract management tool (optional) viii. Conversion only includes active suppliers, purchase orders and contracts

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<p>e. Interface/Integration Development Services</p> <ul style="list-style-type: none"> i. Proven ability to integrate with leading ERP systems ii. Will assist state with integration but state provide their own middleware solution or adapter iii. 10 integration points between source systems and destination systems – KPMG will design the format, develop, and test interfaces that feed in and out of Ivalua iv. State organizations will be responsible for mapping data elements to state systems v. Interfaces will be built in collaboration with the state's IT resources vi. State is responsible for any licenses for third-party systems vii. Will transition support for the integration to the state post-implementation viii. Batch and real-time integrations
<p>f. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none"> i. "Make It" methodology proprietary to KPMG ii. Comprehensive, with the addition of purchased optional services iii. Includes required assessments, phased approach iv. People TRIP tool for readiness assessment provided at an additional cost
<p>g. Training Services</p> <ul style="list-style-type: none"> i. Train-the-trainer approach (limited to 3 weeks) ii. Comprehensive – includes end users, system admins, help desk staff, and suppliers iii. Target Learning Model iv. Training needs assessment v. Training aligns with implementation plan vi. Train-the-trainer session available which helps trainers learn core training functions vii. Training plans for each impacted stakeholder group viii. Will provide a post-implementation transition plan so training can be handed over to the state ix. Ivalua Academy provided as enterprise-wide and certifications are on a limited seat access by individual
<p>h. Help Desk Services</p> <ul style="list-style-type: none"> i. Tier 1 provided by state (KPMG can be contracted to provide if preferred), KPMG to provide Tier 2, Ivalua to provide Tier 3 ii. 5-10 FTEs included, can expand up to 30 FTEs iii. ServiceNow will provide ticketing system iv. No live-chat feature v. Supplier helpdesk available as an option with support packages
<p>i. On-Site System Stabilization Support</p> <ul style="list-style-type: none"> i. Hypercare for 3 months ii. Tier 1 provided by state (KPMG can be contracted to provide if preferred), KPMG to provide Tier 2, Ivalua to provide Tier 3 iii. Blend of on-site and remote iv. Will provide defects and support; will not provide system set up, configuration changes, monitoring of the system, or assessments of system use
<p>6. Managed Services Requirements</p>
<p>a. Solution Support</p> <ul style="list-style-type: none"> i. KPMG's Powered Evolution services – focused on building the capability to be self-sufficient ii. Identify support and escalation standards iii. Will provide services for production and non-production environments iv. Have a governance strategy for ongoing communication

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<ul style="list-style-type: none"> v. Base services and enrichment services noted; Base services – governance and program management, feature adoption blueprint, functional update planning services, case management, ticketing, instance management, functional update support, release management, configuration changes. vi. Standard level of hosting included. Premium and Platinum are optional.
<ul style="list-style-type: none"> b. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Will conduct stakeholder analysis assessment ii. Will seek to understand patterns in data to tailor OCM engagement approach iii. Provide communication plan iv. State shall have a change agent network available v. Will revisit resistance assessment and management plan vi. State will conduct any required analysis of historic data
<ul style="list-style-type: none"> c. Training Services <ul style="list-style-type: none"> i. KPMG will leverage state learning management system ii. KPMG will leverage their service center change monitoring process iii. Multiple training modalities – email, team huddles, quick reference guides, microlearning videos, e-learning, and instructor led training.
<ul style="list-style-type: none"> d. Catalog Support Services <ul style="list-style-type: none"> i. Continue to refine and maintain existing catalogs ii. Will continue historical spend and data analysis iii. Will set up and configure punch out catalogs; state will test and validate
<ul style="list-style-type: none"> e. Help Desk Services <ul style="list-style-type: none"> i. Limited to 25 users able to submit tickets ii. State will provide Tier 1 support iii. Assumptions: <ul style="list-style-type: none"> 1. Approx. 1% of users (state and suppliers) will call per day, with average call duration of 10-20 minutes 2. 25-35 calls per analyst per day 3. Large states – up to 8,000 users
<ul style="list-style-type: none"> f. Transition Out Assistance Services <ul style="list-style-type: none"> i. 10-week timeline – does not match required timeline in RFP

EVALUATION OF SECTION IV Cost Proposal (Stage 3)

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

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RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: LSI Consulting
CATEGORY: 1 – Full Solution
DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page – provided
- Debarment Form – provided
- Certificate of Insurance – sample document provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Partner with SAP Ariba
 - “Partner managed cloud model” - unclear on what that means, but may imply flexibility
 - Stated they are a re-seller as well as a partner
- Previous Projects
 - Good amount of public sector experience with SAP
 - Full-suite workstreams moderately addressed through previous projects

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- Subcontractors
 - None
- Organizational Chart
 - Combined State and LSI positions
 - Project roles defined
- Litigation
 - None
- Financial Viability
 - Provided D&B, current
 - Low-moderate risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. SAP Ariba solutionii. Multiple exceptions and assumption listediii. Accelerator set includediv. Gold partnerv. Spot Buy marketplacevi. Customer specific deployment of a transparency portal
b. User Experience <ul style="list-style-type: none">i. Focus on guided buyingii. Configurable dashboardsiii. Mobile apps included
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Quarterly releasesii. SAP Best Practices Centeriii. Monthly feature releases virtually invisible to end users
d. Customizations/Extensions <ul style="list-style-type: none">i. Customizations not allowed, but extensions and partners includedii. Thorough list of available extensions and partners included
2. Functional Requirements
a. General Functionality <ul style="list-style-type: none">i. Integrated applications that facilitate occasional and frequent buyersii. Contracts only available to registered users through state websiteiii. 22 out of 40 requirements indicated as “standard” functionality – details not sufficiently providediv. Admin fee collection and management not included with proposal

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<ul style="list-style-type: none"> v. Award posting integration is needed – included in transparency portal cost. Integration to the state’s website is an additional cost.
<ul style="list-style-type: none"> b. Supplier Portal <ul style="list-style-type: none"> i. SAP Ariba supplier network portal is common to all Ariba customers, not specific to any one state ii. Partner not required to meet requirements. iii. Standard configurable functionality. iv. Hosted and catalog punch out support and Spot Buy catalog solution
<ul style="list-style-type: none"> c. Supplier Enablement/Management <ul style="list-style-type: none"> i. Offers a supplier enablement team of 700+ employees ii. Education and training materials available iii. Will design and develop and enablement strategy iv. Automated verification capability for IRS TIN/Name v. Supplier can sign up for Ariba notifications when a contract is re-solicited vi. Provided by SAP Ariba
<ul style="list-style-type: none"> d. Buyer Portal <ul style="list-style-type: none"> i. Two entry points for casual user and power user ii. More functionality available for power users – access to pre-packaged reports iii. Configurable dashboard
<ul style="list-style-type: none"> e. Need Identification <ul style="list-style-type: none"> i. Guided buying managed through landing page, will use tiles ii. Standard response – met requirements
<ul style="list-style-type: none"> f. Request through Pay <ul style="list-style-type: none"> i. Attachment limit of 100 MB ii. Met requirements iii. Input forms to handle special requisitioning situations - have their own workflow capability iv. Signatures on POs – not available in comments, but marked “A” v. There are multiple responses in this requirement set where “configurable” is stated but the Availability is marked A; not CF vi. Cannot create a PO from a contract vii. P-Card administration cannot be maintained by the user under their own profile
<ul style="list-style-type: none"> g. Catalog Capability <ul style="list-style-type: none"> i. Negative dollar value not an option ii. Limit of 5,000 catalogs, 500,000 items iii. Did not address configurable catalogs iv. Catalog rules to enhance and enrich data – automate data cleansing process
<ul style="list-style-type: none"> h. Sourcing/Bid Management <ul style="list-style-type: none"> i. Out of the box functionality on common procurement types ii. Several solicitation templates available iii. Posting to website – addressed by the transparency portal. State ability to post directly to state website not included in proposal. iv. Integration to contract module v. Messaging feature available to collaborate with suppliers/external parties and internal team vi. Functionality available to load a surrogate bid on behalf of the supplier – Application does not provide the capability to change the create date/time, an additional field could be provided to document physical receipt date/time. vii. Cancel award and issue to a different supplier – able to perform multiple scenarios, but not clear if those scenarios are pre or post award status.
<ul style="list-style-type: none"> i. Contract Management

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<ul style="list-style-type: none"> i. Does not support read-only format with redaction properties ii. DocuSign and AdobeSign able to be integrated (optional) iii. Contract document authoring can be done through red-lined versions and Tracked Changes in Microsoft Word iv. CM module integrates with Sourcing module to create contract award directly from solicitation v. Contract templates and a clause library that can be configured vi. Visibility into active contracts included amendments, renewals, and other contract events vii. Attachment limit of 100 MB viii. Dashboard for workload management and reports ix. Posting to website – addressed by the transparency portal. State ability to post directly to state website not included in proposal. x. API is part of the same catalog of sourcing APIs but the specific API may vary depending on requirements.
<ul style="list-style-type: none"> j. Vendor Performance <ul style="list-style-type: none"> i. Scorecard functionality ii. Captures vendor performance data outside of the survey tool iii. Vendors get notified if performance does not meet certain criteria iv. Corrective action plan briefly referenced
<ul style="list-style-type: none"> k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. Prepackaged reports (over 250) and Ad hoc reporting available. Can modify existing reports. ii. Can perform data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate iii. SAP Ariba can support two reporting taxonomies. Supported taxonomies such as UNSPSC, the Ariba Classification taxonomy, and a customer-specific, custom taxonomy. iv. Capable of publicly posting reports
<p>3. Technical Requirements</p>
<ul style="list-style-type: none"> a. Availability <ul style="list-style-type: none"> i. 99.5% except regularly scheduled and emergency maintenance
<ul style="list-style-type: none"> b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> d. Browsers Supported <ul style="list-style-type: none"> i. Safari, Chrome, Edge – all major browsers
<ul style="list-style-type: none"> e. User Accounts and Administration <ul style="list-style-type: none"> i. Role and permission based ii. Can inherit roles from a group assignment iii. Do not support dual sign on iv. Lease privilege is a customer decision v. Super users must have system admin access vi. No automatic deactivation of access
<ul style="list-style-type: none"> f. User Authentication <ul style="list-style-type: none"> i. Can activate two factor authentications if you use SAML ii. All password rules and changes are maintained by State – single sign on iii. Standard password policy and process not adaptable to State policies
<ul style="list-style-type: none"> g. Federated Identity Management

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i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. Will leverage SAP Ariba's Activate methodology ii. Integration of legacy systems will be provided at an additional cost iii. Did not address data conversion services/methodology as described in RFP requirements
i. Interface and Integration <ul style="list-style-type: none"> i. Integrate will all major ERP systems ii. Real-time as well as batch iii. Did not respond to specific integration points in the RTM – only provided an overall narrative. Stated that if the ERP is SAP system, then requirements are standard and included. If ERP is a non-SAP system, requirements may or may not be standard assuming relevant data can be provided in SAP format.
j. Office Automation Integration <ul style="list-style-type: none"> i. Met requirements ii. Integrate with Microsoft products
k. Mobile Device Support <ul style="list-style-type: none"> i. Met requirements
l. Mobile Applications <ul style="list-style-type: none"> i. Met requirements
m. Data Ownership and Access <ul style="list-style-type: none"> i. Customer owns data with throughout subscription ii. May obtain access at any time
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. For life of subscription in accordance with active contract ii. Archive capability – state controls what data is deleted/purged, standard invoicing/archiving for suppliers is available. Integrations for archiving not included. iii. Customer is in complete control of data deletion and purging
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Met requirements
p. Solution Environments <ul style="list-style-type: none"> i. Production and test environments offered ii. Other environments required in RFP not provided with proposal
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Met requirements
r. Solution Network Architecture <ul style="list-style-type: none"> i. Met requirements
s. System Development Methodology <ul style="list-style-type: none"> i. Agile, SCRUM methodologies ii. Aligned with ISO 27034 iii. Automated test suite built on selenium iv. Code is peer reviewed v. Met requirements
t. Service Level Agreement <ul style="list-style-type: none"> i. Did not provide comments on model SLA ii. Provided SLA sample
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. Completed CAIQ
b. Security and Privacy Controls

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: LSI Consulting

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

i. SAP Ariba not currently compliant with NIST 800-53, but timeline for compliance has been established.
c. Security Certifications i. Met requirements
d. Annual Security Plan i. SOC II plan may be requested ii. Security plan is an internal document
e. Secure Application and Network Environment i. 24/7 system monitoring ii. Separation of SAP corporate with customer cloud iii. Detailed response
f. Secure Application and Network Access i. Met requirements
g. Data Security i. Will leverage individual cloud service providers ii. Customer data classified as highly confidential iii. Based on leased privilege iv. SAP Data Protection Agreement
h. Personally Identifiable Information Protection i. Do not handle HIPAA or other PII ii. Indicated SSN (when used as TIN) and banking information, though, are considered PII
i. Security/Privacy Issue Occurrence i. Incident response procedures are confidential and therefore not provided
j. PII Data Actual/Attempted Access or Disclosure i. Incident response procedures are confidential and therefore not provided
k. Security Breach Reporting i. Incident response procedures are confidential and therefore not provided
5. Implementation Services Requirements
a. Project Management i. Basic PM layout diagram – regulatory/prescriptive/procedural nature to the response ii. Timeline not provided
b. Project Implementation Methodology i. Included basis framework for managing the solution ii. Provided sample role assignment charts for various deliverables. Does not define staffing as required in RFP requirements. iii. Provided phase-based sample plans iv. State is responsible for defining test cases and scenarios, scripts. LSI will assist with repairing as needed. v. LSI training lead is responsible for an overall training plan, state lead is responsible for developing end user training schedules and providing train-the-trainer candidates vi. LSI project team appeared lean/light compared to responsibilities of state teams vii. Will use SAP Ariba Activate methodology
c. Catalog Support Services i. Will use SAP catalog support services or state can use Spot Buy ii. Support to supplier for onboarding/offboarding for catalogs during implementation iii. Enablement of punch out catalogs are available for additional cost – SAP Ariba bundled catalog support service. LSI will provide guidance, enablement is responsibility of state
d. Data Conversion Services

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: LSI Consulting

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

<ul style="list-style-type: none">i. 6-phase plan – strategy, analyze, design, build, test/implement, deployii. Data cleansing is the sole responsibility of the stateiii. LSI will design, build, and test programs that will read flat files and will load those files to SAP – state must validateiv. Migration cockpit included as part of assessment
<ul style="list-style-type: none">e. Interface/Integration Development Services<ul style="list-style-type: none">i. Will recommend, design, and deploy interfaces based on the best practices and latest tools within the SAP environmentii. Will develop an interface strategy document – provided sample
<ul style="list-style-type: none">f. Organizational Change Management (OCM Services)<ul style="list-style-type: none">i. Comprehensive responseii. Diagrams provided
<ul style="list-style-type: none">g. Training Services<ul style="list-style-type: none">i. Divided into two areas – project team training and end-user trainingii. Will leverage the online SAP services coursesiii. No specific limit for train-the-trainer user trainingiv. Proposing to use generic Ariba materials and guides rather than customized for the customerv. Instructor-led training and proposed small group session training
<ul style="list-style-type: none">h. Help Desk Services<ul style="list-style-type: none">i. Level 1 – state. LSI and SAP will provide Level 2 and Level 3 help desk during implementation and Hypercare.ii. Services easily adapted to state support provideriii. Cite Ariba online support for providers and suppliersiv. Can train state help desk personnelv. Automated chat bot
<ul style="list-style-type: none">i. On-Site System Stabilization Support<ul style="list-style-type: none">i. Hypercare – 3 monthsii. Did not indicate Hypercare is onsiteiii. Quality review addressed, but does not specifically address configuration changes during Hypercare
6. Managed Services Requirements
<ul style="list-style-type: none">a. Solution Support<ul style="list-style-type: none">i. Internal monitoring. No third-party monitoring.ii. Will provide continual service improvement management (CSI)iii. Incident management addressediv. ITIL ITSM support modelv. Direct support to cloud subscription provided by LSI; scaled for small, medium, and large implementations. Table of service level provided.
<ul style="list-style-type: none">b. Organizational Change Management (OCM Services)<ul style="list-style-type: none">i. Agree to provide, but do not elaborate on specific services offeredii. Offer hourly rate
<ul style="list-style-type: none">c. Training Services<ul style="list-style-type: none">i. Agree to provide, but do not elaborate on specific services offeredii. Offer hourly rate
<ul style="list-style-type: none">d. Catalog Support Services<ul style="list-style-type: none">i. Agree to provide, but do not elaborate on specific services offeredii. Offer hourly rate
<ul style="list-style-type: none">e. Help Desk Services<ul style="list-style-type: none">i. Help desk services described under Solution Support

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: LSI Consulting

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

- | |
|--|
| <ul style="list-style-type: none">f. Transition Out Assistance Services<ul style="list-style-type: none">i. Provided a sample plan |
|--|

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Optis
CATEGORY: 1 – Full Solution
DATE: 9/23/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page – Provided
- Debarment Form – Provided
- Certificate of Insurance – Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Seem to be a consultant (Frame by Optis) that can implement others' solutions
 - Unclear what solution is being proposed for Category 1
- Previous Projects
 - Lengthy list, but very minimal descriptions and no project contacts provided with proposal
 - Projects demonstrated experience of partners, but not Optis specific experience implementing the solution

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Optis

CATEGORY: 1 – Full Solution

DATE: 9/23/21

- Subcontractors
 - None
- Organizational Chart
 - Not included in File 2 as required by RFP
- Litigation
 - Provided, none
- Financial Viability
 - Current D&B report provided
 - Risk appears to be moderate

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Perfect Commerce
CATEGORY: 1 – Full Solution
DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page – provided
- Debarment Form – provided
- Certificate of Insurance – provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - WebProcure
 - Business seems to be solely procurement
 - Cloud-based
 - Est. 1996
 - 360 view of projects
- Previous Projects
 - Good amount of state implementation experience

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

- Examples fit well into Full-Solution category
 - Provided links to relevant government websites from previous projects
 - Experience interfacing with financial management suites
- Subcontractors
 - Civic Initiatives – implementation, business analysis
- Organizational Chart
 - Company/corporate org chart
 - Not project specific, though did define prime vs. subcontractor positions
- Litigation
 - Provided, none
- Financial Viability
 - Provided
 - Annual Reports w/ financial statements 2018-2020

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

- Multiple spelling and grammar errors throughout proposal

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. WebProcureii. COTS system designed and built by public sector professionalsiii. ProcureLINK - Real time integration capable with external systems/ERPsiv. Rule and provision-based access
b. User Experience <ul style="list-style-type: none">i. Single point of entry home page – allows customizationii. Notification and task reminders visible from all pagesiii. Currently designed to fit tablet and smartphone
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Lean-Agile approach to software developmentii. 6-8 releases per yeariii. Provide strategic account management to conduct business reviews throughout the contractiv. 3-year product roadmap not provided
d. Customizations/Extensions <ul style="list-style-type: none">i. Highly configurableii. Templates used
2. Functional Requirements
a. General Functionality <ul style="list-style-type: none">i. Modular installation available

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

<ul style="list-style-type: none"> ii. Can deploy different bid boards for primary users and sub-agencies iii. Only English-language iv. No size limit on attachments v. Can match any version of commodity codes the user is using vi. Must use third party of administrative invoicing
<p>b. Supplier Portal</p> <ul style="list-style-type: none"> i. Instructional document examples provided ii. In-line narrative not provided iii. Deliverables marked with integrated supplier – unclear what differentiates and integrated supplier vs a supplier iv. Only PayPal available for payment gateway integration
<p>c. Supplier Enablement/Management</p> <ul style="list-style-type: none"> i. Suppliers can self-register 24/7 and maintain profiles ii. Can use NIGP or UNSPSC iii. Will need third party to validate data for IRS, TIN, etc. iv. Notifications on new vendor registrations – state can review and approve/reject v. Vendor in “pending” status can submit bids but cannot receive award until approved vi. KPI Scorecard functionality vii. ACH banking management – unclear if this is an ACH payment functionality or an integration with ERP viii. Suppliers can perform all procurement functions via the portal
<p>d. Buyer Portal</p> <ul style="list-style-type: none"> i. Portal can include personal dashboard specific to the user ii. Supports single sign on through state’s authentication service iii. Limited narrative provided regarding buyer portal process iv. Met requirements
<p>e. Need Identification</p> <ul style="list-style-type: none"> i. Single point of entry ii. Based on roles and permissions iii. Would need to integrate with third party to achieve inventory stock levels
<p>f. Request through Pay</p> <ul style="list-style-type: none"> i. Listed multiple types of purchase requests – catalog, round trip punch out, off-catalog ii. Approval process – can set up different user roles and workflows; can be parallel or serial iii. Templates can be made from existing requests iv. Workflow status can be monitored in WebProcure v. Vendor can receive orders through the portal or integration – XML, EDI, email, fax vi. Purchase requests for similar items cannot be combined into single purchase order vii. Buyers can create payment vouchers or issue credit memos viii. Integrations will be required for account data ix. Request can trigger order to be generated out of inventory source x. Do not currently have the functionality to have different workflow rules based on different request types xi. Integrated suppliers can deliver invoices by EDI and CXML xii. P-Card – comply with PCI standards; can manage p-card data in the system; reconciliation must be done in ERP system xiii. Does not support creating a receipt without a PO
<p>g. Catalog Capability</p> <ul style="list-style-type: none"> i. Can search hosted or punch out by keycode, supplier, manufacturer, or part number ii. No limit to number of catalogs or items within catalogs iii. Able to enter zero dollar amounts; negative dollar amounts can be entered with a workaround

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

<ul style="list-style-type: none"> iv. Advanced catalog – searches across all suppliers v. Unclear if Search Manager and Catalog Manager tools are done with automation/validation vi. Only buyer approved supplier content is available in Search Manager vii. Vendor can upload content using CSV, XML, XLS or via FTP
<p>h. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. Bid award able to be reversed/modified ii. Can separate technical and pricing evaluations iii. Support multi-round evaluations iv. Solicitations board has direct links to social media v. Solution does not provide ability to reassign work temporarily or permanently – custom feature not currently available vi. Does not eliminate duplicate emails vii. Posting to public sites is managed through WebProcure viii. States can collaborate with vendors (including anonymous vendors) in the Q&A center ix. No version control – future integration x. Solicitation can be converted into a contract or a purchase order xi. Reverse auction, Surplus auction, and Surplus Sealed Bids require a third-party solution xii. Cannot hide supplier names xiii. No integrated video conferencing
<p>i. Contract Management</p> <ul style="list-style-type: none"> i. Functionality of contract clauses described ii. No version control iii. Check in and check out capability not included iv. Establish open market contracts through punch outs v. Associate catalogs with contracts vi. Use templates to create contracts vii. Contract spend including diversity spend viii. Can set up contract scorecards for performance evaluations ix. Can apply a solicitation award to a contract x. Ad-hoc reporting out of WebProcure xi. Can set up automated reminders through notification ability xii. E-signatures may be integrated with a third-party
<p>j. Vendor Performance</p> <ul style="list-style-type: none"> i. Can set up KPI framework with scorecard criteria ii. No size limit for any safe file type attachments iii. Do not discuss performance improvement plan beyond notifying the vendor iv. Software does not give ability to send notifications to Procurement Officer when contract items are ordered without using contract number – available as customization/future enhancement
<p>k. Purchasing/Data Analytics</p> <ul style="list-style-type: none"> i. Standard and ad-hoc reporting ii. Cross-tab views that act as a pivot table
<p>3. Technical Requirements</p>
<p>a. Availability</p> <ul style="list-style-type: none"> i. Different hours listed for RTO – 6, 8
<p>b. Accessibility Requirements</p> <ul style="list-style-type: none"> i. Met requirements

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

c.	Audit Trail and History <ul style="list-style-type: none"> i. Ad-hoc reporting module ii. All activity logged with date/time stamps iii. Automated audit tool iv. Manual audit feature captures events like phone calls, emails
d.	Browsers Supported <ul style="list-style-type: none"> i. All major browsers supported ii. Met requirements
e.	User Accounts and Administration <ul style="list-style-type: none"> i. Hierarchical structure for roles and permissions ii. Enterprise level users determine end users for agencies iii. Each module has associated roles, users, and scope parameters
f.	User Authentication <ul style="list-style-type: none"> i. Username/password or single sign on ii. Does not discuss two factor authentication iii. Capability to automate acceptable use agreements – future enhancement
g.	Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
h.	Data Conversion <ul style="list-style-type: none"> i. Variety of bulk upload tools to aid in data conversion and transfer of legacy data ii. Perfect Commerce performs initial data upload as part of implementation – state will have access for future iii. Provide a matrix of data conversion and migration responsibilities – did not specifically include assessments
i.	Interface and Integration <ul style="list-style-type: none"> i. ERP agnostic ii. Real time or batch data transfer
j.	Office Automation Integration <ul style="list-style-type: none"> i. Support Microsoft Office Suite
k.	Mobile Device Support <ul style="list-style-type: none"> i. Met requirements, but not recommended as primary tool set
l.	Mobile Applications <ul style="list-style-type: none"> i. No current mobile applications
m.	Data Ownership and Access <ul style="list-style-type: none"> i. Data remains owned by state; Perfect Commerce never obtains ownership
n.	Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Do not archive or purge state data unless state requires it
o.	Disaster Recovery Plan <ul style="list-style-type: none"> i. Met requirements
p.	Solution Environments <ul style="list-style-type: none"> i. 2 – Production and UAT/training ii. Development and QA environments not available to states
q.	Solution Technical Architecture <ul style="list-style-type: none"> i. Scalable Java-based environment
r.	Solution Network Architecture <ul style="list-style-type: none"> i. Hosted in US ii. Met requirements
s.	System Development Methodology <ul style="list-style-type: none"> i. Agile ii. Give opportunity to review the updates in the UAT environment
t.	Service Level Agreement

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

i. To be agreed upon with participating entity; did not provide comments on model SLA
ii. Did not provide sample SLA
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. Completed CAIQ ii. Do not have the capability to restrict data to certain countries or geographical locations
b. Security and Privacy Controls <ul style="list-style-type: none"> i. Maintain a comprehensive security plan ii. Provide independent third-party audits and certifications iii. Partially meet NIST 800-53 requirements
c. Security Certifications <ul style="list-style-type: none"> i. Met 2 out of 9 required; listed others
d. Annual Security Plan <ul style="list-style-type: none"> i. Provided under Security and Privacy Controls section
e. Secure Application and Network Environment <ul style="list-style-type: none"> i. Mentioned security plan ii. Two factor authentication for internal security systems and some SaaS, not web procurement; PII is minimal. Client able to control information within the product.
f. Secure Application and Network Access <ul style="list-style-type: none"> i. Primary and secondary data center ii. Use logical separation, leased access privileges, etc. iii. Server logs are maintained for a minimum of 6 months. Full redundancy for primary data center, partial redundancy for secondary data center iv. Penetration and vulnerability testing
g. Data Security <ul style="list-style-type: none"> i. TLS 1.2 and 1.3 ii. No non-encrypted traffic allowed into servers
h. Personally Identifiable Information Protection <ul style="list-style-type: none"> i. Do not consider the PII identified in the RFP as PII within their system
i. Security/Privacy Issue Occurrence <ul style="list-style-type: none"> i. Once confirmed, “reasonable” response notification time. Unclear what constitutes a “reasonable” response time.
j. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none"> i. Included response under the Security/Privacy Issue Occurrence
k. Security Breach Reporting <ul style="list-style-type: none"> i. Included response under the Security/Privacy Issue Occurrence
5. Implementation Services Requirements
a. Project Management <ul style="list-style-type: none"> i. Conducted to a structured, well define project phase life cycle ii. Well defined, systematic plan iii. Web-based secure collaboration platform iv. Work plan showed implementation as 1 ½ years v. Well defined staffing plan and key positions with RACI charts included vi. Subcontractor management methodology – set a clear understanding of the prime and sub roles
b. Project Implementation Methodology <ul style="list-style-type: none"> i. Iterative and Agile methods for delivery ii. Kanban methodology for product development – adaptive process

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

iii. Unclear if the testing is scripted and performed by the state or the Proactis team
c. Catalog Support Services <ul style="list-style-type: none"> i. Can supply catalog support services ii. Detailed response iii. Supplier and spend assessment iv. Conversion plan for catalog data v. Onboarding and training of suppliers vi. Training of state staff to assume catalog management duties
d. Data Conversion Services <ul style="list-style-type: none"> i. Upload tools to assist with data conversion and migration of legacy data – tasks shared between Perfect Commerce and customer IT staff and data owners; provided matrix for responsibilities ii. Data cleansing to be done by state and developing the extract from the existing system
e. Interface/Integration Development Services <ul style="list-style-type: none"> i. Will work with customer to determine what integrations and interfaces are necessary ii. ProcureLINK utilized to integrate numerous systems
f. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Performed primarily during implementation ii. Provided a framework of key process but do not address multiple aspects of OCM itself
g. Training Services <ul style="list-style-type: none"> i. Web-based training ii. Can conduct onsite training; train-the-trainer iii. Training materials available iv. Suppliers can use online training portal v. Specific system administrator training to manage statewide vi. Online access to tutorials and instructor led training recordings vii. Full release notes available prior to releases; will provide training sessions for significant functionality changes
h. Help Desk Services <ul style="list-style-type: none"> i. Available for both buyers and suppliers ii. 24/7 for mission critical and client facing iii. First level support M-F 8:00 AM-8:00 PM iv. Email, phone and online support v. Unclear if live chat functionality is in development
i. On-Site System Stabilization Support <ul style="list-style-type: none"> i. 3 months; will provide resources as necessary ii. Not on-site iii. Will assign state test operations manager and strategic manager for life cycle of the contract iv. Monitor system availability themselves and do not use third party systems
6. Managed Services Requirements
a. Not proposed

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Periscope
CATEGORY: 1 – Full Solution
DATE: Stage 1 – 10/4/21, Stage 2 – 1/25/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - provided
- Debarment Form - Provided
- Certificate of Insurance – Provided.

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Use ePro – proprietary solution. SaaS.
 - Established in 2001
 - Affiliated with NIGP
 - Won NASPO Bronze Chronin award
 - Multiple integrations
 - Interesting growth strategy
 - Have a supplier network
 - State experience through ePro solution and staff themselves

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 10/4/21, Stage 2 – 1/25/22

- Previous Projects
 - Public sector experience is strong
 - Arkansas – vendor management implementation
 - Fits well into Category 1
- Subcontractors
 - Have been prime on all previous contracts
 - Listed good options for subcontractors if needed
 - CGI specifically for ME, as ME uses CGI products currently.
- Organizational Chart
 - Combined org chart, specific to project
 - No roles actually defined within that chart
- Litigation
 - Provided, none
- Financial Viability
 - Provided audited summary of financials

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Single point of entry for suppliers and agency usersii. Unlimited number of catalogs in the marketplace; hosted and open marketiii. Smart routing - can create rule-based fields to routeiv. Integrate with major ERPs and financial systemsv. Periscope eProvi. Modular standalone or full eProvii. Open marketplace for access to suppliersviii. ePRO is the transparency portal for posted solicitations and award, contract, contract spend, and state supplier listsix. Solution was created by public procurement professionalsx. Buyer side and supplier side environments in the Periscope cloud
b. User Experience <ul style="list-style-type: none">i. Personalization if initial screen; user can select their own from a published listii. Intuitive navigation aimed at fewest clicks to completioniii. Default dashboard based on user role; colors can change based on roleiv. Central search bar on all pages; advanced search configurable at field levelv. Can support mobile user through the browservi. User defined fields that have guided narrative test informing the user of appropriate testvii. Managers can track assignments and reassign within organization/department/location

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 10/4/21, Stage 2 – 1/25/22

<ul style="list-style-type: none"> viii. Proxy features available ix. Extensive role-based functionality x. Multi organization access available
<ul style="list-style-type: none"> c. Bidder Best Practices and Roadmap <ul style="list-style-type: none"> i. 4 scheduled releases per year ii. Focused on government iii. Agile development; allows new features to be phased in after go-live iv. 3-year roadmap provided v. System is highly configurable
<ul style="list-style-type: none"> d. Customizations/Extensions <ul style="list-style-type: none"> i. Will seek to understand client's business needs ii. Enhancements provided on an as-needed basis for additional cost iii. Customizations will be system-wide
2. Functional Requirements
<ul style="list-style-type: none"> a. General Functionality <ul style="list-style-type: none"> i. Cloud based, AWS hosted ii. Attachment title search limited to contract management module iii. Must create a report to have a print format iv. No foreign languages v. Can be used by all state agencies and political subdivisions vi. Will keep commodity codes current to finance system
<ul style="list-style-type: none"> b. Supplier Portal <ul style="list-style-type: none"> i. Suppliers can register and self-maintain portal once unique login is approved ii. Portal hosts communications from the state iii. Can bid through the portal and create new quotes, receive and acknowledge POs, receive contracts, create and track invoices, maintain catalogs iv. Admin fee requirement – addressed by Reconciler tool but not included with proposal (additional cost)
<ul style="list-style-type: none"> c. Supplier Enablement/Management <ul style="list-style-type: none"> i. System allows vendor account to have Tax ID change (maintains history of changes) ii. Focused on public sector iii. Integrations will be needed for Tax ID, SOS, registration and verification, TIN, email – pricing depends on capabilities of the state iv. Foreign vendors can register with a foreign ID, US Tax ID/EIN not required v. Registration – can set up to have vendors pre-qualified for some certifications/categories/special designations
<ul style="list-style-type: none"> d. Buyer Portal <ul style="list-style-type: none"> i. Presentation of dashboard is aesthetically pleasing ii. Buyers initiate activities for a full life-cycle of procurements iii. Buyer can update profiles, alerts
<ul style="list-style-type: none"> e. Need Identification <ul style="list-style-type: none"> i. Once a need is identified the approval workflow engine is triggered ii. ePro demand aggregation functionality allows for all agencies for same items and or services to be combined.
<ul style="list-style-type: none"> f. Request through Pay <ul style="list-style-type: none"> i. Marketplace shopping a crossed all catalogs. ii. Can shop the open market network catalogs. iii. Currently cannot configure reoccurring purchase request. iv. Rules and privileges limit access v. Guide through procurement steps

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 10/4/21, Stage 2 – 1/25/22

<ul style="list-style-type: none"> vi. Catalog can have different prioritization settings for different departments. vii. Hosted and punch out level 2 catalogs optioned to add non-contract vendors. viii. Local governments are set up as standalone organizations, so they do not have to inherit state approval paths or rules. ix. P-Cards processing for supplier that accept it. x. Credit memos for returned goods or services. xi. Subcontractor payment tracking. Subcontracts can login to verify payments. xii. Do not support recurring orders. xiii. Do not have email functionality for invoices that have attachments. xiv. Cannot split accounting on a requisition by quantity. xv. Do not provide a way for an authorized approver to override specific approvals. xvi. Do not support a means for an approver to make a change without starting over. xvii. Do not send POs by email, user has to log in to receive POs. Can send by CXML. xviii. Do not provide a P-card administrator capability xix. Capability to set defaults on requisitions based on location, role, privileges of user
<p>g. Catalog Capability</p> <ul style="list-style-type: none"> i. Marketplace – all catalogs in one location, no limit to number of catalogs ii. Supports level 1 and level 2 punch out iii. Will host other publicly sourced contract provided by suppliers iv. Will display price comparisons v. Administer and collect admin fees vi. Automatic notification if a price change on a catalog vii. Supplier enablement team will work with supplier to load catalogs viii. State contract admin can decide which catalogs are active or note ix. Catalog loads completed by agency personnel or Periscope x. Catalogs cannot have a negative dollar value xi. Catalog workflows and approvals can be configured
<p>h. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. Documents are routed through the solution based on pre-determined approval authority ii. Does not support a two-step ITB iii. All types of solicitations, including reverse auctions (except surplus auction and surplus sealed bid) iv. Audit tracking of all activity v. Can facilitate open and rolling enrollment vi. Templates and clause libraries for creating solicitations vii. Compiles bid tabulations for review viii. Multi-awards supported ix. Auto-attached documents to a solicitation (buyer cannot remove) x. Protest submission and management functionality xi. Do not have integrated video conferencing xii. Notifications on solicitations xiii. Cost can be hidden from evaluators, but bidder names cannot xiv. When cost and technical are separate components, must complete separate rounds so cost cannot be opened before technical is reviewed xv. Does not have a collaboration tool – must post notes or comments to communicate xvi. Bidder notification list does not include vendors who had prior contracts or POs for that commodity code xvii. Does not remove duplicate email addresses from a bidders list xviii. Posting an alert – must do an amendment to the solicitation xix. Cannot export response or score data

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 10/4/21, Stage 2 – 1/25/22

<ul style="list-style-type: none"> xx. Cannot cancel a fully awarded contract and award to a new supplier (only an option in draft stage) xxi. Can add a vendor to the bidders list even if vendor is in pending status xxii. Can invite vendors from other lists to your solicitation xxiii. Have an ability to ask for a best and final offer xxiv. Can apply preferences to scoring xxv. Concept for intent-to-award to allow for appeal/contest period
<ul style="list-style-type: none"> i. Contract Management <ul style="list-style-type: none"> i. Templates and clauses to draft contracts ii. Configure, monitor, complete, and enforce milestone and tasks on a contract iii. Supports e-signature via DocuSign, AdobeSign iv. Can define supplier fees associated with a contract v. Workflow and archive capabilities vi. Contract authoring capability with MSWord integration vii. Compare versions of a contract viii. Readable PDF documents can be searched ix. Have their own reporting functionality within this module x. Track spend on contracts xi. Power users can override approval workflows on contracts xii. Reconciler tool for payment of admin fees available as an additional cost xiii. Able to post contracts publicly
<ul style="list-style-type: none"> j. Vendor Performance <ul style="list-style-type: none"> i. State can define performance issues/metrics to be recorded/tracked ii. Contract reviews can be scheduled iii. Supplier performance ratings added to supplier profile iv. Track performance on a contract and other performance metrics v. Improvement plan not provided
<ul style="list-style-type: none"> k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. Capability to publish reports out publicly ii. Many pre-built reports iii. Ad-hoc reporting available iv. Functionality for pricing comparisons for contract and non-contract items not available v. Any report can be converted into a dashboard vi. End users can configure their own dashboard vii. Dashboards can be published for suppliers
3. Technical Requirements
<ul style="list-style-type: none"> a. Availability <ul style="list-style-type: none"> i. 99.99% uptime
<ul style="list-style-type: none"> b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> c. Audit Trail and History <ul style="list-style-type: none"> i. Robust tracking ii. Admins can set permissions to grant deletions or modifications iii. Logs can be exported iv. Reports can be generated v. Full override of approvals are not permitted, but marked as out-of-the-box
<ul style="list-style-type: none"> d. Browsers Supported <ul style="list-style-type: none"> i. All major browsers supported
<ul style="list-style-type: none"> e. User Accounts and Administration

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 10/4/21, Stage 2 – 1/25/22

<ul style="list-style-type: none"> i. Role-based ii. Super user and standard user roles iii. Super user roles for enterprise and agency level iv. Separate role group for marketplace users v. Unlimited user access, not seat-based licenses vi. Do not support dual logins vii. Do not send email confirmations of account changes
f. User Authentication <ul style="list-style-type: none"> i. ADFS 2.0 and 3.0 ii. Supports single sign on, SAML iii. Profiles are secured with two-factor authentication iv. Password criteria/policy is standard, not adaptable to any other requirements
g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. Only migrate necessary data ii. Historical data should be accessed outside of the system, iii. New accounts created for vendors instead of migrating accounts – migration possible for additional cost iv. Will work with the state to develop a data migration plan v. State is responsible for extracting data to standard templates, cleansing, validating, and signing off on data vi. In-scope data migration includes org set up, active term contracts, and related vendor data
i. Interface and Integration <ul style="list-style-type: none"> i. Standard XLM interface module to facilitate integration ii. Extensive experience with multiple systems including ERPS with batch and real-time iii. Periscope and state will work together to determine at what point in the process the transactions will be triggered to the ERP iv. High degree of configurability to define what integration actions occur and how they process v. Do not integrate receipt data to finance system
j. Office Automation Integration <ul style="list-style-type: none"> i. Met requirements
k. Mobile Device Support <ul style="list-style-type: none"> i. Responsive web design
l. Mobile Applications <ul style="list-style-type: none"> i. No mobile app
m. Data Ownership and Access <ul style="list-style-type: none"> i. Describe obtaining a copy of the data, but no ownership processes defined
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Data is kept in perpetuity but can be configured to state-specific policies
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Have contingency plans and disaster recovery plans – plans themselves not provided ii. Annual failover testing iii. Continuity plans comply with FISMA and NIST 800-53 iv. Enterprise-wide testing at least annually
p. Solution Environments <ul style="list-style-type: none"> i. Hosted with AWS ii. UAT training and production environments – development environment not included with proposal

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 10/4/21, Stage 2 – 1/25/22

iii. Non-production environments can be integrated to the state's testing environments
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Diagram not provided with proposal – required NDA ii. Adhere to NIST 800-53 iii. FISMA certified annually iv. Audited for SOC II and PCI DSS compliance
r. Solution Network Architecture <ul style="list-style-type: none"> i. All data bases are in US-based cloud storage, segregated from other databases ii. TLS 1.2 iii. Failover zoned on opposite sides of country
s. System Development Methodology <ul style="list-style-type: none"> i. Agile software development framework
t. Service Level Agreement <ul style="list-style-type: none"> i. Provided sample SLA ii. Did not provide comments on model SLA
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. NIST 800-53 ii. FISMA annual audit iii. Did not complete CAIQ nor cloud controls matrix
b. Security and Privacy Controls <ul style="list-style-type: none"> i. Confirmed hosting environment compliant with NIST 800-53 revision 4
c. Security Certifications <ul style="list-style-type: none"> i. FISMA SOC II Type II ii. PCI-DSS compliant
d. Annual Security Plan <ul style="list-style-type: none"> i. Need NDA to see it, not provided with response
e. Secure Application and Network Environment <ul style="list-style-type: none"> i. Separation between web, application, and database layers ii. Need NDA to see anything else
f. Secure Application and Network Access <ul style="list-style-type: none"> i. AWS firewalls with elastic IPs ii. System has frequent scans by 3rd party tools iii. All personnel are required to have multi-factor authentication iv. Meraki IDS/IPS intrusion detection system v. Secured with TLS 1.2
g. Data Security <ul style="list-style-type: none"> i. Access client to client data is based on least privilege ii. Provided definitions of data classifications
h. Personally Identifiable Information Protection <ul style="list-style-type: none"> i. Do not have PII information as part of their data set ii. SSN used as TaxID numbers are encrypted. Compliant with federal PII regulations.
i. Security/Privacy Issue Occurrence <ul style="list-style-type: none"> i. Using the same response controls and practices for privacy issue occurrence as with any system issue per their SLA
j. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none"> i. Proposal indicated vendor does not have PII, no response provided.
k. Security Breach Reporting <ul style="list-style-type: none"> i. Using the same response controls and practices for privacy issue occurrence as with any system issue per their SLA

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 10/4/21, Stage 2 – 1/25/22

5. Implementation Services Requirements	
a. Project Management	<ul style="list-style-type: none"> i. Shared understanding ii. Dedicated project manager – PMP certified with public sector experience iii. Provided small, medium, and large implementation timelines iv. Staffing plan and state support plan provided
b. Project Implementation Methodology	<ul style="list-style-type: none"> i. Business process inventory provided ii. Layout 4 phases of implementation iii. Agile methodology (more Agile than Waterfall) iv. Comprehensive discussion identifying deliverables within the implementation methodology v. Assume responsibility for testing and validating code prior to deployment
c. Catalog Support Services	<ul style="list-style-type: none"> i. 4 different types of catalogs – hosted, internal, punch out, and online marketplace integration ii. Assessment of existing contracts to identify hosted catalogs and punch outs iii. On and off boarding of suppliers to prepare catalog content iv. Train state staff to assume catalog punch out management roles v. Suppliers can use Periscope's supplier enablement team to assist throughout the life of the contract vi. Suppliers have the option to load catalogs themselves
d. Data Conversion Services	<ul style="list-style-type: none"> i. Will complete a conversion needs assessment ii. State is responsible for data cleansing and extracting iii. Will convert supplier data, contract data, org data, header data, contract items, dept bill to/ship to addresses, user data. This response differs from previous response in Functional Requirements. iv. Will work with state to develop a data migration plan
e. Interface/Integration Development Services	<ul style="list-style-type: none"> i. Can integrate across multiple financial systems ii. State will be responsible for providing resources iii. Periscope and state will work together to review dataflows between ePro and state financial systems iv. Proposal will use ePro Integration module
f. Organizational Change Management (OCM Services)	<ul style="list-style-type: none"> i. Pro-Sci ADCAR model ii. Focus on communication, stakeholder engagement plan, resistance management plan iii. Informational project website iv. Tailor communication activities to audience needs v. Sponsorship roadmap to gain support for and drive adoption of change
g. Training Services	<ul style="list-style-type: none"> i. 4 stage training plan – rules, tools, methodology, and state resources ii. Micro-learning videos, e-Learning and simulations, virtual instructor led training, and classroom training iii. Training needs assessment iv. Comprehensive summary of courses geared toward different user types v. Provided sample training plan
h. Help Desk Services	

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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BIDDER: Periscope

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 10/4/21, Stage 2 – 1/25/22

<ul style="list-style-type: none"> i. ZenDesk to support tickets submitted by state ii. Support portal is available 24/7 iii. Tier 1 – Periscope or state (depending on funding model), Tier 2 & 3 – Periscope iv. Staff located in UT and TX
<ul style="list-style-type: none"> i. On-Site System Stabilization Support <ul style="list-style-type: none"> i. Combination of on-site and remote resources for 90 days ii. Will do system set up and configuration tuning iii. Will provide system utilization assessment, shoulder-to-shoulder mentoring of State operations staff, documentation of lessons-learned, resource management, and ongoing identification of opportunities to maximize the value of the e-Procurement solution assets
6. Managed Services Requirements
<ul style="list-style-type: none"> a. Solution Support <ul style="list-style-type: none"> i. Will maintain performance and availability of solution throughout life of the agreement ii. Release notes for changes will be provided 20 days before scheduled release being deployed in UAT iii. Customers will have 20 days for testing, 10 days for problems to be fixed by Periscope, 10 days for customer to sign off on fixes. 10 days to check fixes.
<ul style="list-style-type: none"> b. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Pro-Sci ADCAR model ii. Focus on communication, stakeholder engagement plan, resistance management plan iii. Informational project website iv. Tailor communication activities to audience needs v. Sponsorship roadmap to gain support for and drive adoption of change
<ul style="list-style-type: none"> c. Training Services <ul style="list-style-type: none"> i. 4 stage training plan – rules, tools, methodology, and state resources ii. Micro-learning videos, e-Learning and simulations, virtual instructor led training, and classroom training iii. Training needs assessment iv. Comprehensive summary of courses geared toward different user types v. Provided sample training plan
<ul style="list-style-type: none"> d. Catalog Support Services <ul style="list-style-type: none"> i. 4 different types of catalogs – hosted, internal, punch out, and online marketplace integration ii. Assessment of existing contracts to identify hosted catalogs and punch outs iii. On and off boarding of suppliers to prepare catalog content iv. Train state staff to assume catalog punch out management roles v. Suppliers can use Periscope's supplier enablement team to assist throughout the life of the contract vi. Suppliers have the option to load catalogs themselves
<ul style="list-style-type: none"> e. Help Desk Services <ul style="list-style-type: none"> i. ZenDesk to support tickets submitted by state ii. Support portal is available 24/7 iii. Tier 1 – Periscope or state (depending on funding model), Tier 2 & 3 – Periscope iv. Staff located in UT and TX
<ul style="list-style-type: none"> f. Transition Out Assistance Services <ul style="list-style-type: none"> i. Will work with customer based upon agreed upon statement of work ii. No clear agreement or disagreement with required timeline

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope

CATEGORY: 1 – Full Solution

DATE: Stage 1 – 10/4/21, Stage 2 – 1/25/22

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Sysoft
CATEGORY: 1 – Full Solution
DATE: 10/4/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance – Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Established 2002
 - SmartProcure system – open architecture. List out components that demonstrate full-suite capability.
 - Described experience of team members, not a ton of information on the system itself
- Previous Projects
 - Mention eProcurement for some projects – all public entities. Did not go into detail with their project descriptions, hard to tell what the “eProcurement” experience is.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Sysoft

CATEGORY: 1 – Full Solution

DATE: 10/4/21

- Their definition of eProcurement may differ from RFP definition. Tends imply more of a eMarketplace catalogue in most of their experience examples.
- Subcontractors
 - None
- Organizational Chart
 - Provided, interesting format
 - Project roles not defined
- Litigation
 - Provided, none
- Financial Viability
 - Provided D&B, dated 12/31/2000
 - Moderate risk

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**CATEGORY 2 –
Individual Workstream
Implementation**

TEAM EVALUATION NOTES

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Bonfire Interactive
CATEGORY: 2 – Individual Workstream Implementation
DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance – Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - SaaS. Source to contract. Requisition to vendor performance.
 - Established in 2012.
 - Delivered over 500 implementations to date.
- Previous Projects
 - 4 provided – all four are State agencies
 - Sourcing of bid management software, various streamlining and digitization projects.
 - 65,000 total projects.
 - Projects shown seem to be ongoing, though they are current.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Bonfire Interactive

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

- Subcontractors
 - None
- Organizational Chart
 - Provided
 - Profiles of senior leadership, not project specific beyond “implementation manager” position.
- Litigation
 - Provided, none
- Financial Viability
 - Provided D&B, 6/2021
 - Low-moderate risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. SaaS solutionii. Bonfire platform – public portaliii. Smart routingiv. Sourcing/Bid Managementv. Batch and real-time integrationvi. Customizable approval processvii. Can run reports to be used for project summaries, audit trail, supplier debriefsviii. Transparency tools and insights for visualizations and KPI reporting
b. User Experience <ul style="list-style-type: none">i. Personalized initial screenii. No wizard, but help tips and support articles/videos are embeddediii. Work management from a dashboardiv. Supports mobile views but does not have a mobile appv. Able to reassign workvi. Role-based
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Platform updates 2 weeksii. Ensure the latest technologies are utilized where applicableiii. 3-year roadmap providediv. Company vision provided
d. Customizations/Extensions <ul style="list-style-type: none">i. Platform-based SaaS tool – no customizations or extensions
2. Functional Requirements

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Bonfire Interactive

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

<p>a. General Functionality</p> <ul style="list-style-type: none"> i. Access to global supplier network over 250,000 suppliers ii. Spend analysis tool iii. Portal enables public display of current and past solicitations and contract documents iv. Performance measures v. 50% reduction in project cycle times vi. No key-word search in Sourcing/Bid Management module – only contract management and vendor management components vii. No e-signature capability – still in development, to be added in 2022 viii. No searching for attachments by file name ix. No capability to pre-load bill to/ship to addresses x. Cannot customize the “from” email address in notifications
<p>b. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. Online supplier self-registration – not subject to state approval ii. Suppliers can collect certifications and documents with expiration dates on the documents iii. Parts of the solicitation process can be templated – bid documents, eval criteria, bid submission format iv. Submission formats for responses can force suppliers to submit “apples-to-apples” v. Internal collaboration functionality with specific solicitation documents vi. Bid Tables – extracts bid data and assimilates it for evaluation vii. Heat map provided viii. Configurable workflow ix. Award notifications x. Do not send system messages to suppliers xi. No limit to number of files to be uploaded xii. Templates do not have version control or check in/check out xiii. Approval workflows be templated on project templates and pulled into sourcing projects xiv. Supplier lists cannot be generated from previous contracts xv. No integrated video conferencing xvi. Solution has the ability to create and publish contracts – 1GB limit on attached documents xvii. Ability to cancel an award and re-issue award to a new supplier xviii. Can send (or schedule to be sent) supplier performance surveys to specific suppliers or users (desired respondents/contract users)
<p>3. Technical Requirements</p>
<p>a. Availability</p> <ul style="list-style-type: none"> i. 24/7/365 ii. 99.5% uptime
<p>b. Accessibility Requirements</p> <ul style="list-style-type: none"> i. Met requirements
<p>c. Audit Trail and History</p> <ul style="list-style-type: none"> i. Changes tracked ii. Support can provide back-end logs (Bonfire support team can provide additional audit information)
<p>d. Browsers Supported</p> <ul style="list-style-type: none"> i. All major browsers supported ii. Java Scripts and cookies required

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Bonfire Interactive

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

iii. If trying to access with an unsupported browser, the user will be redirected to a page telling them browser is not supported
e. User Accounts and Administration <ul style="list-style-type: none"> i. Role-based ii. Certain roles are scoped to the organization or department iii. Do not have delegation of administrative functions to the agency level
f. User Authentication <ul style="list-style-type: none"> i. Built-in authentication and integration with SAML ii. Reliant on single sign on, with system to provide two factor authentication iii. Password requirements fall under NIST 800-53 iv. Centralized logging system that facilitates investigations v. Password rules are not configurable
g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. Provides import services for legacy imports ii. Can import active solicitations and documents via FTP or XLXS iii. Able to bulk load users
i. Interface and Integration <ul style="list-style-type: none"> i. Nightly or real-time ii. Each integration is approached as a custom interface to be scoped by their professional services team iii. Finance system integration must be built (none pre-existing)
j. Office Automation Integration <ul style="list-style-type: none"> i. All types of attachments accepted ii. Include a browser document viewer for PDF and Word documents
k. Mobile Device Support <ul style="list-style-type: none"> i. Works on mobile devices, but desktops or laptops recommended due to nature of the workflow
l. Mobile Applications <ul style="list-style-type: none"> i. None
m. Data Ownership and Access <ul style="list-style-type: none"> i. Participating entity owns the data ii. Available for viewing and downloading at any time iii. Will be returned or destroyed at end of contract at entity's request
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Unlimited data storage during contract ii. Users may delete data that is only recoverable through a backup recovery iii. Records can be archived with in the system iv. Data protection policy included
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Formal disaster recovery plan described ii. Business continuity policy provided iii. Plan is tested periodically
p. Solution Environments <ul style="list-style-type: none"> i. 1 environment ii. Can request a sandbox during implementation iii. Cannot delay future releases
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Hosted in AWS ii. Most applications built in JavaScript and Python

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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RFP TITLE: eProcurement Solutions and Services

BIDDER: Bonfire Interactive

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

iii. No diagram provided
r. Solution Network Architecture <ul style="list-style-type: none"> i. Hosted in AWS ii. Link to a white paper
s. System Development Methodology <ul style="list-style-type: none"> i. 2-week sprints ii. 1-month notification of release by email or message iii. Training within 1 week of release (unclear if before or after release)
t. Service Level Agreement <ul style="list-style-type: none"> i. Provided sample SLA ii. Did not provide comments on model SLA
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. CAIQ provided
b. Security and Privacy Controls <ul style="list-style-type: none"> i. Follow best practices ii. Goal is to exceed NIST 800-53
c. Security Certifications <ul style="list-style-type: none"> i. SOC II Type II
d. Annual Security Plan <ul style="list-style-type: none"> i. No annual security plan
e. Secure Application and Network Environment <ul style="list-style-type: none"> i. TLS 1.2
f. Secure Application and Network Access <ul style="list-style-type: none"> i. No custom hypervisors in use ii. Provide third-party penetration testing iii. AWS advanced security services
g. Data Security <ul style="list-style-type: none"> i. TLS 1.2 ii. All communications are encrypted iii. Multiple layers of prevention and detection s controls through CloudFlare iv. All customer data is deemed confidential and restricted to users with a valid business need
h. Personally Identifiable Information Protection <ul style="list-style-type: none"> i. Minimal PII recognized ii. All PII is stored securely at all times iii. Will retain PII as long as necessary for an identified purpose or as required by law iv. Provided privacy policy
i. Security/Privacy Issue Occurrence <ul style="list-style-type: none"> i. Initial response of 1 hour on all three tiers ii. Supplied a support and incident management policy – includes a section for privacy security and incident response (response times, steps)
j. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none"> i. Initial response of 1 hour on all three tiers ii. Supplied a support and incident management policy – includes a section for privacy security and incident response (response times, steps) iii. Able to fully cooperate with all federally regulated government agencies
k. Security Breach Reporting <ul style="list-style-type: none"> i. Initial response of 1 hour on all three tiers

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Bonfire Interactive

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

<ul style="list-style-type: none"> ii. Supplied a support and incident management policy – includes a section for privacy security and incident response (response times, steps) iii. Able to fully cooperate with all federally regulated government agencies
5. Implementation Services Requirements
<ul style="list-style-type: none"> a. Project Management <ul style="list-style-type: none"> i. Identified PM team ii. Identified personnel roles the customer will need to fill iii. IT staff only needed for single sign on integration iv. Will meet regularly as a steering committee v. Provided a project plan of 3 months vi. Identified typical project deliverables
<ul style="list-style-type: none"> b. Project Implementation Methodology <ul style="list-style-type: none"> i. Structured classroom-style guided training ii. Agile methodology iii. No design or building as part of implementation
<ul style="list-style-type: none"> c. Catalog Support Services <ul style="list-style-type: none"> i. N/A
<ul style="list-style-type: none"> d. Data Conversion Services <ul style="list-style-type: none"> i. Will assist customer to ready data to ensure clean and acceptable for import ii. Import tool includes field mapping
<ul style="list-style-type: none"> e. Interface/Integration Development Services <ul style="list-style-type: none"> i. Can do integrations though web-hooks, rest APIs, and data file transfers
<ul style="list-style-type: none"> f. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Readiness assessment through Pulse Surveys, if needed ii. Impact assessments on specific stakeholder groups iii. Communication plan and coaching plan iv. Resistance assessment and management
<ul style="list-style-type: none"> g. Training Services <ul style="list-style-type: none"> i. Unlimited training to all Bonfire customers ii. Conducted by implementation team iii. Specialized training on advanced evaluation modules iv. Reports training, tables training, supplier training, vendor management training v. Implementation debrief to management for each department vi. Unlimited 1-hour training sessions for each type of training vii. Bonfire Academy
<ul style="list-style-type: none"> h. Help Desk Services <ul style="list-style-type: none"> i. Ontario-based ii. M-F 8:00-8:00 EST iii. Email first, then phone and Zoom if needed iv. Answer bot for knowledge base v. No phone or live chat support vi. ZenDesk tool vii. JIRA for issue tracking
<ul style="list-style-type: none"> i. On-Site System Stabilization Support <ul style="list-style-type: none"> i. Not offered
6. Managed Services Requirements – Not proposed
<ul style="list-style-type: none"> a. Solution Support
<ul style="list-style-type: none"> b. Organizational Change Management (OCM Services)
<ul style="list-style-type: none"> c. Training Services

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Bonfire Interactive

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

d. Catalog Support Services
e. Help Desk Services
f. Transition Out Assistance Services

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: CloudBuy
CATEGORY: 2 – Individual Workstream Implementation
DATE: 10/4/2021

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance – not included with proposal.

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - 30 permanent staff, not located in U.S.
 - eMarketplace and private purchasing portals
 - open-source platform
 - Est. 1998, re-est. 2020
 - Seems to be a lot of history with the ownership/success of original company
- Previous Projects
 - Not clear if current staff/ownership were involved with projects provided
 - 3 of 4 projects were international

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: CloudBuy

CATEGORY: 2 – Individual Workstream Implementation

DATE: 10/4/2021

- Difficult to identify what workstreams were demonstrated through projects provided
 - NHS project alluded to the fact that CloudBuy did not demonstrate clear understanding of the project at hand – concerning for future endeavors.
- Subcontractors
 - Provided, none
- Organizational Chart
 - Provided
 - Corporate, did not seem project specific
 - Provided profiles only for key personnel
- Litigation
 - Provided, none
- Financial Viability
 - Provided
 - Profit/Loss and balance sheet
 - Short history
 - Spreadsheet numbers did not seem to match summary

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: GEP
CATEGORY: 2 – Individual Workstream Implementation
DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - 20 years of experience
 - Graphic provided most of the relevant information
 - GEP Smart – identifies all workstreams
 - GEP Nexxe
- Previous Projects
 - No state government references
 - Proved transparency across the company
 - Many of the projects identified multiple workstreams

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

- Subcontractors
 - None
- Organizational Chart
 - Combined State and GEP resources to clearly define project roles.
- Litigation
 - Provided, none
- Financial Viability
 - Provided, dated 10/19/2020
 - Low risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Cross functional reportingii. All modules included and integratediii. Single unified platform
b. User Experience <ul style="list-style-type: none">i. Users may choose their own landing pageii. Drag and drop capability to make changes to the landing pageiii. Mobile responsiveiv. Window for pending tasks not organized by section
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Maintenance release testing window – 1 week.
d. Customizations/Extensions <ul style="list-style-type: none">i. Customizations not specifically supported/encouraged
2. Functional Requirements
a. General Functionality <ul style="list-style-type: none">i. Maintaining templates and clauses performed by system adminii. Have their own e-signature tooliii. Search function able to search fields as well as entire readable documentsiv. File size limit (set at 30MB) able to be increasedv. Emails will come from GEP instead of end uservi. Can support unlimited business and supplier user licenses
b. Supplier Portal <ul style="list-style-type: none">i. GEP will conduct all onboarding for suppliersii. In-house optical character recognition (OCR)iii. Response to work management and contract modification tends to be geared toward state instead of supplier

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

<p>c. Supplier Enablement/Management</p> <ul style="list-style-type: none"> i. Supplier network concept ii. Partnership with Global Risk Management Solutions (GRMS) for rapid ratings and TIN check iii. State can fill out registration on behalf of the supplier
<p>d. Buyer Portal</p> <ul style="list-style-type: none"> i. System admin will run reports ii. Window for pending tasks not organized by section
<p>e. Need Identification</p> <ul style="list-style-type: none"> i. Search function able to search fields as well as entire readable documents ii. Will allow the creation of multiple intake forms iii. Able to perform configuration of contract use priority
<p>f. Request through Pay</p> <ul style="list-style-type: none"> i. Payment card functionality significantly in development. Scheduled for release “H2” 2022. ii. Record on the supplier network which card you want to be used iii. Services procurement documented in 3 different ways – milestones on a PO, details on contingent workers, service entry sheets iv. Suppliers can submit a request for a change order v. System has OCR functionality with invoices to load paper or electronic invoices vi. Cannot clearly commit to backdating purchase requests. Field can be added to record back-dated date.
<p>g. Catalog Capability</p> <ul style="list-style-type: none"> i. Do not currently have a public facing search without login – could be developed ii. Have integration with inventory master to track on-hand quantity iii. Process to obtain quotes meets requirements
<p>h. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. System can be configured to handle IFQP and IFQC ii. Discussion forum feature allows real-time collaboration iii. Multiple ways to address various situations iv. Vendors must contact the buyer to attend an event v. If a Bidder submits a paper bid, state can load it into the system vi. Suppliers do not need to be registered in order to view a solicitation vii. Suppliers cannot withdraw response once submitted – must revise and resubmit instead
<p>i. Contract Management</p> <ul style="list-style-type: none"> i. No ability to track supplier admin fees ii. Built-in e-signature ability iii. Contract wizard will walk a user through questions and provide most appropriate template iv. Contract examiner will conduct OCR scan of PDF documents v. Have a plug-in that brings GEP clause library into Word for contract authoring vi. Parent/child contract relationships vii. Ability to assign an overall contract number that is a single document or a collection viii. Able to update contract clause which updates the language in other templates and contracts themselves
<p>j. Vendor Performance</p> <ul style="list-style-type: none"> i. Met requirements ii. Action plan concept with milestones and tasks identified, can be routed for approval
<p>k. Purchasing/Data Analytics</p> <ul style="list-style-type: none"> i. GEP Minerva as an advanced capability and is included

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

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BIDDER: GEP

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

ii. Can provide web crawlers if necessary
3. Technical Requirements
a. Availability <ul style="list-style-type: none"> i. 24/7 availability except for scheduled maintenance ii. 99.8% uptime iii. Microsoft Azure cloud
b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements ii. Will keep audit logs until end of contract life
d. Browsers Supported <ul style="list-style-type: none"> i. Recommend Edge and Chrome ii. Met requirements
e. User Accounts and Administration <ul style="list-style-type: none"> i. Role-based ii. Admin responsibilities can be delegated to agencies
f. User Authentication <ul style="list-style-type: none"> i. Response combined with Federated Identity Management
g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. ETL ii. Cleansed and standardized addresses, harmonized data iii. Assumptions appear reasonable
i. Interface and Integration <ul style="list-style-type: none"> i. Met requirements ii. Currently integrated with multiple ERP systems iii. 50 in-house ERP integration experts available iv. Comprehensive options for real-time and scheduled data integration
j. Office Automation Integration <ul style="list-style-type: none"> i. Integration with Microsoft Outlook and Word
k. Mobile Device Support <ul style="list-style-type: none"> i. Met requirements ii. Mobile-native procurement platform
l. Mobile Applications <ul style="list-style-type: none"> i. iOS and Android capability
m. Data Ownership and Access <ul style="list-style-type: none"> i. Did not respond
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Met requirements
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Provided
p. Solution Environments <ul style="list-style-type: none"> i. 3 environments. Development, Production, and UAT – UAT environment to be used as training environment
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Met requirements
r. Solution Network Architecture

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RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

i. Met requirements
s. System Development Methodology
i. Agile development methodology
t. Service Level Agreement
i. Provided GEP SLA
ii. Did not provide comments on model SLA
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance
i. Completed CAIQ
b. Security and Privacy Controls
i. Did not indicate level of compliance with NIST 800-53
ii. Did indicate modeled as per ISO 27001
c. Security Certifications
i. Azure certifications provided
ii. SOC I and SOC II Type II certified
d. Annual Security Plan
i. Not provided
e. Secure Application and Network Environment
i. Met requirements
f. Secure Application and Network Access
i. Met requirements
g. Data Security
i. Met requirements
h. Personally Identifiable Information Protection
i. GDPR compliance
ii. Tax ID not identified in list of applicable PII
i. Security/Privacy Issue Occurrence
i. High severity breaches reported within 4 hours – beyond RFP requirement of 2 hours
j. PII Data Actual/Attempted Access or Disclosure
i. Response combined with Security/Privacy Issue Occurrence
k. Security Breach Reporting
i. High severity breaches reported within 4 hours – beyond RFP requirement of 2 hours
5. Implementation Services Requirements
a. Project Management
i. Agile implementation methodology with sprints and multiple workstreams
ii. Roles and responsibilities clearly defined
iii. List key lessons for successful implementation
iv. Change management and help desk services appear to show up late in the overall process
b. Project Implementation Methodology
i. Joint responsibility for SIT testing – GEP will conduct unit testing on interfaces and will support end-to-end testing
ii. Provided small, medium, and large state implementation timelines. Timelines appear aggressive.
c. Catalog Support Services
i. Met requirement
ii. GEP will test punch out catalogs but approval required by supplier
iii. GEP will monitor catalog utilization and will engage catalog managers

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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BIDDER: GEP

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

iv. NIGP supported as commodity code book
v. Post go-live catalog maintenance available as an additional service/cost
d. Data Conversion Services
i. Met requirements
e. Interface/Integration Development Services
i. Met requirements
f. Organizational Change Management (OCM Services)
i. Human centric change management methodology
ii. Execution of methodology appears to done in conjunction with states
iii. Mature practice
g. Training Services
i. Online self-paced system not included
ii. Training plan example not provided
h. Help Desk Services
i. 24/5 Help desk – phone, email, chat
ii. New releases/product update - webinars are specific to the state
iii. State will staff Level 1 Help Desk
iv. Ongoing training available as an additional service/cost
i. On-Site System Stabilization Support
i. On-site staff available if necessary, state will have to pay travel and expenses
6. Managed Services Requirements
a. Solution Support
i. Roles and responsibilities for implementation well defined and comprehensive
b. Organizational Change Management (OCM Services)
i. Human centric change management methodology
ii. Execution of methodology appears to done in conjunction with states
iii. Mature practice
c. Training Services
i. Online self-paced system not included
ii. Training plan example not provided
d. Catalog Support Services
i. Met requirement
ii. GEP will test punch out catalogs but approval required by supplier
iii. GEP will monitor catalog utilization and will engage catalog managers
iv. NIGP supported as commodity code book
v. Post go-live catalog maintenance available as an additional service/cost
e. Help Desk Services
i. 24/5 Help desk – phone, email, chat
ii. New releases/product update - webinars are specific to the state
iii. State will staff Level 1 Help Desk
iv. Ongoing training available as an additional service/cost
f. Transition Out Assistance Services
i. Proposed a 4-6 month plan – requirement was no less than 1 year
ii. Comprehensive approach

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Ivalua
CATEGORY: 2 – Individual Workstream Implementation
DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Spend management solution, also have source-to-contract and procure-to-pay
 - Product seems to identify all workstreams
 - Est. 2000
 - High retention rate – 98%
 - Cloud based
- Previous Projects
 - All state projects provided
 - Did not provide client contacts with proposal

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Ivalua

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

- Projects identified a variety of workstreams being implemented
- Subcontractors
 - None
 - Seem to have at least some third-party hosting - Azure
- Organizational Chart
 - Combined State and Ivalua positions
 - No job descriptions or project-specific roles
- Litigation
 - Provided, none
- Financial Viability
 - Provided financial statements 2017-2019

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Single landing page for users with user profile specific contentii. Ivalua Solutioniii. Single data ecosystem with homogenous look and feeliv. Built for public sectorv. Configuration layer to add new fields, rules, alerts, and workflowvi. Collaboration tools, logs, forms, and commentsvii. Open marketplace with hosted catalogs, punch out catalogs, and off-catalog searches; Search 360 functionality – searches punchouts as well as hosted catalogsviii. Many out of the box reports and ability for states to create their ownix. Integration toolbox with hundreds of data mapping formats and standard integration templates; Integration to over 60 ERPs, hundreds of data mapping formats and integration templates. Accept all document and files format typesx. Documents are available throughout all modulesxi. Coding is not required to make changesxii. Transparency - public portal specific to each customer
b. User Experience <ul style="list-style-type: none">i. Users have their own homepage unique to their profileii. Human-centered designiii. No wizard driven capabilitiesiv. Role-basedv. Able to mass-assign workflow tasks to other users
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Major software releases twice per year

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Ivalua

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

<ul style="list-style-type: none"> ii. Client decides when to upload to which major version iii. Recommend major updates within 18 months of release iv. Multi-instance SaaS; independent tenant v. FedRAMP ready; StateRAMP is on the Roadmap vi. Roadmap – 60% from customer-sourced ideas vii. Dedicated upgrade support team viii. Collaborate authoring and enhanced clause libraries within the Roadmap ix. Invoicing and payment execution inside Ivalua
<p>d. Customizations/Extensions</p> <ul style="list-style-type: none"> i. Ivalua SaaS platform relies on configuration, not custom code ii. 23 functional requirements identified as customizations; 1 general customization iii. Do not make customer-specific customizations iv. Maintain a copy of the customer's environment v. Allows the customer to choose when they go through an upgrade cycle
<p>2. Functional Requirements</p>
<p>a. General Functionality</p> <ul style="list-style-type: none"> i. Addresses all functional areas required in RFP ii. No extra cost for integration between solutions – can be completed within the software iii. Able to do a commodity code only with a crosswalk iv. E-Signature – DocuSign, AdobeSign, but must be integrated v. Public posting – recommend linking to Ivalua's public portal from the state's website for a simpler integration vi. Print format – reply on printing from the screen instead of a separate print version vii. File size limits determined at the project level
<p>b. Supplier Portal</p> <ul style="list-style-type: none"> i. Free for suppliers; unlimited number of suppliers ii. Submitting of admin fee payments requires a third-party payment provider iii. ERP financial data integration appears to be included, but does not address work required from customer/state in order to complete integration iv. Notifications to the suppliers – notifications will be displayed on the supplier dashboard, notifications can be sent to the supplier and additional notifications can be configured
<p>c. Supplier Enablement/Management</p> <ul style="list-style-type: none"> i. Registration is a two-part process; public facing page, then full enrollment ii. Most of the registration functions/validations requires a third party – Ivalua will supply those integrations for an additional fee iii. Duplication check is part of workflow that state must complete; not automated iv. Notifications to the suppliers – notifications will be displayed on the supplier dashboard, notifications can be sent to the supplier and additional notifications can be configured v. Changes to supplier account go through a change request process that must be work flowed and approved
<p>d. Buyer Portal</p> <ul style="list-style-type: none"> i. Add aspects to home page and rearrange home page ii. Home page has quick link and short cuts to workflow tasks iii. Provide ability to drive notifications for various alerts on screen and email
<p>e. Need Identification</p> <ul style="list-style-type: none"> i. Single landing page for user login ii. Fully integrated

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<ul style="list-style-type: none"> iii. Workflow engine invokes approvals as well as processes iv. Workflow driven by data setup v. Listed as a customization but narrative does not support/describe what the customization is
<p>f. Request through Pay</p> <ul style="list-style-type: none"> i. Fully integrated through purchase order receipt and approval process ii. T&Cs are required documents that will be stored in resource library and be force-attached iii. Flexible ability for inputting receipts iv. P-Card – PC 1-9 in development, shown on roadmap v. System can handle negative and zero-dollar line items vi. Met workflow functionality requirements vii. Purchase order transmitted electronically through CXML and EDI viii. Workflow space for approvals vs. routing/processes – any SQL statement being built into a rule can be supported ix. State will have access to Ivalua's design mode, workflow engine and alerts & notification toolbox for self-service configuration
<p>g. Catalog Capability</p> <ul style="list-style-type: none"> i. Hosted and punch out catalog capability ii. Unlimited catalogs and unlimited catalog items iii. Catalogs are routed through and approval process iv. Side by side comparison of old vs. new v. Internal users can upload catalogs for existing suppliers vi. Single side by side search for hosted and punch out catalogs through API external catalog results returned through search
<p>h. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. Dedicated public portal for each customer ii. Sealed bid functionality iii. Conditionality can be applied to questions iv. Solicitation methods vary from simple quick-quoting events to multi-phase RFPs with multiple envelopes v. Unlimited attachments vi. Contains workflows for document versioning vii. Pricing – standardized templates, add fields, calculate price savings vs. referenced price sheets if submitted viii. Throughout the solicitation event, internal users can see activity of suppliers including participation in the event, and email notifications they have received. Users will not see responses until the event is closed and bids are unsealed, can see if a supplier has submitted a proposal. Supplier name can be hidden. May require customization. ix. Able to create a contract from a solicitation x. No limit to number of suppliers added to an event xi. Discussion forum for private or public messaging/chat in real time xii. Solicitation award can be canceled and awarded to a new supplier xiii. Workflow functionality for solicitations xiv. Authoring for check in/check out is supported but not for attached documents xv. Do not have integrated video conferencing xvi. System has templates and clauses for solicitation building
<p>i. Contract Management</p> <ul style="list-style-type: none"> i. Contract record captures all aspects of contract information, documentation, and activity ii. MS Word for authoring contract documents iii. Documents can have their own workflow

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<ul style="list-style-type: none"> iv. System triggers contract milestones v. Templates and clause library for contract vi. Red-line tracking vii. Third parties tab captures subcontractor info including spend viii. System can trigger subcontractor reports to primes ix. Fee comparison available through configuration x. E-signature integration available. Integration specifically with DocuSign, AdobeSign, UniverSign available for an additional fee. xi. Version history – clause-level history available xii. Public contract browsing capability – public portal for posting contracts briefly addressed xiii. Email alerts – MyContracts dashboard discussed. Notifications will be displayed on the supplier dashboard, notifications can be sent to the supplier and additional notifications can be configured
<ul style="list-style-type: none"> j. Vendor Performance <ul style="list-style-type: none"> i. 14 requirements noted as configurable, 11 out-of-the-box ii. Maintain vendor performance information under the supplier profile iii. Alerts for supplier performance iv. Templates for performance criteria v. Evaluations can be routed through a workflow for review and approval vi. Improvement plans used as collaboration tools to create tasks focused on supplier improvements, accessible by supplier and user vii. Both contract specific performance assessments and general assessments available
<ul style="list-style-type: none"> k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. 3 different types of reporting – simple Excel extracts to data visualization dashboards ii. Exportable in common formats iii. Any browse page in Ivalua can become a report iv. 100 out of the box reports; ad hoc reports; SQL queries v. Analysis reports with data visualizations vi. Three RTM requirements depending on completion of the P-card functionality vii. Users can create their own dashboards or rearrange existing ones viii. Cannot publish reports to internal or public websites
<h3>3. Technical Requirements</h3>
<ul style="list-style-type: none"> a. Availability <ul style="list-style-type: none"> i. 24 hours a day, seven days a week ii. 99.8% uptime iii. Detailed service credit explanations
<ul style="list-style-type: none"> b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> d. Browsers Supported <ul style="list-style-type: none"> i. Supported all major browsers through last three releases.
<ul style="list-style-type: none"> e. User Accounts and Administration <ul style="list-style-type: none"> i. Each agency can have a separate admin person with differing admin functions ii. Information is available in real time iii. Authentication method for accessing the app iv. Applications pages and functions are controlled by profiles, applications, and perimeters
<ul style="list-style-type: none"> f. User Authentication

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<ul style="list-style-type: none"> i. Multiple authentication schemes ii. Password rules are fully customizable iii. Detailed audit trail – can be activated on a specific field iv. Support SAML 2.0 for single sign on v. Two-factor authentication on any login
g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. Can conduct a data assessment, then develop a strategy ii. Ivalua tools iii. Do not convert legacy solicitations or convert vendor performance data iv. Perform several iterations in small batches to test and validate
i. Interface and Integration <ul style="list-style-type: none"> i. Able to integrate with major ERP systems ii. Multiple protocols and performance supported iii. Synchronous and asynchronous interfaces supported iv. Rule based transformations v. Extensive list of data formats and protocols
j. Office Automation Integration <ul style="list-style-type: none"> i. Met requirements
k. Mobile Device Support <ul style="list-style-type: none"> i. PC layout to mobile layout ii. Responsive browser based
l. Mobile Applications <ul style="list-style-type: none"> i. Do not have a separate app
m. Data Ownership and Access <ul style="list-style-type: none"> i. Customer remains the data owner and controller ii. Customer can export data throughout the term of the contract iii. Internally, the customer can limit individuals to a need-to-know basis
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Offline archiving ii. Will only delete or modify customer data by request
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Provided ii. Continuity plan iii. Based on ISO standard iv. Reviewed, tested, and approved annually v. Secondary servers geographically located elsewhere
p. Solution Environments <ul style="list-style-type: none"> i. 3 available – development, acceptance, and production ii. Training environment available for an additional fee
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Multi-instance architecture with logical single tenancy ii. All end user access is browser based iii. Application servers are in a discreet network segment iv. No shared multi-tenant databases v. Diagram provided
r. Solution Network Architecture <ul style="list-style-type: none"> i. Diagram provided ii. Met requirements
s. System Development Methodology

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<ul style="list-style-type: none"> i. OWASP ii. Agile methodology iii. Quality assurance directly within the process iv. Penetration testing conducted prior to major software release v. Customers typically enforce their own change management process vi. Cloud services are in accordance with NIST security vii. All application changes and updates are at the customer's request and controlled by the customer
<ul style="list-style-type: none"> t. Service Level Agreement <ul style="list-style-type: none"> i. Provided sample SLA ii. Did not provide comments on model SLA
4. Security Requirements
<ul style="list-style-type: none"> a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. CAIQ completed
<ul style="list-style-type: none"> b. Security and Privacy Controls <ul style="list-style-type: none"> i. Currently in the process of creating NIST guides and controls – Initial review is complete, in-depth review remains underway. Multiple controls have been implemented.
<ul style="list-style-type: none"> c. Security Certifications <ul style="list-style-type: none"> i. SOC II ii. FedRAMP ready iii. PCI DSS iv. Annually audited for HIPAA compliance
<ul style="list-style-type: none"> d. Annual Security Plan <ul style="list-style-type: none"> i. Information security management system in accordance with ISO 27001 ii. Security control is in alignment with NIST 800-53 moderate baseline iii. Additional certifications provided iv. Principle of least privilege enforced across the entire organization v. Distinct boundary between the data of each client
<ul style="list-style-type: none"> e. Secure Application and Network Environment <ul style="list-style-type: none"> i. Dedicated DMZ with network segmentation and site-to-site VPN ii. Encryption according to industry standards; Ivalua also offers HSM encryption for data at rest for an additional fee.
<ul style="list-style-type: none"> f. Secure Application and Network Access <ul style="list-style-type: none"> i. Perimeter defense and network intrusion defense systems ii. Do not provide a means to force logout in user specific sessions iii. Site-to-site VPN is provided by Ivalua for an additional fee if selected as a value-add service by the state iv. Ability to perform upgrades and maintenance on an individual basis without affecting other clients
<ul style="list-style-type: none"> g. Data Security <ul style="list-style-type: none"> i. Customer data is isolated/segregated from other customers ii. All customer data is classified as confidential iii. Least privilege controls for employee access to customer data iv. Both data at rest and in transit is encrypted v. Upon termination of contract, client data is securely destroyed using secure wipe protocol commensurate with US Dept of Defense standards
<ul style="list-style-type: none"> h. Personally Identifiable Information Protection <ul style="list-style-type: none"> i. GDPR compliant ii. Annually audited for HIPAA

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<ul style="list-style-type: none"> i. Security/Privacy Issue Occurrence <ul style="list-style-type: none"> i. Incident response plan and procedure ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
<ul style="list-style-type: none"> j. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none"> i. Incident response plan and procedure ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
<ul style="list-style-type: none"> k. Security Breach Reporting <ul style="list-style-type: none"> i. Incident response plan and procedure ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
5. Implementation Services Requirements
<ul style="list-style-type: none"> a. Project Management <ul style="list-style-type: none"> i. Semi-Agile ii. Provided expectation of customer time resources iii. Provided a sample project plan – phased approach
<ul style="list-style-type: none"> b. Project Implementation Methodology <ul style="list-style-type: none"> i. Rapid deployment and prototyping ii. Agile development
<ul style="list-style-type: none"> c. Catalog Support Services <ul style="list-style-type: none"> i. Able to “flip” a contract or sourcing event into a catalog ii. Network of partners available for customers in need of additional catalog support services for an additional cost. iii. Import process includes two stages – create & load, then control & approve
<ul style="list-style-type: none"> d. Data Conversion Services <ul style="list-style-type: none"> i. Ivalua provides data conversion assistance during implementation. Will provide data conversion assistance options as well as a path forward. ii. Provide a link to partners
<ul style="list-style-type: none"> e. Interface/Integration Development Services <ul style="list-style-type: none"> i. Map state data to Ivalua data ii. Will assign an integration lead to work with states to complete a technical assessment iii. Uses pre-defined integration templates as starting point (accelerator) iv. Includes an ETL engine
<ul style="list-style-type: none"> f. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Provides an array of change management and customer training services ii. Does not clearly describe how requirements of RFP will be met
<ul style="list-style-type: none"> g. Training Services <ul style="list-style-type: none"> i. e-Learning with an eventual certificate that includes key user training, admin training, technical administrator training ii. Ivalua Academy – enterprise wide. Number of certifications is limited. iii. Train-the-trainer not mentioned in relation to training services iv. Training strategy not clearly defined v. Ivalua Academy training is generic, custom/specific training not included with proposal
<ul style="list-style-type: none"> h. Help Desk Services <ul style="list-style-type: none"> i. Will provide Level 3 technical support only ii. Optional (additional) help desk available for Level 1 end users and suppliers iii. Level 2 redirect if needed

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iv. No live chat option
v. Supplier help desk available as an option for states
i. On-Site System Stabilization Support
i. 3 months of Hypercare
ii. On-site
6. Managed Services Requirements
a. Solution Support
i. Infrastructure is administered and monitored by Ivalua IT staff
ii. Updates are at customer request and controlled by customer
iii. Standard level of hosting included. Premium and Platinum are optional.
iv. 4 levels of testing
b. Organizational Change Management (OCM Services)
i. No additional OCM anticipated post-deployment
c. Training Services
i. No additional training anticipated post-deployment
d. Catalog Support Services
i. No additional catalog support anticipated post-deployment
e. Help Desk Services
i. Level 1 and Level 2 included
f. Transition Out Assistance Services
i. No services specifically offered
ii. Will retain data and delete per terms of the contract

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

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CATEGORY: 2 – Individual Workstream Implementation
DATE: Stage 1 - 10/4/2021, Stage 2 – 1/26/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance – Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - 300+ eProcurement implementations
 - 120 years of business
 - Have their own home-grown deployment strategy based on leading practices
 - Analysis on challenges and trends for government procurement was impressive/interesting
 - KMPG-Ivalua alliance
 - Described experience working with state government
- Previous Projects
 - Good amount of State experience

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- Many projects identify multiple workstreams
- Subcontractors
 - Ivalua
- Organizational Chart
 - Combined State, KPMG, Ivalua positions
 - Project roles defined for KPMG but not other parties
- Litigation
 - Stated that have nothing pending that will impact operations
- Financial Viability
 - Unaudited, condensed balance sheets 2018-2020

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Single landing page for users with user profile specific contentii. Ivalua Solutioniii. Single data ecosystem with homogenous look and feeliv. Built for public sectorv. Configuration layer to add new fields, rules, alerts, and workflowvi. Collaboration tools, logs, forms, and commentsvii. Open marketplace with hosted catalogs, punch out catalogs, and off-catalog searches; Search 360 functionality – searches punchouts as well as hosted catalogsviii. Many out of the box reports and ability for states to create their ownix. Integration toolbox with hundreds of data mapping formats and standard integration templates; Integration to over 60 ERPs, hundreds of data mapping formats and integration templates. Accept all document and files format typesx. Documents are available throughout all modulesxi. Coding is not required to make changesxii. Transparency - public portal specific to each customer
b. User Experience <ul style="list-style-type: none">i. Users have their own homepage unique to their profileii. Human-centered designiii. No wizard driven capabilitiesiv. Role-basedv. Able to mass-assign workflow tasks to other users
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Major software releases twice per yearii. Client decides when to upload to which major versioniii. Recommend major updates within 18 months of release

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<ul style="list-style-type: none"> iv. Multi-instance SaaS; independent tenant v. FedRAMP ready; StateRAMP is on the Roadmap vi. Roadmap – 60% from customer-sourced ideas vii. Dedicated upgrade support team viii. Collaborate authoring and enhanced clause libraries within the Roadmap ix. Invoicing and payment execution inside Ivalua
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<p>3. Technical Requirements</p>
<ul style="list-style-type: none"> a. Availability <ul style="list-style-type: none"> i. 24 hours a day, seven days a week ii. 99.8% uptime iii. Detailed service credit explanations
<ul style="list-style-type: none"> b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> d. Browsers Supported <ul style="list-style-type: none"> i. Supported all major browsers through last three releases.
<ul style="list-style-type: none"> e. User Accounts and Administration <ul style="list-style-type: none"> i. Each agency can have a separate admin person with differing admin functions ii. Information is available in real time iii. Authentication method for accessing the app iv. Applications pages and functions are controlled by profiles, applications, and perimeters
<ul style="list-style-type: none"> f. User Authentication <ul style="list-style-type: none"> i. Multiple authentication schemes ii. Password rules are fully customizable

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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<ul style="list-style-type: none"> iii. Detailed audit trail – can be activated on a specific field iv. Support SAML 2.0 for single sign on v. Two-factor authentication on any login
g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. Can conduct a data assessment, then develop a strategy ii. Ivalua tools iii. Do not convert legacy solicitations or convert vendor performance data iv. Perform several iterations in small batches to test and validate
i. Interface and Integration <ul style="list-style-type: none"> i. Integrate with major ERP systems ii. Multiple protocols and performance supported iii. Synchronous and asynchronous interfaces supported iv. Rule based transformations v. Extensive list of data formats and protocols
j. Office Automation Integration <ul style="list-style-type: none"> i. Met requirements
k. Mobile Device Support <ul style="list-style-type: none"> i. PC layout to mobile layout ii. Responsive browser based
l. Mobile Applications <ul style="list-style-type: none"> i. Do not have a separate app
m. Data Ownership and Access <ul style="list-style-type: none"> i. Customer remains the data owner and controller ii. Customer can export data throughout the term of the contract iii. Internally, the customer can limit individuals to a need-to-know basis
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Offline archiving ii. Will only delete or modify customer data by request
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Provided ii. Continuity plan iii. Based on ISO standard iv. Reviewed, tested, and approved annually v. Secondary servers geographically located elsewhere
p. Solution Environments <ul style="list-style-type: none"> i. 3 available – development, acceptance, and production ii. Training environment available for an additional fee
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Multi-instance architecture with logical single tenancy ii. All end user access is browser based iii. Application servers are in a discreet network segment iv. No shared multi-tenant databases v. Diagram provided
r. Solution Network Architecture <ul style="list-style-type: none"> i. Diagram provided ii. Met requirements
s. System Development Methodology <ul style="list-style-type: none"> i. OWASP ii. Agile methodology

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<ul style="list-style-type: none"> iii. Quality assurance directly within the process iv. Penetration testing conducted prior to major software release v. Customers typically enforce their own change management process vi. Cloud services are in accordance with NIST security vii. All application changes and updates are at the customer's request and controlled by the customer
<ul style="list-style-type: none"> t. Service Level Agreement <ul style="list-style-type: none"> i. Did not provide sample SLA ii. Did not provide comments to the model SLA
4. Security Requirements
<ul style="list-style-type: none"> a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. CAIQ completed
<ul style="list-style-type: none"> b. Security and Privacy Controls <ul style="list-style-type: none"> i. Currently in the process of creating NIST guides and controls – Initial review is complete, in-depth review remains underway. Multiple controls have been implemented.
<ul style="list-style-type: none"> c. Security Certifications <ul style="list-style-type: none"> i. SOC II ii. FedRAMP ready iii. PCI DSS iv. Annually audited for HIPAA compliance
<ul style="list-style-type: none"> d. Annual Security Plan <ul style="list-style-type: none"> i. Information security management system in accordance with ISO 27001 ii. Security control is in alignment with NIST 800-53 moderate baseline iii. Additional certifications provided iv. Principle of least privilege enforced across the entire organization v. Distinct boundary between the data of each client
<ul style="list-style-type: none"> e. Secure Application and Network Environment <ul style="list-style-type: none"> i. Dedicated DMZ with network segmentation and site-to-site VPN ii. Encryption according to industry standards; Ivalua also offers HSM encryption for data at rest for an additional fee.
<ul style="list-style-type: none"> f. Secure Application and Network Access <ul style="list-style-type: none"> i. Perimeter defense and network intrusion defense systems ii. Do not provide a means to force logout in user specific sessions iii. Site-to-site VPN is a paid service *clarification* Who pays for VPN? iv. Ability to perform upgrades and maintenance on an individual basis without affecting other clients
<ul style="list-style-type: none"> g. Data Security <ul style="list-style-type: none"> i. Customer data is isolated/segregated from other customers ii. All customer data is classified as confidential iii. Least privilege controls for employee access to customer data iv. Both data at rest and in transit is encrypted v. Upon termination of contract, client data is securely destroyed using secure wipe protocol commensurate with US Dept of Defense standards
<ul style="list-style-type: none"> h. Personally Identifiable Information Protection <ul style="list-style-type: none"> i. GDPR compliant ii. Annually audited for HIPAA
<ul style="list-style-type: none"> i. Security/Privacy Issue Occurrence <ul style="list-style-type: none"> i. Incident response plan and procedure

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ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
j. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none"> i. Incident response plan and procedure ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
k. Security Breach Reporting <ul style="list-style-type: none"> i. Incident response plan and procedure ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
l. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none"> i. Incident response plan and procedure ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
m. Security Breach Reporting <ul style="list-style-type: none"> i. Incident response plan and procedure ii. Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
5. Implementation Services Requirements
a. Project Management <ul style="list-style-type: none"> i. Response combined with Project Implementation Methodology
b. Project Implementation Methodology <ul style="list-style-type: none"> i. Agile methodology ii. Detail risk management process iii. Preconfigured delivery models, training materials and benchmarks as accelerators iv. KPMG will participate in developing a UAT test plan, will provide SIT scripts to the state for finalizing. State must complete test scripts. v. Test management tool for SIT and UAT testing vi. Multiple additional costs/services included in the assumptions (JIRA, LMS, Captivate) vii. Limit to a number of components – legacy data, contract templates, questionnaires, environments
c. Catalog Support Services <ul style="list-style-type: none"> i. Will execute a spend analysis to match spend categories to buying channels ii. Content enablement strategy iii. Will support loading of catalogs and punch outs iv. Internal users can upload catalogs if they choose to v. For items outside the system, KPMG will support the marketplace vi. Will train the state to manage punch out catalogs and supplier to manage hosting catalogs
d. Data Conversion Services <ul style="list-style-type: none"> i. Will use Ivalua ETL/EAI module and internal accelerators ii. Will use ETL module to perform data import, transformation, and load iii. Initial, mock, and production data extracts and data cleansing (pre-cleansing done by state) and harmonization iv. Will complete 3 mock data conversions v. Process involves quality assurance and reconciliation – KPMG will publish results of the load process but reconciliation work is done by the state vi. Will provide data load templates vii. Cognitive contract management tool (optional) viii. Conversion only includes active suppliers, purchase orders and contracts

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<p>e. Interface/Integration Development Services</p> <ul style="list-style-type: none"> i. Proven ability to integrate with leading ERP systems ii. Will assist state with integration but state provide their own middleware solution or adapter iii. 10 integration points between source systems and destination systems – KPMG will design the format, develop, and test interfaces that feed in and out of Ivalua iv. State organizations will be responsible for mapping data elements to state systems v. Interfaces will be built in collaboration with the state's IT resources vi. State is responsible for any licenses for third-party systems vii. Will transition support for the integration to the state post-implementation viii. Batch and real-time integrations
<p>f. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none"> i. "Make It" methodology proprietary to KPMG ii. Comprehensive, with the addition of purchased optional services iii. Includes required assessments, phased approach iv. People TRIP tool for readiness assessment provided at an additional cost
<p>g. Training Services</p> <ul style="list-style-type: none"> i. Train-the-trainer approach (limited to 3 weeks) ii. Comprehensive – includes end users, system admins, help desk staff, and suppliers iii. Target Learning Model iv. Training needs assessment v. Training aligns with implementation plan vi. Train-the-trainer session available which helps trainers learn core training functions vii. Training plans for each impacted stakeholder group viii. Will provide a post-implementation transition plan so training can be handed over to the state ix. Ivalua Academy provided as enterprise-wide and certifications are on a limited seat access by individual
<p>h. Help Desk Services</p> <ul style="list-style-type: none"> i. Tier 1 provided by state (KPMG can be contracted to provide if preferred), KPMG to provide Tier 2, Ivalua to provide Tier 3 ii. 5-10 FTEs included, can expand up to 30 FTEs iii. ServiceNow will provide ticketing system iv. No live-chat feature v. Supplier helpdesk available as an option with support packages
<p>i. On-Site System Stabilization Support</p> <ul style="list-style-type: none"> i. Hypercare for 3 months ii. Tier 1 provided by state (KPMG can be contracted to provide if preferred), KPMG to provide Tier 2, Ivalua to provide Tier 3 iii. Blend of on-site and remote iv. Will provide defects and support; will not provide system set up, configuration changes, monitoring of the system, or assessments of system use
<p>6. Managed Services Requirements</p>
<p>a. Solution Support</p> <ul style="list-style-type: none"> i. KPMG's Powered Evolution services – focused on building the capability to be self-sufficient ii. Identify support and escalation standards iii. Will provide services for production and non-production environments iv. Have a governance strategy for ongoing communication

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<ul style="list-style-type: none">v. Base services and enrichment services noted; Base services – governance and program management, feature adoption blueprint, functional update planning services, case management, ticketing, instance management, functional update support, release management, configuration changes.vi. Standard level of hosting included. Premium and Platinum are optional.
<ul style="list-style-type: none">b. Organizational Change Management (OCM Services)<ul style="list-style-type: none">i. Will conduct stakeholder analysis assessmentii. Will seek to understand patterns in data to tailor OCM engagement approachiii. Provide communication planiv. State shall have a change agent network availablev. Will revisit resistance assessment and management planvi. State will conduct any required analysis of historic data
<ul style="list-style-type: none">c. Training Services<ul style="list-style-type: none">i. KPMG will leverage state learning management systemii. KPMG will leverage their service center change monitoring processiii. Multiple training modalities – email, team huddles, quick reference guides, microlearning videos, e-learning, and instructor led training.
<ul style="list-style-type: none">d. Catalog Support Services<ul style="list-style-type: none">i. Continue to refine and maintain existing catalogsii. Will continue historical spend and data analysisiii. Will set up and configure punch out catalogs; state will test and validate
<ul style="list-style-type: none">e. Help Desk Services<ul style="list-style-type: none">i. Limited to 25 users able to submit ticketsii. State will provide Tier 1 supportiii. Assumptions:<ul style="list-style-type: none">1. Approx. 1% of users will call per day, with average call duration of 10-20 minutes *clarification* Do these users include suppliers?2. 25-35 calls per analyst per day3. Large states – up to 8,000 users
<ul style="list-style-type: none">f. Transition Out Assistance Services<ul style="list-style-type: none">i. 10-week timeline – does not match required timeline in RFP

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

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RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: KPMG & SirionLabs
CATEGORY: 2 – Individual Workstream Implementation
DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - 300+ eProcurement implementations
 - 120 years of business
 - Have their own home-grown deployment strategy based on leading practices
 - Analysis on challenges and trends for government procurement was impressive/interesting
 - Described experience working with state government
- Previous Projects
 - Good amount of State experience
 - Many projects identified multiple workstreams

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- Projects identifying KPMG/Sirion relationship not provided
- Subcontractors
 - SirionLabs
 - Projects related to Sirion discussed in this section
- Organizational Chart
 - Combined State, KPMG, Sirion
 - Project roles defined
 - RACI chart included
- Litigation
 - Stated that have nothing pending that will impact operations
- Financial Viability
 - Unaudited, condensed balance sheets 2018-2020

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Multiple users can provide input to contract drafting and parallelii. Price sheets can be uploaded or entered into contractiii. Rule-based approval workflow with email notificationsiv. Dashboard with over 250 standard reportsv. Various role or rule-based accessesvi. Can compare third-party and internal documents in review process- AI can flag variationsvii. Solution called Sirionviii. Walkthrough of contract construction, document managementix. AI data retrieval from contract docsx. Identifies components in 3rd party and matches to own documents
b. User Experience <ul style="list-style-type: none">i. Workstreams being offered – Contract Management and Vendor Performanceii. No personalizationiii. Legal and non-legal templates for contract draftingiv. No wizards identifiedv. Mobile app released Sept. 2021vi. Clause and template libraries available
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Automatic latest version releasesii. Quarterly release cycleiii. Monthly governance meetingsiv. Multi-tenant SaaS based app

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v. Periodic survey of suppliers
d. Customizations/Extensions
i. Upgrades are backward compatible
2. Functional Requirements
a. General Functionality
i. Proposal did not include a response to some (29 out of 43) general functionality requirements that were applicable to all modules
b. Contract Management
i. Will integrate DocuSign for electronic signatures or through configuration
ii. Change management (including renewals), analytics, invoice management, collaboration tools
iii. Clause and template libraries available, smart tags
iv. Reporting dashboards
v. can access the clause library within the Word environment.
vi. Integrate with ERP and procurement systems
vii. Collaboration during contract creating via chat and concurrent editing
viii. Maximum file size 200mb each
ix. Has BI reporting capabilities
c. Vendor Performance
i. KPI's for vendors
ii. User role-based dashboards
iii. Realtime visibility and drill down action items
iv. BI analytics module
v. Contractor obligations can be captured and measured
vi. No improvement plan functionality offered
vii. Maximum file size 200mb each
viii. Has BI reporting capabilities
3. Technical Requirements
a. Availability
i. Meets up-time requirement
ii. Uses AWS, 2 locations, 24/7 support at no additional cost
iii. SLA ticket one will respond within 2 hours 90% of the time
b. Accessibility Requirements
i. Met requirements
c. Audit Trail and History
i. Audit log record for each entity in the system with a time stamp and user info
ii. MS Word plug-in that allows comparison to review contract versions
d. Browsers Supported
i. All standard ones supported
e. User Accounts and Administration
i. Role based access controls
ii. Multiple modes of permissions
iii. Uses document type tagging
iv. Fully configurable to meet customer requirements
v. Able to set permissions by user, role. Platform allows an entity to set permissions for clauses, edits, and template visibility for contracts.
f. User Authentication
i. Support single sign on
ii. SAML 2.0

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iii. Two factor authentication
g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. Legacy data can be uploaded ii. Migration, upload historical data, supplier metadata, contract metadata iii. AI powered auto extraction tool for OCR documents – scope of documents to be finalized during implementation iv. SirionAE tool may be required
i. Interface and Integration <ul style="list-style-type: none"> i. Support real-time two-way data sync and updates ii. Supports various ERP integrations iii. Batch and real-time options iv. Provide an extensive appendix describing integration experience v. Integrates with financial system for approvals to contract terms
j. Office Automation Integration <ul style="list-style-type: none"> i. MS Word and plug-ins ii. MS Outlooks email notifications
k. Mobile Device Support <ul style="list-style-type: none"> i. Accessible from any mobile device
l. Mobile Applications <ul style="list-style-type: none"> i. Mobile app released Sept. 2021
m. Data Ownership and Access <ul style="list-style-type: none"> i. Data will be downloaded at end of contract to secure FTP location ii. Customer will always be owner of data iii. Will dispose of customer data within 30 days of contract termination, in accordance with Dept of Defense
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Automatic deletion can be set up per retention policy ii. Data backups – secondary data centers iii. Sirion will retain data for 30 days after contract expiration, afterwards will have no obligation to retain customer data (will be deleted)
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Continuity and disaster recovery measures, but did not clearly provide a disaster recovery plan
p. Solution Environments <ul style="list-style-type: none"> i. Only sandbox and production – do not include development and training environments ii. Does not put sandbox in production for security reasons
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Multi-tenant SaaS application
r. Solution Network Architecture <ul style="list-style-type: none"> i. Hosted on AWS ii. Scalable – when tech changes are made, it applies to all customers (shared environment)
s. System Development Methodology <ul style="list-style-type: none"> i. Change management ii. Software lifecycle development process
t. Service Level Agreement <ul style="list-style-type: none"> i. Provided comments on model SLA ii. Did not provide SLA sample

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4. Security Requirements
<ul style="list-style-type: none"> a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. Completed CAIQ
<ul style="list-style-type: none"> b. Security and Privacy Controls <ul style="list-style-type: none"> i. GDPR compliant
<ul style="list-style-type: none"> c. Security Certifications <ul style="list-style-type: none"> i. SOC I, II, III ii. 10 total certifications listed iii. FedRAMP and PCI compliant
<ul style="list-style-type: none"> d. Annual Security Plan <ul style="list-style-type: none"> i. Did not provide ii. Will sign a data protection agreement
<ul style="list-style-type: none"> e. Secure Application and Network Environment <ul style="list-style-type: none"> i. Deployed on AWS ii. No Bluetooth or USB on laptops within the environment
<ul style="list-style-type: none"> f. Secure Application and Network Access <ul style="list-style-type: none"> i. Deployed on AWS ii. Dedicated virtual cloud iii. Must go through Sirion website to access single sign on
<ul style="list-style-type: none"> g. Data Security <ul style="list-style-type: none"> i. GDPR ii. Will conduct an annual data privacy impact assessment
<ul style="list-style-type: none"> h. Personally Identifiable Information Protection <ul style="list-style-type: none"> i. GDPR ii. Will sign a data protection agreement iii. Will conduct an annual data privacy impact assessment
<ul style="list-style-type: none"> i. Security/Privacy Issue Occurrence <ul style="list-style-type: none"> i. No incident procedures defined
<ul style="list-style-type: none"> j. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none"> i. No incident procedures defined
<ul style="list-style-type: none"> k. Security Breach Reporting <ul style="list-style-type: none"> i. Incident management policies and procedures in place
5. Implementation Services Requirements
<ul style="list-style-type: none"> a. Project Management <ul style="list-style-type: none"> i. Response combined with Project Implementation Methodology
<ul style="list-style-type: none"> b. Project Implementation Methodology <ul style="list-style-type: none"> i. Agile methodology ii. Detail risk management process iii. Preconfigured delivery models, training materials and benchmarks as accelerators iv. KPMG will participate in developing a UAT test plan, will provide SIT scripts to the state for finalizing. State must complete test scripts. v. Test management tool for SIT and UAT testing vi. Multiple additional costs/services included in the assumptions (JIRA, LMS, Captivate) vii. Limit to a number of components – legacy data, contract templates, questionnaires, environments
<ul style="list-style-type: none"> c. Catalog Support Services <ul style="list-style-type: none"> i. Provided a response but response not applicable to SirionLabs offering
<ul style="list-style-type: none"> d. Data Conversion Services <ul style="list-style-type: none"> i. Will use provider tools and internal accelerators

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<ul style="list-style-type: none"> ii. Will use ETL module to perform data import, transformation, and load iii. Initial, mock, and production data extracts and data cleansing (pre-cleansing done by state) and harmonization iv. Will complete 3 mock data conversions v. Process involves quality assurance and reconciliation – KPMG will publish results of the load process but reconciliation work is done by the state vi. Will provide data load templates vii. Cognitive contract management tool (optional) viii. Conversion only includes active suppliers, purchase orders and contracts
<p>e. Interface/Integration Development Services</p> <ul style="list-style-type: none"> i. Proven ability to integrate with leading ERP systems ii. Will assist state with integration but state provide their own middleware solution or adapter iii. 10 integration points between source systems and destination systems – KPMG will design the format, develop, and test interfaces that feed in and out of lvalua iv. State organizations will be responsible for mapping data elements to state systems v. Interfaces will be built in collaboration with the state's IT resources vi. State is responsible for any licenses for third-party systems vii. Will transition support for the integration to the state post-implementation viii. Batch and real-time integrations
<p>f. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none"> i. "Make It" methodology proprietary to KPMG ii. Comprehensive, with the addition of purchased optional services iii. Includes required assessments, phased approach iv. People TRIP tool for readiness assessment provided at an additional cost
<p>g. Training Services</p> <ul style="list-style-type: none"> i. Train-the-trainer approach (limited to 3 weeks) ii. Comprehensive – includes end users, system admins, help desk staff, and suppliers iii. Target Learning Model iv. Training needs assessment v. Training aligns with implementation plan vi. Train-the-trainer session available which helps trainers learn core training functions vii. Training plans for each impacted stakeholder group viii. Will provide a post-implementation transition plan so training can be handed over to the state
<p>h. Help Desk Services</p> <ul style="list-style-type: none"> i. Tier 1 provided by state (KPMG can be contracted to provide if preferred), KPMG to provide Tier 2, provider or state to provide Tier 3 ii. 5-10 FTEs included, can expand up to 30 FTEs iii. ServiceNow will provide ticketing system iv. No live-chat feature
<p>i. On-Site System Stabilization Support</p> <ul style="list-style-type: none"> i. Hypercare for 3 months ii. Tier 1 provided by state (KPMG can be contracted to provide if preferred), KPMG to provide Tier 2, provider or state to provide Tier 3 iii. Blend of on-site and remote iv. Will provide defects and support; will not provide system set up, configuration changes, monitoring of the system, or assessments of system use
<p>6. Managed Services Requirements</p>
<p>a. Solution Support</p>

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<ul style="list-style-type: none"> i. KPMG's Powered Evolution services – focused on building the capability to be self-sufficient ii. Identify support and escalation standards iii. Will provide services for production and non-production environments iv. Have a governance strategy for ongoing communication v. Base services and enrichment services noted; Base services – governance and program management, feature adoption blueprint, functional update planning services, case management, ticketing, instance management, functional update support, release management, configuration changes.
<p>b. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none"> i. Will conduct stakeholder analysis assessment ii. Will seek to understand patterns in data to tailor OCM engagement approach iii. Provide communication plan iv. State shall have a change agent network available v. Will revisit resistance assessment and management plan vi. State will conduct any required analysis of historic data
<p>c. Training Services</p> <ul style="list-style-type: none"> i. KPMG will leverage state learning management system ii. KPMG will leverage their service center change monitoring process iii. Multiple training modalities – email, team huddles, quick reference guides, microlearning videos, e-learning, and instructor led training.
<p>d. Catalog Support Services</p> <ul style="list-style-type: none"> i. Provided a response but response not applicable to SirionLabs offering
<p>e. Help Desk Services</p> <ul style="list-style-type: none"> i. Limited to 25 users able to submit tickets ii. State will provide Tier 1 support iii. Assumptions: <ul style="list-style-type: none"> 1. Approx. 1% of users (state and suppliers) will call per day, with average call duration of 10-20 minutes 2. 25-35 calls per analyst per day 3. Large states – up to 8,000 users
<p>f. Transition Out Assistance Services</p> <ul style="list-style-type: none"> i. 10-week timeline – does not match required timeline in RFP

EVALUATION OF SECTION IV Cost Proposal (Stage 3)

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: LSI Consulting
CATEGORY: 2 – Individual Workstream Implementation
DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Partner with SAP Ariba
 - “Partner managed cloud model” - unclear on what that means, but may imply flexibility
 - Stated they are a re-seller as well as a partner
- Previous Projects
 - Good amount of public sector experience with SAP
 - Multiple workstreams identified through projects provided
- Subcontractors

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

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- None
- Organizational Chart
 - Combined State and LSI positions
 - Project roles defined
- Litigation
 - None
- Financial Viability
 - Provided D&B, current
 - Low-moderate risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. SAP Ariba solutionii. Multiple exceptions and assumption listediii. Accelerator set includediv. Gold partnerv. Spot Buy marketplacevi. Customer specific deployment of a transparency portal
b. User Experience <ul style="list-style-type: none">i. Focus on guided buyingii. Configurable dashboardsiii. Mobile apps included
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Quarterly releasesii. SAP Best Practices Centeriii. Monthly feature releases virtually invisible to end users
d. Customizations/Extensions <ul style="list-style-type: none">i. Customizations not allowed, but extensions and partners includedii. Thorough list of available extensions and partners included
2. Functional Requirements
a. General Functionality <ul style="list-style-type: none">i. Integrated applications that facilitates occasional and frequent buyersii. Contracts only available to registered users through state websiteiii. 22 out of 40 requirements indicated as “standard” functionality – details not sufficiently providediv. Admin fee collection and management not included with proposalv. Award posting integration is needed – included in transparency portal cost. Integration to the state’s website is an additional cost.

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: LSI Consulting

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

<p>b. Supplier Portal</p> <ul style="list-style-type: none"> i. SAP Ariba supplier network portal is common to all Ariba customers, not specific to any one state ii. Partner not required to meet requirements iii. Standard configurable functionality iv. Hosted and catalog punch out support and Spot Buy catalog solution
<p>c. Supplier Enablement/Management</p> <ul style="list-style-type: none"> i. Offer a supplier enablement team of 700+ employee ii. Education and training materials available iii. Will design and develop and enablement strategy iv. Automated verification capability for IRS TIN/Name v. Supplier can sign up for Ariba notification when a contract is re-solicited vi. Provided by SAP Ariba
<p>d. Buyer Portal</p> <ul style="list-style-type: none"> i. Two entry points for casual user and power user ii. More functionality available for power users – access to pre-packaged reports iii. Configurable dashboard
<p>e. Need Identification</p> <ul style="list-style-type: none"> i. Guided buying managed through landing page, will use tiles ii. Standard response – met requirements
<p>f. Request through Pay</p> <ul style="list-style-type: none"> i. Attachment limit of 100 MB ii. Met requirements iii. Input forms to handle special requisitioning situations - have their own workflow capability iv. Signatures on POs – not available in comments, but marked “A” v. There are multiple responses in this requirement set where “configurable” is stated but the Availability is marked A; not CF vi. Cannot create a PO from a contract vii. P-Card administration cannot be maintained by the user under their own profile
<p>g. Catalog Capability</p> <ul style="list-style-type: none"> i. Negative dollar value not an option ii. Limit of 5,000 catalogs, 500,000 items iii. Did not address configurable catalogs iv. Catalog rules to enhance and enrich data – automate data cleansing process
<p>h. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. Out of the box functionality on common procurement types ii. Several solicitation templates available iii. Posting to website – addressed by the transparency portal. State ability to post directly to state website not included in proposal. iv. Integration to contract module v. Messaging feature available to collaborate with suppliers/external parties and internal team vi. Functionality available to load a surrogate bid on behalf of the supplier – Application does not provide the capability to change the create date/time, an additional field could be provided to document physical receipt date/time. vii. Cancel award and issue to a different supplier – able to perform multiple scenarios, but not clear if those scenarios are pre or post award status.
<p>i. Contract Management</p> <ul style="list-style-type: none"> i. Does not support read-only format with redaction properties ii. DocuSign and AdobeSign able to be integrated (optional)

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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<ul style="list-style-type: none"> iii. Contract document authoring can be done through red-lined versions and Tracked Changes in Microsoft Word iv. CM module integrates with Sourcing module to create contract award directly from solicitation v. Contract templates and a clause library that can be configured vi. Visibility into active contracts included amendments, renewals, and other contract events vii. Attachment limit of 100 MB viii. Dashboard for workload management and reports ix. Posting to website – addressed by the transparency portal. State ability to post directly to state website not included in proposal. x. API is part of the same catalog of sourcing APIs but the specific API may vary depending on requirements.
<ul style="list-style-type: none"> j. Vendor Performance <ul style="list-style-type: none"> i. Scorecard functionality ii. Captures vendor performance data outside of the survey tool iii. Vendors get notified if performance does not meet certain criteria iv. Corrective action plan briefly referenced
<ul style="list-style-type: none"> k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. Prepackaged reports (over 250) and Ad hoc reporting available. Can modify existing reports. ii. Can perform data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate iii. SAP Ariba can support two reporting taxonomies. Supported taxonomies such as UNSPSC, the Ariba Classification taxonomy, and a customer-specific, custom taxonomy. iv. Capable of publicly posting reports
3. Technical Requirements
<ul style="list-style-type: none"> a. Availability <ul style="list-style-type: none"> i. 99.5% except regularly scheduled and emergency maintenance
<ul style="list-style-type: none"> b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> d. Browsers Supported <ul style="list-style-type: none"> i. Safari, Chrome, Edge – all major browsers
<ul style="list-style-type: none"> e. User Accounts and Administration <ul style="list-style-type: none"> i. Role and permission based ii. Can inherit roles from a group assignment iii. Do not support dual sign on iv. Lease privilege is a customer decision v. Super users must have system admin access vi. No automatic deactivation of access
<ul style="list-style-type: none"> f. User Authentication <ul style="list-style-type: none"> i. Can activate two factor authentications if you use SAML ii. All password rules and changes are maintained by State – single sign on iii. Standard password policy and process not adaptable to State policies
<ul style="list-style-type: none"> g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> h. Data Conversion

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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	<ul style="list-style-type: none"> i. Will leverage SAP Ariba's Activate methodology ii. Integration of legacy systems will be provided at an additional cost iii. Did not address data conversion services/methodology as described in RFP requirements
i. Interface and Integration	<ul style="list-style-type: none"> i. Integrate will all major ERP systems ii. Real-time as well as batch iii. Did not respond to specific integration points in the RTM – only provided an overall narrative. Stated that if the ERP is SAP system, then requirements are standard and included. If ERP is a non-SAP system, requirements may or may not be standard assuming relevant data can be provided in SAP format.
j. Office Automation Integration	<ul style="list-style-type: none"> i. Met requirements ii. Integrate with Microsoft products
k. Mobile Device Support	<ul style="list-style-type: none"> i. Met requirements
l. Mobile Applications	<ul style="list-style-type: none"> i. Met requirements
m. Data Ownership and Access	<ul style="list-style-type: none"> i. Customer owns data with throughout subscription ii. May obtain access at any time
n. Data Retention, Archive and Purge Considerations	<ul style="list-style-type: none"> i. For life of subscription in accordance with active contract ii. Archive capability – state controls what data is deleted/purged, standard invoicing/archiving for suppliers is available. Integrations for archiving not included. iii. Customer is in complete control of data deletion and purging
o. Disaster Recovery Plan	<ul style="list-style-type: none"> i. Met requirements
p. Solution Environments	<ul style="list-style-type: none"> i. Production and test environments offered ii. Other environments required in RFP not provided with proposal
q. Solution Technical Architecture	<ul style="list-style-type: none"> i. Met requirements
r. Solution Network Architecture	<ul style="list-style-type: none"> i. Met requirements
s. System Development Methodology	<ul style="list-style-type: none"> i. Agile, SCRUM methodologies ii. Aligned with ISO 27034 iii. Automated test suite built on selenium iv. Code is peer reviewed v. Met requirements
t. Service Level Agreement	<ul style="list-style-type: none"> i. Did not provide comments on model SLA ii. Provided SLA sample
4. Security Requirements	
a. Cloud Security Alliance (CSA) Compliance	<ul style="list-style-type: none"> i. Completed CAIQ
b. Security and Privacy Controls	<ul style="list-style-type: none"> i. SAP Ariba not currently compliant with NIST 800-53, but timeline for compliance has been established.

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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c. Security Certifications
i. Met requirements
d. Annual Security Plan
i. SOC II plan may be requested
ii. Security plan is an internal document
e. Secure Application and Network Environment
i. 24/7 system monitoring
ii. Separation of SAP corporate with customer cloud
iii. Detailed response
f. Secure Application and Network Access
i. Met requirements
g. Data Security
i. Will leverage individual cloud service providers
ii. Customer data classified as highly confidential
iii. Based on leased privilege
iv. SAP Data Protection Agreement
h. Personally Identifiable Information Protection
i. Do not handle HIPAA or other PII
ii. Indicated SSN (when used as TIN) and banking information, though, are considered PII
i. Security/Privacy Issue Occurrence
i. Incident response procedures are confidential and therefore not provided
j. PII Data Actual/Attempted Access or Disclosure
i. Incident response procedures are confidential and therefore not provided
k. Security Breach Reporting
i. Incident response procedures are confidential and therefore not provided
5. Implementation Services Requirements
a. Project Management
i. Basic PM layout diagram – regulatory/prescriptive/procedural nature to the response
ii. Timeline not provided
b. Project Implementation Methodology
i. Included basis framework for managing the solution
ii. Provided sample role assignment charts for various deliverables. Does not define staffing as required in RFP requirements.
iii. Provided phase-based sample plans
iv. State is responsible for defining test cases and scenarios, scripts. LSI will assist with repairing as needed.
v. LSI training lead is responsible for an overall training plan, state lead is responsible for developing end user training schedules and providing train-the-trainer candidates
vi. LSI project team appeared lean/light compared to responsibilities of state teams
vii. Will use SAP Ariba Activate methodology
c. Catalog Support Services
i. Will use SAP catalog support services or state can use Spot Buy
ii. Support to supplier for onboarding/offboarding for catalogs during implementation
iii. Enablement of punch out catalogs are available for additional cost – SAP Ariba bundled catalog support service. LSI will provide guidance, enablement is responsibility of state
d. Data Conversion Services
i. 6-phase plan – strategy, analyze, design, build, test/implement, deploy
ii. Data cleansing is the sole responsibility of the state

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<ul style="list-style-type: none">iii. LSI will design, build, and test programs that will read flat files and will load those files to SAP – state must validateiv. Migration cockpit included as part of assessment
<ul style="list-style-type: none">e. Interface/Integration Development Services<ul style="list-style-type: none">i. Will recommend, design, and deploy interfaces based on the best practices and latest tools within the SAP environmentii. Will develop an interface strategy document – provided sample
<ul style="list-style-type: none">f. Organizational Change Management (OCM Services)<ul style="list-style-type: none">i. Comprehensive responseii. Diagrams provided
<ul style="list-style-type: none">g. Training Services<ul style="list-style-type: none">i. Divided into two areas – project team training and end-user trainingii. Will leverage the online SAP services coursesiii. No specific limit for train-the-trainer user trainingiv. Proposing to use generic Ariba materials and guides rather than customized for the customerv. Instructor-led training and proposed small group session training
<ul style="list-style-type: none">h. Help Desk Services<ul style="list-style-type: none">i. Level 1 – state. LSI and SAP will provide Level 2 and Level 3 help desk during implementation and Hypercare.ii. Services easily adapted to state support provideriii. Cite Ariba online support for providers and suppliersiv. Can train state help desk personnelv. Automated chat bot
<ul style="list-style-type: none">i. On-Site System Stabilization Support<ul style="list-style-type: none">i. Hypercare – 3 monthsii. Did not indicate Hypercare is onsiteiii. Quality review addressed, but does not specifically address configuration changes during Hypercare
6. Managed Services Requirements
<ul style="list-style-type: none">a. Solution Support<ul style="list-style-type: none">i. Internal monitoring. No third-party monitoring.ii. Will provide continual service improvement management (CSI)iii. Incident management addressediv. ITIL ITSM support modelv. Direct support to cloud subscription provided by LSI; scaled for small, medium, and large implementations. Table of service level provided.
<ul style="list-style-type: none">b. Organizational Change Management (OCM Services)<ul style="list-style-type: none">i. Agree to provide, but do not elaborate on specific services offeredii. Offer hourly rate
<ul style="list-style-type: none">c. Training Services<ul style="list-style-type: none">i. Agree to provide, but do not elaborate on specific services offeredii. Offer hourly rate
<ul style="list-style-type: none">d. Catalog Support Services<ul style="list-style-type: none">i. Agree to provide, but do not elaborate on specific services offeredii. Offer hourly rate
<ul style="list-style-type: none">e. Help Desk Services<ul style="list-style-type: none">i. Help desk services described under Solution Support
<ul style="list-style-type: none">f. Transition Out Assistance Services<ul style="list-style-type: none">i. Provided a sample plan

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: LSI Consulting

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Mercell
CATEGORY: 2 – Individual Workstream Implementation
DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - NegoMetrics4, SaaS
 - Single page application (SPA)
 - ISEA 3000, ISO 27001, SOC II certified
 - Established 2000
 - Joined the Mercell Group Feb 2021 – unclear on what change that entailed
 - Multiple workstreams
- Previous Projects
 - State, local government experience demonstrated

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Merrell

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

- Single stream modules identified
 - Implementation time less than 2-4 months in some cases – impressive/surprising, especially with integrations and staff size.
 - NY example is a sourcing concept
- Subcontractors
 - None
- Organizational Chart
 - Project team is small
 - 2 implementation staff in U.S., remainder are abroad – concerning for large projects
- Litigation
 - Provided, none
- Financial Viability
 - D&B was supposed to be attached, but was not included in proposal.

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Users guided by recommended tasks in the solicitation processii. Off-the-shelf solution - NegoMetrixiii. User controls solicitations and contracts being made publiciv. Standard APIs for integrationv. Workflow configurablevi. Smart routingvii. All modules have their own dashboardviii. Sourcing system – sourcing and contract management modules (no marketplace)ix. Reporting dashboards and visualizations
b. User Experience <ul style="list-style-type: none">i. No personalizationii. Bid notifications by location and NIGP codeiii. Modules can be implemented as stand-alone or combinediv. Modules can be supportedv. Wizard-like functionsvi. Work can be reassignedvii. Contract action notifications by email and remindersviii. Supported on any mobile deviceix. Role-based functionality
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. 3-year Roadmap not provided with proposal – available once under contractii. Agile methodology

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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<ul style="list-style-type: none"> iii. Publish release notes and support articles iv. User can control updates
<ul style="list-style-type: none"> d. Customizations/Extensions <ul style="list-style-type: none"> i. Configuration based ii. Customizations if needed iii. Suggest integrations not be used to start
2. Functional Requirements
<ul style="list-style-type: none"> a. General Functionality <ul style="list-style-type: none"> i. Cloud-based SaaS ii. Hosted on AWS iii. Maximum attachment size of 2 GB per document iv. Printing – print the screen v. Draft and upload document, advertise vi. Q&A through the portal vii. No code crosswalk or upgrade – only NIGP commodity codes supported viii. No admin fee functionality ix. No transaction search x. Cannot pre-load bill to/ship to addresses
<ul style="list-style-type: none"> b. Supplier Portal <ul style="list-style-type: none"> i. No PO or invoicing functionality ii. Single point of entry iii. Suppliers can see events they were invited to, and events not invited to iv. Must have an account to participate in the solicitations v. Offers automated supplier notifications vi. Suppliers can access solicitations from other customers from their portal vii. Free for suppliers viii. Multiple business locations for the same supplier – must have multiple registrations. Each account would include a unique identifier for FEIN. Example provided.
<ul style="list-style-type: none"> c. Supplier Enablement/Management <ul style="list-style-type: none"> i. BI data exports, standard APIs for accounts payable integrations ii. No supplier registration validation needed in order to bid iii. Suppliers can submit an application to be on a pre-qualified list through the solution to the state purchasing team, which will then be evaluated and accepted/declined iv. Does not have the ability to route supplier registrations to other organizations for approval v. Can integrate with the state's ERP system vi. Multiple business locations for the same supplier – must have multiple registrations. Each account would include a unique identifier for FEIN. Example provided. vii. Supplier registration does not include bank information viii. Does not capture changes to a supplier account in an auditable history
<ul style="list-style-type: none"> d. Buyer Portal <ul style="list-style-type: none"> i. Buyers get a personalized task dashboard ii. No work management view available for the buyer portal iii. Role-based access to modules iv. Task list is consolidated, not separated by type of task
<ul style="list-style-type: none"> e. Need Identification <ul style="list-style-type: none"> i. Uses a purchase request form for intake management – “smart” form ii. Information from form is pulled in the solicitation iii. Customizable workflows iv. Able to skip solicitation process and go right to contract process

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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BIDDER: Merrell

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<p>f. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. Any type of solicitation ii. Digital price sheets and product lists iii. Automated bid tabulation and consensus scoring iv. Accepts paper and digital evaluations v. Reusable templates vi. Integrated website for solicitation and contracts vii. Notify all suppliers based on commodity code, or select suppliers viii. Integrated messaging for solicitation team (internal and participating suppliers) ix. Suppliers names cannot be hidden during evaluation x. Redacted proposals not accepted xi. No integrated video conferencing xii. Can publish public announcement regarding solicitation xiii. Tabulation ranks responses based on price and quality (if quality is calculated) xiv. Lead buyer can overrule score of the committee xv. Automatic integration with state's public site for posting xvi. Document authoring for solicitations – smart placeholders within the templates
<p>g. Contract Management</p> <ul style="list-style-type: none"> i. Drafting done by legal department (outside the system) ii. Any document type can be uploaded iii. Contract authoring or routing is not supported iv. No digital signature capability at time of proposal submission v. Define workgroups to control access to specific contracts vi. Customizable contract templates vii. Contract approval and workflow routing not supported viii. No payment or order tracking functionality ix. No way for suppliers or co-op members to upload spend reports or subcontracted payments x. Contracts are published to a NegoMetrix website xi. No search functionality within the public contract overview at time of proposal submission
<p>h. Vendor Performance</p> <ul style="list-style-type: none"> i. Purchasing surveys used to track performance against SLAs ii. Dashboard view of KPI results available iii. Can add attachments to a survey, up to 2 GB iv. Vendor performance appears to be internally facing – no supplier interaction v. No improvement plan provided
<p>i. Purchasing/Data Analytics</p> <ul style="list-style-type: none"> i. Can build your own reports ii. P-card is not a functionality iii. Do not have expenditure reporting without an integration to source data from an external source iv. Reporting responses by supplier is currently in development v. Reports can be sent out via email vi. Reports cannot be published to a public website – must be manually exported and posted vii. Cannot report on taxonomy other than NIGP viii. Did not provide a complete list of available reports
<p>3. Technical Requirements</p> <p>a. Availability</p>

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BIDDER: Mercell

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

<ul style="list-style-type: none"> i. 24/7 availability ii. 99% uptime
b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
c. Audit Trail and History <ul style="list-style-type: none"> i. Fully logged and auditable throughout the platforms, activities in user accounts including login and file uploads ii. Can request vendor log file iii. Each solicitation and contract has log files to manage when specific action were taken
d. Browsers Supported <ul style="list-style-type: none"> i. Chrome, Firefox, MS Browser (not specified)
e. User Accounts and Administration <ul style="list-style-type: none"> i. Rights and roles control access levels ii. Roles can be defined at org level and solicitation level
f. User Authentication <ul style="list-style-type: none"> i. SSO based on SAML 2.0 ii. Microsoft active directory and okta iii. 2 factor authentication
g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. Can transfer all existing boilerplates – solicitation templates, award language, supplier invitations, requisition forms, and more! ii. Existing contracts can be imported if the contract management solution is being used iii. Do not mention data cleansing iv. Do not define responsibilities or details on technology behind the solution
i. Interface and Integration <ul style="list-style-type: none"> i. Rest APIs can be used to integrate with Oracle, SAP and others ii. Did not provide an integration with MWDBE or SOS registrations iii. No integration to support requisition or data reporting iv. Cannot integrate with state certification systems or SOS licensing systems
j. Office Automation Integration <ul style="list-style-type: none"> i. Compatible with MS Suite and Adobe
k. Mobile Device Support <ul style="list-style-type: none"> i. Fully supported on any mobile device
l. Mobile Applications <ul style="list-style-type: none"> i. None
m. Data Ownership and Access <ul style="list-style-type: none"> i. Owned by the participating agency ii. Mercell has the right to keep information for auditing purposes iii. Agency can download data within the system
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Do not purge any information ii. Stored in MS Azure in VA
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. No occurrences in past 5 years ii. Protocol in place iii. Twice per year penetration testing iv. Provided a sample of data processing agreement v. No disaster recovery plan provided

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Merrell

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

<p>p. Solution Environments</p> <ul style="list-style-type: none"> i. Dev, test, and acceptance environments ii. No training environment iii. Only live production environment is US-based; test and acceptance are in Bulgaria.
<p>q. Solution Technical Architecture</p> <ul style="list-style-type: none"> i. Data strong in SQL servers ii. Azure data centers
<p>r. Solution Network Architecture</p> <ul style="list-style-type: none"> i. TLS 1.2 ii. Single, tenant separated with roles and permissions.
<p>s. System Development Methodology</p> <ul style="list-style-type: none"> i. New functionality released several times per year ii. Release cycle published
<p>t. Service Level Agreement</p> <ul style="list-style-type: none"> i. Did not accept any of the UAT SLAs. Accepted the relevant production SLAs ii. Provided sample SLA
4. Security Requirements
<p>a. Cloud Security Alliance (CSA) Compliance</p> <ul style="list-style-type: none"> i. Provided CAIQ
<p>b. Security and Privacy Controls</p> <ul style="list-style-type: none"> i. ISO 27-001 Certified ii. Consistent with NISP 800-53 iii. ISAE 3000 Type II Certified
<p>c. Security Certifications</p> <ul style="list-style-type: none"> i. Provided
<p>d. Annual Security Plan</p> <ul style="list-style-type: none"> i. Did not provide a comprehensive plan, as required.
<p>e. Secure Application and Network Environment</p> <ul style="list-style-type: none"> i. Dedicated DMZ ii. Dedicated network segmentation iii. Site to site VPN iv. Perimeter defense v. Network intrusion prevention systems vi. Backup data retention of 14 days
<p>f. Secure Application and Network Access</p> <ul style="list-style-type: none"> i. Communication is encrypted through TLS 1.2 ii. Do not have capability to force user log out or end their session.
<p>g. Data Security</p> <ul style="list-style-type: none"> i. GDPR compliant ii. All data is in one data and recovery database iii. Agency data cannot be access by Marcell support desk unless specifically branded by the agency's user. iv. Hosted on FEDRAMP certified Azure. v. Implemented ISMS based ISO 27-001 to secure data in transit and at rest.
<p>h. Personally Identifiable Information Protection</p> <ul style="list-style-type: none"> i. Did not address compliance with federal PII, HIPAA or Federal HIPAA requirements.
<p>i. Security/Privacy Issue Occurrence</p> <ul style="list-style-type: none"> i. Provided incident management procedure ii. Did not meet the notification timing requirements of the RFP.
<p>j. PII Data Actual/Attempted Access or Disclosure</p>

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Mercell

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

<ul style="list-style-type: none"> i. Will notify participating entity with 2 hours of Mercell becoming aware of the intrusion or unauthorized disclosure. ii. Did not commit to provide a potential exposure or assessment document within 48 hours.
<ul style="list-style-type: none"> k. Security Breach Reporting <ul style="list-style-type: none"> i. Provided incident management procedure ii. Did not meet the notification timing requirements of the RFP.
5. Implementation Services Requirements
<ul style="list-style-type: none"> a. Project Management <ul style="list-style-type: none"> i. 1 ½ month implementation ii. Will assign PM iii. Roles defined for Mercell, identified PM and purchasing team member roles for state iv. No methodology provided
<ul style="list-style-type: none"> b. Project Implementation Methodology <ul style="list-style-type: none"> i. Phased approach ii. Testing methodology defined iii. Risk management practices defined iv. Issue tracking and management
<ul style="list-style-type: none"> c. Data Conversion Services <ul style="list-style-type: none"> i. Prefer to use Excel to transfer data ii. Participating entities will be responsible for data cleansing iii. Data will be kept for at least 6 months after termination iv. Only discuss migrating contracts, no other data discussed
<ul style="list-style-type: none"> d. Interface/Integration Development Services <ul style="list-style-type: none"> i. Vague – no real approach defined ii. Described completing an assessment, but responsibilities not defined
<ul style="list-style-type: none"> e. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Unclear who has what responsibilities ii. Stakeholder analysis and assessment iii. Will work with customer to define pace iv. Customer may attend monthly continuous learning events
<ul style="list-style-type: none"> f. Training Services <ul style="list-style-type: none"> i. Training assessment ii. Consultant will guide customer through the process iii. General monthly trainings available to all users iv. Training sequence for users generally takes 2 (1 hour) sessions v. Onsite instructor led training vi. Office hours – online meeting open for collaboration
<ul style="list-style-type: none"> g. Help Desk Services <ul style="list-style-type: none"> i. Accessible by phone, email, live chat during standard business hours ii. Help Desk included, no local help desk personnel is needed iii. Level 1 (functional support) and Level 2 (technical support)
<ul style="list-style-type: none"> h. On-Site System Stabilization Support <ul style="list-style-type: none"> i. Designated account manager through full implementation ii. Off-side expected, on-site if needed
6. Managed Services Requirements
<ul style="list-style-type: none"> a. Solution Support <ul style="list-style-type: none"> i. Software is always up to date ii. Chats are answered within 2 minutes, emails with ½ hour

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Mercell

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 - 10/4/21, Stage 2 – 1/26/22

iii. All environments will be monitored and have patches applied and have scheduled backups
iv. Systems logs administered
v. Account managers will be assigned and available to address corrections to performance, functional, integration and technical issues
b. Organizational Change Management (OCM Services)
i. All platforms under Mercell are supported
ii. Did not discuss change management specifically
c. Training Services
i. All platforms under Mercell are supported
ii. Did not discuss training specifically
d. Help Desk Services
i. All platforms under Mercell are supported
ii. Help Desk services mentioned
e. Transition Out Assistance Services
i. Account manager will handle the entire process
ii. Client will have access to web service for 1 month after termination of contract
iii. Can pay for extended data retention after termination
iv. Will assist in identifying potential risks
v. Client data will be kept for 6 months after termination

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 3).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Perfect Commerce
CATEGORY: 2 – Individual Workstream Implementation
DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - WebProcure
 - Business seems to be solely procurement
 - Cloud-based
 - Est. 1996
 - 360 view of projects
- Previous Projects
 - Good amount of state implementation experience
 - Provided links to relevant government websites from previous projects

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

- Experience interfacing with financial management suites
- Subcontractors
 - Civic Initiatives – implementation, business analysis
- Organizational Chart
 - Company/corporate org chart
 - Not project specific, though did define prime vs. subcontractor positions
- Litigation
 - Provided, none
- Financial Viability
 - Provided
 - Annual Reports w/ financial statements 2018-2020

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

- Multiple spelling and grammar errors throughout proposal

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. WebProcureii. COTS system designed and built by public sector professionalsiii. ProcureLINK - Real time integration capable with external systems/ERPsiv. Rule and provision-based access
b. User Experience <ul style="list-style-type: none">i. Single point of entry home page – allows customizationii. Notification and task reminders visible from all pagesiii. Currently designed to fit tablet and smartphone
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Lean-Agile approach to software developmentii. 6-8 releases per yeariii. Provide strategic account management to conduct business reviews throughout the contractiv. 3-year product roadmap not provided
d. Customizations/Extensions <ul style="list-style-type: none">i. Highly configurableii. Templates used
2. Functional Requirements
a. General Functionality <ul style="list-style-type: none">i. Modular installation availableii. Can deploy different bid boards for primary users and sub-agenciesiii. Only English-language

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

<ul style="list-style-type: none"> iv. No size limit on attachments v. Can match any version of commodity codes the user is using vi. Must use third party of administrative invoicing
<p>b. Supplier Portal</p> <ul style="list-style-type: none"> i. Instructional document examples provided ii. In-line narrative not provided iii. Deliverables marked with integrated supplier – unclear what differentiates and integrated supplier vs a supplier iv. Only PayPal available for payment gateway integration
<p>c. Supplier Enablement/Management</p> <ul style="list-style-type: none"> i. Suppliers can self-register 24/7 and maintain profiles ii. Can use NIGP or UNSPSC iii. Will need third party to validate data for IRS, TIN, etc. iv. Notifications on new vendor registrations – state can review and approve/reject v. Vendor in “pending” status can submit bids but cannot receive award until approved vi. KPI Scorecard functionality vii. ACH banking management – unclear if this is an ACH payment functionality or an integration with ERP viii. Suppliers can perform all procurement functions via the portal
<p>d. Buyer Portal</p> <ul style="list-style-type: none"> i. Portal can include personal dashboard specific to the user ii. Supports single sign on through state’s authentication service iii. Limited narrative provided regarding buyer portal process iv. Met requirements
<p>e. Need Identification</p> <ul style="list-style-type: none"> i. Single point of entry ii. Based on roles and permissions iii. Would need to integrate with third party to achieve inventory stock levels
<p>f. Request through Pay</p> <ul style="list-style-type: none"> i. Listed multiple types of purchase requests – catalog, round trip punch out, off-catalog ii. Approval process – can set up different user roles and workflows; can be parallel or serial iii. Templates can be made from existing requests iv. Workflow status can be monitored in WebProcure v. Vendor can receive orders through the portal or integration – XML, EDI, email, fax vi. Purchase requests for similar items cannot be combined into single purchase order vii. Buyers can create payment vouchers or issue credit memos viii. Integrations will be required for account data ix. Request can trigger order to be generated out of inventory source x. Do not currently have the functionality to have different workflow rules based on different request types xi. Integrated suppliers can deliver invoices by EDI and CXML xii. P-Card – comply with PCI standards; can manage p-card data in the system; reconciliation must be done in ERP system xiii. Does not support creating a receipt without a PO
<p>g. Catalog Capability</p> <ul style="list-style-type: none"> i. Can search hosted or punch out by keycode, supplier, manufacturer, or part number ii. No limit to number of catalogs or items within catalogs iii. Able to enter zero dollar amounts; negative dollar amounts can be entered with a workaround iv. Advanced catalog – searches across all suppliers

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

<ul style="list-style-type: none"> v. Unclear if Search Manager and Catalog Manager tools are done with automation/validation vi. Only buyer approved supplier content is available in Search Manager vii. Vendor can upload content using CSV, XML, XLS or via FTP
<p>h. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. Bid award able to be reversed/modified ii. Can separate technical and pricing evaluations iii. Support multi-round evaluations iv. Solicitations board has direct links to social media v. Solution does not provide ability to reassign work temporarily or permanently – custom feature not currently available vi. Does not eliminate duplicate emails vii. Posting to public sites is managed through WebProcure viii. States can collaborate with vendors (including anonymous vendors) in the Q&A center ix. No version control – future integration x. Solicitation can be converted into a contract or a purchase order xi. Reverse auction, Surplus auction, and Surplus Sealed Bids require a third-party solution xii. Cannot hide supplier names xiii. No integrated video conferencing
<p>i. Contract Management</p> <ul style="list-style-type: none"> i. Functionality of contract clauses described ii. No version control iii. Check in and check out capability not included iv. Establish open market contracts through punch outs v. Associate catalogs with contracts vi. Use templates to create contracts vii. Contract spend including diversity spend viii. Can set up contract scorecards for performance evaluations ix. Can apply a solicitation award to a contract x. Ad-hoc reporting out of WebProcure xi. Can set up automated reminders through notification ability xii. E-signatures may be integrated with a third-party
<p>j. Vendor Performance</p> <ul style="list-style-type: none"> i. Can set up KPI framework with scorecard criteria ii. No size limit for any safe file type attachments iii. Do not discuss performance improvement plan beyond notifying the vendor iv. Software does not give ability to send notifications to Procurement Officer when contract items are ordered without using contract number – available as customization/future enhancement
<p>k. Purchasing/Data Analytics</p> <ul style="list-style-type: none"> i. Standard and ad-hoc reporting ii. Cross-tab views that act as a pivot table
<p>3. Technical Requirements</p>
<p>a. Availability</p> <ul style="list-style-type: none"> i. Different hours listed for RTO – 6, 8
<p>b. Accessibility Requirements</p> <ul style="list-style-type: none"> i. Met requirements
<p>c. Audit Trail and History</p>

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

	<ul style="list-style-type: none"> i. Ad-hoc reporting module ii. All activity logged with date/time stamps iii. Automated audit tool iv. Manual audit feature captures events like phone calls, emails
d.	<p>Browsers Supported</p> <ul style="list-style-type: none"> i. All major browsers supported ii. Met requirements
e.	<p>User Accounts and Administration</p> <ul style="list-style-type: none"> i. Hierarchical structure for roles and permissions ii. Enterprise level users determine end users for agencies iii. Each module has associated roles, users, and scope parameters
f.	<p>User Authentication</p> <ul style="list-style-type: none"> i. Username/password or single sign on ii. Does not discuss two factor authentication iii. Capability to automate acceptable use agreements – future enhancement
g.	<p>Federated Identity Management</p> <ul style="list-style-type: none"> i. Met requirements
h.	<p>Data Conversion</p> <ul style="list-style-type: none"> i. Variety of bulk upload tools to aid in data conversion and transfer of legacy data ii. Perfect Commerce performs initial data upload as part of implementation – state will have access for future iii. Provide a matrix of data conversion and migration responsibilities – did not specifically include assessments
i.	<p>Interface and Integration</p> <ul style="list-style-type: none"> i. ERP agnostic ii. Real time or batch data transfer
j.	<p>Office Automation Integration</p> <ul style="list-style-type: none"> i. Support Microsoft Office Suite
k.	<p>Mobile Device Support</p> <ul style="list-style-type: none"> i. Met requirements, but not recommended as primary tool set
l.	<p>Mobile Applications</p> <ul style="list-style-type: none"> i. No current mobile applications
m.	<p>Data Ownership and Access</p> <ul style="list-style-type: none"> i. Data remains owned by state; Perfect Commerce never obtains ownership
n.	<p>Data Retention, Archive and Purge Considerations</p> <ul style="list-style-type: none"> i. Do not archive or purge state data unless state requires it
o.	<p>Disaster Recovery Plan</p> <ul style="list-style-type: none"> i. Met requirements
p.	<p>Solution Environments</p> <ul style="list-style-type: none"> i. 2 – Production and UAT/training ii. Development and QA environments not available to states
q.	<p>Solution Technical Architecture</p> <ul style="list-style-type: none"> i. Scalable Java-based environment
r.	<p>Solution Network Architecture</p> <ul style="list-style-type: none"> i. Hosted in US ii. Met requirements
s.	<p>System Development Methodology</p> <ul style="list-style-type: none"> i. Agile ii. Give opportunity to review the updates in the UAT environment
t.	<p>Service Level Agreement</p> <ul style="list-style-type: none"> i. To be agreed upon with participating entity; did not provide comments on model SLA

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

ii. Did not provide sample SLA
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. Completed CAIQ ii. Do not have the capability to restrict data to certain countries or geographical locations
b. Security and Privacy Controls <ul style="list-style-type: none"> i. Maintain a comprehensive security plan ii. Provide independent third-party audits and certifications iii. Partially meet NIST 800-53 requirements
c. Security Certifications <ul style="list-style-type: none"> i. Met 2 out of 9 required; listed others
d. Annual Security Plan <ul style="list-style-type: none"> i. Provided under Security and Privacy Controls section
e. Secure Application and Network Environment <ul style="list-style-type: none"> i. Mentioned security plan ii. Two factor authentication for internal security systems and some SaaS, not web procurement; PII is minimal. Client able to control information within the product.
f. Secure Application and Network Access <ul style="list-style-type: none"> i. Primary and secondary data center ii. Use logical separation, leased access privileges, etc. iii. Server logs are maintained for a minimum of 6 months. Full redundancy for primary data center, partial redundancy for secondary data center iv. Penetration and vulnerability testing
g. Data Security <ul style="list-style-type: none"> i. TLS 1.2 and 1.3 ii. No non-encrypted traffic allowed into servers
h. Personally Identifiable Information Protection <ul style="list-style-type: none"> i. Do not consider the PII identified in the RFP as PII within their system
i. Security/Privacy Issue Occurrence <ul style="list-style-type: none"> i. Once confirmed, “reasonable” response notification time. Unclear what constitutes a “reasonable” response time.
j. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none"> i. Included response under the Security/Privacy Issue Occurrence
k. Security Breach Reporting <ul style="list-style-type: none"> i. Included response under the Security/Privacy Issue Occurrence
5. Implementation Services Requirements
a. Project Management <ul style="list-style-type: none"> i. Conducted to a structured, well define project phase life cycle ii. Well defined, systematic plan iii. Web-based secure collaboration platform iv. Work plan showed implementation as 1 ½ years v. Well defined staffing plan and key positions with RACI charts included vi. Subcontractor management methodology – set a clear understanding of the prime and sub roles
b. Project Implementation Methodology <ul style="list-style-type: none"> i. Iterative and Agile methods for delivery ii. Kanban methodology for product development – adaptive process iii. Unclear if the testing is scripted and performed by the state or the Proactis team

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

<p>c. Catalog Support Services</p> <ul style="list-style-type: none"> i. Can supply catalog support services ii. Detailed response iii. Supplier and spend assessment iv. Conversion plan for catalog data v. Onboarding and training of suppliers vi. Training of state staff to assume catalog management duties
<p>d. Data Conversion Services</p> <ul style="list-style-type: none"> i. Upload tools to assist with data conversion and migration of legacy data – tasks shared between Perfect Commerce and customer IT staff and data owners; provided matrix for responsibilities ii. Data cleansing to be done by state and developing the extract from the existing system
<p>e. Interface/Integration Development Services</p> <ul style="list-style-type: none"> i. Will work with customer to determine what integrations and interfaces are necessary ii. ProcureLINK utilized to integrate numerous systems
<p>f. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none"> i. Performed primarily during implementation ii. Provided a framework of key process but do not address multiple aspects of OCM itself
<p>g. Training Services</p> <ul style="list-style-type: none"> i. Web-based training ii. Can conduct onsite training; train-the-trainer iii. Training materials available iv. Suppliers can use online training portal v. Specific system administrator training to manage statewide vi. Online access to tutorials and instructor led training recordings vii. Full release notes available prior to releases; will provide training sessions for significant functionality changes
<p>h. Help Desk Services</p> <ul style="list-style-type: none"> i. Available for both buyers and suppliers ii. 24/7 for mission critical and client facing iii. First level support M-F 8:00 AM-8:00 PM iv. Email, phone and online support v. Unclear if live chat functionality is in development
<p>i. On-Site System Stabilization Support</p> <ul style="list-style-type: none"> i. 3 months; will provide resources as necessary ii. Not on-site iii. Will assign state test operations manager and strategic manager for life cycle of the contract iv. Monitor system availability themselves and do not use third party systems
6. Managed Services Requirements
<p>a. Not proposed</p>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Perfect Commerce

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Periscope Holdings
CATEGORY: 2 – Individual Workstream Implementation
DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance – Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Use ePro – proprietary solution. SaaS.
 - Established in 2001
 - Affiliated with NIGP
 - Won NASPO Bronze Chronin award
 - Multiple integrations
 - Interesting growth strategy
 - Have a supplier network
 - State experience through ePro solution and staff themselves

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope Holdings

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

- Previous Projects
 - Public sector experience is strong
 - Arkansas – vendor management implementation
 - Multiple workstreams identified through projects provided
- Subcontractors
 - Have been prime on all previous contracts
 - Listed good options for subcontractors if needed
 - CGI specifically for ME, as ME uses CGI products currently.
- Organizational Chart
 - Combined org chart, specific to project
 - No roles actually defined within that chart
- Litigation
 - Provided, none
- Financial Viability
 - Provided audited summary of financials

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Single point of entry for suppliers and agency usersii. Unlimited number of catalogs in the marketplace; hosted and open marketiii. Smart routing - can create rule-based fields to routeiv. Integrate with major ERPs and financial systemsv. Periscope eProvi. Modular standalone or full eProvii. Open marketplace for access to suppliersviii. ePRO is the transparency portal for posted solicitations and award, contract, contract spend, and state supplier listsix. Solution was created by public procurement professionalsx. Buyer side and supplier side environments in the Periscope cloud
b. User Experience <ul style="list-style-type: none">i. Personalization if initial screen; user can select their own from a published listii. Intuitive navigation aimed at fewest clicks to completioniii. Default dashboard based on user role; colors can change based on roleiv. Central search bar on all pages; advanced search configurable at field levelv. Can support mobile user through the browservi. User defined fields that have guided narrative test informing the user of appropriate testvii. Mangers can track assignments and reassign within organization/department/location

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope Holdings

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

<ul style="list-style-type: none"> viii. Proxy features available ix. Extensive role-based functionality x. Multi organization access available
<ul style="list-style-type: none"> c. Bidder Best Practices and Roadmap <ul style="list-style-type: none"> i. 4 scheduled releases per year ii. Focused on government iii. Agile development; allows new features to be phased in after go-live iv. 3-year roadmap provided v. System is highly configurable
<ul style="list-style-type: none"> d. Customizations/Extensions <ul style="list-style-type: none"> i. Will seek to understand client's business needs ii. Enhancements provided on an as-needed basis for additional cost iii. Customizations will be system-wide
2. Functional Requirements
<ul style="list-style-type: none"> a. General Functionality <ul style="list-style-type: none"> i. Cloud based, AWS hosted ii. Attachment title search limited to contract management module iii. Must create a report to have a print format iv. No foreign languages v. Can be used by all state agencies and political subdivisions vi. Will keep commodity codes current to finance system
<ul style="list-style-type: none"> b. Supplier Portal <ul style="list-style-type: none"> i. Suppliers can register and self-maintain portal once unique login is approved ii. Portal hosts communications from the state iii. Can bid through the portal and create new quotes, receive and acknowledge POs, receive contracts, create and track invoices, maintain catalogs iv. Admin fee requirement – addressed by Reconciler tool but not included with proposal (additional cost)
<ul style="list-style-type: none"> c. Supplier Enablement/Management <ul style="list-style-type: none"> i. System allows vendor account to have Tax ID change (maintains history of changes) ii. Focused on public sector iii. Integrations will be needed for Tax ID, SOS, registration and verification, TIN, email – pricing depends on capabilities of the state iv. Foreign vendors can register with a foreign ID, US Tax ID/EIN not required v. Registration – can set up to have vendors pre-qualified for some certifications/categories/special designations
<ul style="list-style-type: none"> d. Buyer Portal <ul style="list-style-type: none"> i. Presentation of dashboard is aesthetically pleasing ii. Buyers initiate activities for a full life-cycle of procurements iii. Buyer can update profiles, alerts
<ul style="list-style-type: none"> e. Need Identification <ul style="list-style-type: none"> i. Once a need is identified the approval workflow engine is triggered ii. ePro demand aggregation functionality allows for all agencies for same items and or services to be combined.
<ul style="list-style-type: none"> f. Request through Pay <ul style="list-style-type: none"> i. Marketplace shopping a crossed all catalogs. ii. Can shop the open market network catalogs. iii. Currently cannot configure reoccurring purchase request. iv. Rules and privileges limit access v. Guide through procurement steps

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope Holdings

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

<ul style="list-style-type: none"> vi. Catalog can have different prioritization settings for different departments. vii. Hosted and punch out level 2 catalogs optioned to add non-contract vendors. viii. Local governments are set up as standalone organizations, so they do not have to inherit state approval paths or rules. ix. P-Cards processing for supplier that accept it. x. Credit memos for returned goods or services. xi. Subcontractor payment tracking. Subcontracts can login to verify payments. xii. Do not support recurring orders. xiii. Do not have email functionality for invoices that have attachments. xiv. Cannot split accounting on a requisition by quantity. xv. Do not provide a way for an authorized approver to override specific approvals. xvi. Do not support a means for an approver to make a change without starting over. xvii. Do not send POs by email, user has to log in to receive POs. Can send by CXML. xviii. Do not provide a P-card administrator capability xix. Capability to set defaults on requisitions based on location, role, privileges of user
<p>g. Catalog Capability</p> <ul style="list-style-type: none"> i. Marketplace – all catalogs in one location, no limit to number of catalogs ii. Supports level 1 and level 2 punch out iii. Will host other publicly sourced contract provided by suppliers iv. Will display price comparisons v. Administer and collect admin fees vi. Automatic notification if a price change on a catalog vii. Supplier enablement team will work with supplier to load catalogs viii. State contract admin can decide which catalogs are active or note ix. Catalog loads completed by agency personnel or Periscope x. Catalogs cannot have a negative dollar value xi. Catalog workflows and approvals can be configured
<p>h. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. Documents are routed through the solution based on pre-determined approval authority ii. Does not support a two-step ITB iii. All types of solicitations, including reverse auctions (except surplus auction and surplus sealed bid) iv. Audit tracking of all activity v. Can facilitate open and rolling enrollment vi. Templates and clause libraries for creating solicitations vii. Compiles bid tabulations for review viii. Multi-awards supported ix. Auto-attached documents to a solicitation (buyer cannot remove) x. Protest submission and management functionality xi. Do not have integrated video conferencing xii. Notifications on solicitations xiii. Cost can be hidden from evaluators, but bidder names cannot xiv. When cost and technical are separate components, must complete separate rounds so cost cannot be opened before technical is reviewed xv. Does not have a collaboration tool – must post notes or comments to communicate xvi. Bidder notification list does not include vendors who had prior contracts or POs for that commodity code xvii. Does not remove duplicate email addresses from a bidders list xviii. Posting an alert – must do an amendment to the solicitation xix. Cannot export response or score data

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope Holdings

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

<ul style="list-style-type: none"> xx. Cannot cancel a fully awarded contract and award to a new supplier (only an option in draft stage) xxi. Can add vendor to the bidders list even if vendor is in pending status xxii. Can invite vendors from other lists to your solicitation xxiii. Have an ability to ask for a best and final offer xxiv. Can apply preferences to scoring xxv. Concept for intent-to-award to allow for appeal/contest period
<ul style="list-style-type: none"> i. Contract Management <ul style="list-style-type: none"> i. Templates and clauses to draft contracts ii. Configure, monitor, complete, and enforce milestone and tasks on a contract iii. Supports e-signature via DocuSign, AdobeSign iv. Can define supplier fees associated with a contract v. Workflow and archive capabilities vi. Contract authoring capability with MSWord integration vii. Compare versions of a contract viii. Readable PDF documents can be searched ix. Have their own reporting functionality within this module x. Track spend on contracts xi. Power users can override approval workflows on contracts xii. Reconciler tool for payment of admin fees available as an additional cost xiii. Able to post contracts publicly
<ul style="list-style-type: none"> j. Vendor Performance <ul style="list-style-type: none"> i. State can define performance issues/metrics to be recorded/tracked ii. Contract reviews can be scheduled iii. Supplier performance ratings added to supplier profile iv. Track performance on a contract and other performance metrics v. Improvement plan not provided
<ul style="list-style-type: none"> k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. Capability to publish reports out publicly ii. Many pre-built reports iii. Ad-hoc reporting available iv. Functionality for pricing comparisons for contract and non-contract items not available v. Any report can be converted into a dashboard vi. End users can configure their own dashboard vii. Dashboards can be published for suppliers
3. Technical Requirements
<ul style="list-style-type: none"> a. Availability <ul style="list-style-type: none"> i. 99.99% uptime
<ul style="list-style-type: none"> b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> c. Audit Trail and History <ul style="list-style-type: none"> i. Robust tracking ii. Admins can set permissions to grant deletions or modifications iii. Logs can be exported iv. Reports can be generated v. Full override approvals are not permitted, but marked as out-of-the-box
<ul style="list-style-type: none"> d. Browsers Supported <ul style="list-style-type: none"> i. All major browsers supported
<ul style="list-style-type: none"> e. User Accounts and Administration

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope Holdings

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

<ul style="list-style-type: none"> i. Role-based ii. Super user and standard user roles iii. Super user roles for enterprise and agency level iv. Separate role group for marketplace users v. Unlimited user access, not seat-based licenses vi. Do not support dual logins vii. Do not send email confirmations of account changes
f. User Authentication <ul style="list-style-type: none"> i. ADFS 2.0 and 3.0 ii. Supports single sign on, SAML iii. Profiles are secured with two-factor authentication iv. Password criteria/policy is standard, not adaptable to any other requirements
g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. Only migrate necessary data ii. Historical data should be accessed outside of the system, iii. New accounts created for vendors instead of migrating accounts – migration possible for additional cost iv. Will work with the state to develop a data migration plan v. State is responsible for extracting data to standard templates, cleansing, validating, and signing off on data vi. In-scope data migration includes org set up, active term contracts, and related vendor data
i. Interface and Integration <ul style="list-style-type: none"> i. Standard XLM interface module to facilitate integration ii. Extensive experience with multiple systems including ERPS with batch and real-time iii. Periscope and state will work together to determine at what point in the process the transactions will be triggered to the ERP iv. High degree of configurability to define what integration actions occur and how they process v. Do not integrate receipt data to finance system
j. Office Automation Integration <ul style="list-style-type: none"> i. Met requirements
k. Mobile Device Support <ul style="list-style-type: none"> i. Responsive web design
l. Mobile Applications <ul style="list-style-type: none"> i. No mobile app
m. Data Ownership and Access <ul style="list-style-type: none"> i. Describe obtaining a copy of the data, but no ownership processes defined
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Data is kept in perpetuity but can be configured to state-specific policies
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Have contingency plans and disaster recovery plans – plans themselves not provided ii. Annual failover testing iii. Continuity plans comply with FISMA and NIST 800-53 iv. Enterprise-wide testing at least annually
p. Solution Environments <ul style="list-style-type: none"> i. Hosted with AWS ii. UAT training and production environments – development environment not included with proposal

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope Holdings

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

iii. Non-production environments can be integrated to the state's testing environments
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Diagram not provided with proposal – required NDA ii. Adhere to NIST 800-53 iii. FISMA certified annually iv. Audited for SOC II and PCI DSS compliance
r. Solution Network Architecture <ul style="list-style-type: none"> i. All data bases are in US-based cloud storage, segregated from other databases ii. TLS 1.2 iii. Failover zoned on opposite sides of country
s. System Development Methodology <ul style="list-style-type: none"> i. Agile software development framework
t. Service Level Agreement <ul style="list-style-type: none"> i. Provided sample SLA ii. Did not provide comments on model SLA
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. NIST 800-53 ii. FISMA annual audit iii. Did not complete CAIQ nor cloud controls matrix
b. Security and Privacy Controls <ul style="list-style-type: none"> i. Confirmed hosting environment compliant with NIST 800-53 revision 4
c. Security Certifications <ul style="list-style-type: none"> i. FISMA SOC II Type II ii. PCI-DSS compliant
d. Annual Security Plan <ul style="list-style-type: none"> i. Need NDA to see it, not provided with response
e. Secure Application and Network Environment <ul style="list-style-type: none"> i. Separation between web, application, and database layers ii. Need NDA to see anything else
f. Secure Application and Network Access <ul style="list-style-type: none"> i. AWS firewalls with elastic IPs ii. System has frequent scans by 3rd party tools iii. All personnel are required to have multi-factor authentication iv. Meraki IDS/IPS intrusion detection system v. Secured with TLS 1.2
g. Data Security <ul style="list-style-type: none"> i. Access client to client data is based on least privilege ii. Provided definitions of data classifications
h. Personally Identifiable Information Protection <ul style="list-style-type: none"> i. Do not have PII information as part of their data set ii. SSN used as TaxID numbers are encrypted. Compliant with federal PII regulations.
i. Security/Privacy Issue Occurrence <ul style="list-style-type: none"> i. Using the same response controls and practices for privacy issue occurrence as with any system issue per their SLA
j. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none"> i. Proposal indicated vendor does not have PII, no response provided.
k. Security Breach Reporting <ul style="list-style-type: none"> i. Using the same response controls and practices for privacy issue occurrence as with any system issue per their SLA

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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CATEGORY: 2 – Individual Workstream Implementation

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5. Implementation Services Requirements	
a. Project Management	<ul style="list-style-type: none"> i. Shared understanding ii. Dedicated project manager – PMP certified with public sector experience iii. Provided small, medium, and large implementation timelines iv. Staffing plan and state support plan provided
b. Project Implementation Methodology	<ul style="list-style-type: none"> i. Business process inventory provided ii. Layout 4 phases of implementation iii. Agile methodology (more Agile than Waterfall) iv. Comprehensive discussion identifying deliverables within the implementation methodology v. Assume responsibility for testing and validating code prior to deployment
c. Catalog Support Services	<ul style="list-style-type: none"> i. 4 different types of catalogs – hosted, internal, punch out, and online marketplace integration ii. Assessment of existing contracts to identify hosted catalogs and punch outs iii. On and off boarding of suppliers to prepare catalog content iv. Train state staff to assume catalog punch out management roles v. Suppliers can use Periscope's supplier enablement team to assist throughout the life of the contract vi. Suppliers have the option to load catalogs themselves
d. Data Conversion Services	<ul style="list-style-type: none"> i. Will complete a conversion needs assessment ii. State is responsible for data cleansing and extracting iii. Will convert supplier data, contract data, org data, header data, contract items, dept bill to/ship to addresses, user data. This response differs from previous response in Functional Requirements. iv. Will work with state to develop a data migration plan
e. Interface/Integration Development Services	<ul style="list-style-type: none"> i. Can integrate across multiple financial systems ii. State will be responsible for providing resources iii. Periscope and state will work together to review dataflows between ePro and state financial systems iv. Proposal will use ePro Integration module
f. Organizational Change Management (OCM Services)	<ul style="list-style-type: none"> i. Pro-Sci ADCAR model ii. Focus on communication, stakeholder engagement plan, resistance management plan iii. Informational project website iv. Tailor communication activities to audience needs v. Sponsorship roadmap to gain support for and drive adoption of change
g. Training Services	<ul style="list-style-type: none"> i. 4 stage training plan – rules, tools, methodology, and state resources ii. Micro-learning videos, e-Learning and simulations, virtual instructor led training, and classroom training iii. Training needs assessment iv. Comprehensive summary of courses geared toward different user types v. Provided sample training plan
h. Help Desk Services	

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope Holdings

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

<ul style="list-style-type: none"> i. ZenDesk to support tickets submitted by state ii. Support portal is available 24/7 iii. Tier 1 – Periscope or state (depending on funding model), Tier 2 & 3 – Periscope iv. Staff located in UT and TX
<ul style="list-style-type: none"> i. On-Site System Stabilization Support <ul style="list-style-type: none"> i. Combination of on-site and remote resources for 90 days ii. Will do system set up and configuration tuning iii. Will provide system utilization assessment, shoulder-to-shoulder mentoring of State operations staff, documentation of lessons-learned, resource management, and ongoing identification of opportunities to maximize the value of the e-Procurement solution assets
6. Managed Services Requirements
<ul style="list-style-type: none"> a. Solution Support <ul style="list-style-type: none"> i. Will maintain performance and availability of solution throughout life of the agreement ii. Release notes for changes will be provided 20 days before scheduled release being deployed in UAT iii. Customers will have 20 days for testing, 10 days for problems to be fixed by Periscope, 10 days for customer to sign off on fixes. 10 days to check fixes.
<ul style="list-style-type: none"> b. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Pro-Sci ADCAR model ii. Focus on communication, stakeholder engagement plan, resistance management plan iii. Informational project website iv. Tailor communication activities to audience needs v. Sponsorship roadmap to gain support for and drive adoption of change
<ul style="list-style-type: none"> c. Training Services <ul style="list-style-type: none"> i. 4 stage training plan – rules, tools, methodology, and state resources ii. Micro-learning videos, e-Learning and simulations, virtual instructor led training, and classroom training iii. Training needs assessment iv. Comprehensive summary of courses geared toward different user types v. Provided sample training plan
<ul style="list-style-type: none"> d. Catalog Support Services <ul style="list-style-type: none"> i. 4 different types of catalogs – hosted, internal, punch out, and online marketplace integration ii. Assessment of existing contracts to identify hosted catalogs and punch outs iii. On and off boarding of suppliers to prepare catalog content iv. Train state staff to assume catalog punch out management roles v. Suppliers can use Periscope's supplier enablement team to assist throughout the life of the contract vi. Suppliers have the option to load catalogs themselves
<ul style="list-style-type: none"> e. Help Desk Services <ul style="list-style-type: none"> i. ZenDesk to support tickets submitted by state ii. Support portal is available 24/7 iii. Tier 1 – Periscope or state (depending on funding model), Tier 2 & 3 – Periscope iv. Staff located in UT and TX
<ul style="list-style-type: none"> f. Transition Out Assistance Services <ul style="list-style-type: none"> i. Will work with customer based upon agreed upon statement of work ii. No clear agreement or disagreement with required timeline

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Periscope Holdings

CATEGORY: 2 – Individual Workstream Implementation

DATE: Stage 1 – 10/4/21, Stage 2 – 1/26/22

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: ProjectDog
CATEGORY: 2 – Individual Workstream Implementation
DATE: 10/4/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Automate RFPs, RFQ, RFSs, etc. focused on construction sector/capital improvements
 - Established in 1999
 - Limited detail overall
- Previous Projects
 - Focused on construction/improvement services
 - Extensive list, provided reference letters from clients
 - Mentions electronic bidding services, e-hosting services

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: ProjectDog

CATEGORY: 2 – Individual Workstream Implementation

DATE: 10/4/21

- Previous projects and overview of experience make it hard to determine what module/workstream the Bidder could support.
- Subcontractors
 - None
- Organizational Chart
 - Provided
 - No specific project roles or positions identified
 - Typos
- Litigation
 - Provided, none
- Financial Viability
 - Typos
 - Provided D&B number, but not the report or financial statements

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: PunchOut2Go
CATEGORY: 2 – Individual Workstream Implementation
DATE: 8/6/2021

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

The evaluation team has determined that the proposal from PunchOut2Go significantly varied from the RFP specifications, failing to respond to all questions and instructions throughout the RFP. Therefore, the evaluation team has disqualified the proposal submitted by PunchOut2Go.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Sysintellects
CATEGORY: 2 – Individual Workstream Implementation
DATE: 10/4/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Established in 2013
 - Complete enterprise contract management platform
 - Cloud based, or on-premise
 - Support product development, consulting, research
- Previous Projects
 - Limited project details
 - Contract lifecycle management seems to be the focus
 - Typos

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Sysintellects

CATEGORY: 2 – Individual Workstream Implementation

DATE: 10/4/21

- No dates or indication of completeness
- Subcontractors
 - None
- Organizational Chart
 - Combined org chart with State and Sysintellects, but roles were not clearly defined.
- Litigation
 - Provided, none
- Financial Viability
 - Provided D&B 1-page summary, undated
 - Very limited information, not enough to assess appropriately

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Value Innovation Technologies
CATEGORY: 2 – Individual Workstream Implementation
DATE: 10/4/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance – not provided with proposal

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - SaaS business process automation (B2B)
 - Customized electronic catalogues
 - Est. 2000
- Previous Projects
 - Seem to have mostly punch out marketplace examples
 - Limited government experience
 - Difficult to determine which workstream the Bidder would support

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Value Innovation Technologies

CATEGORY: 2 – Individual Workstream Implementation

DATE: 10/4/21

- Subcontractors
 - None
- Organizational Chart
 - Basic corporate org chart
 - Project roles not defined
- Litigation
 - Provided, none
- Financial Viability
 - Not provided
 - Stated "N/A"

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

CATEGORY 3 – eSoftware Only

TEAM EVALUATION NOTES

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: BuyerQuest
CATEGORY: 3 – eSoftware Only
DATE: 10/4/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Have a patent on Buyer Quest marketplace
 - Est. 2012
 - Acquired by OfficeDepot Jan 2021
 - Preferred software vendor by Gartner
 - Procure-to-pay solution with catalogue integrations
- Previous Projects
 - Provided three contacts but no project descriptions
 - Did not appear to be public sector

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RFP TITLE: eProcurement Solutions and Services

BIDDER: BuyerQuest

CATEGORY: 3 – eSoftware Only

DATE: 10/4/21

- Subcontractors
 - None
- Organizational Chart
 - No chart
 - Named staff and some project positions
- Litigation
 - Provided
 - 4 current cases
- Financial Viability
 - Provided OfficeDepot financials
 - High risk
 - D&B dated July 21, 2001
 - Would have liked to see previous financials from BuyerQuest itself

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Carahsoft
CATEGORY: 3 – eSoftware Only
DATE: Stage 1 – 10/4/21, Stage 2 – 1/27/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

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**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Est. 2004
 - SAP Ariba re-seller – seem to be proposing all the workstreams available, with supplier network
 - Limited detail
- Previous Projects
 - Public sector experience with SAP Ariba
 - Dates on projects not provided, some seem to be ongoing
- Subcontractors

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Carahsoft

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/4/21, Stage 2 – 1/27/22

- None
- Organizational Chart
 - Link to corporate chart
 - Roles not defined
- Litigation
 - None
- Financial Viability
 - Statements or D&B not provided
 - Gave a short description with link to annual report.

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. SAP Ariba solutionii. Multiple exceptions and assumption listediii. Accelerator set includediv. Gold partnerv. Spot Buy marketplacevi. Customer specific deployment of a transparency portal
b. User Experience <ul style="list-style-type: none">i. Focus on guided buyingii. Configurable dashboardsiii. Mobile apps included
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Quarterly releasesii. SAP Best Practices Centeriii. Monthly feature releases virtually invisible to end users
d. Customizations/Extensions <ul style="list-style-type: none">i. Customizations not allowed, but extensions and partners includedii. Thorough list of available extensions and partners included
2. Functional Requirements
a. General Functionality <ul style="list-style-type: none">i. Integrated applications that facilitate occasional and frequent buyersii. Contracts only available to registered users through state websiteiii. 22 out of 40 requirements indicated as “standard” functionality – details not sufficiently providediv. Admin fee collection and management not included with proposalv. Award posting integration is needed – part of transparency portal or added cost? <i>*clarification #1*</i>

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BIDDER: Carahsoft

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<p>b. Supplier Portal</p> <ul style="list-style-type: none"> i. SAP Ariba supplier network portal is common to all Ariba customers, not specific to any one state ii. Hosted and catalog punch out support and Spot Buy catalog solution
<p>c. Supplier Enablement/Management</p> <ul style="list-style-type: none"> i. Offers a supplier enablement team of 700+ employees ii. Education and training materials available iii. Will design and develop and enablement strategy iv. Automated verification capability for IRS TIN/Name v. Supplier can sign up for Ariba notifications when a contract is re-solicited
<p>d. Buyer Portal</p> <ul style="list-style-type: none"> i. Two entry points for casual user and power user ii. More functionality available for power users – access to pre-packaged reports iii. Configurable dashboard
<p>e. Need Identification</p> <ul style="list-style-type: none"> i. Guided buying managed through landing page, will use tiles ii. Standard response – met requirements
<p>f. Request through Pay</p> <ul style="list-style-type: none"> i. Attachment limit of 100 MB ii. Met requirements iii. Input forms to handle special requisitioning situations - have their own workflow capability iv. E-signatures on POs – Carahsoft says not available in comments, but marked A. <u>Not available out-of-the-box. *clarification #2*</u> v. There are multiple responses in this requirement set where “configurable” is stated but the Availability is marked A; not CF vi. Cannot create a PO from a contract vii. P-Card administration cannot be maintained by the user under their own profile
<p>g. Catalog Capability</p> <ul style="list-style-type: none"> i. Negative dollar value not an option ii. Limit of 5,000 catalogs, 500,000 items iii. Did not address configurable catalogs iv. Catalog rules to enhance and enrich data – automate data cleansing process
<p>h. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. Out of the box functionality on common procurement types ii. Several solicitation templates available iii. Does the system post directly to a state's public procurement website? If yes, is this out of the box functionality or configurable <u>*clarification #1*</u> iv. Integration to contract module v. Messaging feature available to collaborate with suppliers/external parties and internal team vi. Functionality available to load a surrogate bid on behalf of the supplier – time and date stamped into audit log. <u>Additional field can be added and edited to reflect actual date and time of bid receipt. —able to edit time and date for paper bids? *clarification #3*</u> vii. Cancel award and issue to a different supplier – must complete another sourcing event instead of modifying original event. Response does not directly respond to requirement.
<p>i. Contract Management</p> <ul style="list-style-type: none"> i. Does not support read-only format with redaction properties ii. DocuSign and AdobeSign able to be integrated (optional)

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<ul style="list-style-type: none"> iii. Contract document authoring can be done through red-lined versions and Tracked Changes in Microsoft Word iv. CM module integrates with Sourcing module to create contract award directly from solicitation v. Contract templates and a clause library that can be configured vi. Visibility into active contracts included amendments, renewals, and other contract events vii. Attachment limit of 100 MB viii. Dashboard for workload management and reports ix. Public posting will be part of public portal design – ties back to transparency portal, but that portal is not clearly/consistently included in response to RTMs *clarification #1*
<ul style="list-style-type: none"> j. Vendor Performance <ul style="list-style-type: none"> i. Scorecard functionality ii. Captures vendor performance data outside of the survey tool iii. Vendors get notified if performance does not meet certain criteria iv. Corrective action plan briefly referenced
<ul style="list-style-type: none"> k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. Prepackaged reports (over 250) and Ad hoc reporting available. Can modify existing reports. ii. Can perform data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate iii. SAP Ariba can support two reporting taxonomies. Supported taxonomies such as UNSPSC, the Ariba Classification taxonomy, and a customer-specific, custom taxonomy. iv. Capable of publicly posting reports
3. Technical Requirements
<ul style="list-style-type: none"> a. Availability <ul style="list-style-type: none"> i. 99.5% except regularly scheduled and emergency maintenance
<ul style="list-style-type: none"> b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> d. Browsers Supported <ul style="list-style-type: none"> i. Safari, Chrome, Edge – all major browsers
<ul style="list-style-type: none"> e. User Accounts and Administration <ul style="list-style-type: none"> i. Role and permission based ii. Can inherit roles from a group assignment iii. Do not support dual sign on iv. Lease privilege is a customer decision v. Super users must have system admin access vi. No automatic deactivation of access
<ul style="list-style-type: none"> f. User Authentication <ul style="list-style-type: none"> i. Can activate two factor authentications if you use SAML ii. All password rules and changes are maintained by State – single sign on iii. Standard password policy and process not adaptable to State policies
<ul style="list-style-type: none"> g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> h. Data Conversion <ul style="list-style-type: none"> i. Will leverage SAP Ariba's Activate methodology

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ii. Integration of legacy systems will be provided at an additional cost
iii. Did not address data conversion services/methodology as described in RFP requirements
i. Interface and Integration <ul style="list-style-type: none"> i. Integrate with all major ERP systems ii. Real-time as well as batch iii. Did not respond to specific integration points in the RTM – only provided an overall narrative
j. Office Automation Integration <ul style="list-style-type: none"> i. Met requirements ii. Integrate with Microsoft products
k. Mobile Device Support <ul style="list-style-type: none"> i. Met requirements
l. Mobile Applications <ul style="list-style-type: none"> i. Met requirements
m. Data Ownership and Access <ul style="list-style-type: none"> i. Customer owns data with throughout subscription ii. May obtain access at any time
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. For life of subscription in accordance with active contract ii. Archive capability not specifically addressed iii. Customer is in complete control of data deletion and purging
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Met requirements
p. Solution Environments <ul style="list-style-type: none"> i. Production and test environments offered ii. Other environments required in RFP not provided with proposal
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Only provided diagram without a narrative response
r. Solution Network Architecture <ul style="list-style-type: none"> i. Met requirements
s. System Development Methodology <ul style="list-style-type: none"> i. Agile, SCRUM methodologies ii. Aligned with ISO 27034 iii. Automated test suite built on selenium iv. Code is peer reviewed v. Met requirements
t. Service Level Agreement <ul style="list-style-type: none"> i. Did not provide comments on model SLA ii. Provided SLA sample
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. Completed CAIQ
b. Security and Privacy Controls <ul style="list-style-type: none"> i. SAP Ariba not currently compliant with NIST 800-53
c. Security Certifications <ul style="list-style-type: none"> i. Met requirements
d. Annual Security Plan <ul style="list-style-type: none"> i. SOC II plan may be requested ii. Security plan is an internal document

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e. Secure Application and Network Environment <ul style="list-style-type: none">i. 24/7 system monitoringii. Separation of SAP corporate with customer cloudiii. Detailed response
f. Secure Application and Network Access <ul style="list-style-type: none">i. Met requirements
g. Data Security <ul style="list-style-type: none">i. Will leverage individual cloud service providersii. Customer data classified as highly confidentialiii. Based on leased privilegeiv. SAP Data Protection Agreement
h. Personally Identifiable Information Protection <ul style="list-style-type: none">i. Do not handle HIPAA or other PII
i. Security/Privacy Issue Occurrence <ul style="list-style-type: none">i. Incident response procedures are confidential and therefore not provided
j. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none">i. Incident response procedures are confidential and therefore not provided
k. Security Breach Reporting <ul style="list-style-type: none">i. Incident response procedures are confidential and therefore not provided

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

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RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Effution
CATEGORY: 3 – eSoftware Only
DATE: 10/4/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

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**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Software estimations and what-if analysis, proprietary methodology
 - Does not seem applicable to public procurement or the requirements of this RFP
- Previous Projects
 - Start-up
 - One project provided
- Subcontractors
 - None

**STATE OF MAINE
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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Effution

CATEGORY: 3 – eSoftware Only

DATE: 10/4/21

- Organizational Chart
 - One employee
- Litigation
 - None
- Financial Viability
 - D&B profile dated Aug 2019

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: GEP
CATEGORY: 3
DATE: Stage 1 – 9/23/21, Stage 2 – 1/27/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page – provided
- Debarment Form – provided
- Certificate of Insurance – provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - 20 years of experience
 - Graphic provided most of the relevant information
 - GEP Smart – identifies all workstreams
 - GEP Nexxe
- Previous Projects
 - No state government references
 - Proved transparency across the company
 - U Cal example identified some key pieces of full-suite capability, but not all

**STATE OF MAINE
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BIDDER: GEP

CATEGORY: 3

DATE: Stage 1 – 9/23/21, Stage 2 – 1/27/22

- U Mass example did not relate to eProcurement requirements
 - Project examples do not fully cover all workstreams of RFP, but they are identified in the proposed product suite.
- Subcontractors
 - None
- Organizational Chart
 - Combined State and GEP resources to clearly define project roles.
- Litigation
 - Provided, none
- Financial Viability
 - Provided, dated 10/19/2020
 - Low risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Cross functional reportingii. All modules included and integratediii. Single unified platform
b. User Experience <ul style="list-style-type: none">i. Users may choose their own landing pageii. Drag and drop capability to make changes to the landing pageiii. Mobile responsiveiv. Window for pending tasks not organized by section
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Maintenance release testing window – 1 week.
d. Customizations/Extensions <ul style="list-style-type: none">i. Customizations not specifically supported/encouraged
2. Functional Requirements
a. General Functionality <ul style="list-style-type: none">i. Maintaining templates and clauses performed by system adminii. Have their own e-signature tooliii. Search function able to search fields as well as entire readable documentsiv. File size limit (set at 30MB) able to be increasedv. Emails will come from GEP instead of end uservi. Can support unlimited business and supplier user licenses
b. Supplier Portal <ul style="list-style-type: none">i. GEP will conduct all onboarding for suppliers

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BIDDER: GEP

CATEGORY: 3

DATE: Stage 1 – 9/23/21, Stage 2 – 1/27/22

<ul style="list-style-type: none"> ii. In-house optical character recognition (OCR) iii. Response to work management and contract modification tends to be geared toward state instead of supplier
<p>c. Supplier Enablement/Management</p> <ul style="list-style-type: none"> i. Supplier network concept ii. Partnership with Global Risk Management Solutions (GRMS) for rapid ratings and TIN check iii. State can fill out registration on behalf of the supplier
<p>d. Buyer Portal</p> <ul style="list-style-type: none"> i. System admin will run reports ii. Window for pending tasks not organized by section
<p>e. Need Identification</p> <ul style="list-style-type: none"> i. Search function able to search fields as well as entire readable documents ii. Will allow the creation of multiple intake forms iii. Able to perform configuration of contract use priority
<p>f. Request through Pay</p> <ul style="list-style-type: none"> i. Payment card functionality significantly in development. Scheduled for release “H2” 2022. ii. Record on the supplier network which card you want to be used iii. Services procurement documented in 3 different ways – milestones on a PO, details on contingent workers, service entry sheets iv. Suppliers can submit a request for a change order v. System has OCR functionality with invoices to load paper or electronic invoices vi. Cannot clearly commit to backdating purchase requests. Field can be added to record back-dated date.
<p>g. Catalog Capability</p> <ul style="list-style-type: none"> i. Do not currently have a public facing search without login – could be developed ii. Have integration with inventory master to track on-hand quantity iii. Process to obtain quotes meets requirements
<p>h. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. System can be configured to handle IFQP and IFQC ii. Discussion forum feature allows real-time collaboration iii. Multiple ways to address various situations iv. Vendors must contact the buyer to attend an event v. If a Bidder submits a paper bid, state can load it into the system vi. Suppliers do not need to be registered in order to view a solicitation vii. Suppliers cannot withdraw response once submitted – must revise and resubmit instead
<p>i. Contract Management</p> <ul style="list-style-type: none"> i. No ability to track supplier admin fees ii. Built-in e-signature ability iii. Contract wizard will walk a user through questions and provide most appropriate template iv. Contract examiner will conduct OCR scan of PDF documents v. Have a plug-in that brings GEP clause library into Word for contract authoring vi. Parent/child contract relationships vii. Ability to assign an overall contract number that is a single document or a collection viii. Able to update contract clause which updates the language in other templates and contracts themselves
<p>j. Vendor Performance</p> <ul style="list-style-type: none"> i. Met requirements

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ii. Action plan concept with milestones and tasks identified, can be routed for approval
k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. GEP Minerva as an advanced capability and is included ii. Can provide web crawlers if necessary
3. Technical Requirements
a. Availability <ul style="list-style-type: none"> i. 24/7 availability except for scheduled maintenance ii. 99.8% uptime iii. Microsoft Azure cloud
b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements ii. Will keep audit logs until end of contract life
d. Browsers Supported <ul style="list-style-type: none"> i. Recommend Edge and Chrome ii. Met requirements
e. User Accounts and Administration <ul style="list-style-type: none"> i. Role-based ii. Admin responsibilities can be delegated to agencies
f. User Authentication <ul style="list-style-type: none"> i. Response combined with Federated Identity Management
g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. ETL ii. Cleansed and standardized addresses, harmonized data iii. Assumptions appear reasonable
i. Interface and Integration <ul style="list-style-type: none"> i. Met requirements ii. Currently integrated with multiple ERP systems iii. 50 in-house ERP integration experts available iv. Comprehensive options for real-time and scheduled data integration
j. Office Automation Integration <ul style="list-style-type: none"> i. Integration with Microsoft Outlook and Word
k. Mobile Device Support <ul style="list-style-type: none"> i. Met requirements ii. Mobile-native procurement platform
l. Mobile Applications <ul style="list-style-type: none"> i. iOS and Android capability
m. Data Ownership and Access <ul style="list-style-type: none"> i. Did not respond
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Met requirements
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Provided
p. Solution Environments <ul style="list-style-type: none"> i. 3 environments. Development, Production, and UAT – UAT environment to be used as training environment

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q. Solution Technical Architecture
i. Met requirements
r. Solution Network Architecture
i. Met requirements
s. System Development Methodology
i. Agile development methodology
t. Service Level Agreement
i. Provided GEP SLA
ii. Did not provide comments on model SLA
4. Security Requirements
e. Cloud Security Alliance (CSA) Compliance
i. Completed CAIQ
f. Security and Privacy Controls
i. Did not indicate level of compliance with NIST 800-53
ii. Did indicate modeled as per ISO 27001
g. Security Certifications
i. Azure certifications provided
ii. SOC I and SOC II Type II certified
h. Annual Security Plan
i. Not provided
i. Secure Application and Network Environment
i. Met requirements
j. Secure Application and Network Access
i. Met requirements
k. Data Security
i. Met requirements
l. Personally Identifiable Information Protection
i. GDPR compliance
ii. Tax ID not identified in list of applicable PII
m. Security/Privacy Issue Occurrence
i. High severity breaches reported within 4 hours – beyond RFP requirement of 2 hours
n. PII Data Actual/Attempted Access or Disclosure
i. Response combined with Security/Privacy Issue Occurrence
o. Security Breach Reporting
i. High severity breaches reported within 4 hours – beyond RFP requirement of 2 hours

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

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TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: IBM-Kyndryl
CATEGORY: 3 – eSoftware Only
DATE: 11/3/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Cloud solutions and infrastructure services
 - SAP Ariba eProcurement offered – no detail provided about the eSoftware solution itself
 - Est. in 1911 (IBM)
 - Kyndryl is an IBM company launched in 2021 – seems to be very new.
 - Unclear what Kyndryl brings to the project
- Previous Projects
 - 3 provided – none involved Kyndryl
 - No state examples

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: IBM-Kyndryl

CATEGORY: 3 – eSoftware Only

DATE: 11/3/21

- Most did not appear to be eProcurement related or have much detail describing eProcurement experience
 - 1 Ariba reference
 - All were ongoing projects
- Subcontractors
 - Manpower, others to be used.
 - Unclear which will be used for eSoftware only services
- Organizational Chart
 - Company org chart with some names and titles
 - No job descriptions or project-specific roles defined
- Litigation
 - Large company, ongoing cases.
- Financial Viability
 - D&B Provided
 - Low-moderate risk
 - IBM only

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Icertis
CATEGORY: 3 – eSoftware Only
DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

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**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Bidder noted that some information may have been withheld from proposal unless NDA was signed.
- Overview of the Organization
 - Enterprise Contract Intelligence platform
 - Leader on Gartner and Forester Wave reports
 - Contract management workstream
- Previous Projects
 - 7 provided with short descriptions, link to other customer reviews/stories
 - No contact information provided with proposal

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Icertis

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

- Used by Microsoft for enterprise licensing agreements
 - No public sector experience demonstrated
- Subcontractors
 - None
- Organizational Chart
 - Role-based description provided, but no actual chart/diagram
- Litigation
 - Provided, none
- Financial Viability
 - D&B number and overview, but no report provided with proposal

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Contract life cycle tool for authoringii. No eProcurement or marketplace functionalityiii. Control rule definitions/approval policiesiv. Proactive monitoring mechanisms to improve compliance with statute and policyv. Icertis Contract Intelligence platformvi. Comprehensive set of web service APIs for integrationvii. Built in MS Azureviii. Contract risk management tool for posting SLA, past performance information and financial informationix. Recognized by Gartner
b. User Experience <ul style="list-style-type: none">i. Dashboards and personalization are role-basedii. Users can create new dashboardsiii. Mobility experience with iOS, Android, Windowsiv. MS Office integration to set up templates and agreementsv. Excel add-in for bulk updates
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Provided a roadmapii. Release quarterly, as well as two major and two minor releases per yeariii. Customer meet ups for networkingiv. Product release webinarsv. Online Icertis customer community for collaboration with feedback forums
d. Customizations/Extensions <ul style="list-style-type: none">i. SDLCii. QA team

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Icertis

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

<ul style="list-style-type: none"> iii. Penetration testing process in place iv. UAT process in place for customers v. Customizations and extensions a reviewed for compatibility and applicability to other customers vi. Customization not available for individual entities (system-wide only)
<p>2. Functional Requirements</p> <ul style="list-style-type: none"> i. Individual modules are available to be integrated, but require CLM as the base.
<p>a. General Functionality</p> <ul style="list-style-type: none"> ii. Integration required to publish solicitations and contracts to the state website iii. Can be deployed as a single or multi-tenant model iv. No payment processing functionality v. Flexibility in setting up contract types folder structures vi. eProcurement tools proposed are built on top of the platform – ensures complete seamless compatibility vii. Offering, negotiating, contract approval, contract execution, compliance and risk monitoring
<p>b. Supplier Portal</p> <ul style="list-style-type: none"> i. Collaboration portal ii. Suppliers can manage their onboarding, sourcing, and contracting iii. Step by step wizard o assist parties in bidding and contract negotiation events iv. Contractors can submit SLA reports compliance data, documents, obligations, and transaction data v. Third party required to meet the admin fee requirements vi. Flexible dashboard – configuration by suppliers vii. Real-time notifications
<p>c. Supplier Enablement/Management</p> <ul style="list-style-type: none"> i. Supports multiple user accounts for a single supplier ii. Integrate templates and workflows for vendor processes iii. Documents, forms, and vendor relations associated and stored together iv. Visibility into contract value v. Registration includes all the required data elements vi. API library for integrations with external systems, including eProcurement systems vii. Integrations can be bi-directional viii. Registrations are sent internally for review and approval
<p>d. Buyer Portal</p> <ul style="list-style-type: none"> i. No narrative provided ii. All RTMs marked as out-of-the-box
<p>e. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. Templates for RFI, RFQ, and RFP. RTM does note that solution supports templates for all types of sourcing ii. Side by side analysis of bids or proposals iii. Multiple rounds sequentially or in parallel iv. Built in rules engine to associate specific information to RFx events v. Configurable workflow approvals vi. Does not have online collaboration tool within the solicitation vii. Central document repository viii. RTM - 94 responses that said “supported” with no details
<p>f. Contract Management</p> <ul style="list-style-type: none"> i. Capability to set up clauses and templates that govern the contract creation process ii. Bulk API can be leveraged to create contracts and push to external systems

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Icertis

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

<ul style="list-style-type: none"> iii. Multiple RTM responses showed “supported” with no details iv. Redline versioning v. Clause library vi. Sequential and parallel approvals supported vii. Out of box integrations to electronic signatures viii. Enterprise wide contract repository ix. Contract administration fields including close out and end to end management x. Contract modification capabilities xi. Request forms to help initiate contract xii. Third parties can access contracts online and submit red-lines and review contracts, upload compliance documents, get alerts and update obligations xiii. Smart visibility to look up similar contracts to facilitate negotiations xiv. Rules-based workflow xv. Public posting of contracts requires integration
<p>g. Vendor Performance</p> <ul style="list-style-type: none"> i. No narrative on vendor performance ii. Vendor performance surveys iii. Ability to set up performance milestones for suppliers iv. Performance data is typically imported from a source system such as an ERP v. Able to receive input on customer surveys from outside parties – QR Codes available for temporary external access
<p>h. Purchasing/Data Analytics</p> <ul style="list-style-type: none"> vi. Multiple RTM responses showed “supported” with no details vii. Passwords configurable by user viii. Default reporting capabilities ix. Searches able to be saved and exported to Excel
3. Technical Requirements
<p>a. Availability</p> <ul style="list-style-type: none"> i. 99.5% uptime ii. Azure
<p>b. Accessibility Requirements</p> <ul style="list-style-type: none"> i. Not addressed
<p>c. Audit Trail and History</p> <ul style="list-style-type: none"> i. Each step and modification tracked for fully history and audit trail ii. Detailed audit trail and monitoring capabilities give unique insights
<p>d. Browsers Supported</p> <ul style="list-style-type: none"> i. Major browsers supported
<p>e. User Accounts and Administration</p> <ul style="list-style-type: none"> i. Role-based control ii. Authentication authorization overview iii. Transaction – task must be delegated prior to work being done on behalf of someone iv. Super users – must have system admin privileges
<p>f. User Authentication</p> <ul style="list-style-type: none"> i. Do not have their own native authentication mechanism ii. Support client specific identity provider for user authentication to provide single sign on with SAML iii. Multi-factor authentication iv. Recommend using customer identity provider instead of ICI functionality
<p>g. Federated Identity Management</p> <ul style="list-style-type: none"> i. Met requirements

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Icertis

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

h. Data Conversion <ul style="list-style-type: none"> i. Automatically convert contract documents from OCR ii. Bulk create contract functionality – can intake contracts in different life-cycle status
i. Interface and Integration <ul style="list-style-type: none"> i. Offer pre-built experiences ii. Rest APIs with built in data import/export capabilities iii. Support real-time, near real-time and batch iv. Various connectors with ERP systems and CRMs v. Default adapters for e-sig providers like DocuSign, AdobeSign vi. Out-of-the-box integration functionality with Coupa, WorkDay, Vox, Reuters, D&B vii. Adapters can be used with ICI to trigger POs
j. Office Automation Integration <ul style="list-style-type: none"> i. MS Word ii. Excel plugin iii. Outlook integration
k. Mobile Device Support <ul style="list-style-type: none"> i. iOS, Android, Windows
l. Mobile Applications <ul style="list-style-type: none"> i. Icertis Contract Intelligence mobile apps
m. Data Ownership and Access <ul style="list-style-type: none"> i. No response
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. All data is retained until end of the engagement ii. Icertis can archive data and apply the customers policies iii. Data purging policy in place that can be customized to the customer's requirements iv. Logs are purged every 90 days
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Business continuity plan and disaster recovery in place ii. Included a copy of each
p. Solution Environments <ul style="list-style-type: none"> i. 2 – non-production, production ii. Non-production environment used for testing and training
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Provided a technical architecture document – lays out the network diagrams ii. Single and multi-tenant deployment models
r. Solution Network Architecture <ul style="list-style-type: none"> i. Azure deployment
s. System Development Methodology <ul style="list-style-type: none"> i. Security development lifecycle ii. ISO ICE 27001 certified
t. Service Level Agreement <ul style="list-style-type: none"> i. Did not provide sample SLA (provided Azure SLA) ii. Did not provide comments on model SLA
4. Security Requirements <p>No narrative provided. RTM response received for Secure Application and Network Access only.</p>
a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. Did not complete CAIQ ii. Did not submit a CSA

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Icertis

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

b. Security and Privacy Controls i. Not addressed
c. Security Certifications i. ISO 27001
d. Annual Security Plan i. Not addressed
e. Secure Application and Network Environment i. Not addressed
f. Secure Application and Network Access i. SaaS ii. Hosted on Azure cloud
g. Data Security i. Not addressed
h. Personally Identifiable Information Protection i. Not addressed
i. Security/Privacy Issue Occurrence i. Not addressed
j. PII Data Actual/Attempted Access or Disclosure i. Not addressed
k. Security Breach Reporting i. Not addressed

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 3).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Infosys
CATEGORY: 3 – eSoftware Only
DATE: 10/5/2021

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

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- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Proposal is not clearly tailored to the requirements of Category 3
- Overview of the Organization
 - Partnering with Ernst & Young (consulting) and Ariba (eProcurement) to form Team Infosys
 - Est. 2009
 - Focus on end-to-end, source-to-pay and SaaS
 - Have depth of certified professionals with Ariba
 - 200 CISSP certified resources
 - Proposal seems to be focusing on implementation, which is not part of Category 3

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Infosys

CATEGORY: 3 – eSoftware Only

DATE: 10/5/2021

- Previous Projects
 - Public Services and Procurement Canada – no examples of software only system
 - Wide range of public sector experience
 - Projects identify experience working with the subcontractors in this proposal
- Subcontractors
 - Allied Digital Services (IT transformation)
 - Ernst & Young (consulting)
 - SAP Ariba (eProcurement)
 - Well organized, easy to understand credentials
 - Difficult to determine what role subcontractors will play in a software only situation
- Organizational Chart
 - Combination of State and Infosys positions
 - Identified project roles
 - Some roles seem to incorporate implementation, not relevant to this Category
- Litigation
 - Provided, none
- Financial Viability
 - D&B Snapshot – unclear on date, but shows low risk
 - Financial statements also included

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Ivalua
CATEGORY: 3 – eSoftware Only
DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

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**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Spend management solution, also have source-to-contract and procure-to-pay
 - Product seems to identify multiple workstreams
 - Est. 2000
 - High retention rate – 98%
 - Cloud based
- Previous Projects
 - All state projects provided
 - Alabama showed a source-to-pay solution

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Ivalua

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

- Did not provide client contacts with proposal
- Subcontractors
 - None
 - Seem to have at least some third-party hosting - Azure
- Organizational Chart
 - Combined State and Ivalua positions
- Litigation
 - Provided, none
- Financial Viability
 - Provided financial statements 2017-2019

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Single landing page for users with user profile specific contentii. Ivalua Solutioniii. Single data ecosystem with homogenous look and feeliv. Built for public sectorv. Configuration layer to add new fields, rules, alerts, and workflowvi. Collaboration tools, logs, forms, and commentsvii. Open marketplace with hosted catalogs, punch out catalogs, and off-catalog searches; Search 360 functionality – searches punchouts as well as hosted catalogsviii. Many out of the box reports and ability for states to create their ownix. Integration toolbox with hundreds of data mapping formats and standard integration templates; Integration to over 60 ERPs, hundreds of data mapping formats and integration templates. Accept all document and files format typesx. Documents are available throughout all modulesxi. Coding is not required to make changesxii. Transparency - public portal specific to each customer
b. User Experience <ul style="list-style-type: none">i. Users have their own homepage unique to their profileii. Human-centered designiii. No wizard driven capabilitiesiv. Role-basedv. Able to mass-assign workflow tasks to other users
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Major software releases twice per yearii. Client decides when to upload to which major versioniii. Recommend major updates within 18 months of release

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Ivalua

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

<ul style="list-style-type: none"> iv. Multi-instance SaaS; independent tenant v. FedRAMP ready; StateRAMP is on the Roadmap vi. Roadmap – 60% from customer-sourced ideas vii. Dedicated upgrade support team viii. Collaborate authoring and enhanced clause libraries within the Roadmap ix. Invoicing and payment execution inside Ivalua
<p>d. Customizations/Extensions</p> <ul style="list-style-type: none"> i. Ivalua SaaS platform relies on configuration, not custom code ii. 23 functional requirements identified as customizations; 1 general customization iii. Do not make customer-specific customizations iv. Maintain a copy of the customer's environment v. Allows the customer to choose when they go through an upgrade cycle
<p>2. Functional Requirements</p>
<p>a. General Functionality</p> <ul style="list-style-type: none"> i. Addresses all functional areas required in RFP ii. No extra cost for integration between solutions – can be completed within the software iii. Able to do a commodity code only with a crosswalk iv. E-Signature – DocuSign, AdobeSign, but must be integrated v. Public posting – recommend linking to Ivalua's public portal from the state's website for a simpler integration vi. Print format – reply on printing from the screen instead of a separate print version vii. File size limits determined at the project level
<p>b. Supplier Portal</p> <ul style="list-style-type: none"> i. Free for suppliers; unlimited number of suppliers ii. Submitting of admin fee payments requires a third-party payment provider iii. ERP financial data integration appears to be included, but does not address work required from customer/state in order to complete integration iv. Notifications to the suppliers – notifications will be displayed on the supplier dashboard, notifications can be sent to the supplier and additional notifications can be configured
<p>c. Supplier Enablement/Management</p> <ul style="list-style-type: none"> i. Registration is a two-part process; public facing page, then full enrollment ii. Most of the registration functions/validations requires a third party – Ivalua will supply those integrations for an additional fee iii. Duplication check is part of workflow that state must complete; not automated iv. Notifications to the suppliers – notifications will be displayed on the supplier dashboard, notifications can be sent to the supplier and additional notifications can be configured v. Changes to supplier account go through a change request process that must be work flowed and approved
<p>d. Buyer Portal</p> <ul style="list-style-type: none"> i. Add aspects to home page and rearrange home page ii. Home page has quick link and short cuts to workflow tasks iii. Provide ability to drive notifications for various alerts on screen and email
<p>e. Need Identification</p> <ul style="list-style-type: none"> i. Single landing page for user login ii. Fully integrated iii. Workflow engine invokes approvals as well as processes iv. Workflow driven by data setup

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Ivalua

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

<ul style="list-style-type: none"> v. Listed as a customization but narrative does not support/describe what the customization is
<ul style="list-style-type: none"> f. Request through Pay <ul style="list-style-type: none"> i. Fully integrated through purchase order receipt and approval process ii. T&Cs are required documents that will be stored in resource library and be force-attached iii. Flexible ability for inputting receipts iv. P-Card – PC 1-9 in development, shown on roadmap v. System can handle negative and zero-dollar line items vi. Met workflow functionality requirements vii. Purchase order transmitted electronically through CXML and EDI viii. Workflow space for approvals vs. routing/processes – any SQL statement being built into a rule can be supported ix. State will have access to Ivalua's design mode, workflow engine and alerts & notification toolbox for self-service configuration
<ul style="list-style-type: none"> g. Catalog Capability <ul style="list-style-type: none"> i. Hosted and punch out catalog capability ii. Unlimited catalogs and unlimited catalog items iii. Catalogs are routed through and approval process iv. Side by side comparison of old vs. new v. Internal users can upload catalogs for existing suppliers vi. Single side by side search for hosted and punch out catalogs through API external catalog results returned through search
<ul style="list-style-type: none"> h. Sourcing/Bid Management <ul style="list-style-type: none"> i. Dedicated public portal for each customer ii. Sealed bid functionality iii. Conditionality can be applied to questions iv. Solicitation methods vary from simple quick-quoting events to multi-phase RFPs with multiple envelopes v. Unlimited attachments vi. Contains workflows for document versioning vii. Pricing – standardized templates, add fields, calculate price savings vs. referenced price sheets if submitted viii. Throughout the solicitation event, internal users can see activity of suppliers including participation in the event, and email notifications they have received. Users will not see responses until the event is closed and bids are unsealed, can see if a supplier has submitted a proposal. Supplier name can be hidden. May require customization. ix. Able to create a contract from a solicitation x. No limit to number of suppliers added to an event xi. Discussion forum for private or public messaging/chat in real time xii. Solicitation award can be canceled and awarded to a new supplier xiii. Workflow functionality for solicitations xiv. Authoring for check in/check out is supported but not for attached documents xv. Do not have integrated video conferencing xvi. System has templates and clauses for solicitation building
<ul style="list-style-type: none"> i. Contract Management <ul style="list-style-type: none"> i. Contract record captures all aspects of contract information, documentation, and activity ii. MS Word for authoring contract documents iii. Documents can have their own workflow iv. System triggers contract milestones v. Templates and clause library for contract

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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BIDDER: Ivalua

CATEGORY: 3 – eSoftware Only

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<ul style="list-style-type: none"> vi. Red-line tracking vii. Third parties tab captures subcontractor info including spend viii. System can trigger subcontractor reports to primes ix. Fee comparison available through configuration x. E-signature integration available. Integration specifically with DocuSign, AdobeSign, UniverSign available for an additional fee. xi. Version history – clause-level history available xii. Public contract browsing capability – public portal for posting contracts briefly addressed xiii. Email alerts – MyContracts dashboard discussed. Notifications will be displayed on the supplier dashboard, notifications can be sent to the supplier and additional notifications can be configured
<ul style="list-style-type: none"> j. Vendor Performance <ul style="list-style-type: none"> i. 14 requirements noted as configurable, 11 out-of-the-box ii. Maintain vendor performance information under the supplier profile iii. Alerts for supplier performance iv. Templates for performance criteria v. Evaluations can be routed through a workflow for review and approval vi. Improvement plans used as collaboration tools to create tasks focused on supplier improvements, accessible by supplier and user vii. Both contract specific performance assessments and general assessments available
<ul style="list-style-type: none"> k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. 3 different types of reporting – simple Excel extracts to data visualization dashboards ii. Exportable in common formats iii. Any browse page in Ivalua can become a report iv. 100 out of the box reports; ad hoc reports; SQL queries v. Analysis reports with data visualizations vi. Three RTM requirements depending on completion of the P-card functionality vii. Users can create their own dashboards or rearrange existing ones viii. Cannot publish reports to internal or public websites
3. Technical Requirements
<ul style="list-style-type: none"> a. Availability <ul style="list-style-type: none"> i. 24 hours a day, seven days a week ii. 99.8% uptime iii. Detailed service credit explanations
<ul style="list-style-type: none"> b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> d. Browsers Supported <ul style="list-style-type: none"> i. Supported all major browsers through last three releases.
<ul style="list-style-type: none"> e. User Accounts and Administration <ul style="list-style-type: none"> i. Each agency can have a separate admin person with differing admin functions ii. Information is available in real time iii. Authentication method for accessing the app iv. Applications pages and functions are controlled by profiles, applications, and perimeters
<ul style="list-style-type: none"> f. User Authentication <ul style="list-style-type: none"> i. Multiple authentication schemes ii. Password rules are fully customizable

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Ivalua

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

<ul style="list-style-type: none"> iii. Detailed audit trail – can be activated on a specific field iv. Support SAML 2.0 for single sign on v. Two-factor authentication on any login
g. Federated Identity Management <ul style="list-style-type: none"> i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. Can conduct a data assessment, then develop a strategy ii. Ivalua tools iii. Do not convert legacy solicitations or convert vendor performance data iv. Perform several iterations in small batches to test and validate
i. Interface and Integration <ul style="list-style-type: none"> i. Able to integrate with major ERP systems ii. Multiple protocols and performance supported iii. Synchronous and asynchronous interfaces supported iv. Rule based transformations v. Extensive list of data formats and protocols
j. Office Automation Integration <ul style="list-style-type: none"> i. Met requirements
k. Mobile Device Support <ul style="list-style-type: none"> i. PC layout to mobile layout ii. Responsive browser based
l. Mobile Applications <ul style="list-style-type: none"> i. Do not have a separate app
m. Data Ownership and Access <ul style="list-style-type: none"> i. Customer remains the data owner and controller ii. Customer can export data throughout the term of the contract iii. Internally, the customer can limit individuals to a need-to-know basis
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Offline archiving ii. Will only delete or modify customer data by request
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Provided ii. Continuity plan iii. Based on ISO standard iv. Reviewed, tested, and approved annually v. Secondary servers geographically located elsewhere
p. Solution Environments <ul style="list-style-type: none"> i. 3 available – development, acceptance, and production ii. Training environment available for an additional fee
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Multi-instance architecture with logical single tenancy ii. All end user access is browser based iii. Application servers are in a discreet network segment iv. No shared multi-tenant databases v. Diagram provided
r. Solution Network Architecture <ul style="list-style-type: none"> i. Diagram provided ii. Met requirements
s. System Development Methodology <ul style="list-style-type: none"> i. OWASP ii. Agile methodology

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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RFP TITLE: eProcurement Solutions and Services

BIDDER: Ivalua

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

<ul style="list-style-type: none"> iii. Quality assurance directly within the process iv. Penetration testing conducted prior to major software release v. Customers typically enforce their own change management process vi. Cloud services are in accordance with NIST security vii. All application changes and updates are at the customer's request and controlled by the customer
<ul style="list-style-type: none"> t. Service Level Agreement <ul style="list-style-type: none"> i. Provided sample SLA ii. Did not provide comments on model SLA
4. Security Requirements
<ul style="list-style-type: none"> a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. CAIQ completed
<ul style="list-style-type: none"> b. Security and Privacy Controls <ul style="list-style-type: none"> i. Currently in the process of creating NIST guides and controls – Initial review is complete, in-depth review remains underway. Multiple controls have been implemented.
<ul style="list-style-type: none"> c. Security Certifications <ul style="list-style-type: none"> i. SOC II ii. FedRAMP ready iii. PCI DSS iv. Annually audited for HIPAA compliance
<ul style="list-style-type: none"> d. Annual Security Plan <ul style="list-style-type: none"> i. Information security management system in accordance with ISO 27001 ii. Security control is in alignment with NIST 800-53 moderate baseline iii. Additional certifications provided iv. Principle of least privilege enforced across the entire organization v. Distinct boundary between the data of each client
<ul style="list-style-type: none"> e. Secure Application and Network Environment <ul style="list-style-type: none"> i. Dedicated DMZ with network segmentation and site-to-site VPN ii. Encryption according to industry standards; Ivalua also offers HSM encryption for data at rest for an additional fee.
<ul style="list-style-type: none"> f. Secure Application and Network Access <ul style="list-style-type: none"> i. Perimeter defense and network intrusion defense systems ii. Do not provide a means to force logout in user specific sessions iii. Site-to-site VPN is provided by Ivalua for an additional fee if selected as a value-add service by the state iv. Ability to perform upgrades and maintenance on an individual basis without affecting other clients
<ul style="list-style-type: none"> g. Data Security <ul style="list-style-type: none"> i. Customer data is isolated/segregated from other customers ii. All customer data is classified as confidential iii. Least privilege controls for employee access to customer data iv. Both data at rest and in transit is encrypted v. Upon termination of contract, client data is securely destroyed using secure wipe protocol commensurate with US Dept of Defense standards
<ul style="list-style-type: none"> h. Personally Identifiable Information Protection <ul style="list-style-type: none"> i. GDPR compliant ii. Annually audited for HIPAA
<ul style="list-style-type: none"> i. Security/Privacy Issue Occurrence <ul style="list-style-type: none"> i. Incident response plan and procedure

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

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DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

ii.	Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
j.	PII Data Actual/Attempted Access or Disclosure
i.	Incident response plan and procedure
ii.	Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP
k.	Security Breach Reporting
i.	Incident response plan and procedure
ii.	Customer is notified without undue delay, no later than 72 hours – did not meet notification requirements in RFP

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: LSI Consulting
CATEGORY: 3 – eSoftware Only
DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance – Sample document provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Partner with SAP Ariba
 - “Partner managed cloud model” - unclear on what that means, but may imply flexibility
 - Stated they are a re-seller as well as a partner
- Previous Projects
 - Good amount of public sector experience with SAP
 - Multiple workstreams moderately addressed through previous projects
 - Some projects identify purchase-only transactions

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: LSI Consulting

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

- Subcontractors
 - None
- Organizational Chart
 - Provided, combined State and LSI positions
- Litigation
 - None
- Financial Viability
 - Provided D&B, current
 - Low-moderate risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. SAP Ariba solutionii. Multiple exceptions and assumption listediii. Accelerator set includediv. Gold partnerv. Spot Buy marketplacevi. Customer specific deployment of a transparency portal
b. User Experience <ul style="list-style-type: none">i. Focus on guided buyingii. Configurable dashboardsiii. Mobile apps included
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Quarterly releasesii. SAP Best Practices Centeriii. Monthly feature releases virtually invisible to end users
d. Customizations/Extensions <ul style="list-style-type: none">i. Customizations not allowed, but extensions and partners includedii. Thorough list of available extensions and partners included
2. Functional Requirements
a. General Functionality <ul style="list-style-type: none">i. Integrated applications that facilitates occasional and frequent buyersii. Contracts only available to registered users through state websiteiii. 22 out of 40 requirements indicated as “standard” functionality – details not sufficiently providediv. Admin fee collection and management not included with proposal

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: LSI Consulting

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

<p>v. Award posting integration is needed – included in transparency portal cost. Integration to the state’s website is an additional cost.</p>
<p>b. Supplier Portal</p> <ul style="list-style-type: none"> i. SAP Ariba supplier network portal is common to all Ariba customers, not specific to any one state ii. Partner not required to meet requirements iii. Standard configurable functionality iv. Hosted and catalog punch out support and Spot Buy catalog solution
<p>c. Supplier Enablement/Management</p> <ul style="list-style-type: none"> i. Offer a supplier enablement team of 700+ employee ii. Education and training materials available iii. Will design and develop and enablement strategy iv. Automated verification capability for IRS TIN/Name v. Supplier can sign up for Ariba notification when a contract is re-solicited vi. Provided by SAP Ariba
<p>d. Buyer Portal</p> <ul style="list-style-type: none"> i. Two entry points for casual user and power user ii. More functionality available for power users – access to pre-packaged reports iii. Configurable dashboard
<p>e. Need Identification</p> <ul style="list-style-type: none"> i. Guided buying managed through landing page, will use tiles ii. Standard response – met requirements
<p>f. Request through Pay</p> <ul style="list-style-type: none"> i. Attachment limit of 100 MB ii. Met requirements iii. Input forms to handle special requisitioning situations - have their own workflow capability iv. Signatures on POs – not available in comments, but marked “A” v. There are multiple responses in this requirement set where “configurable” is stated but the Availability is marked A; not CF vi. Cannot create a PO from a contract vii. P-Card administration cannot be maintained by the user under their own profile
<p>g. Catalog Capability</p> <ul style="list-style-type: none"> i. Negative dollar value not an option ii. Limit of 5,000 catalogs, 500,000 items iii. Did not address configurable catalogs iv. Catalog rules to enhance and enrich data – automate data cleansing process
<p>h. Sourcing/Bid Management</p> <ul style="list-style-type: none"> i. Out of the box functionality on common procurement types ii. Several solicitation templates available iii. Posting to website – addressed by the transparency portal. State ability to post directly to state website not included in proposal. iv. Integration to contract module v. Messaging feature available to collaborate with suppliers/external parties and internal team vi. Functionality available to load a surrogate bid on behalf of the supplier – Application does not provide the capability to change the create date/time, an additional field could be provided to document physical receipt date/time. vii. Cancel award and issue to a different supplier – able to perform multiple scenarios, but not clear if those scenarios are pre or post award status.
<p>i. Contract Management</p>

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

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CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

<ul style="list-style-type: none"> i. Does not support read-only format with redaction properties ii. DocuSign and AdobeSign able to be integrated (optional) iii. Contract document authoring can be done through red-lined versions and Tracked Changes in Microsoft Word iv. CM module integrates with Sourcing module to create contract award directly from solicitation v. Contract templates and a clause library that can be configured vi. Visibility into active contracts included amendments, renewals, and other contract events vii. Attachment limit of 100 MB viii. Dashboard for workload management and reports ix. Posting to website – addressed by the transparency portal. State ability to post directly to state website not included in proposal. x. API is part of the same catalog of sourcing APIs but the specific API may vary depending on requirements.
<ul style="list-style-type: none"> j. Vendor Performance <ul style="list-style-type: none"> i. Scorecard functionality ii. Captures vendor performance data outside of the survey tool iii. Vendors get notified if performance does not meet certain criteria iv. Corrective action plan briefly referenced
<ul style="list-style-type: none"> k. Purchasing/Data Analytics <ul style="list-style-type: none"> i. Prepackaged reports (over 250) and Ad hoc reporting available. Can modify existing reports. ii. Can perform data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate iii. SAP Ariba can support two reporting taxonomies. Supported taxonomies such as UNSPSC, the Ariba Classification taxonomy, and a customer-specific, custom taxonomy. iv. Capable of publicly posting reports
<p>3. Technical Requirements</p>
<ul style="list-style-type: none"> a. Availability <ul style="list-style-type: none"> i. 99.5% except regularly scheduled and emergency maintenance
<ul style="list-style-type: none"> b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> c. Audit Trail and History <ul style="list-style-type: none"> i. Met requirements
<ul style="list-style-type: none"> d. Browsers Supported <ul style="list-style-type: none"> i. Safari, Chrome, Edge – all major browsers
<ul style="list-style-type: none"> e. User Accounts and Administration <ul style="list-style-type: none"> i. Role and permission based ii. Can inherit roles from a group assignment iii. Do not support dual sign on iv. Lease privilege is a customer decision v. Super users must have system admin access vi. No automatic deactivation of access
<ul style="list-style-type: none"> f. User Authentication <ul style="list-style-type: none"> i. Can activate two factor authentications if you use SAML ii. All password rules and changes are maintained by State – single sign on iii. Standard password policy and process not adaptable to State policies
<ul style="list-style-type: none"> g. Federated Identity Management

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: LSI Consulting

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. Will leverage SAP Ariba's Activate methodology ii. Integration of legacy systems will be provided at an additional cost iii. Did not address data conversion services/methodology as described in RFP requirements
i. Interface and Integration <ul style="list-style-type: none"> i. Integrate will all major ERP systems ii. Real-time as well as batch iii. Did not respond to specific integration points in the RTM – only provided an overall narrative. Stated that if the ERP is SAP system, then requirements are standard and included. If ERP is a non-SAP system, requirements may or may not be standard assuming relevant data can be provided in SAP format.
j. Office Automation Integration <ul style="list-style-type: none"> i. Met requirements ii. Integrate with Microsoft products
k. Mobile Device Support <ul style="list-style-type: none"> i. Met requirements
l. Mobile Applications <ul style="list-style-type: none"> i. Met requirements
m. Data Ownership and Access <ul style="list-style-type: none"> i. Customer owns data with throughout subscription ii. May obtain access at any time
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. For life of subscription in accordance with active contract ii. Archive capability – state controls what data is deleted/purged, standard invoicing/archiving for suppliers is available. Integrations for archiving not included. iii. Customer is in complete control of data deletion and purging
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Met requirements
p. Solution Environments <ul style="list-style-type: none"> i. Production and test environments offered ii. Other environments required in RFP not provided with proposal
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Met requirements
r. Solution Network Architecture <ul style="list-style-type: none"> i. Met requirements
s. System Development Methodology <ul style="list-style-type: none"> i. Agile, SCRUM methodologies ii. Aligned with ISO 27034 iii. Automated test suite built on selenium iv. Code is peer reviewed v. Met requirements
t. Service Level Agreement <ul style="list-style-type: none"> i. Did not provide comments on model SLA ii. Provided SLA sample
4. Security Requirements
a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none"> i. Completed CAIQ
b. Security and Privacy Controls

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: LSI Consulting

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

i. SAP Ariba not currently compliant with NIST 800-53, but timeline for compliance has been established.
c. Security Certifications i. Met requirements
d. Annual Security Plan i. SOC II plan may be requested ii. Security plan is an internal document
e. Secure Application and Network Environment i. 24/7 system monitoring ii. Separation of SAP corporate with customer cloud iii. Detailed response
f. Secure Application and Network Access i. Met requirements
g. Data Security i. Will leverage individual cloud service providers ii. Customer data classified as highly confidential iii. Based on leased privilege iv. SAP Data Protection Agreement
h. Personally Identifiable Information Protection i. Do not handle HIPAA or other PII ii. Indicated SSN (when used as TIN) and banking information, though, are considered PII
i. Security/Privacy Issue Occurrence i. Incident response procedures are confidential and therefore not provided
j. PII Data Actual/Attempted Access or Disclosure i. Incident response procedures are confidential and therefore not provided
k. Security Breach Reporting i. Incident response procedures are confidential and therefore not provided

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: PaymentWorks
CATEGORY: 3 – eSoftware Only
DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Identity Elements, Payment Type, Bank Agnostic
 - Primarily work with state and local governments
 - Niche product
- Previous Projects
 - All three projects are with universities
 - Use PaymentWorks to mitigate risks
- Subcontractors

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: PaymentWorks

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

- None
- Organizational Chart
 - Provided, included job descriptions
- Litigation
 - Provided, none
- Financial Viability
 - Provided D&B # and screenshot, but not the actual report with financial information

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

- The evaluation team has determined that the proposal submitted by PaymentWorks is nonresponsive to the requirements of this RFP:
 - The proposal presented by PaymentWorks is more aligned with ERP payment processing rather than integrating with an eProcurement solution; specifically, the Bidder's response to VDR-1 describes PaymentWorks as a gatekeeper and front door to an ERP system.
 - The proposed solution was not presented as an eProcurement solution as described in the RFP.
- Therefore, the evaluation team has disqualified the proposal submitted by PaymentWorks.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: SirionLabs
CATEGORY: 3 – eSoftware Only
DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - AI platform for contract life cycle management
 - Multiple certifications – ISO 27001, SOC II type I, GDPR compliant,
 - CLM leader in Forest Wave, Gartner
 - Est. 2013
 - Multiple public sector customers
 - Able to implement with ERPs
- Previous Projects
 - Demonstrates software only experience

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: SirionLabs

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

- Public sector clients
- Subcontractors
 - KPMG for implementation
- Organizational Chart
 - Corporate org chart with key personnel
- Litigation
 - Provided, none
- Financial Viability
 - Private, provided D&B number
 - No D&B report or financial information provided with proposal

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. General Principal and Requirements
a. Key Solution Functionality Elements <ul style="list-style-type: none">i. Multiple users can provide input to contract drafting and parallelii. Price sheets can be uploaded or entered into contractiii. Rule-based approval workflow with email notificationsiv. Dashboard with over 250 standard reportsv. Various role or rule-based accessesvi. Can compare third-party and internal documents in review process – AI can flag variationsvii. Solution called Sirionviii. Walkthrough of contract construction, document managementix. AI data retrieval from contract docsx. Identifies components in 3rd party and matches to own documents
b. User Experience <ul style="list-style-type: none">i. Workstreams being offered – Contract Management and Vendor Performanceii. No personalizationiii. Legal and non-legal templates for contract draftingiv. No wizards identifiedv. Mobile app released Sept. 2021vi. Clause and template libraries available
c. Bidder Best Practices and Roadmap <ul style="list-style-type: none">i. Automatic latest version releasesii. Quarterly release cycleiii. Monthly governance meetingsiv. Multi-tenant SaaS based appv. Periodic survey of suppliers
d. Customizations/Extensions

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: SirionLabs

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

i. Upgrades are backward compatible
2. Functional Requirements
a. General Functionality <ul style="list-style-type: none"> i. Proposal did not include a response to some (29 out of 43) general functionality requirements that were applicable to all modules
b. Contract Management <ul style="list-style-type: none"> i. Will integrate DocuSign for electronic signatures or through configuration ii. Change management (including renewals), analytics, invoice management, collaboration tools iii. Clause and template libraries available, smart tags iv. Reporting dashboards v. can access the clause library within the Word environment. vi. Integrate with ERP and procurement systems vii. Collaboration during contract creating via chat and concurrent editing viii. Maximum file size 200mb each ix. Has BI reporting capabilities
c. Vendor Performance <ul style="list-style-type: none"> i. KPI's for vendors ii. User role-based dashboards iii. Realtime visibility and drill down action items iv. BI analytics module v. Contractor obligations can be captured and measured vi. No improvement plan functionality offered vii. Maximum file size 200mb each viii. Has BI reporting capabilities
3. Technical Requirements
a. Availability <ul style="list-style-type: none"> i. Meets up-time requirement ii. Uses AWS, 2 locations, 24/7 support at no additional cost iii. SLA ticket one will respond within 2 hours 90% of the time
b. Accessibility Requirements <ul style="list-style-type: none"> i. Met requirements
c. Audit Trail and History <ul style="list-style-type: none"> i. Audit log record for each entity in the system with a time stamp and user info ii. MS Word plug-in that allows comparison to review contract versions
d. Browsers Supported <ul style="list-style-type: none"> i. All standard ones supported
e. User Accounts and Administration <ul style="list-style-type: none"> i. Role based access controls ii. Multiple modes of permissions iii. Uses document type tagging iv. Fully configurable to meet customer requirements v. Able to set permissions by user, role. Platform allows an entity to set permissions for clauses, edits, and template visibility for contracts.
f. User Authentication <ul style="list-style-type: none"> i. Support single sign on ii. SAML 2.0 iii. Two factor authentication
g. Federated Identity Management

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: SirionLabs

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

i. Met requirements
h. Data Conversion <ul style="list-style-type: none"> i. Legacy data can be uploaded ii. Migration, upload historical data, supplier metadata, contract metadata iii. AI powered auto extraction tool for OCR documents – scope of documents to be finalized during implementation iv. SirionAE tool may be required
i. Interface and Integration <ul style="list-style-type: none"> i. Support real-time two-way data sync and updates ii. Supports various ERP integrations iii. Batch and real-time options iv. Provide an extensive appendix describing integration experience v. Integrates with financial system for approvals to contract terms
j. Office Automation Integration <ul style="list-style-type: none"> i. MS Word and plug-ins ii. MS Outlooks email notifications
k. Mobile Device Support <ul style="list-style-type: none"> i. Accessible from any mobile device
l. Mobile Applications <ul style="list-style-type: none"> i. Mobile app released Sept. 2021
m. Data Ownership and Access <ul style="list-style-type: none"> i. Data will be downloaded at end of contract to secure FTP location ii. Customer will always be owner of data iii. Will dispose of customer data within 30 days of contract termination, in accordance with Dept of Defense
n. Data Retention, Archive and Purge Considerations <ul style="list-style-type: none"> i. Automatic deletion can be set up per retention policy ii. Data backups – secondary data centers iii. Sirion will retain data for 30 days after contract expiration, afterwards will have no obligation to retain customer data (will be deleted)
o. Disaster Recovery Plan <ul style="list-style-type: none"> i. Continuity and disaster recovery measures, but did not clearly provide a disaster recovery plan
p. Solution Environments <ul style="list-style-type: none"> i. Only sandbox and production – do not include development and training environments ii. Does not put sandbox in production for security reasons
q. Solution Technical Architecture <ul style="list-style-type: none"> i. Multi-tenant SaaS application
r. Solution Network Architecture <ul style="list-style-type: none"> i. Hosted on AWS ii. Scalable – when tech changes are made, it applies to all customers (shared environment)
s. System Development Methodology <ul style="list-style-type: none"> i. Change management ii. Software lifecycle development process
t. Service Level Agreement <ul style="list-style-type: none"> i. Did not provide comments on model SLA ii. Provided sample SLA (Sirion Support Model)
4. Security Requirements

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: SirionLabs

CATEGORY: 3 – eSoftware Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/27/22

a. Cloud Security Alliance (CSA) Compliance <ul style="list-style-type: none">i. Completed CAIQ
b. Security and Privacy Controls <ul style="list-style-type: none">i. GDPR compliant
c. Security Certifications <ul style="list-style-type: none">i. SOC I, II, IIIii. 10 total certifications listediii. FedRAMP and PCI compliant
d. Annual Security Plan <ul style="list-style-type: none">i. Provided information security policy – not fully responsive to RFP requirement for security planii. Will sign a data protection agreement
e. Secure Application and Network Environment <ul style="list-style-type: none">i. Deployed on AWSii. No Bluetooth or USB on laptops within the environment
f. Secure Application and Network Access <ul style="list-style-type: none">i. Deployed on AWSii. Dedicated virtual cloudiii. Must go through Sirion website to access single sign on
g. Data Security <ul style="list-style-type: none">i. GDPRii. Will conduct an annual data privacy impact assessment
h. Personally Identifiable Information Protection <ul style="list-style-type: none">i. GDPRii. Will sign a data protection agreementiii. Will conduct an annual data privacy impact assessment
i. Security/Privacy Issue Occurrence <ul style="list-style-type: none">i. No incident procedures defined
j. PII Data Actual/Attempted Access or Disclosure <ul style="list-style-type: none">i. No incident procedures defined
k. Security Breach Reporting <ul style="list-style-type: none">i. Incident management policies and procedures in place

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

CATEGORY 4 – Services Only

TEAM EVALUATION NOTES

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Accenture
CATEGORY: 4 – Services Only
DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - #1 SAP Ariba eProcurement services provider
 - Gartner, IDC and Forester Wave ranked as leaders
 - Module-based implementation
- Previous Projects
 - Provided 5 – 3 states
 - Wide range of services – sourcing, implementation, design, outsourcing, etc.
 - Identified benefits and results of each project

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Accenture

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

- Subcontractors
 - None
- Organizational Chart
 - Provided, included job descriptions with specific project roles
 - RACI chart
- Litigation
 - Provided link to filings
- Financial Viability
 - Provided annual report with 3 years
 - D&B report, low-moderate risk, dated April 2021

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. Implementation Services Requirements
a. Project Management <ul style="list-style-type: none">i. Ariba implementationii. Provided a sample implementation planiii. Indicative profile of the project leadiv. PMP CISSP certificationsv. RACI table providedvi. 1 year project with cutover of 9 months
b. Project Implementation Methodology <ul style="list-style-type: none">i. Hybrid-Agileii. Accenture Delivery methods methodologyiii. State must complete data cleansingiv. State must complete product taxonomy alignmentv. Lean Six Sigma, ITIL, RAID, key design decision process
c. Catalog Support Services <ul style="list-style-type: none">i. Recommend this be outside the implementation scope due to time necessary (6 months to 1 year) to collect catalog dataii. Catalog workflows and activation – diagram providediii. Mapping to commodity codesiv. Will use catalog assessment and work with suppliers to understand their capabilities
d. Data Conversion Services <ul style="list-style-type: none">i. Look at master data vs. transactional dataii. Conduct an assessmentiii. Step by step guide to perform extraction, transformation, load, and validation of dataiv. Integration toolkit will be usedv. Test with migrated data during system testing
e. Interface/Integration Development Services <ul style="list-style-type: none">i. Internal and external facing interfaces

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Accenture

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

<ul style="list-style-type: none"> ii. Iterative prototyping and formal testing iii. Limit legacy data in the conversion process, but with work with participating entities for exact requirements iv. Methodology includes design, built and test, mock, and deploy migrations
<p>f. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none"> i. Mature process ii. Heavy focus on super users in the change planning process iii. Identifying business value of the change iv. Reference keeping suppliers involved v. Understanding the help desk perspectives and engaging them in UAT vi. Communicating the user change journey through emails, videos, and training vii. Readiness survey and scorecard viii. Measures adoptions and outcomes ix. Impact and resistance assessment
<p>g. Training Services</p> <ul style="list-style-type: none"> i. Stakeholder training program ii. Training based on Ariba's on-demand assets – quick ref guides, templates, workshop materials, training materials iii. Instructor led training, just in time, self-paced online iv. Will support participating entity's trainers v. Training plan provided vi. Knowledge transfer to move training plan to agency
<p>h. Help Desk Services</p> <ul style="list-style-type: none"> i. State - Level 1, Accenture - Level 2 and Level 3 (escalations), SAP - Level 4 ii. Will use state's existing infrastructure iii. Level 2 and 3 support is generally managed out of vendors Philippines call center, it can be managed from Nashville at different pricing
<p>i. On-Site System Stabilization Support</p> <ul style="list-style-type: none"> i. Hypercare for 1 month, extended care for 2-3 months ii. Remote or on-site during extended care, working client hours
<p>2. Managed Services Requirements</p>
<p>a. Solution Support</p> <ul style="list-style-type: none"> i. One-hour response for level one severity phone or web ii. 24/7 web support via portal iii. Ariba does not guarantee resolution during response period, but only that there will be a response iv. Can upgrade (additional cost) to Ariba preferred care, with dedicated manager
<p>b. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none"> i. Mature process ii. Heavy focus on super users in the change planning process iii. Identifying business value of the change iv. Reference keeping suppliers involved v. Understanding the help desk perspectives and engaging them in UAT vi. Communicating the user change journey through emails, videos, and training vii. Readiness survey and scorecard viii. Measures adoptions and outcomes ix. Impact and resistance assessment x. Will be continually updated based on implemented changes during implementation phase
<p>c. Training Services</p>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Accenture

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

	<ul style="list-style-type: none">i. Stakeholder training programii. Training based on Ariba's on-demand assets – quick ref guides, templates, workshop materials, training materialsiii. Instructor led training, just in time, self-paced onlineiv. Will support participating entity's trainersv. Training plan providedvi. Knowledge transfer to move training plan to agencyvii. Will be continually updated based on implemented changes during implementation phase
d. Catalog Support	<ul style="list-style-type: none">i. Provide maintenance of item prices, vendor information, to allow users to purchase from statewide agreementsii. Timely updates/deletionsiii. Will test catalogs for completeness and accuracy
e. Help Desk Services	<ul style="list-style-type: none">i. State - Level 1, Accenture - Level 2 and Level 3 (escalations), SAP - Level 4ii. Will use state's existing infrastructureiii. If state wishes to have vendor manage level one support, they can set up ticketing and IVR systemsiv. Level 2 and 3 support is generally managed out of vendors Philippines call center, it can be managed from Nashville at different pricing
f. Transition Out Assistance Services	<ul style="list-style-type: none">i. They will create a knowledge transfer plan to be reviewed with participating entity and/or new service provider

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Civic Initiatives
CATEGORY: 4 – Services Only
DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - 130 years combined experience serving in public procurement
 - Acquisition support, strategic procurement transformation, procurement automation success
- Previous Projects
 - Current NASPO vendor
 - State government projects identified
 - Did not identify product being implemented in each project, though description of work shows consultant experience

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Civic Initiatives

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

- Subcontractors
 - None
 - Will engage if needed
- Organizational Chart
 - Provided
 - Basic, job descriptions/bios provided
 - Appears to be a small company
- Litigation
 - Provided, none
- Financial Viability
 - D&B report dated 3/2021

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

- Agnostic provider that can be the buffer/gateway with the vendor

1. Implementation Services Requirements	
a. Project Management	<ul style="list-style-type: none">i. PMBOK frameworkii. Establish a PM office with a dedicated PM and team responsible for deliveryiii. Listed a group of state personnel roles and time expectationsiv. Will establish a project charter and plan an implementation strategyv. Will coordinate with solution provider and the state's teamvi. Use 4 tech to engage client interaction – smart sheet, Zoom, GroupMap and LucidCharts
b. Project Implementation Methodology	<ul style="list-style-type: none">i. Provided a project implementation services team scopeii. Provide test scripts and oversee testingiii. Testing types - development, unit, performance, integration, and user acceptanceiv. Assist the client and solution provider to gather clients
c. Catalog Support Services	<ul style="list-style-type: none">i. Comprehensive catalog support for creating, loading and managing hosted and punch out catalogsii. Will develop a guide to teach buyers to identify good catalogs, understand key contract attributes, and incorporate catalog requirements in the procurement processiii. Provided an example of the implementation plan for catalogs
d. Data Conversion Services	<ul style="list-style-type: none">i. Will work with client to develop a strategy and plan to convert from legacy systems to new eProcurement solutionii. Perform quality assurance to ensure cleansed operational data is transferred to new solution. Will perform a through data scrubbing exercise on the master supplier record.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Civic Initiatives

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

iii. Will work with solution provider to manage testing, and supports solution provider's tools for loading state legacy data
e. Interface/Integration Development Services
i. Not included with proposal
f. Organizational Change Management (OCM Services)
i. Mature
ii. Phased approach: assess organizational change readiness, develop organizational change management plan, deploy organizational change management plan
g. Training Services
i. Gap analysis on training
ii. Provides current state vs. future states
iii. Training plan described - create course materials, identify training needed, build training environments. Civic can conduct training during implementation as agreed upon with state.
iv. Development and implementation training
v. Provided a sample development schedule
vi. Development tracking and reporting
h. Help Desk Services
i. Not included with the proposal
i. On-Site System Stabilization Support
i. 3 month stabilization period
ii. Resolving problems and providing reports
iii. Will employ quality assurance methods
iv. Issue surveys an interviews with stakeholders and end users to gauge satisfaction
2. Managed Services Requirements
a. Solution Support
i. Not included with proposal
b. Organizational Change Management (OCM Services)
i. Mature
ii. Phased approach: assess organizational change readiness, develop organizational change management plan, deploy organizational change management plan
c. Training Services
i. Gap analysis on training
ii. Provides current state vs. future states
iii. Training plan described – create course materials, identify training needed, build training environments.
iv. Development and implementation training
v. Provided a sample development schedule
vi. Development tracking and reporting
d. Catalog Support Services
i. Comprehensive catalog support for creating, loading, and managing hosted and punch out catalogs
ii. Will develop a guide to teach buyers to identify good catalogs, understand key contract attributes, and incorporate catalog requirements in the procurement process
iii. Provided an example of the implementation plan for catalogs
e. Help Desk Services
i. Not included with proposal
f. Transition Out Assistance Services
i. Not included with proposal

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Civic Initiatives

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Deloitte
CATEGORY: 4 – Services Only
DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - SAP Ariba
 - #1 Global partner of SAP Ariba
 - 240 SAP Ariba projects
- Previous Projects
 - Private and public projects, though no State projects
 - #1 state and local delivery provider for SAP, though no state projects shown
 - Most projects appear to show SAP Ariba implementation

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Deloitte

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

- Subcontractors
 - None
- Organizational Chart
 - Combined with Deloitte and State
 - Project roles defined
- Litigation
 - 3 actions filed, though all dismissed
- Financial Viability
 - D&B report dated 3/2021

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. Implementation Services Requirements
a. Project Management <ul style="list-style-type: none">i. Enterprise Value Delivery methodology – built on SAP activateii. Staggered implementation – Part 1 - Upstream (Ariba sourcing contracts) Part 2 – downstream (Ariba SLP and buyer invoicing)iii. Dedicated PMiv. Go-live followed by Hypercarev. 12 month implementation timeline
b. Project Implementation Methodology <ul style="list-style-type: none">i. EVD methodology – built on SAP activateii. Will incorporate lessons learned from numerous SAP Ariba implementationiii. Successful user acceptance testing requires successful user participationiv. Embeds configuration and change management into its modules, tools, and deliverablesv. Quality and risk management program provides periodic risk reviewvi. Deloitte accelerators included in standard price
c. Catalog Support Services <ul style="list-style-type: none">i. Component of Ariba buying and invoicingii. Conduct spend analysis and build catalog enablement strategyiii. Supplier education providesiv. Catalogs tested and validatedv. Client help desk establishedvi. Training and FAQs developedvii. Supplier feedback gathered for future strategiesviii. Supplier offboarding
d. Data Conversion Services <ul style="list-style-type: none">i. Participating entity will cleanse dataii. Approach uses standard SAP conversion tools

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Deloitte

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

<ul style="list-style-type: none">iii. Include consistent approach for staging and converting data into testing and production environmentsiv. Data remediation strategy provided
<ul style="list-style-type: none">e. Interface/Integration Development Services<ul style="list-style-type: none">i. Uses SAP process integration middleware to export transactional data between Ariba and ERPii. Recommends Ariba cloud int gateway for accelerated development of interfacesiii. Collaborates with state to perform integration testing of interfaces
<ul style="list-style-type: none">f. Organizational Change Management (OCM Services)<ul style="list-style-type: none">i. Based out of Deloitte's EVD methodii. 5 areas of focus – change prep, organization alignment, communications, capability transfer and end user trainingiii. Process is thorough
<ul style="list-style-type: none">g. Training Services<ul style="list-style-type: none">i. Using Deloitte's change vision to value methodologyii. Training tools – user guides, short animated videos, personas, augmented reality, etc.iii. Train-the-traineriv. State staff will participate in training design and delivery
<ul style="list-style-type: none">h. Help Desk Services<ul style="list-style-type: none">i. Will work jointly with state to address tickets and provide support to end users in areas where issues are recognized
<ul style="list-style-type: none">i. On-Site System Stabilization Support<ul style="list-style-type: none">i. Will work with SAP to provide Hypercare for 3 months immediately following go-liveii. Project will be given to Managed Services MO contract team
2. Managed Services Requirements
<ul style="list-style-type: none">a. Solution Support<ul style="list-style-type: none">i. EVD for application management servicesii. ITSM and ITIL methodologyiii. Embeds configuration and change management into its modules, tools, and deliverablesiv. Quality and risk management program provides periodic risk reviewv. Use Capability Maturity Model Integration
<ul style="list-style-type: none">b. Organizational Change Management (OCM Services)<ul style="list-style-type: none">i. Based out of Deloitte's EVD methodii. 5 areas of focus – change prep, organization alignment, communications, capability transfer and end user trainingiii. Process is thorough
<ul style="list-style-type: none">c. Training Services<ul style="list-style-type: none">i. Using Deloitte's change vision to value methodologyii. Training tools – user guides, short animated videos, personas, augmented reality, etc.iii. Train-the-traineriv. State staff will participate in training design and delivery
<ul style="list-style-type: none">d. Catalog Support Services<ul style="list-style-type: none">i. Component of Ariba buying and invoicingii. Conduct spend analysis and build catalog enablement strategyiii. Supplier education providesiv. Catalogs tested and validatedv. Client help desk established

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Deloitte

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

	<ul style="list-style-type: none">vi. Training and FAQs developedvii. Supplier feedback gathered for future strategiesviii. Supplier offboarding
e.	Help Desk Services <ul style="list-style-type: none">i. Deloitte will be responsible for Level 1 Help Deskii. ITIL trained service deskiii. Deloitte methodology leverages Help Desk Institute (HDI) customer service principles as well as ITIL-based IT Service Management (ITSM) processesiv. Bi-modal, two-tiered IT operations model that will allow for the creation of stable and predictable, yet agile and fast IT systems and processes. Implementation of this model will improve the success of the help centers by redefining, standardizing, and realigning processes, policies, and procedures.v. Call center technology; issue analysisvi. Service Desk transition and set up methodology is based on our collective experience and understanding from prior transition executions.vii. 24/7 help desk offering which leverages shared service delivery model of ITIL trained and certified Service Desk specialistsviii. US based centers – FL, PA, AZ
f.	Transition Out Assistance Services <ul style="list-style-type: none">i. 6 months prior to expirationii. 3 phase process

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:
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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Effution
CATEGORY: 4 – Services Only
DATE: 10/5/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Software estimations and what-if analysis, proprietary methodology
 - Does not seem applicable to public procurement or the requirements of this RFP
 - Est. in 2018
 - Including staff from Effution LLC to partner with more established company
- Previous Projects
 - Start-up
 - One project provided

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Effution

CATEGORY: 4 – Services Only

DATE: 10/5/21

- Subcontractors
 - None
- Organizational Chart
 - One employee
- Litigation
 - None
- Financial Viability
 - D&B profile dated Aug 2019

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: GEP
CATEGORY: 4
DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page – provided
- Debarment Form – provided
- Certificate of Insurance – provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - 20 years of experience
 - Graphic provided most of the relevant information
 - GEP Smart – identifies all workstreams
 - GEP Nexxe
- Previous Projects
 - No state government references
 - Proved transparency across the company
 - U Cal example identified some key pieces of full-suite capability, but not all

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP

CATEGORY: 4

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

- U Mass example did not relate to eProcurement requirements
 - Project examples do not fully cover all workstreams of RFP, but they are identified in the proposed product suite.
- Subcontractors
 - None
- Organizational Chart
 - Combined State and GEP resources to clearly define project roles.
- Litigation
 - Provided, none
- Financial Viability
 - Provided, dated 10/19/2020
 - Low risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. Implementation Services Requirements
a. Project Management <ul style="list-style-type: none">i. Agile implementation methodology with sprints and multiple workstreamsii. Roles and responsibilities clearly definediii. List key lessons for successful implementationiv. Change management and help desk services appear to show up late in the overall process
b. Project Implementation Methodology <ul style="list-style-type: none">i. Joint responsibility for SIT testing – GEP will conduct unit testing on interfaces and will support end-to-end testingii. Provided small, medium, and large state implementation timelines. Timelines appear aggressive.
c. Catalog Support Services <ul style="list-style-type: none">i. Met requirementii. GEP will test punch out catalogs but approval required by supplieriii. GEP will monitor catalog utilization and will engage catalog managersiv. NIGP supported as commodity code bookv. Post go-live catalog maintenance available as an additional service/cost
d. Data Conversion Services <ul style="list-style-type: none">i. Met requirements
e. Interface/Integration Development Services <ul style="list-style-type: none">i. Met requirements
f. Organizational Change Management (OCM Services) <ul style="list-style-type: none">i. Human centric change management methodologyii. Execution of methodology appears to done in conjunction with states

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: GEP

CATEGORY: 4

DATE: Stage 1 – 9/23/21, Stage 2 – 1/25/22

iii. Mature practice
g. Training Services <ul style="list-style-type: none">i. Online self-paced system not includedii. Training plan example not provided
h. Help Desk Services <ul style="list-style-type: none">i. 24/5 Help desk – phone, email, chatii. New releases/product update - webinars are specific to the stateiii. State will staff Level 1 Help Deskiv. Ongoing training available as an additional service/cost
i. On-Site System Stabilization Support <ul style="list-style-type: none">i. On-site staff available if necessary, state will have to pay travel and expenses
2. Managed Services Requirements
a. Solution Support <ul style="list-style-type: none">i. Roles and responsibilities for implementation well defined and comprehensive
b. Organizational Change Management (OCM Services) <ul style="list-style-type: none">i. Human centric change management methodologyii. Execution of methodology appears to done in conjunction with statesiii. Mature practice
c. Training Services <ul style="list-style-type: none">i. Online self-paced system not includedii. Training plan example not provided
d. Catalog Support Services <ul style="list-style-type: none">i. Met requirementii. GEP will test punch out catalogs but approval required by supplieriii. GEP will monitor catalog utilization and will engage catalog managersiv. NIGP supported as commodity code bookv. Post go-live catalog maintenance available as an additional service/cost
e. Help Desk Services <ul style="list-style-type: none">i. 24/5 Help desk – phone, email, chatii. New releases/product update - webinars are specific to the stateiii. State will staff Level 1 Help Deskiv. Ongoing training available as an additional service/cost
f. Transition Out Assistance Services <ul style="list-style-type: none">i. Proposed a 4-6 month plan – requirement was no less than 1 yearii. Comprehensive approach

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: IBM
CATEGORY: 4 – Services Only
DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - SAP Ariba eProcurement cloud solution
 - State they have the highest number of Ariba certified professionals
 - Project management approach was unique
 - Est. 1911
- Previous Projects
 - 4 provided
 - All private, no State experience shown
 - Projects are relevant and appropriate full-suite service examples

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: IBM

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

- Subcontractors
 - None
- Organizational Chart
 - Corporate
 - No roles defined for project
 - Job descriptions were not detailed and did not seem to support the level of work this project will entail
 - Mentioned an SAP team, but not shown as a subcontractor in previous section
- Litigation
 - Ongoing claims
- Financial Viability
 - Provided, current
 - Low-moderate risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. Implementation Services Requirements
a. Project Management <ul style="list-style-type: none">i. 3-tier governance modelii. Includes state, IBM, and SAP Aribaiii. IBM Ascend Ariba implementation methodologyiv. Provided graphs and timelines (generic timeline)v. Addressed high level staffing for IBM and statevi. OCM responsibility for IBM is to provide guidance, state will take on most of that responsibility
b. Project Implementation Methodology <ul style="list-style-type: none">i. Agile methodologyii. Ariba processes and Ariba demonstration to expedite design workshopsiii. Promote configure, not customizeiv. 3-step process to approve any deviations from the standard implementationv. IBM responsible for system impact testingvi. Overall a mature methodologyvii. Cases and test scripts – state will be consulted but IBM will be responsible
c. Catalog Support Services <ul style="list-style-type: none">i. Will focus on getting supplier signed up in the network and monitoring if the catalogs are set up properlyii. IBM provides a mapping of NIGP codes to UNSPC codesiii. Ariba supplier enablement team available for suppliers for catalogs, will add an IBM resource to that effort (focused on larger suppliers)

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: IBM

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

iv. IBM will provide guidance to the state or supplier. IBM will provide support for catalog loading, and identifying/resolving loading errors.
d. Data Conversion Services <ul style="list-style-type: none"> i. Methodology includes source assessments, ETL (cleansing, validation) ii. Tool for data conversion – Enterprise Hub iii. Provided a migration testing approach
e. Interface/Integration Development Services <ul style="list-style-type: none"> i. List how standard process works – does not cover all integrations called out in the RTM ii. Cost of standard integration between Ariba and ERP are included. Integration development costs are unclear.
f. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Staffing tables show that IBM is providing OCM guidance, as well as strategy, planning, and execution. ii. OCM staffing responsibilities (IBM and state) discussed under Project Management
g. Training Services <ul style="list-style-type: none"> i. Will develop a training plan – readiness assessment included with discussion of OCM services to be provided, but training assessment not addressed ii. Methodology was not specifically addressed iii. Ariba EnableNow pre-built training documents available to be tailored for the state iv. Will work with the state to ensure training materials meet state standards v. Response references some language/services not related to this RFP (WalkMe). Only used if state has pre-existing license. vi. Train-the-trainer program proposed
h. Help Desk Services <ul style="list-style-type: none"> i. Incomplete response to RTM ii. Narrative covered under Solution Support iii. Assume that the state will prefer to operate their own Level 1 Help Desk iv. IBM will provide Tier 2, SAP Ariba will provide Tier 3 v. ITSM only if requested vi. Limit in the number of tickets – small state (210), medium state (360), large state (250). Adjusted complexity level depending on state size.
i. On-Site System Stabilization Support <ul style="list-style-type: none"> i. Hypercare for 3 months ii. Focused stabilization on fixing defects, not completing system configuration changes iii. Knowledge transfer to state staff to support the Ariba modules
2. Managed Services Requirements
a. Solution Support <ul style="list-style-type: none"> i. Incomplete response to the RTM ii. Managed services team will engage during knowledge transfer to assess the state's needs iii. Governance model will be agreed to iv. Identified post implementation tasks that IBM can support v. Baseline for KPIs to be established included system availability, skills management, innovation ideas, others as required in RFP vi. Discuss the Help Desk services offered
b. Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Services only provided through a project change request
c. Training Services <ul style="list-style-type: none"> i. Can provide additional training – training itself not specified

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: IBM

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

ii. Services only provided through a project change request
d. Catalog Support Services <ul style="list-style-type: none">i. SAP Ariba will provide catalog support enablement in buying and invoicing. IBM will only be responsible for triaging issues as catalogs are loaded.
e. Help Desk Services <ul style="list-style-type: none">i. State will provide Tier 1, IBM Tier 2, SAP will provide Tier 3ii. Will use state ticketing system, but can use IBM ITSM if requested
f. Transition Out Assistance Services <ul style="list-style-type: none">i. Upon requestii. Will use “standard operating procedures”; those procedures not specifically described

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 3).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: IBM-Kyndryl
CATEGORY: 4 – Services Only
DATE: 11/3/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Cloud solutions and infrastructure services
 - SAP Ariba eProcurement offered – no detail provided about the eSoftware solution itself
 - Est. in 1911 (IBM)
 - Kyndryl is an IBM company launched in 2021 – seems to be very new.
 - Unclear what Kyndryl brings to the project
- Previous Projects
 - 3 provided – none involved Kyndryl
 - No state examples

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: IBM-Kyndryl

CATEGORY: 4 – Services Only

DATE: 11/3/21

- Most did not appear to be eProcurement related or have much detail describing eProcurement experience
 - 1 Ariba reference
 - All were ongoing projects
- Subcontractors
 - Manpower, others to be used.
 - Unclear which will be used for eSoftware only services
- Organizational Chart
 - Company org chart with some names and titles
 - No job descriptions or project-specific roles defined
- Litigation
 - Large company, ongoing cases.
- Financial Viability
 - D&B Provided
 - Low-moderate risk
 - IBM only

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Jefferson Wells
CATEGORY: 4 – Services Only
DATE: 10/5/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Acquired by Manpower in 2001, rebranded in 2011, rebranded again in 2020
 - 3 distinct verticals
 - Limited government experience
 - Est. in 1995
 - Difficult to see where the proposal fits into eProcurement or the requirements of the RFP
- Previous Projects
 - Limited to no eProcurement or government experience
 - Risk assessment

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Jefferson Wells

CATEGORY: 4 – Services Only

DATE: 10/5/21

- Subcontractors
 - None
 - Organizational Chart
 - Provided with names and bios of key personnel
 - No job descriptions or project roles
 - Litigation
 - Stated none that will affect this project
 - Financial Viability
 - Unaudited condensed balance sheets 2018-2020
 - Provided D&B number and link, no report.
-

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: KPMG
CATEGORY: 4 – Services Only
DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

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- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - 300+ eProcurement implementations
 - 120 years of business
 - Have their own home-grown deployment strategy based on leading practices
 - Analysis on challenges and trends for government procurement was impressive/interesting
 - Described experience working with state government
- Previous Projects
 - Good amount of State experience
 - Appear to be mostly full-suite, many full deployed

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: KPMG

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

- State they have multiple eProcurement solutions available, but projects all appear to be the same solution/software (Ivalua)
- Subcontractors
 - None
- Organizational Chart
 - Combined State, KPMG, and eProcurement solutions positions
 - Project roles defined for KPMG but not other parties
- Litigation
 - Stated that have nothing pending that will impact operations
- Financial Viability
 - Unaudited, condensed balance sheets 2018-2020

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

- KPMG able to implement these services with Ivalua, Oracle, GEP, Coupa, SirionLabs.

1. Implementation Services Requirements
a. Project Management <ul style="list-style-type: none">i. Response combined with Project Implementation Methodology
b. Project Implementation Methodology <ul style="list-style-type: none">i. Agile methodologyii. Detail risk management processiii. Preconfigured delivery models, training materials and benchmarks as acceleratorsiv. KPMG will participate in developing a UAT test plan, will provide SIT scripts to the state for finalizing. State must complete test scripts.v. Test management tool for SIT and UAT testingvi. Multiple additional costs/services included in the assumptions (JIRA, LMS, Captivate)vii. Limit to a number of components – legacy data, contract templates, questionnaires, environments
c. Catalog Support Services <ul style="list-style-type: none">i. Will execute a spend analysis to match spend categories to buying channelsii. Content enablement strategyiii. Will support loading of catalogs and punch outsiv. Internal users can upload catalogs if they choose tov. For items outside the system, KPMG will support the marketplacevi. Will train the state to manage punch out catalogs and supplier to manage hosting catalogs
d. Data Conversion Services <ul style="list-style-type: none">i. Will use provider tools and internal acceleratorsii. Will use ETL module to perform data import, transformation, and load

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: KPMG

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

<ul style="list-style-type: none"> iii. Initial, mock, and production data extracts and data cleansing (pre-cleansing done by state) and harmonization iv. Will complete 3 mock data conversions v. Process involves quality assurance and reconciliation – KPMG will publish results of the load process but reconciliation work is done by the state vi. Will provide data load templates vii. Cognitive contract management tool (optional) viii. Conversion only includes active suppliers, purchase orders and contracts
<p>e. Interface/Integration Development Services</p> <ul style="list-style-type: none"> i. Proven ability to integrate with leading ERP systems ii. Will assist state with integration but state provide their own middleware solution or adapter iii. 10 integration points between source systems and destination systems – KPMG will design the format, develop, and test interfaces that feed in and out of lvalua iv. State organizations will be responsible for mapping data elements to state systems v. Interfaces will be built in collaboration with the state's IT resources vi. State is responsible for any licenses for third-party systems vii. Will transition support for the integration to the state post-implementation viii. Batch and real-time integrations
<p>f. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none"> i. "Make It" methodology proprietary to KPMG ii. Comprehensive, with the addition of purchased optional services iii. Includes required assessments, phased approach iv. People TRIP tool for readiness assessment provided at an additional cost
<p>g. Training Services</p> <ul style="list-style-type: none"> i. Train-the-trainer approach (limited to 3 weeks) ii. Comprehensive – includes end users, system admins, help desk staff, and suppliers iii. Target Learning Model iv. Training needs assessment v. Training aligns with implementation plan vi. Train-the-trainer session available which helps trainers learn core training functions vii. Training plans for each impacted stakeholder group viii. Will provide a post-implementation transition plan so training can be handed over to the state
<p>h. Help Desk Services</p> <ul style="list-style-type: none"> i. Tier 1 provided by state (KPMG can be contracted to provide if preferred), KPMG to provide Tier 2, provider or state to provide Tier 3 ii. 5-10 FTEs included, can expand up to 30 FTEs iii. ServiceNow will provide ticketing system iv. No live-chat feature
<p>i. On-Site System Stabilization Support</p> <ul style="list-style-type: none"> i. Hypercare for 3 months ii. Tier 1 provided by state (KPMG can be contracted to provide if preferred), KPMG to provide Tier 2, provider or state to provide Tier 3 iii. Blend of on-site and remote iv. Will provide defects and support; will not provide system set up, configuration changes, monitoring of the system, or assessments of system use
2. Managed Services Requirements
a. Solution Support

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: KPMG

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

<ul style="list-style-type: none"> i. KPMG's Powered Evolution services – focused on building the capability to be self-sufficient ii. Identify support and escalation standards iii. Will provide services for production and non-production environments iv. Have a governance strategy for ongoing communication v. Base services and enrichment services noted; Base services – governance and program management, feature adoption blueprint, functional update planning services, case management, ticketing, instance management, functional update support, release management, configuration changes.
<p>b. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none"> i. Will conduct stakeholder analysis assessment ii. Will seek to understand patterns in data to tailor OCM engagement approach iii. Provide communication plan iv. State shall have a change agent network available v. Will revisit resistance assessment and management plan vi. State will conduct any required analysis of historic data
<p>c. Training Services</p> <ul style="list-style-type: none"> i. KPMG will leverage state learning management system ii. KPMG will leverage their service center change monitoring process iii. Multiple training modalities – email, team huddles, quick reference guides, microlearning videos, e-learning, and instructor led training.
<p>d. Catalog Support Services</p> <ul style="list-style-type: none"> i. Continue to refine and maintain existing catalogs ii. Will continue historical spend and data analysis iii. Will set up and configure punch out catalogs; state will test and validate
<p>e. Help Desk Services</p> <ul style="list-style-type: none"> i. Limited to 25 users able to submit tickets ii. State will provide Tier 1 support iii. Assumptions: <ul style="list-style-type: none"> 1. Approx. 1% of users (state and suppliers) will call per day, with average call duration of 10-20 minutes 2. 25-35 calls per analyst per day 3. Large states – up to 8,000 users
<p>f. Transition Out Assistance Services</p> <ul style="list-style-type: none"> i. 10-week timeline – does not match required timeline in RFP

EVALUATION OF SECTION IV Cost Proposal (Stage 3)

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: LSI Consulting
CATEGORY: 4 – Services Only
DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page
- Debarment Form
- Certificate of Insurance

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Partner with SAP Ariba
 - “Partner managed cloud model” - unclear on what that means
 - Stated they are a re-seller as well as a partner
 - Provided a wide range of services for their customers on top of being a re-seller.
- Previous Projects
 - Good amount of public sector experience with SAP
 - Full-suite workstreams moderately addressed through previous projects
 - Implementation well addressed in some of the projects provided

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: LSI Consulting

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

- Subcontractors
 - None
- Organizational Chart
 - Combined State and LSI positions
 - Project roles defined
- Litigation
 - None
- Financial Viability
 - Provided D&B, current
 - Low-moderate risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. Implementation Services Requirements
a. Project Management <ul style="list-style-type: none">i. Basic PM layout diagram – regulatory/prescriptive/procedural nature to the responseii. Timeline not provided
b. Project Implementation Methodology <ul style="list-style-type: none">i. Included basis framework for managing the solutionii. Provided sample role assignment charts for various deliverables. Does not define staffing as required in RFP requirements.iii. Provided phase-based sample plansiv. State is responsible for defining test cases and scenarios, scripts. LSI will assist with repairing as needed.v. LSI training lead is responsible for an overall training plan, state lead is responsible for developing end user training schedules and providing train-the-trainer candidatesvi. LSI project team appeared lean/light compared to responsibilities of state teamsvii. Will use SAP Ariba Activate methodology
c. Catalog Support Services <ul style="list-style-type: none">i. Will use SAP catalog support services or state can use Spot Buyii. Support to supplier for onboarding/offboarding for catalogs during implementationiii. Enablement of punch out catalogs are available for additional cost – SAP Ariba bundled catalog support service. LSI will provide guidance, enablement is responsibility of state
d. Data Conversion Services <ul style="list-style-type: none">i. 6-phase plan – strategy, analyze, design, build, test/implement, deployii. Data cleansing is the sole responsibility of the stateiii. LSI will design, build, and test programs that will read flat files and will load those files to SAP – state must validateiv. Migration cockpit included as part of assessment

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: LSI Consulting

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

<p>e. Interface/Integration Development Services</p> <ul style="list-style-type: none">i. Will recommend, design, and deploy interfaces based on the best practices and latest tools within the SAP environmentii. Will develop an interface strategy document – provided sample
<p>f. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none">i. Comprehensive responseii. Diagrams provided
<p>g. Training Services</p> <ul style="list-style-type: none">i. Divided into two areas – project team training and end-user trainingii. Will leverage the online SAP services coursesiii. No specific limit for train-the-trainer user trainingiv. Proposing to use generic Ariba materials and guides rather than customized for the customerv. Instructor-led training and proposed small group session training
<p>h. Help Desk Services</p> <ul style="list-style-type: none">i. Level 1 – state. LSI and SAP will provide Level 2 and Level 3 help desk during implementation and Hypercare.ii. Services easily adapted to state support provideriii. Cite Ariba online support for providers and suppliersiv. Can train state help desk personnelv. Automated chat bot
<p>i. On-Site System Stabilization Support</p> <ul style="list-style-type: none">i. Hypercare – 3 monthsii. Did not indicate Hypercare is onsiteiii. Quality review addressed, but does not specifically address configuration changes during Hypercare
<p>2. Managed Services Requirements</p>
<p>a. Solution Support</p> <ul style="list-style-type: none">i. Internal monitoring. No third-party monitoring.ii. Will provide continual service improvement management (CSI)iii. Incident management addressediv. ITIL ITSM support modelv. Direct support to cloud subscription provided by LSI; scaled for small, medium, and large implementations. Table of service level provided.
<p>b. Organizational Change Management (OCM Services)</p> <ul style="list-style-type: none">i. Agree to provide, but do not elaborate on specific services offeredii. Offer hourly rate
<p>c. Training Services</p> <ul style="list-style-type: none">i. Agree to provide, but do not elaborate on specific services offeredii. Offer hourly rate
<p>d. Catalog Support Services</p> <ul style="list-style-type: none">i. Agree to provide, but do not elaborate on specific services offeredii. Offer hourly rate
<p>e. Help Desk Services</p> <ul style="list-style-type: none">i. Help desk services described under Solution Support
<p>f. Transition Out Assistance Services</p> <ul style="list-style-type: none">i. Provided a sample plan

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: LSI Consulting

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/5/21, Stage 2 – 1/28/22

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 3).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Nitor Partners
CATEGORY: 4 – Services Only
DATE: Stage 1 – 10/6/21, Stage 2 – 1/28/22

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Est. 2003
 - Appear to be fairly small
 - Project management focused, end-to-end
 - Consulting
 - Technology agnostic
 - Implementing SAP Ariba since 2003, Ivalua since 2013, Coupa since 2012
 - Some customer support is offshore
- Previous Projects

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Nitor Partners

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/6/21, Stage 2 – 1/28/22

- SAP Ariba, Ivalua, and Coupa examples provided
 - Some state experience
- Subcontractors
 - None provided
 - Will use if specific skills/needs require additional support
- Organizational Chart
 - Nitor org chart, roles defined
 - Not project specific
- Litigation
 - Provided, none
- Financial Viability
 - Provided D&B report
 - Low-moderate risk

**EVALUATION OF SECTION III
Proposed Solutions and/or Services
(Stage 2)**

Evaluation Team Comments:

1. Implementation Services Requirements
a. Project Management <ul style="list-style-type: none">i. Agile methodologyii. Lean Six Sigmaiii. Ariba, Coupa, Ivalua listed as source-to-pay optionsiv. 8 element framework, did not provide RACIv. Nitor and client perform detailed testing after iterative buildvi. Entire project plan will be managed by Nitor as well as source-to-pay providervii. Staffing plan included that identified percentage of Nitor staff, and percentage of entity staffviii. High level project plan
b. Project Implementation Methodology <ul style="list-style-type: none">i. Nitor collects design-build requirement and tracks themii. Identifies technically feasible solutions and documents them in the design documentiii. Listed tools for business process modelingiv. Testing plan incorporates unit, integration, full unit, and go/no-go testingv. Risk document that undergoes weekly review
c. Catalog Support Services <ul style="list-style-type: none">i. Punch out and hosted catalogsii. Analyze participating entity spend by 80/20 ruleiii. Use proprietary supplier enablement questionnaireiv. Catalog quality validation for hosted and punch out. Nitor will perform QA on hosted, supplier responsibility for punch out catalogs.
d. Data Conversion Services

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Nitor Partners

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/6/21, Stage 2 – 1/28/22

	<ul style="list-style-type: none"> i. 8 step process ii. Primarily completed by participating entity iii. Nitor provides templates, client performs migrations iv. Work together to resolve problems v. Test in a non-production sub-set of data vi. No assessment and no data cleansing discussed
e.	Interface/Integration Development Services <ul style="list-style-type: none"> i. Identified 3 data categories – master, transactional and one-time data set setups for integrations with third parties ii. RACI for data integration activities iii. Will leverage APIS from the ERP solution or a middleware
f.	Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Built on 4 key workstreams - Assessment to understand culture and release, Communications, Development to create sustainable training and support framework, sustainment to ensure the org is prepared to move forward ii. Will measure the effectiveness of the change management strategy
g.	Training Services <ul style="list-style-type: none"> i. Will work to find the type of training required and best delivered for the participating entity ii. Blended plan that leverages champions and subject matter experts as necessary iii. Live classroom, self-paced (online), and reference documents (quick reference guides)
h.	Help Desk Services <ul style="list-style-type: none"> i. Not proposed for this section
i.	On-Site System Stabilization Support <ul style="list-style-type: none"> i. Not included with proposal
2. Managed Services Requirements	
a.	Solution Support <ul style="list-style-type: none"> i. No response provided
b.	Organizational Change Management (OCM Services) <ul style="list-style-type: none"> i. Built on 4 key workstreams - Assessment to understand culture and release, Communications, Development to create sustainable training and support framework, sustainment to ensure the org is prepared to move forward ii. Will measure the effectiveness of the change management strategy iii. May need to modify strategy as managed services progress
c.	Training Services <ul style="list-style-type: none"> i. Will work to find the type of training required and best delivered for the participating entity ii. Blended plan that leverages champions and subject matter experts as necessary iii. Live classroom, self-paced (online), and reference documents (quick reference guides)
d.	Catalog Support Services <ul style="list-style-type: none"> i. Punch out and hosted catalogs ii. Analyze participating entity spend by 80/20 rule iii. Use proprietary supplier enablement questionnaire iv. Catalog quality validation for hosted and punch out
e.	Help Desk Services <ul style="list-style-type: none"> i. Nitor will provide Level 1 and 2, ii. Will use the state's ticketing system iii. Will show a post-production process flow

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Nitor Partners

CATEGORY: 4 – Services Only

DATE: Stage 1 – 10/6/21, Stage 2 – 1/28/22

f. Transition Out Assistance Services

- i. Will produce a project transition plan that lays out the tasks and activities to be performed for an efficient transition from implementation to long-term maintenance

**EVALUATION OF SECTION IV
Cost Proposal
(Stage 3)**

The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in the RFP were assigned scores according to mathematical formulas. These formulas can be found in the Scoring Workbook for this Bidder, located at the following webpage:

<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Optis
CATEGORY: 4 – Services Only
DATE: 10/6/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
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**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Seem to be a consultant (Frame by Optis) that can implement others' solutions
 - Est. 2011
 - Frame appears to implement SAP Ariba, Coupa, Ivalua, some GEP programs
- Previous Projects
 - Lengthy list, but very minimal descriptions and no project contacts provided with proposal
 - Some public/State experience
 - Projects did not adequately demonstrate implementation experience

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Optis

CATEGORY: 4 – Services Only

DATE: 10/6/21

- Subcontractors
 - None
- Organizational Chart
 - Not included in File 2 as required by RFP
- Litigation
 - Provided, none
- Financial Viability
 - Current D&B report provided
 - Risk appears to be moderate

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Public Knowledge (1)
CATEGORY: 4 – Services Only
DATE: 10/6/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Est. in 1988
 - Implementation experience does not apply to eProcurement
 - Training, change management
 - Jan of 2021 merge with Center for System Integrity and the Center for Support of Families (SLI Government Solutions).
- Previous Projects
 - County and some State experience in training and change management
 - Not relevant to procurement

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Public Knowledge (1)

CATEGORY: 4 – Services Only

DATE: 10/6/21

- Subcontractors
 - None
- Organizational Chart
 - Provided with job descriptions
 - Simple, not project specific
- Litigation
 - Provided, none
- Financial Viability
 - Provided D&B credit snapshot
 - Not report required in RFP, no other financial information provided

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Public Knowledge (2)
CATEGORY: 4 – Services Only
DATE: 10/6/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Est. in 1988
 - Implementation experience does not apply to eProcurement
 - Training, change management
 - Jan of 2021 merge with Center for System Integrity and the Center for Support of Families (SLI Government Solutions).
- Previous Projects
 - Montana, Nevada, Oklahoma, Oregon for State experience, one City project identified
 - All change management projects, not extensively eProcurement related

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Public Knowledge (2)

CATEGORY: 4 – Services Only

DATE: 10/6/21

- Subcontractors
 - None
- Organizational Chart
 - Provided with job descriptions
 - Simple, not project specific
- Litigation
 - Provided, none
- Financial Viability
 - Provided D&B credit snapshot
 - Not report required in RFP, no other financial information provided

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: Sabot Consulting
CATEGORY: 4 – Services Only
DATE: 10/6/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance - Provided

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Government experience
 - End-to-end eProcurement services, strategy and consulting
 - Appear to be agnostic – can avoid conflicts of interest/bias towards certain products
- Previous Projects
 - Montana, Washington (data warehouse, consulting), California (CMS, consulting)
 - Projects do not appear to be eProcurement related, or based around implementation
- Subcontractors

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: Sabot Consulting

CATEGORY: 4 – Services Only

DATE: 10/6/21

- None
 - Will obtain if needed for eProcurement
- Organizational Chart
 - Simple, roles not defined
 - Did provide a project reference
- Litigation
 - Provided, none
- Financial Viability
 - Provided D&B report
 - Low-Moderate risk

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER: WSC Consulting
CATEGORY: 4 – Services Only
DATE: 10/6/21

SUMMARY

Department Name: DAFS/NASPO
Name of RFP Coordinator: Lindsey Kendall
Names of Evaluators: Michael Bacu, Tom Hastings, Angie Scherbenske, Stacey Winter, Joe Zrioka

The evaluation and scoring of proposals were conducted using a staged approach. Proposals were required to meet, or exceed, minimum scoring requirements of the stage in which the proposal was being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage was deemed ineligible for award consideration and, at that point, removed from the evaluation process.

The numerical scores as a result of the team consensus notes shown below are identified in the Scoring Workbook for this Bidder. All Scoring Workbooks can be found at the following website:
<https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

**OVERVIEW OF SECTION I
Preliminary Information**

Evaluation Team Comments:

- Proposal Cover Page - Provided
- Debarment Form - Provided
- Certificate of Insurance – not included with proposal

**EVALUATION OF SECTION II
Organization Qualifications and Experience
(Stage 1)**

Evaluation Team Comments:

- Overview of the Organization
 - Much history on Curry's books
 - Government experience
 - Review of participating entities, procurement rules & regs, contracting documents
- Previous Projects
 - City and Community College – procurement trainings
 - Projects did not demonstrate ability to fulfill eProcurement requirements as stated in RFP
- Subcontractors

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER: WSC Consulting

CATEGORY: 4 – Services Only

DATE: 10/6/21

- None
- Organizational Chart
 - Single consultant
- Litigation
 - Provided, none
- Financial Viability
 - D&B report... unclear if accurate or not

Bidder did not meet the minimum scoring requirements to move onto the next stage of evaluation (Stage 2).

CATEGORY 1 – Full Solution

INDIVIDUAL EVALUATION NOTES (Evaluation Team Members)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Autocene, Inc.

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Provided. Listed work with 2 States, 1 Province, 1 court, and 3 cities. Also listed 8 corporate customers.
 - Established in 2006. Based in CA with offices in Calgary, AB
 - Describe themselves as “Developing business automation technology and providing services.”
 - In the overview they seem very architectural, engineering, and construction project focused.
 - List 3 dedicated personnel to work with NASPO. 1 has 30+ years experience while the other 2 do not list their years, but seem ok.
 - 4 references provided – services provided for them do not seem to apply to this category.
2. Previous Projects
 - 4 listed. None of them are a full solution. They do not seem to be good examples for this category (1).
 - Commonwealth of Massachusetts – “Implement a statewide database to provide a searchable directory of minority woman, and veteran, owned architecture firms.”
 - Department of Housing and Community Development “Created a portal for contractors performing design, architectural, or construction services.”
 - Superior Court of CA – “Automated their Jury selection & onboarding.”
 - City of San Jose, Office of Equality Assurance – “Created a search tool for their manual processes”
3. Subcontractors
 - Vendor states none.
4. Organizational Chart
 - Yes an org. chart provided.
5. Litigation
 - None in past 10 years.
6. Financial Viability
 - **Not provided.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (AUTOCENE)

CATEGORY #(s): 1

DATE: (09/21/2021)

EVALUATOR NAME: (JOE ZRIOKA)

EVALUATOR DEPARTMENT/STATE: (STATE OF MAINE DIVISION OF PROCUREMENT SERVICES)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Cert of Insurance – Cyber liability = 2 mil
 -
 -
2. Previous Projects
 - 7 gov entities, 8 commercial
 - 4 references provided but none were eProcurement specific
 -
3. Subcontractors
 - “We will not be any subcontractors for NASPO members”
 -
 -
4. Organizational Chart
 - 12 Customer Success team members – cannot determine if they are dedicated to project
 - 7 engineering team members - cannot determine if they are dedicated to project
 -
5. Litigation
 - None in the past 10 years
 -
 -
6. Financial Viability
 - Did not provide proof of viability
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Autocene, Inc.

CATEGORY #(s): 1-Full Solution

DATE: 8/21/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Less clear on how State projects would be addressed
 - Business located on west coast; however clients are scattered throughout country.
 - Not specific to unique skills for NASPO requirements
2. Previous Projects
 - Examples provided are facets of a whole state operation.
 - It isn't shown how they could provide a full solution or if they have done so in the past.
 - They only speak of a handful of clients, unclear if there are others.
3. Subcontractors
 - No subcontractors used
 - Did not identify any significant business partners
 - Unclear if all work is done internally then
4. Organizational Chart
 - Provided only a corporate level org chart
 - Unknown how projects would be managed with personnel resources
 - If the chart represents their entire organization numbers, questions on ability to handle a full statewide solution, and more so many states at once.
5. Litigation
 - No litigation in past 10 years
 -
 -
6. Financial Viability
 - Response provided no information to the request
 - Cannot score here without information, nonresponsive as received
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Autocene

CATEGORY #(s): Cat 1 Stage 1

DATE: 08/23/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Started company in 2014
 -
 -
2. Previous Projects
 - Large government and smaller state and local
 - Commonwealth of Mass.
 - State of Washington
 - Superior Court of Calif.
 - NYC
 - City of San Jose, Calif.
 - Province of Nova Scotia
 - City of Ventura, Calif.
 - All functionality is being used by Commonwealth of Mass.
 - Non-Government – FedEx, T.I., Tupperware, Thermo Fisher
3. Subcontractors
 - No Subcontractors used
 -
 -
4. Organizational Chart
 - 28 employees (12 customer success) (7 Engineering Team)
 -
 -
5. Litigation
 - No litigation in the last 10 years
 -
 -
6. Financial Viability
 - Private company and does not make financials available. They will share with NASPO
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Autocene

CATEGORY #(s): Category 1 Full Solution

DATE: 08/18/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience – **Good content**

1. Overview of the Organization
 - State of Washington is a current client
 - Staff listed have a wide variety of degrees.
 -
 -
2. Previous Projects
 - Thermo Fisher Scientific
 - Texas Instruments
 - A wide variety of cities in California – Jury onboarding
 - **No contact name, number or email address**
 - **Supplied extensive information about their platform.**
3. Subcontractors
 - This company did NOT list any subcontractors in their response.
 -
 -
4. Organizational Chart
 - 7 people on engineering team
 - 12 customer success team
 - Government team lead
 - **No role job descriptions**
5. Litigation
 - No Litigation to report at this time
 -
 -
6. Financial Viability
 - **This vendor did not share financial viability.**
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: B2BEnable, Inc.

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - “Ready Now” Sambug.com Platform to deliver an eProcurement Solution
 - Strong start in E-marketplace
 - They discuss their core values and apply to their Sambug.com platform.
 - 4 references provided that seem to fit this category.
2. Previous Projects
 - 4 listed. Many fit category 1 well.
 - US Dept of VA, IT Dept. – “IT shared services platform, Marketplace platform”
 - US Dept of VA, Small Disadvantaged Bus. Unit – “Integrated Portal Initiative”
 - Public Consulting Group for States of FL and NH – “System to administer surveys for PCG’s state and local customers.”
 - Govt. of Australia “Cloud Marketplace”
3. Subcontractors
 - Vendor states none
4. Organizational Chart
 - Yes – provided along with position descriptions.
5. Litigation
 - None
6. Financial Viability
 - Provided dun&bradstreet - Moderate to low risk

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Deloitte Consulting 1)

CATEGORY #(s): 1

DATE: (09/21/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - “We have been working for 6 years on developing Sambuq.com.” Is it still being developed?
 - Amazon Web Services
 - Iterative and incremental development approach - Agile
2. Previous Projects
 - VA - outreach
 - Public Consulting Group - surveys
 - Government of Australia Digital Transformation Agency – cloud solutions
 - Do not see eProcurement experience in previous projects.
3. Subcontractors
 - No subcontractors
 -
 -
4. Organizational Chart
 - Org chart roles defined
 -
 -
5. Litigation
 - No litigation
 -
 -
6. Financial Viability
 - D&B dated 5/2021
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: B2BENABLE

CATEGORY #(s): 1-Full Solution

DATE: 8/22/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Great focus on Sambuq.com B2B platform
 - Very broad and general business capabilities
 - No discussion on their size and capabilities
2. Previous Projects
 - VA project appears to be vendor management
 - Examples do not show a full solution, rather specific business areas
 - Perhaps would be stronger in category 4 providing consulting services
3. Subcontractors
 - No subcontractors
 - Did not provide any reference to business partners
 - Appears all work is accomplished completely with in-house personnel
4. Organizational Chart
 - Very high level, with no personnel listed
 - Lacks differentiation if NASPO projects are addressed differently
 - No understanding of their personnel depth to manage State requirements on a national level
5. Litigation
 - No litigation
 -
 -
6. Financial Viability
 - Low credit limit, relative to ability to implement large scale projects
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: B2BENABLE

CATEGORY #(s): 1

DATE: 08/23/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Business started in 2015
 - Small Minority owned
 - 6-year-old Sambug, digital marketplace
2. Previous Projects
 - Dept. of Veterans Affairs -IT shared Platform
 -
 -
3. Subcontractors
 - Do not propose to use subcontractors.
 -
 -
4. Organizational Chart
 - Org chart is used for all of their solutions.
 - 9 position descriptions
 -
5. Litigation
 - No litigations
 -
 -
6. Financial Viability
 - Included D & B
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: B2BEnable

CATEGORY #(s): Stage 1 Category 1

DATE: 08/18/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 6 years in development
 - Open Source Technologies
 - Collaborative, Proactive, CI, trusted and security
2. Previous Projects
 - USDVA – IT Marketplace
 - USDVA – Small Business
 - Supplied contacts for projects as references
3. Subcontractors
 - Did not propose any subcontractors
 -
 -
4. Organizational Chart
 - SME, Developers,
 -
 -
5. Litigation
 - No Litigations to report
 -
 -
6. Financial Viability
 - Supplied DUNS Report
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Cobblestone Software

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Product = "Contract Insight Enterprise"
 - Established 1995
 - They list their mission & Values.
 - **Very minimal overview.**
2. Previous Projects
 - 3 businesses listed, **but no project details.**
 - Alberta Electric System Operator
 - Brownsville Public Utilities Board
 - City of Cupertino
3. Subcontractors
 - **No – they don't address this.**
4. Organizational Chart
 - Provided company organization chart. **No project org. chart or job description provided.**
5. Litigation
 - Vendor states none
6. Financial Viability
 - DnB number provided; however, **no snapshot copy of their report provided.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Cobblestone)

CATEGORY #(s): 1

DATE: (09/21/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - eProcurement or Contract management?
 -
 -
2. Previous Projects
 - Alberta Electric System Operator
 - Brownsville Public Utilities Board
 - City of Cupertino
 - No descriptions
3. Subcontractors
 - No mention
 -
 -
4. Organizational Chart
 - Redacted org chart
 - Difficult to read
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Duns number but not D&B report
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Cobblestone

CATEGORY #(s): 1-Full Solution

DATE: 8/22/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Thousands of users
 -
 -
2. Previous Projects
 - Listed three projects
 - Project names appears as links but not effective
 - No statewide projects given
3. Subcontractors
 - No reference to this section
 - Not responsive
 -
4. Organizational Chart
 - Sales/Marketing is the largest personnel group
 - Not very large company for large statewide project implementation
 -
5. Litigation
 - No litigation
 -
 -
6. Financial Viability
 - Providing DUNS does not meet D&B Snapshot requirement
 - Public facing D&B lookup does not provide information required
 - Link provide was not effective

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Cobblestone

CATEGORY #(s): Cat1 Stage 1

DATE: 08/23/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Started in 1995 - 26 years old
 - Flagship product is Contract Insight Enterprise
 -
2. Previous Projects
 - Last 5 years Alberta Electric System Operator, Brownsville Public Utilities Board, City of Cupertino
 -
 -
3. Subcontractors
 - Did not answer
 -
 -
4. Organizational Chart
 - Confidential Org Chart
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Link to Duns#
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Cobblestone

CATEGORY #(s): Category 1 Stage 1

DATE: 08/18/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience – **Supplied limited information**

1. Overview of the Organization
 - Since 1995 – Contract Insight Enterprise
 - eProcurement and Contract Management
 -
2. Previous Projects
 - Alberta Electric, Brownsville Utility, City of Cupertino
 - Government projects?
 - **No in depth detail supplied about projects**
3. Subcontractors
 - **No response to this requirement**
 -
 -
4. Organizational Chart – **Marked CONFIDENTIAL**
 - Small blacked out screenshot
 - **Did not supply role names or descriptions**
 -
5. Litigation
 - Bidder stated none to report
 -
 -
6. Financial Viability
 - Supplied DUNS number. Need to search for it
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte, Inc. - Appian

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Deloitte providing a proposal with **Appian** eprocurement solution “Appian Low-code platform”
- Provided. Deloitte serving public sector over 50 years. Appian – unsure, but Deloitte did present at the Appian conference at 2020 and 2021 so around for 2 years (hopefully more)

2. Previous Projects

5 projects listed. Of those 5 – Four are federal and one State. They are all examples of various components of an eprocurement system.

- US AirForce. Appian replaced their Contract Management System. Also Deloitte installed Oracle's(Peoplesoft) E-Business Suite.
- Defense Info. System Agency. Appian – IDEAS application (Contract closeout)
- Texas Dept of Public Safety. Appian Contract Management System
- US Dept of VA. Deloitte developed a tool to procure medical and surgical commodities.
- Navy Program Exec. Office for Enterprise Info. Systems. – supports a portal and built upon Appian's acquisition solution.

3. Subcontractors

- Yes – Appian Corporation.

4. Organizational Chart

- Yes – provided.

5. Litigation

- Yes – three current ones are listed.

6. Financial Viability

- Provided Dun & Bradstreet and stable with low-moderate risk.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Deloitte Consulting 2)

CATEGORY #(s): 1

DATE: (09/21/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - valid for a period of not less than 180calendar days from date of submittal
 - Appian eProcurement solution
 -
2. Previous Projects
 - United States Air Force
 - DISA
 - Texas DPS
 - Veterans Affairs
 - Navy PEO
 - Detailed descriptions of Appian's solution in various eProcurement
3. Subcontractors
 - Appian
 -
4. Organizational Chart
 - Org chart roles defined
 -
 -
5. Litigation
 - 3 legal actions in past five years
 -
 -
6. Financial Viability
 - D&B dated 3/2021
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Appian)

CATEGORY #(s): 1-Full Solution

DATE: 8/22/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Government and Private Sector practice
 - 12,000 practitioners, large capacity
 - Partnering with Appian; COTS low code platform
 - Does not identify implementation with existing market leaders such as SAP, Peoplesoft
2. Previous Projects
 - AF Contracting project only identifies cost avoidance from legacy systems, where is ROI?
 - Texas dept of safety is a small representation if they are bidding for a total statewide solution.
 - VA project show capability but does not give true ROI?
 - Questions whether the Deloitte solution is economically valued from a bottom-line view. Does the cost provide economic value or just process improvements?
3. Subcontractors
 - Appian appears a nimble solution
 - Unsure about customization or if an end user would need to change their processes/policies to use Appian.
 -
4. Organizational Chart
 - Provided Appian Org Chart. Why is subcontractor chart featured and not Prime Vendor Deloitte? Deloitte Coups listed general positions not identified as Deloitte assets or their Subcontractor.
 - No differentiation between general descriptions and NASPO unique requirements
 - Deloitte resources are identified in position descriptions, but not in org chart? What is Deloitte's true role?
 - Curious if this is a reseller model where liability is diverted among prime and subcontractors?
5. Litigation
 - 3 cases given, resolved.
 - One case with municipality
 -
6. Financial Viability
 - D&B Snapshot provided
 - Stable company
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte - Appian

CATEGORY #(s): Cat1 Stage 1

DATE: 08/23/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Appian suite of products
 - Sourcing, contracting, procure to pay solution
 - Coupa and Deloitte partnership is 10 years old
2. Previous Projects
 - Air Force Contracting IT, Defense Information System Agency, Texas Dept. of Public Safety, VA, Navy Program Executive Office for Enterprise
 -
 -
3. Subcontractors
 - Appian Corporation
 -
 -
4. Organizational Chart
 - Project Exec., Project Sponsor, Project Manager, Product Owner, Solution Architect, Scrum Lead, Appian Designer, Implementation Lead, Subject Matter Experts, Procurement Subject Matter Experts, Human Capital analysts, Business Analyst.
 -
 -
5. Litigation
 - Dispute with Levi
 - Dispute with Illinois Municipal Retirement Fund
 - Dispute with Avnet
6. Financial Viability
 - D & B low to moderate risk
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte 2

CATEGORY #(s): Category #1 Stage 1

DATE: 08/18/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: **MARKED CONFIDENTIAL**

Organization Qualifications and Experience

1. Overview of the Organization
 - Appian – Full Solution proposal
 - COTS- off the shelf and low code platform
 -
2. Previous Projects
 - Air Force IT - contracting
 - Integrated Defense Enterprise – complex system. Purchasing through contract close out
 - Texas Public Safety – contract management
 - VA- quotes, purchasing,
 - Navy – lifecycle of IT services
3. Subcontractors
 - Appian Corporation
 -
 -
4. Organizational Chart
 - Project Manager, Implementation Lead, SME, Designer, PROCUREMENT SME,
 -
 -
5. Litigation
 - Listed same Litigation as response #1.
 -
 -
6. Financial Viability
 - Supplied same Duns & Bradstreet report as response #1 – 30 pages
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte, Inc. - Coupa

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Deloitte providing a proposal with **Coupa** suite of products (market leading sourcing, procure to pay, contracting)
- Provided. Deloitte serving public sector over 50 years. Coupa – 2006

2. Previous Projects

5 projects listed. Of those 5 – Four are private entities and one is a university. They are all examples of various components of an eprocurement system.

- USPS. Deloitte implemented eBuy+ (Coupa's spend management platform).
- American Red Cross. Appian – Deloitte implemented Coupa's source-to-pay technology.
- Brandeis University. Deloitte help implement Coupa's Procure to Order solution.
- Molex Electronic Solutions. Deloitte streamlined procurement and accounts payable system by subcontracting with Coupa, SAP, and MuleSoft's products and services.
- American Airlines. – Deloitte worked with (consulted) to shift spend with airport services vendors to PO-backed spend by establishing service catalogs.

3. Subcontractors

- Yes – Coupa.

4. Organizational Chart

- Yes provided.

5. Litigation

- Yes – three current ones are listed.

6. Financial Viability

- Provided Dun & Bradstreet and stable with low-moderate risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte - Coupa

CATEGORY #(s): 1

DATE: 10/15/2021

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

1. Deloitte offering Coupa's software. (Global Elite Partner)
2. Requirements Traceability Matrix (RTM)
 - Provided.
 - Most all lines in all the tabs were labeled "A" = Available in the core "out-of-the-box" solution.
 - Most all lines in all the tabs were rated "L" low complexity to accomplish the requirement with less than 40 hours.
 - A couple items were "N" = not available.
 - I struggle with so many items being "A" and at a "L" for an end-to-end procurement system.
 - Since the entire Software and project seems to be a Low level of complexity a person would think that will equate to a lower Cost. It will be interesting to see where they come in at.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 14)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls "baked in" (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a "catalog of catalogs" like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

- Answered all 11 of the key solution functionality elements satisfactorily. The Coupa software seems to be able to meet most of these areas. The last one (transparency) it's questionable if they can provide visibility of info. to the public.
 - Single point of entry – yes – Business Spend Management (BSM) platform.
 - Smart routing – yes – discusses home page search engine in high level.
 - Compliance – Yes it states they can configure the policies into the system.
 - Portal – touts a 90%+ adoption rate of its system due to its design philosophy. Says its very user friendly

- Open marketplace environment – yes – they discuss “Coupa Open Buy” which is like an Amazon Business. Unsure if this is part of the solution or an extra module. However, either way unsure how you would have a marketplace environment without it.
- Integration – They discuss being able to connect with almost any type of software application. However, they do not cover batch or real-time with those existing financial management and other core systems.
- Workflow – yes – they cover this area well. a configurable, rule/role-based approval automation.
- Document management – yes – they allow for this.
- Reporting, dashboards and data visualization – yes – meets this.
- Configurable – seems they can.
- Transparency – It looks like employees can see it, but unsure if there is visibility to the public.

2. User Experience - pages 14 - 16

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.

Initial Screen – yes, most done by admin., but some preferences can be set by users.

Intuitive Navigation – yes, addresses few clicks

Wizard-driven capabilities – No; however, they explain that Coupa’s BSM offerings so straightforward that do not require wizards.

Informative Portal – Yes

Mobile Optimization – yes both Android and Apple

Workload Mgt Functionality – Yes, Admins can assign roles that will perform or do the work.

Role-Based Functionality – Yes.

3. Bidder Best Practices and Roadmap – pages 16 - 21

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

Coupa - SaaS solution

New Solution Releases – Major releases 3 times per year and regular updates for current version every 2 weeks. Maintenance Updates – yes and State is noticed. Daily Updates – yes, if needed but rare.

Latest Technology – Yes – claim “Smart Tech” embedded throughout platform and list several examples.

Timely updates – yes

Alternative Best Practices – Deloitte mentions themselves here for the first time. Mostly Continuous Improvement recommendations.

Cost Reduction – Yes – Give 2 reasons. Show and discuss Procurement Central (Deloitte’s) unsure, but possible extra charge.

Product Roadmap and Cont. Improvement. – Not provided. Instead they explain that Coupa uses an agile development model and collaborates with customers and is the disrupter in this Industry and has a history of rapid innovation.

4. Innovations and Value-Added Features/Services – pages 21 - 22

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: **OPTIONAL**

- **Inline Narrative:** If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

Yes - Completed section. They list Level 1 – 3 Helpdesk Services as a value Add. It seems strange the State would not have requested this type of Support. Supplier onboarding and enablement strategies is also listed.

5. Customizations/Extensions – pages 22 - 23

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- **Inline Narrative:** Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

They provide OOB or use standard configuration. They state "code customizations/extensions are not allowed in Coupa, there is no introduction of performance issues, bottlenecks or processing delays, there is also no negative effect on the warranty or maintenance requirement that are delivered with the Master Subscription Agreement." Will this hinder some States if cannot have certain customizations?

6. Alternative Funding Models – Pages 23 - 27

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- **Inline Narrative:** If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

Offer 3 different funding models. 1. Supplier Funding, 2. Value Based Funding, 3. Working Capital Funding Deloitte recommends #2 option.

7. Contract Transition and Flexibility – page 27

Deloitte says they have the ability to transition existing contracts; however, they do not commit without contingencies and further negotiations. They say they are ok with as long as everything stays consistent (aka the same), which is not the point of this question. I feel this could lead to extra costs and time entering into a contract.

B. Functional Requirements: pages 28 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Coupa meets the requirement of Cloud – SaaS. Tab 2, GEN-1 through GEN-40. They use Amazon (AWS) as their Cloud. Mention a unified stream across **their MODULES “Sourcing, Contract Repository, Contract Drafting, Catalogs/Requisitions, Non-PO Invoicing and Reporting, Analytics and Actionable Insights.”** Which they refer to as **Business Spend Management (BSM)**.
 - Question on Matrix gen-4, Coupa says can create a contract from the sourcing event and total amount defaults to the contract maximum. What if the maximum is a percentage?
 - All General Functionalities in the Matrix 1-40 were of a low complexity and mostly out of the box with a couple integration/interfaces. With the exceptions of 14,16, 34, and 39 “No Spellcheck” – which is not offered, but is in the web browser as a work around, “No Public Facing Screen”, “Contract future and effective dating”, and “Unable to manage or provide Public posting”.
 - -31 and 35 lists it’s out of the box, but they mention a “custom data field” and “doesn’t support a “comments library” out of the box, but can be configured.
 - -38 requests an unlimited licenses for State users and suppliers. Coupa responds they are subscription based with LIMITED number of users, but we can buy as many as we need (unsure how this would work with suppliers.)
2. Coupa Supplier Portal. Tab 3, SPR-1 through SPR-23. Introduced as the single point of entry for supplier facing functions.
 - Matrix – was completed. 1 – “N -Not Available”, 1- “CF-Configuration Item”, and the rest “A – Available”. All “L” Low level of complexity.
 - However, noted more than half of these were not in the Coupa Supplier Portal instead they would be part of Coupa Contract Lifecycle Management (CLM) or the Coupa Open Business Network (OBN). See page 65 of proposal for grid of all modules and how they fall together.
 - A couple items I would like more clarification on:
 - Suppliers are able to self register – but they need an invite link to the portal (why, seems cumbersome).
 - System does not seem to be user and information friendly for Suppliers.
3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43
 - Matrix completed. All “L” Low level of complexity. “10 – “TP – Third Party / Other” and the rest “A – Available”.
 - The Coupa Supplier Risk and Performance Management (RPM) module is used consistently throughout all the tabs. The last tab added Coupa Sourcing Module.
 - The “A” fields seem to be satisfactorily answered.
 - Would have liked to see a partner or subcontractor for the “TP” fields. Instead, they mention we could achieve it through a third party.
4. Buyer Portal. Tab 3, BPRT-1 through BPRT-15
 - Matrix completed. All “L” Low level of complexity and all “A – Available”. The Coupa Platform is used consistently throughout all the tabs. The first tab being Coupa Sourcing Module
 - The “A” fields seem to be satisfactorily answered.
5. Need Identification. Tab 3, NEED-1 through NEED-7
 - Matrix completed. All “L” Low level of complexity and all “A – Available”.
 - The “A” fields seem to be satisfactorily answered.
6. Request through Pay Workstream. Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11
 - For all Matrix completed for all. All “L” Low level of complexity and all “A – Available”.
 - For PRD (Purchase Request Development) 1 – 62 .
 - Solutions/Tools/Modules covered – Coupa Procurement, .
 - PRD-3 mentions Coupa’s role is a specific Procurement process, but will capture encumbrances and financials for State’s ERP. Budgets and maintenance is generally performed within State’s ERP and then integrated into Coupa. I like this – as it’s showing Procurement is first then other systems.
 - PRD – 53 and 59 look to need customization or configuration even though it shows an “A”.
 - PRD-62 – Coupa recommends using their Virtual Card, Clarify that we can use State’s card without extra cost.

- WRK (Workflow Management) 1 – 28. WRK-12 Attachments are limited to 100MB.
 - *Solutions/Tools/Modules covered – Coupa Platform.*
 - WRK-12 **Attachments are limited to 100MB.** Not a bad thing, but worth noting.
 - PO (Purchase Order Generation & Management) 1 – 29.
 - *Solutions/Tools/Modules covered – Coupa Procurement*
 - PO-29 - Coupa recommends using their Virtual Card, **Clarify that we can use State's card without extra cost.**
 - PC (Payment Card Functionality) 1 - 21.
 - *Solutions/Tools/Modules covered – Coupa Procurement / Coupa Virtual Cards.*
 - Looks good. No more comments.
 - RC (Receiving) 1 - 21.
 - *Solutions/Tools/Modules covered – Coupa Procurement.*
 - Looks good. No more comments.
 - INV (Invoicing) 1 – 11.
 - *Solutions/Tools/Modules covered - Coupa Invoicing*
 - Looks good. No more comments.
7. Catalog Capability - Tab 3, CAT-1 through CAT-40. Matrix completed. All “L” Low level of complexity, 1 – “A/CF Configuration Item” and the rest “A – Available”. *Solutions/Tools/Modules covered – Coupa Procurement.*
- CAT-7 – RFP requests unlimited number of items per catalog. Coupa marks an “A”, but **has a limit of 1,000,000**
8. Sourcing/Bid Management Workstream. Tab 3, SRC-1 through SRC-151. Matrix completed. All “L” Low level of complexity, 4 – “Not Available”, 1 – “CF Configuration Item”(46), 1 – “INT Integration/Interface”(90), and the rest “A – Available”. *Solutions/Tools/Modules covered – Coupa Sourcing.*
- The “Not Available” numbers are 63, 65, 83, and 117. “Coupa limits the number of suppliers, system doesn’t remove duplicate email addresses, unable to provide recorded pre-proposal conference, and unable to hide the name of suppliers.
 - The proposal mentions “**Deloitte's Robot Process Automation (RPA)** bot library for a public posting process as an option.
 - **Not impressed with SRC 3 – 21, because instead of stating they can provide the type of documentation (i.e. RFP, RFI, ...) they explain what it is. So they don't answer it.**
9. Contract Management. Tab 3, CNT-1 through CNT-88. Matrix completed. All “L” Low level of complexity, 1 – “INT Integration/Interface”(66), 1 – “CF Configuration Item (72), and the rest “A – Available”. *Solutions/Tools/Modules covered – Coupa Contract Lifecycle Management (CLM).*
- **Currently only Integrates with DocuSign** for securely signing documents. (12,13)
 - 32 and 38 request unlimited size and type of document to be uploaded. Coupa responds **they limit their size to 100MB.** This should probably **be rated as a “N” not an “A”**
10. Vendor Performance Tab 3, VPE-1 through VPE-25. Matrix completed. All “L” Low level of complexity, 2 – “CF Configuration Item” (14, 15), and the rest “A – Available”. *Solutions/Tools/Modules covered – Coupa Risk and Performance Management (RPM).*
- 25 requests unlimited size and type of document to be uploaded. Coupa responds **they limit their size to 100MB.** This should probably **be rated as a “N” not an “A”**
 - The 2 CF are about suppliers who are not registered. It makes sense.
11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37. Matrix completed. All “L” Low level of complexity and all “A – Available”. *Solutions/Tools/Modules covered – Coupa Reports and Dashboards; also Advanced reporting with Coupa Analytics as an **optional add-on.***

C. Technical Requirements: pages 49 - 74

1. **Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- Amazon Web Services. Uptime SLA includes 99.8%
 - Good – Customer data is stored on redundant database servers with live failover in addition to what Azure provides.
 - Provided a link on page 57 for more info on uptime and metrics.
 - Standard wise - Availability and storage seems typical for software of this size – I feel each State will need to look at their own SLA and compare it against their standards.
2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
 - Mentions Coupa offers mobile, web homepage, and web-based for accessibility.
 - It seems they have WCAG but are still working on some areas of it for ALL product areas.
 3. **Audit Trail and History RTM:** Tab 4, TECH-1 through TECH-5
 - Matrix completed. All “L” Low level of complexity and the rest “A – Available”. *Solutions/Tools/Modules covered – Coupa Platform.*
 - Audit trail and tools sounds impressive.
 4. **Browsers Supported**
 - The general web browsers are supported (Microsoft Internet Explorer, M Edge, Chrome, Firefox, and Safari). The only one **not tested is Safari.**
 5. **User Accounts and Administration RTM:** Tab 4, TECH-6 through TECH-20
 - Matrix completed. All “L” Low level of complexity and the rest “A – Available”. *Solutions/Tools/Modules covered – Coupa Platform.*
 - 11 – states once system is up that a State business administrator can make ALL configurations and customizations in the system. No programming needed, This is awesome; however, I **question where Deloitte enters into the process (I realize this is after system is established).**
 6. **User Authentication RTM:** Tab 4, TECH-21 through TECH-25
 - Matrix completed. All “L” Low level of complexity and the rest “A – Available”. *Solutions/Tools/Modules covered – Coupa Platform.*
 - State administrator will manage and be responsible for issuing new accounts to users and suppliers
 - **MFA and 2-FA must be maintained and decided by State and then extended to Coupa.**
 7. **Federated Identity Management** – nothing to add here.
 8. **Data Conversion RTM:** Tab 4, TECH-26 through TECH-34
 - Matrix completed. All “L” Low level of complexity and the rest “A – Available”. *Solutions/Tools/Modules covered – Coupa Platform.*
 - **33 and 34 for Historical spend data and conversion services say Coupa and Implementation Partner (assume Deloitte) will GUIDE the state in data conversion of these items.**
 - **Note: The bullets of what Coupa will convert in the Matrix vs the technical proposal do not match. See next bullets.**
 - Yes, Coupa Converts; however, **only Contracts and multi-year open purchase orders.** They do not migrate historical transactional data.
 - They will incorporate 50,000 supplier accounts, and 300 Contracts (**unsure if this is capped**)
 - They prefer to migrate with CSV files through UI or sFTP.
 - Data extracts and collection are to be performed by State
 9. **Interface and Integration RTM:** Tab 4, TECH-35 through TECH-60
 - Matrix completed. All “L” Low level of complexity, 1 – “Int” Integration (38), and the rest “A – Available”. *Solutions/Tools/Modules covered – Coupa Platform.*
 - Page 65 has a link to different types of integrations that may fit different State's.
 - #54 ability for specific types of purchases not to integrate at any point in the process – should **really be “Int” not “A” from Coupa – as they answer saying they can set up an integration.**
 10. **Office Automation Integration**

- Coupa feels because spend management is within their application that extensive Office automation integration is not necessary ; however, if a State wants too they can import SCV files in.
- 11. Mobile Device Support RTM: Tab 4, TECH-61
 - Matrix completed. All “L” Low level of complexity and the rest “A – Available”.
Solutions/Tools/Modules covered – Coupa Platform.
 - Yes it can be accessed mobily
- 12. Mobile Applications - Nothing add here.
- 13. Data Ownership and Access
 - State will retain all ownership of data by requesting from Coupa.
 - For proprietary data after termination – needs to be requested before 60 days after termination.
- 14. Date Retention, Archive and Purge Considerations RTM: Tab 4, TECH-62
 - Matrix completed. All “L” Low level of complexity and the rest “A – Available”.
Solutions/Tools/Modules covered – Coupa Platform
 - Data stored for Life of the Contract or agreed up on documentation schedule.
- 15. Disaster Recovery Plan
 - Coupa states they have a Disaster Recovery Plan and outlines what is in it. **Curious if they can share it.**
- 16. Solution Environments RTM: Tab 4, TECH-63 through TECH-67
 - Matrix completed. All “L” Low level of complexity and the rest “A – Available”.
Solutions/Tools/Modules covered – Coupa Platform
 - State would **receive two environments for the lifetime of the Contract ((Production and User Acceptance Test/Training(sandbox)).** Others can be provided for additional charges.
 - Coupa feels a development environment is not needed since customization is not allowed.
- 17. Solution Technical Architecture
 - **Uses “Ruby on Rails”** as the framework for its web application development.
 - Uses Agile Methodology
 - Page 64 and 65 Chart of Architecture is a Great one to look at to see how Coupa’s systems overlay with AWS and all their BSM Platforms (modules)
- 18. Solution Network Architecture
 - Page 69 for graph.
 - Coupa uses **OSSEC** for its HIDS (Host Based Instrusion Detection System).
- 19. System Development Methodology
 - Normal PM.
- 20. Service Level Agreement
 - Coupa reviewed and acknowledged the SLA(Exhibit 2). **But they can not guarantee full compliance. (see page 81) for support targets and uptimes.**
 - **Nothing is mentioned about Deloitte – So imagine the State would do a direct SLA with Coupa?? This would need to be figured out because in the instance of this RFP, Coupa seems to be the subcontractor.**

D. Security Requirements: pages 75 - 94

1. Cloud Security Alliance (CSA) Compliance
 - Coupa did complete and submit the CAIQ in file 3; I will rely on my more experienced SMEs to help evaluate the CAIQ.
2. Security and Privacy Controls
 - Not fully compliant but, expected to be offering available on the FedRAMP Moderate Ready with fully certified status by year end 2021.
3. Security Certifications
 - Seems like they meet. They give a link to request compliance reports on page 77.
4. Annual Security Plan
 - Coupa has reviewed this section and agrees to endorse meeting the annual security plan.
 - They mention **Deloitte here – (pg 86)** to help Coupa develop supporting security strategy and security plan. I imagine this will be extra cost.

- Deloitte then address plan on pages 87 – 88.
- Secure Application and Network Environment
 - Nothing additional on this one.
 - Secure Application and Network Access – Tab 5, SEC-1 through SEC-6
 - Matrix completed. All “L” Low level of complexity, 1- “N Not Available” (1) and the rest “A – Available”. *Solutions/Tools/Modules covered – Coupa Platform*
 - The not available item is Coupa does not track device usage.
 - Item #2 states “A” but at this time it **is not available**.
 - Data Security – nothing to add.
 - Personally Identifiable Information Protection – nothing to add.
 - Security/Privacy Issue Occurrence – nothing to add.
 - PII Data Actual/Attempted Access or Disclosure – nothing to add.
 - Security Breach Reporting – nothing to add.

E. Implementation Services Requirements: pages 95 - 127

- Matrix completed. All “L” Low level of complexity and the rest “A – Available”. *Solutions/Tools/Modules covered – Coupa Platform*
 - Seems to have many options for finding help and solutions for customers.
 - Training-wise they offer various types of training based on the State’s preference.
- Project Management
 - **Deloitte writes this section and would be performing the PM portion.**
 - **They suggest a “in parallel” implementation approach (see page 105) which is different than what Coupa’s suggested agile approach for their product. On page 114 they then call it Deloitte’s Coupa Implementation Methodology framework a “hybrid agile approach”. It leaves me uncertain on how much these partners have worked together.**
 - Project Implementation Methodology –
 - Reference bullets in #1 above.
 - The rest is fairly basic project knowledge or definitions of such. Nothing new.
 - Catalog Support Services
 - Page 111 – Deloitte’s first bullet will they will help by recommending the right contract for catalog setup. If I am understanding this correctly, they are looking through their buying channel and recommending Contracts for the State to use. **If this is the case – I don’t believe Deloitte understands Govt./ State Contracting.**
 - **This misunderstanding is seen again in “Setup/Config” Instead of allowing equal treatment of vendors, they want to drive enforcement of spend with preferred vendors.**
 - Data Conversion Services
 - Reference C8 above. This section says they can easily convert it.
 - Interface/Integration Development Services
 - Throughout this proposal, Coupa has demonstrated their flexibility to integrate to various tools including ERPs. This section explains the “how”nicely.
 - Organizational Change Management (OCM Services)
 - As a Certified Prosci Change Practitioner, I can attest Change Management is nice to have as an option. Deloitte would be performing this. The approach they offer is standard.
 - Training Services
 - Provided by Deloitte.
 - Pages 120 – 121 they breakdown the OnDemand which is nice.
 - Help Desk Services – good.
 - On-Site System Stabilization Support – good.

F. Managed Services Requirements: pages 128 - 136

- Matrix completed. All “L” Low level of complexity and the rest “A – Available”. *Solutions/Tools/Modules covered – Coupa Platform*
 - Coupa uses “Pingdom” to monitor response time and uptime.
- Solution Support
 - Organizational Change Management (OCM Services) – see section E comments above.

3. Training Services – see section E comments above.
4. Help Desk Services – see section E comments above.
5. Transition Out Assistance Services
 - Deloitte uses a “multi-phase transition out” plan. Done within 1 year of notification of contract termination.

G. Other Available Services: pages 137 - 139

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

- AMS (Application Management Services) – provide more channels for accessibility to support services.
- Help Desk Services by Deloitte (basically help set up the State’s help desk)
- Supplier Enablement Services – above and beyond the normal (new supplier onboarding/training, etc.)

H. Video Demonstrations: pages 140 - Page 140 of their technical proposal – a link

- Yes provided. Detailed and covered all of their 45 min.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Deloitte Consulting 1)

CATEGORY #(s): 1

DATE: (09/21/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - valid for a period of not less than 180calendar days from date of submittal
 - Coupa eProcurement solution
 - United States Postal Service, American Red Cross, Brandeis University
 - 10 years of teaming with Coupa
2. Previous Projects
 - United States Postal Service
 - American Red Cross
 - Brandeis University
 - Molex
 - American Airlines
 - Detailed descriptions of Coupa's solution in various eProcurement
3. Subcontractors
 - Coupa
 -
 -
4. Organizational Chart
 - Org chart roles defined
 -
 -
5. Litigation
 - 3 legal actions in past five years
 -
 -
6. Financial Viability
 - D&B dated 3/2021
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Deloitte (Coupa)
CATEGORY #(s): 1
DATE: 11/10/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

- Single point of entry – YES
- Smart routing – YES
- Compliance – YES.
- Portal – YES
- Open marketplace environment – YES
- Integration – YES
- Workflow – YES
- Document management – MAYBE automated solution not emphasized.
- Reporting, dashboards and data visualization – YES but Coupa Analytics' is an additional purchase
- Configurable – YES
- Transparency – MAYBE public visibility not clear.

User Experience

- Capability that allows user personalization - YES
- Intuitive navigation with as few clicks as possible.- YES
- Wizard-driven capabilities – NO wizards required – more like Amazon, Bestbuy.com, Google
- Portal that informs users and supports user work management.- YES
- Functionality optimized for mobile access and use.- YES
- Workload management re-assignment - purchase requests YES solicitations NO contracts NO
- Role-based functionality – MAYBE Guest, Admin, User, Buyer, Accounts Payable, Central Receiving, Accounting Supervisor, Edit as Approver, Inventory Manager, Expense User, Expense Auditor, Expense Processor, Supplier, Dashboard, CFO Role, Split Accounting, and Superadmin. RFP was looking for role based processes but bidder specified roles.

Bidder Best Practices and Roadmap

- new Solution version releases or new features/tools - YES.
- Ensure that the Solution is utilizing the latest technologies - YES
- Ensure that updates happen in a timely manner - YES
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement. YES

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DEPARTMENT/STATE: Maine

- In addition, the Contractor must constantly assess and recommend opportunities to **reduce costs** associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations. **YES**
- Innovations and Value-Added Features/Services **YES**
- Customizations/Extensions **YES**
- Alternative Funding Models **YES-Supplier Funding, Value Based Funding, Working Capital Funding (WCF), projected payback for each**

Functional Requirements

General Functionality **33 out of box, 3 with integration or API, 1 API integration, 3 not available**
Supplier Portal **21 out of box, 1 configuration, 1 not available**
Supplier Enablement/Management **33 out of the box, 10 3rd party**
Buyer Portal **15 out of box**
Need Identification **7 out of box**
Request through Pay **171 out of box, 1 configuration**
Catalog Capability **39 possibly 40 out of box with 1 configuration**
Sourcing/Bid Management **145 out of box, 1 with integration, 1 configuration, 4 not available (dupes/ limit)**
Contract Management **86 out of box, 1 with integration, 1 configuration**
Vendor Performance **23 out of box, 2 configuration**
Purchasing/Data Analytics **37 out of box**

Technical Requirements

Availability **99.99 -99.8**
Accessibility Requirements **Working towards 508..WCAG 2.0 but not W3C**
Audit Trail and History **5 out of box**
Browsers Supported **operating system agnostic and can be accessed from any major web browser. Microsoft Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox, Safari (but not tested)**
User Accounts and Administration **14 out of the box, dual sign-on for 1 acct N/A**
User Authentication **5 out of box, LDAP, SAML**
Federated Identity Management **supports using SAML 2.0**
Data Conversion **9 out of box**
Interface and Integration **25 out of box, 1 int for licensing**
Office Automation Integration **yes**
Mobile Device Support **yes**
Mobile Applications **yes**
Data Ownership and Access **copy can be obtained/extracted any time with request to Coupa support**
Date Retention, Archive and Purge Considerations **yes**
Disaster Recovery Plan **tested annually**
Solution Environments **5 out of box**
Solution Technical Architecture **separate database schema, database infrastructure segregated from application servers and the internet by firewalls**
Solution Network Architecture **virtual networking environment, IP address range selection, subnet creation, and route tables, and gateways configuration**
System Development Methodology **agile software development, SCRUM/Sprint iterative methodology**
Service Level Agreement **unable to guarantee full compliance, 99.8% system availability, tiered severity levels, premium support**

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Maine

Security Requirements

Cloud Security Alliance (CSA) Compliance **Consensus Assessments Initiative Questionnaire (CAIQ) completed. Available upon request?**
Security and Privacy Controls **FedRAMP Moderate Ready, full cert by EOY 2021**
Security Certifications **YES - PCI Data Security Standards (DSS) NO- HIPAA, FERPA, CJIS Security Policy, , IRS Publication 1075, FISMA, NIST 800-53 (FedRAMP?), NIST SP 800-171, and FIPS 200**
Annual Security Plan – **will develop, implement, and maintain annually a Security Plan in alignment with (NIST) (SP) 800-53**
Secure Application and Network Environment **is there secure overwriting, destruction, or encryption?**
Secure Application and Network Access **SSL and TLS 1.2**
Data Security **YES**
Personally Identifiable Information Protection **YES**
Security/Privacy Issue Occurrence **unable to commit - two-hour, 48-hour assessment document, or 4 day resolution**
PII Data Actual/Attempted Access or Disclosure **cannot meet two-hour**
Security Breach Reporting **unable to meet two-hour notification**

Implementation Services Requirements

Project Management – **YES different timelines for scale of project, roles for state and vendors, adoption score cards ensure buy in from stakeholders**
Project Implementation Methodology **hybrid agile approach**
Catalog Support Services **YES**
Data Conversion Services **YES however data cleansing is done pre conversion by state**
Interface/Integration Development Services **YES**
Organizational Change Management (OCM Services **YES**
Training Services **YES**
Help Desk Services **YES**
On-Site System Stabilization Support **hypercare**

Managed Services Requirements

Solution Support **Yes**
Organizational Change Management (OCM Services **They want to discuss objectives post implementation**
Training Services **They want to discuss objectives post implementation**
Help Desk Services **YES**
Transition Out Assistance Services **YES**

Video Demonstrations

- **Shopping Cart**
- **Chart of accounts**
- **Approval Groups - workflows**
- **Risk Identification**
- **Work assignments with deadline**
- **T&Cs**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Deloitte (Coupa)
CATEGORY #(s): 1
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- Track Spend
- Coupa community savings/discounts
- Contract templates

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Coupa)

CATEGORY #(s): 1-Full Solution

DATE: 8/22/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Government and Private Sector practice
 - 12,000 practitioners, large capacity
 - Partnering with Coupa, using the Coupa platform
 - Implementation with SAP, Peoplesoft effective full suite implementation
2. Previous Projects
 - Broad example with USPS, no example of favorable cost savings result
 - Projects identify advantages to reporting, visibility, lesser on ROI
 -
3. Subcontractors
 - Coupa appears to have large footprint and influence
 - Business spend management platform
 - Uncertain if offers Shopping (Procure to Pay) platform as full solution
4. Organizational Chart
 - Good description of roles and responsibilities
 - No differentiation between general descriptions and NASPO unique requirements
 - Org Chart is very general and could be used for any proposal response. It also does not identify if resources are Deloitte or Coupa as their subcontractor.
5. Litigation
 - 3 cases given, resolved.
 - One case with municipality
 -
6. Financial Viability
 - D&B Snapshot provided
 - Stable company
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Coupa)

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: October 19, 2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- (Document Page 8) Good pricing flow, searches across all catalogs, identifies best price offering
- (10) Coupa "Open Buy" – can include other catalog items for one-time purchase?
- (11) Can integrate-unclear as to which ones
- (12) Reporting seems robust
- (15) Workflow with roles and groups is very good
- (16) Lots of updates and releases (will need to devote internal resources to test and validate operation with each change)
- (20) No mention of a test environment (yes on page 62)
- (21) Value added features appear expansive additional costs
- (22) States customizable, but pg. 22 "code customizations are not required or allowed".
- (23) Not all states can fund through admin fees within the system or billback options. This creates curiosity about actual cost to have the solution.
- (25) Savings are determined by "Deloitte's proprietary category-specific savings benchmarks" How are the results determined?
- (26) Roadmap shows Oracle Implementation. Oracle is not mentioned anywhere else in the response
- RTM-EPROC-GEN-11. Size restriction to 100MB
- RTM-EPROC-GEN-18. No public facing screen
- RTM-EPROC-GEN-3. Can link Coupa solicitations from outside websites
- RTM-EPROC-GEN-8. Are commodity codes standards such as NAICS or UNSPSC?
- RTM-EPROC-PRD-40. Level 2 search is a valuable resource for users to shop across hosted and punchout catalogs at the same time.

Functional Requirements

- (30) Supplier can update catalogs. Do States have ability to review/accept changes?
- (33) Free form request could lead to off contract purchases.
- (34) Hosted catalog and punchout directly from search is big advantage for shoppers
- (42) How are contracts negotiated? Document versioning?
- RTM-EPROC-PRD-40. Level 2 search is a valuable resource for users to shop across hosted and punchout catalogs at the same time.
- RTM-EPROC-SPR-7. includes vendor registration capability. Must register to receive solicitation. Possible barrier to entry.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Coupa)

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: October 19, 2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Technical Requirements

- (56) No migration of historical data, later states it is possible
- (57) Integration with PeopleSoft
- (58) Good mobile device support
- (62) All customers receive Sandbox environment
- (70) Data hosted in the United States
- (74) Reference to Coupa SLA. Is NVP going to negotiate or leave to States?
- (74) Coupa states they cannot comply with their own SLA

Security Requirements

- (93) Coupa cannot meet 2-hour breach notification (within 24 hours proposed)

Implementation Services Requirements

- (100) Implementation Functional lead for each workflow areas is intuitive

Managed Services Requirements

- (127) Hypercare after go-live 90 days

Video Demonstrations

- Capability to search hosted catalogs and across punchout catalogs
- Services on platform as well materials
- Attributes within catalogs (OSD business, etc.)
- Can set order lists to repurchase of stock frequent items
- Approval workflows both individuals and teams
- Shows PO changes/edits when made
- RFQ can include T&Cs
- Is vendor list limited to only those in Coupa community?
- Contract management templates are very functional
- Interesting can export to Word to negotiate then being back in for signature
- Customizable fields
- Reporting seems intuitive

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte-Coupa

CATEGORY #(s): Cat1 Stage 1

DATE: 08/23/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Coupa suite of products
 - Sourcing, contracting, procure to pay solution
 - Coupa and Deloitte partnership is 10 years old
2. Previous Projects
 - USPS, American Red Cross, Brandeis University, Molex Electronics Solutions, American Airlines
 -
 -
3. Subcontractors
 - ?
 -
 -
4. Organizational Chart
 - 65,000 employees
 -
 -
5. Litigation
 - No Judgements against Deloitte in the last 5 years
 - Involved in 3 past legal actions
 -
6. Financial Viability
 - D & B low to moderate risk
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte Coupa

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual SME Comments:

Overall

- Coupa – overall solution
- Valid 180 days
- 70 Enterprise wide implementations
-

General Principal and Requirements

Key Solution Functionality Elements

8	Single point of entry for all procurement activity	
8	Smart Routing – “what do you need?” – guides employees – can lock down what users see based on roles. <ul style="list-style-type: none"> • Coupa searches • Catalog items • Accessible forms • Punchout items – when open buy is configured • Buying Policies • Punch out sites 	Positive
9	Compliance – Policies are located in search, browsing, cart, policy dropdown	
10	Portal – Smart capabilities – use of phone email approvals	
10	Open Marketplace – cross catalog between internally hosted and punchout catalogs – Coupa search	
11	Integration – open architect – supports all ERP systems	
11-12	Workflow- Specific approval rules can be used – Approval driven by various conditions.	Positive
12	Document Management – document storage and uploading of files	
12	Reporting, Dashboard, and data visualization – Coupa includes at no cost. They also offer Coupa Analytics	Concern – “this additional purchase”
13	Configurable – once configured by Coupa, you don’t need a 3 rd party to configure	Positive

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte Coupa

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

User Experience

14	Personalization of initial screen – currency language, date and time formats	
15	Functionality optimized for mobile use. Android and iPhone	No Cost
14	Reassign work from one user to another.	
16	List of normal roles that are used – can be	
16	Security zones can be established by creating content groups. Users assigned to content groups and each contract can be associated with.	Concern – seems like a lot of giving access at the contract level to a content group

Bidder Best Practices and Roadmap

16	3 major releases a year. January, May and September	
	All users are on the most current release of the platform. There are daily updates sent to the sandbox and the production environment. Regular updates are every 2 weeks.	Concern – can't schedule your own updates. 100 % of the users are all on the same version.
17	Use of the latest technology – Fraudulent spend detection – Real-time shipment tracking	Concern – did we ask for any of this?
18	Alternate Best Practice	Concern – just telling what they sell? Webinars?
19	Cost reduction - Use Deloitte's proven Procurement Central capabilities is well suited to accelerate the first step	Concern – included?

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Deloitte Coupa

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Innovations and Value-Added Features/Services

21-22	These are optional <ul style="list-style-type: none"> • Application managed Services • Level 1 – Level 3 Helpdesk • Supplier Enablement 	Concern- we do know pricing - depends on scope, level of detail, and timing
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Customizations/Extensions

22	Customization and Discussion – Code customization does not need to be changed. Delivered out of the box	
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Alternative Funding Models

23	3 funding models Supplier funding, Value Based Funding, Working Capital funding – Deloitte favors Value Based Funding.	
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Contract Transition and Flexibility

27	Did not answer correctly.	Negative
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Functional Requirements

General Functionality

GEN 1	Cloud Based. SAAS Solution.	
GEN 2	Yes	
GEN 3	Yes	
GEN 4	Not included for state site Few weeks integrate	Concern
GEN 5	Not included – Could with integration	Weakness
GEN 6	Yes	
GEN 7	Yes – within Coupa Procurement	
GEN 8	Yes	
GEN 9	Yes	
GEN 10	Google like search bar basic. State could alter	Weakness
GEN 11	Only 100MB for attachments	Weakness
GEN 12	Yes	
GEN 13	Yes	
GEN 14	Spellcheck supplied by the web browser	
GEN 15	Have to export and print or do screen print	Weakness
GEN 16	Only certain elements can be customized to branding	Concern
GEN 17	Can leave functions as is when upgrades are done	
GEN 18	Yes	
GEN 19	Yes	
GEN 20	Yes, ERP or add-on	
GEN 21	Did not really answer the question	Concern

**STATE OF MAINE
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GEN 22	Yes	
GEN 23	Cannot decide vendor's name	Concern
GEN 24	Yes	
GEN 25	Partially supported. Cannot change email sender name	Concern
GEN 26	Yes	
GEN 27	Invoice can be created after the receiving of the PO	Weakness
GEN 28	Does not have. Would need special ERP	Weakness
GEN 29	Time zone set per user	
GEN 30	Yes	
GEN 31	Yes	
GEN 32	Yes 21 languages	
GEN 33	Yes	
GEN 34	Cannot set to future date	Weakness
GEN 35	No comment library	Weakness
GEN 36	Final approvals are considered electronic signatures – can integrate into DocuSign or Adobe Sign	Weakness
GEN 37	Yes	
GEN 38	Subscription based for number of users. We want unlimited	Concern
GEN 39	Any posting on state website is managed by the state	
GEN 40	Yes. Real time	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Purchasing North Dakota State University

Supplier Portal

SPR	Business buyers of all sizes can connect and do business with suppliers of all sizes	Positive
SPR	System does not send notices to the suppliers. They are sent using the suppliers email information	Weakness
SPR	Did not understand in SRP 14 that the system must integrate with the State's financial system to obtain data from the ERP	

Supplier Enablement/Management

35	Is there a cost for supplier portal	Concern
30	Never charged a supplier fee or force suppliers to join	positive
	3 ways for suppliers to onboard <ul style="list-style-type: none"> • Contact each • Online • We work with vendor 	
VDR 1	Supplier is emailed a single email with a table of all solicitations they have with links to each one	Positive
VDR 15-30	State cannot create supplier accounts	
VDR 3-11	Any type of supplier can be captured in the supplier portal	
VDR 15	Timing of loading vendors. Loads when Coupa sends to ERP not at the point of bidding	Concern
VDR 30	State does not create supplier	Concern
VDR 39	If supplier needs to be reset it a manual process with a form	
VDR 40	No notice when contract is to be rebid	Weakness

Buyer Portal

32	Must be single point of entry	
33	You can add logo, color and flexibility in configuring Coupa home page content.	positive
RPRT 1-5	Users can personalize their dashboards	Positive
BPRT 7 & 39	Seem to contradict each other	
BPRT 9	Implementation partner will have compatibility to pull info for open records request	Concern

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Need Identification

Pg. 33 & 34	Simple configuration forms and custom data fields in the shopping cart	Positive
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Request through Pay

	Dispatch PO <ul style="list-style-type: none"> • CXML transfer • Email • Online buying • Coupa supplier portal 	
	Can transmit all or none	
	Purchase req. encumbers the budget in real time	
	ERP feeds budget data to Coupa. Can send instantly or configure to display budget data for informational purposes only	
Pg. 36-38	Coupa services Maestro for specialized service purchasing. This is an add-on	Concern
PRD 2	Requests for goods and services – add-on for services	Concern
PRD 4	Content groups are used to keep content from certain users. This will add to the number of contracts.	Concern
PRD 8	Can not use functionality to collaborate across users to identify same product/service. Coupa has “tag” service for searching	Weakness
PRD 11	Does not support reoccurring PO with a schedule to release PO	Weakness
PRD 13	No forms attachments library. Attachments are limited to 100mb	Weakness
PRD 14	Does not allow searches for reorders. Can do “copy req”	weakness
PRD 23	Can’t add a document on line item. Has to be pulled with price from contract.	weakness
PRD 28	No trade in line. Need to use custom field	
PRD 39	Does not alert you of state item but user can check inventory levels	
PRD 46	May cost to develop. Delta files if needed for chart of account	Concern

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Catalog Capability

CAT 1-6	Yes	
CAT 7	Coupa has a limit of 1 million items	weakness
CAT 8-12	Yes	
CAT 13	Did not answer correctly	
CAT 14-16	Yes	
CAT 17	No images allowed but can put in link to supplier information	weakness
CAT 18-19	Yes	
CAT 20	Does not allow punchout to be used as a means to get quotes	weakness
CAT 21-32	Yes	
CAT 33	Does not allow approving certain vendors	weakness
CAT 34	Does not allow punchout to be used as a means to get quotes	Concern

Sourcing/Bid Management

SRC 1 - 27	Yes	
SRC 28	Message board for suppliers and not solicitation participants	weakness
SRC 33-34	Yes	
SRC 35	Would need to attach standard terms and conditions	weakness
SRC 36	Attachments are restricted to 100MB	weakness
SRC 37	Update to documents. Can't update. Need to reload the document	weakness
SRC 38	Yes	
SRC 39	Each sourcing event is assigned an I.D. number	Positive
SRC 40	Yes	
SRC 41	MS Office and Adobe can be used in the system but PDF can be uploaded	weakness
SRC 43	Did not answer reassignment question	
SRC 44-51	Yes	
SRC 52	Limit on attachment is 100MB	concern
SRC 53-79	Yes	
SRC 80	System does not have the capability to gather basic vendor information	
SRC 81	Can email addendum but it does not auto post to the website	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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SRC 82	Yes	
SRC 83	Can not use for pre-bidding values	weakness
SRC 84-93	Yes	
SRC 94	Non-registered supplies are not auto registered	
SRC 95-99	Yes	
SRC100	Limit on attachments for suppliers 100 MB	Weakness
SRC 101-129	yes	
SRC 130-131	No collaboration to eval panel	weakness
SRC 132-144	Yes	
SRC 145	System does not notify suppliers of winning bid. Buyer needs to send out emails.	
SRC 146-147	Yes	
SRC 148	System does not get rid of cancelled events. Responders need to go in and withdraw the bids	Concern

Contract Management

	Capability to link projects to contracts	
CNT 1-9	Yes	
CNT 10	Limit of 100MB on attachments	
CNT 11-19	Yes	
CNT 20-24	Yes	
CNT 25	Says MS Office is in place. May have to pay for this	
CNT 27	System does not allow to view each other's documents	weakness
CNT 28 -31	Yes	
CNT 32	Attachment file size 100 MB	
CNT 33	Yes	
CNT 34	Cannot back date a contract	weakness
CNT 35-37	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte Coupa

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

CNT 38	Attachment size is 100 MB	weakness
CNT 39-42	Yes	
CNT 43-45	The technical section does not describe plans to provide the public contract list	
CNT 46-63	Yes	
CNT 64-65	The technical section does not describe plans to provide the public contract list	
CNT 66	The technical section does not describe plans to provide the public contract list	
CNT 67-84	Yes	
CNT 85	System does not let you create an order right from a contract	weakness
CNT 86-87	Yes	
CNT 88	The system does not let you load 2 contracts with different prices	weakness

Vendor Performance

VPE 14 and 20	Response did not answer the requirement to be able to create scorecards charts and graphs. System does not have a means to recognize contract items being ordered without referencing the contract number Attachments limited to 100MB	weakness
---------------	---	----------

Purchasing/Data Analytics

	Add on so probably not included in the cost.	
--	--	--

Technical Requirements

Availability

49	Meets requirements	
----	--------------------	--

Accessibility Requirements

50	Complies with all WCAG 20 Level A and AA criteria	
----	---	--

Audit Trail and History

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte Coupa

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

51	Meets requirements	
----	--------------------	--

Browsers Supported

52	Meets requirements	
----	--------------------	--

User Accounts and Administration

53	Meets requirements	
----	--------------------	--

User Authentication

54	Meets requirements	
----	--------------------	--

Federated Identity Management

56	Meets requirements	
----	--------------------	--

Data Conversion

56	Meets requirements	
----	--------------------	--

Interface and Integration

57	Meets requirements. Not real time – polling scheduled can be controlled in business unit. Reqs, po's, receipts hourly	
----	---	--

Office Automation Integration

58	Meets requirements. Most is done in Coupa. Extensive office automation is not necessary	
----	---	--

Mobile Device Support

58	Meets requirements. Browser based	
----	-----------------------------------	--

Mobile Applications

59	Meets requirements	
----	--------------------	--

Data Ownership and Access

59	Only support for 60 days	concern
----	--------------------------	---------

Date Retention, Archive and Purge Considerations

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte Coupa

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

59	Data discovery plan	
----	---------------------	--

Disaster Recovery Plan

59	Meets requirements	
----	--------------------	--

Solution Environments

62	Both production and sandbox	
----	-----------------------------	--

Solution Technical Architecture

62	Meets requirements	
----	--------------------	--

Solution Network Architecture

68	Meets requirements. Hosting locations used for failed zones if needed.	
----	--	--

System Development Methodology

72	Meets requirements	
----	--------------------	--

Service Level Agreement

--	--	--

Security Requirements

Cloud Security Alliance (CSA) Compliance

75	Meets requirements	
----	--------------------	--

Security and Privacy Controls

75	Fully certified status expected by year end 2021 on Fed ramp marketplace	
----	--	--

Security Certifications

76	Meets requirements	
----	--------------------	--

Annual Security Plan

77	Will comply with annual requirements	
----	--------------------------------------	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte Coupa

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Secure Application and Network Environment

81	Meets requirements	
----	--------------------	--

Secure Application and Network Access

84	Meets requirements	
----	--------------------	--

Data Security

86	Meets requirements. Coupa encrypts all communication between customer and Coupa data center. Coupa keeps information for 60 days after termination of contract.	
----	---	--

Personally, Identifiable Information Protection

89	Meets requirements	
----	--------------------	--

Security/Privacy Issue Occurrence

90	2 hrs. to 4 days Doesn't meet spec.	Concern
----	-------------------------------------	---------

PII Data Actual/Attempted Access or Disclosure

92	Notify 2 hrs., investigate, report, corrective action	
----	---	--

Security Breach Reporting

93	2 hrs. notification in writing within 24hours	
----	---	--

Implementation Services Requirements

Project Implementation Methodology

95	Project management across all stakeholders. 36 weeks go-live – small 52 weeks go-live – medium 60 weeks go-live large Too aggressive!!	concern
----	--	---------

Catalog Support Services

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte Coupa

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

111	Meets requirements – says initial catalog support and ongoing maintenance	
-----	---	--

Data Conversion Services

112	Meets requirements	
-----	--------------------	--

Interface/Integration Development Services

	Mets requirements	
--	-------------------	--

Organizational Change Management (OCM Services

132	Would need to discuss OCM plan best suited	
-----	--	--

Training Services

117	Needs assessment Training strategy User adoptions Business process adoption and Initial deployment – Is this enough?	
	Webinars for supplier training. Brief video for each format.	
	QRG. Quick reference guide for high volume, exceptions and trouble shooting	

Help Desk Services

122	Meets requirements. Premium supports is available. Support Account Management Option is an add on.	
-----	--	--

On-Site System Stabilization Support

126	Meets requirements. Hypercare – support for end users. closing out the project and transition to managed services.	
-----	--	--

Managed Services Requirements

Solution Support

128	Solution support – other available services in section G	
-----	--	--

Organizational Change Management (OCM Services

132	Would need to discuss OCM plan best suited	
-----	--	--

Training Services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte Coupa

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

133	Meets requirements Would need to work with lead state and entities to choose to provide during the managed service phase	
-----	---	--

Help Desk Services

133	Refers to section E8	
-----	----------------------	--

Transition Out Assistance Services

136	Meets requirements	
-----	--------------------	--

Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte 1

CATEGORY #(s): Category #1, Stage 1

DATE: 08/18/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: **MARKED CONFIDENTIAL**

Organization Qualifications and Experience

1. Overview of the Organization
 - Coupa. 2000 clients
 - Consulting Firm
 - 10 years partnership with Coupa
2. Previous Projects
 - USPS
 - Red Cross – contract compliance
 - American Airlines -
3. Subcontractors
 - Coupa – Spend Management
 -
 -
4. Organizational Chart
 - Has project manager
 - Has team members for each service module provided
 -
5. Litigation
 - **Listed some legal actions**
 - Surround confidentiality agreements.
 -
6. Financial Viability
 - Supplied Dun & Bradstreet report – 30 pages
 -
 -

How does the State of Maine handle submissions marked CONFIDENTIAL?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Coupa)

CATEGORY #(s): 1 Stage 2

DATE: 10/7/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

General Principal and Requirements – 19 concerns out of 40 requirements in this section

Key Solution Functionality Elements

User Experience

Bidder Best Practices and Roadmap

Innovations and Value-Added Features/Services

Customizations/Extensions

Alternative Funding Models

Functional Requirements

- Eliminates rogue spending. Show only items available
- Portal is configurable
- Get things done without ever having to login
- Marketplace cross catalog searching –Coupa Open Buy
- Amazon Business like functionality
- Integrate with ERP – Coupa API
- Custom fields workflow
- Coupa Analytics –dashboards and reporting
- Highly configurable
- Link event to contract
- No wizard driven capabilities
- New Release and testing sites
- Smart Technology
- Need to test solution
- Procurement Central
- Supplied additional proposed innovations
- Supplied funding models
- Mentioned 3 funding options
- Will work with entities on contract transition
- States vendor do not have to join a network – Page 30 States we invite them to a network?
- Can perform actions from the email notification eliminating the requirement to log into portal
- Deloitte uses Coupa Supplier & Catalog Enablement Accelerator toolkit
- Integrations are flat file or API
- Get things done without ever having to log in
- Form design elements

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Coupa)

CATEGORY #(s): 1 Stage 2

DATE: 10/7/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Coupa's Open API option allows for real time integration
- Coupa Services Maestro – manage complex spend
- Contracts can be associated with suppliers and catalogs
- Coupa Open Buy
- Sourcing/Bid Management addressed
- Coupa' Projects Feature
- RPM Module
- Coupa Reports

Technical Requirements

- Availability - Use AWS, has backup strategy, replicate data to different zones. Provided link to uptime metrics.
- Accessibility Requirements - **Working towards 508 accessibility**. Handle this through product enhancements. Web Content Accessibility GuideLines version 2.1
- Audit Trail and History - Dashboard reports and permissions to users for audit reports.
- Browsers Supported - Listed all but Safari not tested. IE and Firefox are the system the browsers are tested with. Need to use the most updated versions
- User Accounts and Administration - Uses roles(Appendix A) and Content Groups (i.e Agencies)
- User Authentication – State responsible for MFA or 2FA. Can use LDAP Directory – Page 55
SAML Federated Identity Management – Uses SAML 2.0
- Data Conversion – Does not migrate historical transactional data but some exceptions- page 56, data extracts/collection is states' responsibility
- Interface and Integration – Use Coupa API for flat files – Page 57. Provided link for best practices.
- Office Automation Integration - Files need to be uploaded to the system page 58
- Mobile Device Support – Is operating system agnostic
- Mobile Applications – Can perform multiple functions and many security mechanisms.
- Data Ownership and Access - State retains all data
- Data Retention, Archive, and Purge Considerations – Data remains for the life of the contract.
- Disaster Recovery Plan - Business Continuity Management
- Solution Environments – Both TEST and Production.
- Solution Technical Architecture -

Security Requirements – 4 overall issues with this section

Cloud Security Alliance (CSA) Compliance

Security and Privacy Controls

Security Certifications

Annual Security Plan

Secure Application and Network Environment

Secure Application and Network Access

Data Security

Personally Identifiable Information Protection

Security/Privacy Issue Occurrence

PII Data Actual/Attempted Access or Disclosure

Security Breach Reporting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Coupa)

CATEGORY #(s): 1 Stage 2

DATE: 10/7/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Implementation Services Requirements – only 2 overall issues with this section

Project Management
Project Implementation Methodology
Catalog Support Services
Data Conversion Services
Interface/Integration Development Services
Organizational Change Management (OCM Services)
Training Services
Help Desk Services
On-Site System Stabilization Support

Managed Services Requirements

Solution Support
Organizational Change Management (OCM Services)
Training Services
Help Desk Services
Transition Out Assistance Services

Video Demonstrations

- “Open Buy” functionality eliminates the need to upload vendor spreadsheets
- Can search for requests and fill them out before sent to vendor
- Can be notified of an item that has a better price than one selected in the search
- Has workflow ability
- Can collaborate with vendor on the purchase order in the system.
- Can make adjustments to the purchase order.
- Write a request functionality – Items not available currently for purchase.
- Request a new supplier to be added as a shopping option.
- Create goods receipts
- Supplier invoicing back to customer with comments.
- Supplier demo – user can request information from supplier with the supplier filling out a form to send back to the user
- Supplier performance shows many areas showing how the supplier is performing.
- System collects information from users for vendor performance..
- Connect requests to Sourcing, enter timeline and assign tasks to event team.
- Add attachments and questions. Looks like this is added via a template or library.
- Supplier side shows time left to submit response. Can “chat” with the buyer.
- Need to answer required fields before entering cost on bid.
- Create award scenario that connects back to new requisition or go to contract.
- Select contract template that fills in the legal text of the contract.
- Send the contract into workflow and signature capability.
- Has contract repository and can track spend on the contract.
- System admin has ability to customize areas of the application.
- Can drive workflows from conditionality custom questions.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Coupa)

CATEGORY #(s): 1 Stage 2

DATE: 10/7/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Analytics dashboard and metrics will help to see what you can do better.
- Community user comments and spend risk analysis done with reports.
- User friendly concern. Not clear to me what the section in because of how cluttered the user dashboard appears to the user.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: EASiBuy, Inc.

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- "EASi" Est. 2009.
- Focus on e-procurement.
- History of reverse auction and focus on bids.

2. Previous Projects

Listed 5 performed by EASiBuy. Of the 5, two were states, one county, and two cities. The projects have a component or two of eprocurement, but are very centralized around reverse auction **which will not work for all aspects of eprocurement such as IT Services or Consulting Services.**

- State of Connecticut. Managed reverse auction services.
- State of RI. Strategic sourcing solution – online bidding events.
- Hind County. Managed Reverse Auctions for goods and services.
- City of Los Angeles, GSD Supply Services. Reverse Auction services and support provider.
- City of Mesa – Purchasing Division. Hosted 3rd party reverse auction service.

Listed seven International Projects performed by EASiBuy's partner Nextender. While EASiBuy's projects seem to miss the mark for this Category. The international partner Nextender's projects more closely relate to this Category.

3. Subcontractors

- They do not list any in the subcontractor section and state they do not intend to use subcontractors for this project; **however, as stated above they use Nextender.** They also state on page 4 in their disclaimer their partnership with HCA Healthcare Inc and Nextenders. Unsure why it was not disclosed in the subcontractor section if their previous projects were use as examples.

4. Organizational Chart

- Yes, an organization chart is provided. There is no breakdown of job description. **As a side note. The Organization chart has their partner "Nextenders" next to their name "EASiBuy" on the header. We may need clarification.**

5. Litigation

- Vendor states none.

6. Financial Viability

- Dun and Bradstreet provided. Moderate risk.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (EASiBuy)

CATEGORY #(s): 1

DATE: (09/21/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - SaaS with a focus on e-Procurement.
 - Reverse Auction was the impetus
 -
2. Previous Projects
 - STATE OF CONNECTICUT (Vendor Pay Model)
 - STATE OF RHODE ISLAND
 - HINDS COUNTY
 - CITY OF LOS ANGELES (Vendor Pay Model)
 - CITY OF MESA, AZ (Vendor Pay Model)
 - 7 International projects
 - Detailed descriptions for each.
3. Subcontractors
 - HCA HEALTHCARE
 - Nextenders
 -
 -
4. Organizational Chart
 - Org chart
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B report dated 7/2021
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: EASiBuy

CATEGORY #(s): 1-Full Solution

DATE: 8/22/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Focus on eProcurement, reverse auction
 - Unclear if they can off the full solution or just niche of reverse auction
 -
2. Previous Projects
 - Online bidding to CT, state level scale, not full solution though
 - County and City project examples, smaller scale than full state implementation
 - Better success with international projects, unsure why US projects are more anemic in scope and size.
3. Subcontractors
 - Appears to still be developing solutions of bid processes. Unproven solutions are a significant performance management obligation to the end users.
 - Does not intend to use subcontractors
 - Product solution does not demonstrate full solution
4. Organizational Chart
 - Larger personnel chart, for a seeming smaller niche company.
 - No clarification which resources would be assigned to NASPO contract is awarded
 - No clarification how resources are allocated between US and overseas projects
 - Org Chart is Spelled "Organisation" which is European, company is identified as Ohio based.
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Lower credit levels
 - Moderate business risk
 - 12-month stability concerns
 - UCC filing
 - Acquired by Electronic Auction Services 2015
 - Procured CARES loans twice
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: EASibuy

CATEGORY #(s): Cat 1 Stage 1

DATE: 08/23/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 12-year-old company
 - Reverse auction process - Sealed bid process
 -
2. Previous Projects
 - State of Connecticut – DAS Procurement Service
 - State of Rhode Island – Strategic Sourcing, Online bidding events
 - Hinds County, City of Los Angeles, City of Mesa, International Projects
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Included
 -
 -
5. Litigation
 - No historic or current litigation
 -
 -
6. Financial Viability
 - D & B – Moderate overall business risk
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: EASiBuy

CATEGORY #(s): Category #1 Stage 1

DATE: 08/18/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Started in 2009 – Reverse Auction
 - International Partners
 -
2. Previous Projects
 - States of Connecticut and Rhode Island
 - Some county projects
 - Some City projects
 - International projects
3. Subcontractors
 - Do not intend to use Subcontractors
 -
 -
4. Organizational Chart
 - Extensive chart with onsite and offsite options
 - **Did not supply role titles and descriptions**
 -
5. Litigation
 - No litigation to report
 -
 -
6. Financial Viability
 - Duns & Bradstreet submitted.
 - 13 employees
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Yes. States 20 years of end-to-end procurement and supply chain expertise.
 - Seem to cover all areas of eprocurement.
2. Previous Projects
 - 5 listed. Four private entities and one university. They all fit Category 1.
 - Viatrix. Improved transparency across company with their system.
 - UCAL. Implemented S2C technology (spend analysis, sourcing, contract management, supplier mgt.) and a public bid site.
 - Chevron. Unified their online system with a mobile system.
 - LDS Church. Implement Contract and Supplier Management solution.
 - UMASS. Developed S2P processes, policies and workflows.
3. Subcontractors
 - Vendor states none.
4. Organizational Chart
 - Provided along with job descriptions.
5. Litigation
 - Vendor states none.
6. Financial Viability
 - D&B provided. Low risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1

DATE: 11/15/2021

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Product is GEP Software Source-to-Pay process.
- Note: NB Ventures Inc. dba Global eProcure (GEP)
- Product is cloud platform. SaaS.
- The technical proposal begin with small portions of information and I was unsure if they were meeting the mark, but once I was able to dig into the matrix it helped further see what they can do.
- Overall, it looks like much configuration can take place for any State entity. While this is great, I question how this would affect updates to the software (Clarification).
- Matrix - I like seeing that the level complexity is not all "L". It shows GEP put thought into each for each item.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 14)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

1. Product is GEP Software Source-to-Pay process. With modules of sourcing, savings tracking, category management, contract management, supplier management, and procure-to-pay.

- Single point of entry – yes – a centralized intake form. When I think Single point of entry- I do not think intake form.
- Smart routing – yes – GEP combined this bullet point with Compliance and Workflow. They state the platform can be configured to meet specific compliance policies/rules. GEP gives examples of Guided Buying, Robust Rule Engine, and Category Playbook.
- Compliance – refer to the second bullet.
- Portal – yes – buyers and suppliers have access to dedicated home page portal

- Open marketplace environment – yes – **Configure** hosted catalogs/punchouts.
- Integration – yes – has out of the box integration tool kit and use JSON protocols for document exchange.
- Workflow – yes – refer to the second bullet.
- Document management – yes – stored in centralized repository and accessed per user role.
- Reporting, dashboards and data visualization – yes – in-house cross-functional reporting framework.
- Configurable – yes – GEP Software cloud platform is a preconfigured application. GEP states they will use agile approach to preconfigure sandbox to align to State specific cases / requirements.
- Transparency – Yes – and mention track status on documents.

2. User Experience - pages 14 - 16

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.

2. GEP discusses their intuitive user interface built by using feedback from Fortune 500 costumers, user group requirements, industry standard practices, etc. **I have concerns with the Fortune 500 customers because we want a system that is more relatable to Govt/State business.**

- Initial Screen – yes, mention users can mark initial screen as landing page – **not sure this is what is meant in this section.**
- Intuitive Navigation – yes, GEP combines this bullet with “Wizard-driven capabilities” addresses few clicks, **but doesn't really address wizard capabilities.**
- Wizard-driven capabilities – Refer to second bullet.
- Informative Portal – Yes
- Mobile Optimization – yes, they call it Mobile App – IOS and Android.
- Workload Mgt Functionality – Yes they call it Work Management, addressed; however, **unsure if it contains the same intention of abilities as wanted in the RFP.**
- Role-Based Functionality – Yes, addressed.

3. Bidder Best Practices and Roadmap – pages 16 - 21

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

3. GEP introduced 4 best practices and roadmap: (1) Unified Source-to-Pay Platform, (2) Agile Methodology for Software Development, (3) Software Release and Update Cycles, and (4) Customer Success: Providing a High Touch Support Experience Throughout Engagement.

- Latest Technology – No – don't address any. Address their process as in number 3 above.
- Timely updates – yes – Quarterly and biweekly; however, **it's a bit confusing as they use words such as “generally available” Would like to see a more definite timeframe and surety.**
- Alternative Best Practices – yes see below bullet.

- Cost Reduction – Yes – Claim price compression will save 4% – 7% average realized savings, spend compliance 10%-50% reduction of noncompliant spend, productivity 40%-60% reduction in non-value added work, and working capital 10-20% extension in pay terms and 5-30% Increase in early pay discounts.
- Product Roadmap and Cont. Improvement. – Yes – see number 3 above.

4. Innovations and Value-Added Features/Services – pages 21 - 22

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

4. Yes - Completed section. They list Level (1) Organization Maturity Assessment, (2) Opportunity Assessment (3) Market Intelligence (4) Category Management. Explained further below.

- GEP illustrates their Assessment Approach in a 4 graphs and explains they would work with State to create a plan to outline desired outcomes by looking at various pieces of procurement operating models and identifying areas of improvement along with other types of analysis. **This reminds me of a BPM.**
- GEP illustrates in 3 graphs how they can analyze procurement spend to identify savings opportunities using GEP benchmarks, SME inputs, and industry best practices.
- GEP illustrates in 5 graphs how leveraging GEP's extensive network of SMEs and researchers could elevate the knowledge and awareness of State's procurement.
- GEP illustrates in 2 graphs a process for end-to-end category management across categories for sustainable outcomes

5. Customizations/Extensions – pages 22 - 23

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

They provide preconfigured application deployed as a standard configuration. They suggest using the standard out of the box software, but will configure as necessary per the requirements of the State.

6. Alternative Funding Models – Pages 23 - 27

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outlined above for each recommended funding model.

GEP does not have alternate funding models. They refer to Exhibit 3. Cost Proposal and other revisions of cost proposal.

7. Contract Transition and Flexibility – page 27

GEP complies with the contract review process and transition if negotiate terms. I feel they misunderstood the point of this question.

B. Functional Requirements: pages 28 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40. Matrix completed. 5 – High (21, 26, 27, 28, 39), 3 – Medium (9, 25, 36), rest are all “L” Low level of complexity, 3 – “CF Configuration Items (3, 5, 25), 1 – “C Customization/Extension” (39), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Request through Pay Software, GEP Sourcing/Bid Management Software, Contract Management, Procure-to-Pay.
 - For most of the items in 1 – 7 GPE offers use of their system, but these questions are about being able to integrate with other eProcurement Workstreams. In areas where GEP does do this they suggest links or to CF.
 - I do like seeing that the level complexity is not all “L”. It shows GEP put thought into each for each item.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
 - #36 GEP has their own built in electronic signature solution instead of a partnership like docuSign, or adobe sign
 - #38 For number of licenses – sounds like gave cost based on what was provided in proposal; however, they confirm licensing is unlimited for business and supplier users. This may be deceiving, might want to confirm again that it's unlimited also for “State users”
2. Supplier Portal. Tab 3, SPR-1 through SPR-23. Matrix was completed. 1 – High (19), 1 – Medium (6), rest are all “L” Low level of complexity, 1 – “INT - Integration/Interface”(19), 1- “CF-Configuration Item” (6), and the rest “A – Available”. Solutions/Tools/Modules covered – Supplier Enablement / Management Software, GEP Core Platform, Contract Management, Request through Pay.
 - #13 I find it interesting that GEP has their own OCR in-house system. Nice to know, if State did not want to use or integrate theirs.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43 Matrix – was completed. 1 – Medium (36), rest all “L” Low level of complexity, 1- “CF-Configuration Item”, and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement / Management, Core Platform.
 - The “A” fields seem to be satisfactorily answered and their solution meets the standards.
 - For the INT items 19-27. GEP has a partnership with Global Risk Management Solutions (GRMS), Rapid Ratings and with TinCheck that provides most of these services. GEP Software will enable a link to these partners to allow users to view. My concern here would be the risk of leaving their system (if any), what security measures are in place?
4. Buyer Portal. Tab 3, BPRT-1 through BPRT-15. Matrix completed. 1 – Medium (9), rest are all “L” Low level of complexity. 1- “CF-Configuration Item”(9), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Request through Pay Software, GEP Supplier Enablement / Management.
 - The “A” fields seem to be satisfactorily answered.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
5. Need Identification. Tab 3, NEED-1 through NEED-7 Matrix completed. All “L” Low level of complexity. 1-“CF-Configuration Item”(5), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Sourcing Bid Management, Contract Management, and Request through Pay Software.

- The CF item does not seem to pose a problem. Other items seem to be standard within the software.
6. Request through Pay Workstream. Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11. Matrix completed. 1–High (PRD28), 5–Medium (PRD11, PRD56, WRK13, PO16, PC1-3, PC5-8, PC10-15, PC17-PC19, and PC21, RC4), rest are all “L” Low level of complexity, 17 – “IN - in development” (PC1-3, PC5-8, PC10-15, PC17-PC19, and PC21), 1- “CF-Configuration Item” (RC21), and the rest “A – Available”. Solutions/Tools/Modules covered–GEP Request through Pay Software, Contract Management.
 - For PRD (Purchase Request Development): No issues with this section. GEP’s responses meet the standards and our requests.
 - WRK (Workflow Management): All requirements in this section are sufficiently answered.
 - PO (Purchase Order Generation & Management): All requirements in this section are sufficiently answered.
 - PC (Payment Card Functionality): Much of the complexity is medium and the availability is “in development”. This is concerning if a State is counting on this service.
 - RC (Receiving): All requirements in this section are sufficiently answered.
 - INV (Invoicing): All requirements in this section are sufficiently answered.
 7. Catalog Capability - Tab 3, CAT-1 through CAT-40. Matrix completed. 1–High (19), 5–Medium (4,21,25,32,33) and the rest all “L” Low level of complexity, 4–“CF Configuration Item” (31-34), 1 – “ID - in development” (38), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Request through Pay Software, Contract Management.
 - Missing 38 – “The eProcurement Catalog functionality should provide the ability for catalogs to be accessible and searchable without requiring the user to login (e.g. public access for read/search only access). State must be able to specify any fields that will not be publicly visible (e.g. Tax ID).” GEP says “ID” and will work with State to have.
 - Other than 38 - All requirements in this section are sufficiently answered.
 8. Sourcing/Bid Management Workstream. Tab 3, SRC-1 through SRC-151. Matrix completed. 1–High (151), 5–Medium (31,77,78,83,138) and the rest all “L” Low level of complexity, 7–“CF Configuration Item” (17,18,73,76,102,138,147), 1–“ID - in development”(109), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Sourcing/Bid Management Software, Contract Management.
 - Items 15 and 16 – GEP says they can handle a surplus sealed bid and IFQC, but then say they would further like to discuss the requirement in detail with State as we move ahead in this process. Clarify – can they handle this type of procurement?
 - In some areas they offer multiple ways to tackle a situation – for example SRC72. This is seen throughout the Matrix.
 - Rest of requirements in this section are sufficiently answered.
 9. Contract Management. Tab 3, CNT-1 through CNT-88. Matrix completed. 3–High(30,71,72), 4–Medium (38,41,45,70) and the rest all “L” Low level of complexity, 8–“CF Configuration Item”(20,34,45,51,65,66,71,72), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement/Management, Request through Pay Software, Contract Management.
 - Items 71 and 72 – GEP says they can track suppliers admin fees , but then say they would further like to discuss the requirement in detail with State and understand the logic behind the calculation.
 - Rest of requirements in this section are sufficiently answered.
 10. Vendor Performance Tab 3, VPE-1 through VPE-25. Matrix completed. 1–High(14), and the rest all “L” Low level of complexity, 1–“CF Configuration Item”(15), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement/Management, Request through Pay Software, Contract Management.
 - Requirements in this section are sufficiently answered.
 11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37. Matrix completed. 2–High(32,33) and the rest all “L” Low level of complexity, 1–“CF Configuration Item”(37), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Platform.

- Question #37 – where GEP can offer comparison of punchout item to non contract item. They state yes as long as the supplier is ok exposing themselves to GEP web crawlers. Even if they are ok with this, is there enough security for State and any other web crawlers?
- Rest of requirements in this section are sufficiently answered.

C. **Technical Requirements: pages 49 - 74**

1. **Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.
 - Maintains a 99.8% uptime with a 24x7 availability.
 - Use Microsoft Azure (for backup)
2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
 - Short 3 sentence slide that gives confirmations that GEP: Observes ADA compliance standards, follows WCAG2.1 level AA guidelines, and will provide ACR.
3. **Audit Trail and History RTM:** Tab 4, TECH-1 through TECH-5. Matrix completed. 1–Medium(5) and the rest all “L” Low level of complexity, All “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - Audit logs are retained until end of contract life.
 - Mentions backup policies and use of Microsoft Azure backup.
 - Much crossover between slide in technical proposal and matrix. No concerns.
4. **Browsers Supported**
 - The general web browsers are supported (Microsoft Internet Explorer, M Edge, Chrome, Firefox, and Safari). No concerns.
5. **User Accounts and Administration RTM:** Tab 4, TECH-6 through TECH-20. Matrix completed. 1–Medium(12) and the rest all “L” Low level of complexity. 1–“CF Configuration Item”(16), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - No concerns. Meets requirements.
6. **User Authentication RTM:** Tab 4, TECH-21 through TECH-25. Matrix completed. 1–High(24) and the rest all “L” Low level of complexity, 1–“ID In Development”(25), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - #21 – Like the fact that they use Microsoft Active Directory for Single Sign on.
7. **Federated Identity Management –** No concerns. Meets requirements.
8. **Data Conversion RTM:** Tab 4, TECH-26 through TECH-34. Matrix completed. 1–High(28), 1–Medium(30), and the rest all “L” Low level of complexity. With all “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform, Software Implementation services for Supplier Enablement Management, Services for Software Implementation, Services for Spend Analysis, Services for Sourcing/Bid Management, and Services for Request through Pay.*
 - Seem flexible in their approach to converting data and working with the State. A couple assumptions, but they are reasonable.
 - GEP provided many slides with graphs and pics laying out the conversion process. – I found this helpful.
9. **Interface and Integration RTM:** Tab 4, TECH-35 through TECH-60. Matrix completed. 1–Medium(60) and the rest all “L” Low level of complexity, 1–“ID In Development”(55), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform, Request through pay software, contract management, supplier enablement management.*
 - Met all requirements besides the Pcard #55 which is ID.
 - They list many ERP systems they have or currently integrate with (SAP, Oracle, PeopleSoft, JD Edwards, MS Dynamics, CGI Advantage, etc.) and provide options of how to integrate.

10. Office Automation Integration
 - Yes, GEP integrates with Microsoft products listed and others.
11. Mobile Device Support RTM: Tab 4, TECH-62. Matrix completed. "L" Low level of complexity, "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - Yes it can be accessed Mobily
12. Mobile Applications - Nothing add here.
13. Data Ownership and Access
 - State will retain all ownership of data.
14. Date Retention, Archive and Purge Considerations RTM: Tab 4, TECH-63. Matrix completed. 1– "L" Low level of complexity, "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - Met all requirements. No concerns.
15. Disaster Recovery Plan
 - Coupa.
16. Solution Environments RTM: Tab 4, TECH-64 through TECH-67. Matrix completed "L" Low level of complexity, "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - State would receive four environments Development, Quality Control/User Acceptance Testing, Training, and Production.
 - Graphs of each environment are provided and at what point in the process they are used.
17. Solution Technical Architecture
 - Met all requirements. No concerns.
 - Graphs and tools that will be used are provided in the tech. proposal.
18. Solution Network Architecture
 - Again – great graphs listing the software used and when scans, patching, etc. are done.
19. System Development Methodology
 - Normal PM with much explanation and tables/graphs.
20. Service Level Agreement
 - GEP notes they want to discuss and finalize SLA requirements with State and refers us to the GEP SLA.

D. Security Requirements: pages 75 - 94

1. Cloud Security Alliance (CSA) Compliance
 - GEP supplied a CAIQ in file 3; I will rely on my more experienced SMEs to help evaluate the CAIQ.
2. Security and Privacy Controls
 - No Concerns based on data in the proposal.
3. Security Certifications
 - No Concerns based on data in the proposal.
4. Annual Security Plan
 - GEP details out their annual security plan.
 - GEP notes that they understand NASPO has asked for any additional documents and to see refer to GEP Appendix 2' which is their Information Security Policy. This will need to be reviewed when negotiating.
5. Secure Application and Network Environment
 - refer to GEP Appendix 3' which is their SMART Application Architecture & Security Overview.
6. Secure Application and Network Access – Tab 5, SEC-1 through SEC-6. Matrix completed. 2– Medium(1,2) and the rest all "L" Low level of complexity, 1–"CF Configuration Item"(2), 1–"ID In Development"(3), and the rest "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - Mentions backup policies and use of Microsoft Azure backup.
 - GEP meets some of the requirements in this section but need to customize or develop others.
7. Data Security – nothing to add.
8. Personally Identifiable Information Protection – nothing to add.
9. Security/Privacy Issue Occurrence – nothing to add.
10. PII Data Actual/Attempted Access or Disclosure – nothing to add.
11. Security Breach Reporting – nothing to add.

E. Implementation Services Requirements: pages 95 - 127

- Matrix completed. 1–High(5) and rest “L” Low level of complexity and all “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - Seems to have many options for finding help and solutions for customers.
1. Project Management
 - GEP recommends AGILE implementation methodology with sprints and multiple workstreams.
 - They provide graphs and timelines.
 2. Project Implementation Methodology –
 - Reference bullets in #1 above.
 - Roles of both side are explained well.
 - Typical challenges are outlined.
 - The rest is fairly basic project knowledge or definitions of such.
 3. Catalog Support Services
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 4. Data Conversion Services
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 5. Interface/Integration Development Services
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 6. Organizational Change Management (OCM Services)
 - Change Management is nice to have as an option. GEP would be performing this. The approach they offer is standard.
 7. Training Services
 - good, maybe a bit more.
 8. Help Desk Services – good.
 - #3 – GEP provides a dedicated team of resources (helpdesk) for users and providers to call 24x5 via phone or email. This is a nice plus.
 - Great.
 9. On-Site System Stabilization Support – nothing to add.

F. Managed Services Requirements: pages 128 - 136

- Matrix completed. All “L” Low level of complexity and “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
1. Solution Support
 - Lay out roles in GEP and what each role will be responsible for after the implementation.
 - Lay out graphs of how the system is supported as well.
 2. Organizational Change Management (OCM Services) – see section E comments above, but also a nice graph on explaining ADKAR of Change Management.
 3. Training Services – see section E comments above.
 4. Help Desk Services – see section E comments above.
 5. Transition Out Assistance Services
 - GEP says they will be flexible when transitioning out and believes 4-6 months is optimized timeline for transitioning out.

G. Other Available Services: pages 137 - 139

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

- RTM: Tab 7, MNGD-1
- Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).
- Points to slides 18-37. Which is their Innovations and Value-Added Services Section.

H. Video Demonstrations: pages 140 - Page 140 of their technical proposal – a link

- Yes provided. Detailed and covered all of their 45 min.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1

DATE: 09/22/2021

EVALUATOR NAME: Joe Zrioka

EVALUATOR DEPARTMENT/STATE: State of Maine - Division of Procurement Services

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - GEP Smart Unified Source to Pay software
 - GEP NEXXE Cognitive Supply Nexus
 -
2. Previous Projects
 - Viatris – implemented direct and indirect buying and accounts payable
 - UCAL – Spend Analysis, Sourcing, Contract Management, Supplier Management
 - Chevron – eProcurement not present in project
 - LDS Church – Contract and Supplier Management
 - UMASS – no evidence of eProcurement
 - Reference calls should be coordinated through GEP
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Combined state and GEP org chart specific to the project
 - Roles defined
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B report 10/19/2020
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 1
DATE: 12/16/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **YES**

User Experience **YES**

Bidder Best Practices and Roadmap **AGILE, Maintenance Release/testing tight window for bug fixes, minor/low impact enhancements, manage commercials?**

Innovations and Value-Added Features/Services **Organizational Maturity Assessment – IT Procurement not identified, spend analysis, Market Intelligence. How is category management providing more value than the solution itself? I expect increased spend visibility, contract compliance, improved Supplier Performance – Is this innovation or additional cost?**

Customizations/Extensions **YES**

Alternative Funding Models **"GEP does not have any alternate funding models."**

Contract Transition and Flexibility **"GEP is able to comply with the contract review process and transition to a state's current contract terms"**

Functional Requirements

General Functionality **YES - 1 Customized, 3 configurations w/one medium effort, and 36 out of the box.**

Supplier Portal - **1 configuration w/medium effort, 1 integration w/high effort, and 21 out of the box**

Supplier Enablement/Management **9 integrations w/low effort and 34 out of the box.**

Buyer Portal **1 configurations w/medium effort, and 14 out of the box**

Need Identification **1 configurations w/low effort, and 6 out of the box**

Request through Pay **62 out of the box – Purch Req, 28 out of the box for Wrkflw mgt, 29 out of the box for PO gen and mgt, 17 in devp and all w/medium effort and 4 out of box for Pcard, 1 configuration w/low effort, and 20 out of the box for Receiving, 11 out of the box for invoicing.**

Catalog Capability **4 configurations w/medium (2) and low (2) LOE, 1 in devp w/low LOE, 34 OOBX**

Sourcing/Bid Management **7 configurations w/medium (1) and low (6) LOE, 1 in devp w/low LOE, 141 OOBX**

Contract Management **8 configurations w/medium (1) and low (5) and high (2) LOE, 80 OOBX**

Vendor Performance **1 configuration w/low LOE, 24 OOBX**

Purchasing/Data Analytics **1 configuration w/low LOE, 36 OOBX**

Technical Requirements

Availability **7 days/week twenty-four hours/day excluding scheduled maintenance and outages**

Accessibility Requirements **WCAG2.1 and Accessibility Conformance Report (based off a VPAT)**

Audit Trail and History **not sure minimum was met for user identifier, date/time stamp, field that was changed and the change that was made.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 1
DATE: 12/16/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Browsers Supported **YES** Microsoft Edge (Version 70.0 and above), Google Chrome (Version 70.0 and above), Firefox and MacOS Safari
User Accounts and Administration **RBAC**
User Authentication **SAML**
Federated Identity Management – **SSO MFA**
Data Conversion **ETL, Cleanse and Standardize** addresses (Country, Region, City & Street), “Harmonize”
Interface and Integration **CGI Advantage** (example) 2 options for integration
Office Automation Integration **hosted on Microsoft Azure** and integrates with Microsoft Office products
Mobile Device Support **GEP Software** is a mobile-native procurement platform
Mobile Applications **GEPSMART** mobile app on Apple App Store and Google PlayStore
Data Ownership and Access **Missing?**
Data Retention, Archive and Purge Considerations **Yes but what standard?**
Disaster Recovery Plan **Annual test** does it include clients, is this Azure's DR test?
Solution Environments **Development/Quality Control, UAT, Training, Production Environments, multi-tenant mode**
Solution Technical Architecture **YES**
Solution Network Architecture **YES**
System Development Methodology **Agile development life cycle using Azure Dev Ops development tools, Functional, SIT, UAT, Regression/Automation, performance testing. Change Request Governance Process.**
Service Level Agreement **GEP would like to discuss and finalize the SLA requirements**

Security Requirements

Cloud Security Alliance (CSA) Compliance **CAIQ**
Security and Privacy Controls **Did not answer NIST 800-53 question**
Security Certifications **SOC1 Type II and SOC2 Type II, ISO 27018, PCI DSS v1.1, FedRAMP High, CJIS, IRS Publication 1075, HIPAA**
Annual Security Plan **No**
Secure Application and Network Environment **YES**
Secure Application and Network Access **YES**
Data Security **YES**
Personally Identifiable Information Protection **GDPR compliance**
Security/Privacy Issue Occurrence **reports any high severity security breach within 4 hrs – define high**
PII Data Actual/Attempted Access or Disclosure **YES**
Security Breach Reporting **2 hour and 24 hour notification cannot be met**

Implementation Services Requirements

Project Management **AGILE, roles/responsibilities defined**
Project Implementation Methodology **Sm Med Lrg, Risk/Mitigation strategies, Configuration/change control, Issue Tracking/Management,**
Catalog Support Services **hosted and punchout catalogs**
Data Conversion Services **Data centralization, Standardization, enrichment, and optimization**
Interface/Integration Development Services **YES**
Organizational Change Management (OCM Services **Human Centric Change Management**
Training Services **Train the trainer approach no training plan example**
Help Desk Services **global, severity levels**
On-Site System Stabilization Support **On site is on call**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 1
DATE: 12/16/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Managed Services Requirements

Solution Support **YES**
Organizational Change Management (OCM Services **YES**
Training Services **YES**
Help Desk Services **YES**
Transition Out Assistance Services **robust**

Video Demonstrations

- Dashboard
- Templates
- Clause repository which can link to contracts
- Contract wizard
- Supplier enablement
- Vendor performance scorecards
- IT Procurement
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1-Full Solution

DATE: 8/22/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Heavy marketing visuals in presentation
 - Overuse of market buzzwords
 - Underwhelmingly curious if they perform in all capacities the proposal identifies
2. Previous Projects
 - Results are buzz word driven. No savings identified worthy of expense beyond process efficiencies
 - Results achieved are just marketing focused, with vague points
 -
3. Subcontractors
 - GEP is full-service (why also submitting proposals with subcontractors?)
 -
4. Organizational Chart
 - Separate Org Chart from other GEP proposals.
 - Personnel role responsibilities are general in nature.
 - Different titles of employees from other proposals
5. Litigation
 - No litigation identified
 -
 -
6. Financial Viability
 - D&B results not showing concern
 - Unsure about their subcontract KPMG
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 11/02/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- (Page 5) Centralized platform. Is this all or none, integration with other platforms?
- (8) Do suppliers have access outside of the portal?
- (10) High levels of functionality
- (13) Non-Value-added work reduction 40-60% is valuable
- (14) Agile no customization to cloud, unclear any potential impact to existing processes
- (15) Bi-Weekly maintenance releases seem overly frequent
- (23) Good gap analysis linking to reporting capabilities
- (24) Would like to see F2F workshops offered as well as virtual
- (30) How does Supplier database incorporate local and OSD vendors?

Functional Requirements

- (48) Interesting how the document process moves from one action to the next
- (46) Show good functionality across different workflows, very robust
- (60) Unsure if catalog search includes both hosted and punchouts including level 2
- (65) Concerned about the "Preferred Supplier" and what makes them chosen over others.
- (70) alludes to level 2 punchouts (searchable in the platform) but only if suppliers allow. How many suppliers allow this?
- (73) Sourcing seems very intuitive
- (79) Vendor Performance is good in the way it creates scorecard type data
- (82) Purchasing data has lots of functionality, would like to better understand if it is perhaps too much
- (RTM Tab 3, line 11, EPROC-SPR-7). Allow supplier access to solicitations, both invited and all others. Response did not meet the requirement. Did not address access to suppliers that have not been invited.

Technical Requirements

- (86) Availability should consider maintenance both planned and unplanned. The method identified is only identifying unexpected events relative to the vendor. The customer is inclusive of all events of any form where the service is unavailable. Their method is providing questionable percentages.
- (97) Single Sign on is preferred
- (102) Good data normalization
- (107) ERP integration is important as most states have existing solutions they will not abandon

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 11/02/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Security Requirements

- (CAIQ line 135) Does not support BYOD. Would Single Sign On at state level allow this?
- (CAIQ line 207) Unsure if test environments are available
- (CAIQ lines 216-219) Unsure of liability relationship with GEP and MSFT using Azure. GEP reference to MSFT portal only raise concerns with data breaches or problems and who is liable.
- (CAIQ line 245) No BYOD support, how will this impact states that do not provide state owned laptops/mobile devices to all employees?
- (160) Breach does not include any credit monitoring by vendor or liability acknowledgement

Implementation Services Requirements

- (163+) Project Implementation Methodology is robust
- (167) Projected time periods are not discussed, only unspecified milestones
- (192) How does future state design consider state needs

Managed Services Requirements

- (234) MSFT Intune is MSFT service, GEP does not manage.
- (215) Are training options varied (virtual/In-Person)

Video Demonstrations

- Dashboard formatting is hard on the eyes
- Can create solicitations within the platform
- Scoring within platform with weighted percentages or formulas
- Can invite suppliers, can suppliers invite themselves?
- Evaluators score within
- Interesting Parent-Child relationships
- Unknown if shopping search looks at punchout catalogs
- Results show non-contracted items. Where are they coming from?
- Where do accounting details come from?
- Can reject line items in requisitions or only entire request?
- Does this work with Peoplesoft?
- Supplier management is manual process for data entry?
- Does supplier profile integrate with Oracle or other platforms?
- Arbitrary supplier scorecard?
- Reporting seems intuitive

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1

DATE: 08/23/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - End to end procurement and supply chain
 - 20 years
 - Woman and minority owned
2. Previous Projects
 - Viatris, UCAL, Chevron and LDS Church
 -
 -
3. Subcontractors
 - Global Organization of independent professional services firms.
 -
 -
4. Organizational Chart
 - Org chart is combination of Client, KMPG and GEP
 -
 -
5. Litigation
 - No material or significant claims, litigation or regulatory actions in the past 5 years
 - No law suits
 -
6. Financial Viability
 - D & B Low risk
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

7	Single point of entry for all procurement activity based on their needs or use of the solution	
7	Smart Routing – Wizard driven capabilities	Positive
7	Portal – informs users and supports user work management	

User Experience

8	Wizard driven capabilities	Positive
8	Mobile app has access to many areas. Catalogs, create requisitions, approvals and to view dashboard.	Strength
8	User sets up the look of the dashboard and it stays that way for next login	

Bidder Best Practices and Roadmap

14	Approach to implementation is based on progress made and not timeline	Positive
15	Quarterly general release sent to UAT for a week and then to production. It is sent to production in Default Off mode	Weakness
15	Maintenance release every 2 weeks to fix bugs. Handle like quarterly release – sent to UAT for 1 week first. “the participating entity is not obligated to accept and implement any recommendations.”	Weakness

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Innovations and Value-Added Features/Services

18-37	<p>These are optional</p> <ol style="list-style-type: none"> 1. Organizational Maturity Assessment – 16 weeks – a lot of time and a lot of people involved to get current state assessment. 2. Opportunity Assessment -spend analysis on current practices. 3. Market Intelligence 2-3 days for off the shelf report. 2.5 weeks for detailed reports 4. Category Management 	1.Concern- we do know pricing - depends on scope, level of detail, and timing
-------	---	---

Customizations/Extensions

39	Customizations are done with the help of a user's group call PAG. Based on the feedback given, GAP prepares its product roadmap for all of the solutions.	
----	---	--

Alternative Funding Models

41	GEP does not have any alternate funding models.	
----	---	--

Contract Transition and Flexibility

43	Able to comply with the contract review process an transition to a state's current ter4ms.	
----	--	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Functional Requirements

General Functionality

GEN 1	Cloud Based. SAAS Solution. Yes	
GEN 2	Yes	
GEN 3	Requires vendor to register through a form	Weakness
GEN 4	Yes	
GEN 5	Configuration items – 3 ways to set up	Weakness
GEN 6	Yes	
GEN 7	Yes	
GEN 8	Yes	
GEN 9	Yes	
GEN 10	Yes	
GEN 11	Yes – can upload 5 docs at a time. Limit of 30MB per document but the size can be increased or decreased per state's requirements	Positive
GEN 12	Yes – able to search across transactions/documents	Positive
GEN 13	Yes	
GEN 14	Yes	
GEN 15	Yes	
GEN 16	Yes	
GEN 17	Yes	
GEN 18	Yes	
GEN 19	Yes	
GEN 20	Yes	
GEN 21	Yes – High level 181-500 Hours	Concern

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

GEN 22	Yes	
GEN 23	Yes	
GEN 24	Yes	
GEN 25	Will not be user's email. It will come from gep.com Medium 41-180 hours	Concern
GEN 26	Integrate with gateway system. High 181-500 hours	
GEN 27	Yes	
GEN 28	Yes	
GEN 29	Time zone set per user	
GEN 30	Yes	
GEN 31	Yes	
GEN 32	Yes 16 languages	
GEN 33	Yes	
GEN 34	Yes	
GEN 35	No comment library. – does have comment feature between invited internal stakeholders.	Weakness
GEN 36	Yes	
GEN 37	Yes	
GEN 38	Assumes number of users as indicated in the cost exhibit workbooks. "We do support unlimited licenses for business users and supplier users"	
GEN 39	Yes - High 181-500 hours. The anticipated date of delivery will be aligned with the state go live date	
GEN 40	Yes. Real time	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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CATEGORY #(s): 1 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Supplier Portal

SPR	GEP will onboard all suppliers in the beginning and approved vendors will have access for ongoing basis	Weakness
-----	---	----------

Supplier Enablement/Management

54	Yes, meets requirements and can be used to pre-qualify suppliers	
----	--	--

Buyer Portal

58	Yes, meets requirements. Users can track the entire lifecycle of the transaction from Request – Invoice	
----	---	--

Need Identification

62	Yes, meets requirements	
----	-------------------------	--

Request through Pay

64	Yes, meets requirements. What if there is no contract to match to an order?	
67	3 ways for service procurement.	
PRD 1-12	Yes	
PRD 13	Did not answer correctly	
PRD 14-27	Yes	
PRD 28	Yes, it can handle a trade-in at line item. Would we want to be able to have a negative PO total? For any reason? Not possible here.	Question
PRD 29-36	Yes	
PRD 37-39	User must enter the non-contract items. System does not capture this item for the future or to update a state contract.	Weakness
PRD 40-55	Yes	
PRD 56	Should provide a means to limit creation of backdated purchases. GEP would like to further discuss this requirement in detail with State/Participating entities	Question
PRD 57-62	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Catalog Capability

70	Hosted Catalogs, Punch out catalogs and internal catalogs. At the time of implementation, GEP will configure any state/participating entity specific punch out catalogs.	
CAT 1-18	Yes	
CAT 19	Can support negative number on line item but cannot have a negative number for the total.	
CAT 20 -37	Yes	
CAT 38	Contracts should be searchable without having to login. State can identify fields that should not be shown	In development
CAT 39-40	Yes	

Sourcing/Bid Management

SRC 1-36	Yes	
SRC 37	Updating a template that is available to all users may cause updates to other's templates already in use	Weakness
SRC 38-55	Yes	
SRC 56	SRC has a "what if" analysis feature that allows sourcing managers to dynamically weigh/assign different weightables to evaluators/sections/price sheets	Positive
SRC 57-66	Yes	
SRC 67	Vendors must contact the buyer to be added to an event if they are not registered.	Weakness
SRC 68-76	Yes	
SRC 83	Pre-responses/pre-proposal event on-line sounds like just a link sent out to supplier. Event takes place and can be recorded and then link put on public procurement website	
SRC 84-101	Yes	
SRC 102	No option for electronic signature	Weakness
SRC 107	Cannot block electronic submittal when asking for only hard copy	Weakness
SRC 108	Yes	
SRC 109	Buyer cannot enter in supplier's proposal so it is electronic. Future functionality	Weakness

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

SRC 110 - 151	Yes	
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Contract Management

CNT 1-17	Yes	
CNT 18	Contract management is functional. Allows users to create contracts in multiple ways. <ul style="list-style-type: none"> • Templates • From existing contracts • From scratch • Intuitive wizard driven process • Contract OCR process for suppliers' papers. 	
CNT 19-88	Yes	

Vendor Performance

Pg. 79-80	Does have functionality	
VPE 1-25	Yes	

Purchasing/Data Analytics

82	Meets requirements	
PDA 1	Reporting done 3 ways <ol style="list-style-type: none"> 1. Configurable 2. Pre-packages 3. In-depth reporting tool 	Positive

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: GEP

CATEGORY #(s): 1 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Technical Requirements

Availability

86	Meets requirements	
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Accessibility Requirements

88	Meets requirements	
----	--------------------	--

Audit Trail and History

Tech 1-5	Meets requirements	
-------------	--------------------	--

Browsers Supported

92	Can use any browser with a basic internet connection. Recommends Microsoft Edge and Google Chrome	
----	---	--

User Accounts and Administration

94	Meets requirements. Role based access Control	
Tech 1-17	Yes	
Tech 18	Notifies just change in login not every action taken	
Tech 19-20	Yes	

User Authentication and Federated Id management

Tech 21-25	Yes	
---------------	-----	--

Data Conversion

Tech 26-34	Yes	
---------------	-----	--

Interface and Integration

Tech 35-60	Yes – Except for #35 – not real time transfers. Lists 2 options for State ERP system	
---------------	--	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Office Automation Integration

Tech 61	Yes - compatible	
------------	------------------	--

Mobile Device Support

Tech 62	Yes	
------------	-----	--

Mobile Applications

Tech 62	Yes	
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Data Ownership and Access

	Missing	
--	---------	--

Date Retention, Archive and Purge Considerations

Tech 63	Yes	
------------	-----	--

Disaster Recovery Plan

Pg.118	Not a good description of the disaster plan.	Weakness
--------	--	----------

Solution Environments

Tech 64	Training environment not provided. UAT will be used and any defects will be fixed on the next cycle	Weakness
------------	---	----------

Solution Technical Architecture

	Yes	
--	-----	--

Solution Network Architecture

	Yes	
--	-----	--

System Development Methodology

	Yes	
--	-----	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Service Level Agreement

	GEP would like to discuss and finalize the SLA requirement with state/participating entity.	Problem
SLA appendix 1	Depending on severity – service could be 1 hour to 45 business days.	

Security Requirements

Cloud Security Alliance (CSA) Compliance

136	Must fill out CAIQ	
-----	--------------------	--

Security and Privacy Controls

139	GEP policy and governance framework is modeled as per ISO 27001 reviewed and updated annually	
-----	---	--

Security Certifications

141	Yes	
-----	-----	--

Annual Security Plan

143	Described Annual Security Plan. Upon award contractors must develop, implement and thereafter maintain annually a security plan.	
-----	--	--

Secure Application and Network Environment

144	Meets requirements	
-----	--------------------	--

Secure Application and Network Access

149	yes	
SEC 1-5	Cannot currently force a lock-out but they will build that feature	

Data Security

154	Meets requirements	
-----	--------------------	--

Personally, Identifiable Information Protection

156	Meets requirement	
-----	-------------------	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 1 Stage 2
DATE: 11/15/2021
SME/EVALUATOR NAME: Stacey Winter
DEPARTMENT/STATE: Purchasing North Dakota State University

Security/Privacy Issue Occurrence

158	Does not meet time requirements for notifying the entity of the issue. They say on page 158 that they will investigate the security breach and take reasonable action to identify, prevent and mitigate the effects of the breach	Concern
-----	---	---------

Security Breach Reporting

	See above	
--	-----------	--

Implementation Services Requirements

Project Management and Project Implementation Methodology

164-- 194	Meets requirements. Need to be able to adjust timeline as needed. Will need more detail per implementation. The plan here is pretty high level.	Concern
--------------	---	---------

Catalog Support Services

185- 190	Meets requirements	
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Data Conversion Services

191	Meets requirements	
-----	--------------------	--

Interface/Integration Development Services

200	Set up of rules to keep from sending redundant data. Will conduct unit testing and troubleshoot for interface failures.	
-----	---	--

Organizational Change Management (OCM Services

203	Must provide change management services	
-----	---	--

Training Services

213	Meets requirements. Different types of training for different learning styles. Develop trainee group. Train the trainer	Positive
-----	---	----------

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Help Desk Services

217-225	Meets requirements	
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On-Site System Stabilization Support

230	GEP availability but not on site	Weakness
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Managed Services Requirements

Solution Support

--	--	--

Organizational Change Management (OCM Services

--	--	--

Training Services

	Meets requirements – same as above	
--	------------------------------------	--

Help Desk Services

	Same as above	
--	---------------	--

Transition Out Assistance Services

	RFP is 1 year vs. 4-6 months	concern
--	------------------------------	---------

Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1

DATE: 08/19/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 20 + years experience. Formed in 1999
 - Minority and Women owned
 -
 -
2. Previous Projects
 - University client
 - Church client
 - Large Gas Company
 -
3. Subcontractors
 - No Subcontractors for this response
 - GEP would provide software, implementation and value added services
 -
4. Organizational Chart
 - Supplied extensive organizational chart
 - Supplied roles and definitions for GEP team
 - Supplied roles and definitions for entity team
5. Litigation
 - Bidder stated none to report
 -
 -
6. Financial Viability
 - Supplied Duns & Bradstreet report.
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): Stage 2, Category 1 – Full Solution
DATE: 11/08/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

One of my major concerns with this response is the vendor has requested many times that they would like further discussion on some of the requirements listed. This response also has many concerns where the entire requirement listed was not addressed in their response.

I believe the concerns would need to be addressed (i.e., PCard functionality) in order for their solution could be offered. I think some of the "clarifications" need be addressed for me to feel comfortable with their solution offering.

General Principal and Requirements

Key Solution Functionality Elements

- PDF Page 5 – Need form completed to be taken to proper module. Page 6 -Will configure catalogs and punchouts. Restrict access to documents. STRENGTH – Cross Functional reporting. Will configure to state specific cases.

User Experience

- STRENGTH Page 8 PDF – User personalization and access tasks from landing page
- Mobile Capability

Bidder Best Practices and Roadmap

- PDF Page 13 – STRENGTH – Best Practices. PAGE 15 – Default OFF Releases!

Innovations and Value-Added Features/Services

- PDF Page 19 – Organizational and Opportunity Assessment, Market Intelligence and Category Management. Lots of information and informational charts!

Customizations/Extensions

- PDF Page 39 – Highly configurable and lays out customer roadmap

Alternative Funding Models

- CONCERN – No alternative funding models available.

Contract Transition and Flexibility

- This vendor complies to this statement.

Functional Requirements

General Functionality

- STRENGTH EPROC-GEN-5 – Multiple options for posting data.
- WEAKNESS -EPROC-GEN-7 – Fill form to gain access?
- WEAKNESS -EPROC-GEN-8 – Can search by commodity code?
- STRENGTH - EPROC-GEN-11 – Can increase the file limit of 30MB.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- STRENGTH - EPROC-GEN-17 – Nice to be able to have new release data in the OFF by default mode.
- WEAKNESS - EPROC-GEN-25 – Does not allow email domain change to state email domain on emails sent from the system.
- CONCERN - EPROC-GEN-26 – Need to integrate with ERP to track administrative fees.
- STRENGTH - EPROC-GEN-36 – System has its own “built in” signature process but can integrate as well.

Supplier Portal

- STRENGTH - EPROC-SPR-13- Multiple ways for supplier to submit invoices.
- CONCERN - EPROC-SPR-15 – Did not mention if the SUPPLIER could not get to the historical data in the supplier portal?
- CONCERN - EPROC-SPR-19- Must submit administrative fees via an integration.
- CONCERN - EPROC-SPR-20 – Response seems to be on the user side rather than the supplier portal side?
- CONCERN - EPROC-SPR-23 – Response seems to be on the user side rather than on the supplier side?

Supplier Enablement/Management

- STRENGTH - EPROC-VDR-6 – Each contact can have their own log in to the supplier portal.
- CONCERN - EPROC-VDR-13 – Response did not address the foreign suppliers designation?
- STRENGTH - EPROC-VDR-16 - Triggers expire notifications on certificates
- CONCERN - EPROC-VDR-20 thru EPROC-VDR-27 – These responses ALL refer to the response in EPROC-VDR-19 which provides “link” to a management service solution. We need to ask for clarification on these requirements.

Buyer Portal-

- CONCERN -EPROC-BPRT-6 – System admin might have to run reports on behalf of the user?
- STRENGTH - EPROC-BPRT-10 – Can perform a “system-wide” search from the buyer landing page.
- **CONCERN - EPROC-BPRT-14 -Need to discuss further specific integration requirements? Needs to be addressed at implementation.**
- CONCERN - EPROC-BPRT-15 – Did not state if communication would default to user email address?

Need Identification

- PDF PAGE 62 - The need starts with a request form user needs to fill out.
- Meets all other requirements

Request through Pay

- PDF PAGE 66 – Core Features list is pretty extensive
- STRENGTH - EPROC-PRD-8 – Collated purchase requests into one centralized dashboard.
- CONCERN - EPROC-PRD-24 – Can you limit the user access to the form?
- CONCERN - EPROC-PRD-46 – Did not address the political subdivision unique chart?
- CONCERN - EPROC-PRD-47 – Can you control fields availability based on the agency?
- CONCERN - EPROC-PRD-56 – Vendor response states wants further discussion. Not sure they can meet this requirement.
- CONCERN - EPROC-PRD-59 – Did not submit information of calendar functionality.

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- CONCERN - EPROC-WRK-9 and EPROC-WRK-10 – Did not state if the user could enter a reason for workflow by pass?
- WEAKNESS - EPROC-WRK-22 – Referenced a previous requirement as their response to this requirement.
- CONCERN - EPROC-PO-2 – Supplier wants further discussion.
- CONCERN - EPROC-PO-15 – Did not state if they could print in groups?
- CONCERN - EPROC-PC-1 thru EPROC-PC-3, EPROC-PC-5 thru PC – 8, PC-10 thru PC – 15, PC -17 thru PC -19 and PC - 20 – Pcard functionality in development.

Catalog Capability

- PDF Page 69 – Has 3 catalog options with the Internal Catalog being new to me.
- CONCERN - EPROC-CAT-11 – Supplier has requested further discussion on ability to obtain quotes.
- CONCERN - EPROC-CAT-20 - Concern - Response is quick quote process where I thought we were looking for the ability to enter a quote in the punch out catalog?
- CONCERN - EPROC-CAT-38 – Search catalogs without logging in is in development.

Sourcing/Bid Management –

- PDF Page 74 – Comprehensive Automatic Scoring.
- CONCERN - EPROC-SRC-15 and SRC – 16- Supplier would like further discussions of IFQC and IFQP
- CONCERN - EPROC-SRC-19 thru EPROC-SRC-21 – Supplier response did not address if these event types could be done in the system?
- CONCERN - EPROC-SRC-28 – Response was directed at the supplier side and not for participants on the buyer side (solicitation participants).
- CONCERN - EPROC-SRC-37 – Need ability to update templates automatically but this supplier does not recommend.
- CONCERN - EPROC-SRC-83 – Did not address if recording of pre-proposal conference could be stored as part of the event?
- CONCERN - EPROC-SRC-102 – Response is NOT an electronic signature process.
- CONCERN - EPROC-SRC-109 – The ability to enter paper responses in under development and will aligned with entity's go live date.
- CONCERN - EPROC-SRC-130- Supplier wants further discussion on online collaboration.

Contract Management

- PDF – Page 76 – Key Highlights to their Contract Management Solution.
- The contract request form goes directly to creation of a contract avoiding the need for a bid.
- STRENGTH - EPROC-CNT-8 – Mass update to contracts that have the same contract clause that has been updated.
- STRENGTH - EPROC-CNT-12- Built in electronic signature process but can also integrate.
- CONCERN - EPROC-CNT-18 – Supplier response does not address the sharing of responsibility of the contract record.
- CONCERN - EPROC-CNT-20 - This response does not address the contract number being the same as the solicitation number.
- CONCERN - EPROC-CNT-38- Supplier wants further discussion on the ability to capture subcontractor information.

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- **CONCERN - EPROC-CNT-41 – Supplier wants further discussion on certifications.**
- **CONCERN - EPROC-CNT-71 - Supplier wants further discussion on admin fees.**
- **CONCERN - EPROC-CNT-72 - Supplier wants further discussion on admin fees.**

Vendor Performance – Page 78

- CONCERN - EPROC-VPE-15 – Needs to be configured.
-

Purchasing/Data Analytics – Page 81

- PDF Page 82 – They use dashboards to display this data.
- CONCERN - EPROC-PDA-5 – Did they supply list of examples of reports?
- CONCERN - EPROC-PDA-11 - Copied response for contract expiry requirement. This requirement is for purchase orders.
-

Technical Requirements – Page 84

Availability – Page 85

- Offered a calculation of availability of the system

Accessibility Requirements – Page 87

- CONCERN – Did not mention if in compliance with Section 508?

Audit Trail and History – Page 89

- STRENGTH - Allows for adhoc approvers.
-

Browsers Supported – Page 91

- Meets requirements

User Accounts and Administration – Page 93

- STRENGTH - Disabling access does NOT remove access to data.
- CONCERN – Need to contact support to view list of permanently deleted users.

User Authentication – Page 96

- STRENGTH - Integration with OKTA
-

Federated Identity Management – Page 96 – Response is combined with User Authentication

Data Conversion – Page 98

- Data needs to be entered on templates provided by GEP.
- CONCERN - EPROC-TECH-29 – Did not mention if they could migrate attachments
- CONCERN - EPROC-TECH-30 – Interface is available at an additional cost.
-

Interface and Integration – Page 106

- CONCERN - EPROC-TECH-55 – Pcard functionality is in development
-

Office Automation Integration – Page 110

- Meet requirement

Mobile Device Support – Page 112

- EPROC-TECH-62 – this is the RTM number not 61 that is mentioned in the bid.

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Mobile Applications – Page 112 – Combined with above requirement.

- Meets requirements

Data Ownership and Access – This section was skipped in this response – Should be on page 112

Date Retention, Archive and Purge Considerations

- STRENGTH - Work to implement the state entity's retention plan.
-
-

Disaster Recovery Plan

- Showed their Business Continuity Management Plan

Solution Environments – Page 119

- CONCERN - EPROC-TECH-64 – Does not mention the ability to “refresh” the environments

Solution Technical Architecture – Page 121

- Meets Requirements

Solution Network Architecture – Page 124

- Meets Requirements

System Development Methodology – Page 128

- STRENGTH - Change Request Governance Process

Service Level Agreement – Page 133

- CONCERN – Will discuss this as they move ahead in the process but did provide SLA sample.

Security Requirements

Cloud Security Alliance (CSA) Compliance – Page 137

- Provided questionnaire as an attachment – questions answered

Security and Privacy Controls – Page 138

- Seems to meet requirements

Security Certifications – Page 140

- Supplied tables of certifications

Annual Security Plan – Page 142

- Provided additional attachment Appendix 2 – Information Security Policy

Secure Application and Network Environment – Page 145

- CONCERN - EPROC-SEC-2 – This needs to be configured.
- CONCERN - EPROC-SEC-3 - Does not allow forced log out of user.
-

Secure Application and Network Access – Same as Above?

Data Security – Page 152

- Meets requirements

**STATE OF MAINE
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Personally Identifiable Information Protection – Page 155

- Meets requirements of GDPR
-

Security/Privacy Issue Occurrence – Combined with below requirements.

PII Data Actual/Attempted Access or Disclosure – Page 157

- States system has Security Incident Response Plan and Team

Security Breach Reporting – Page 159

- CONCERN – Notification for breach is 4 hours and not the 2 hours listed in the requirement

Implementation Services Requirements

Project Management – Combined with below requirement.

Project Implementation Methodology – Page 162

- STRENGTH - Mentioned key lessons for a successful implementation – Page 179.

Catalog Support Services – Page 184

- Meets Requirements

Data Conversion Services – Page 191

- Meets requirements

Interface/Integration Development Services – Page 199

- Refers to slides 107-109 to see integration approach.
- Provided list of API's
-

Organizational Change Management (OCM Services) – Page 203

- STRENGTH – Readiness Assessment
- Listed all services that they provide

Training Services – Page 214

- Train the trainer approach
- CONCERN – Did not provide links to examples of training materials

Help Desk Services – Page 218

- CONCERN - EPROC-IMPL-5 – Wants further discussion on integration with ticketing solution
- Meets requirements

On-Site System Stabilization Support – Page 226

- Meets requirements

Managed Services Requirements

Solution Support – Page 231

- Only will supply post-implementation support if the state implements their solution.
-

Organizational Change Management (OCM Services) – Page 237

- Meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Training Services – Page 250

- Refer to Slides 215 – 217 for training services. Provide this support only if State implements their solution.

Catalog Support Services – Page 252

- Refer to slides 185-190. Provide this support if State implements.

Help Desk Services – Page 254

- Refer to slides 219-225. Provide this support if State implements.

Transition Out Assistance Services – Page 256

- Meets requirements

Other Available Services- Page 260

- Refer to slides 18-37.

Video Demonstrations

- Reporting Dashboard is helpful for reporting.
- This system has the functionality called “Guided Buying” which allows the user to perform a keyword search which results in the user being in the correct location needed based on their search (Contract, Punch Out Catalog, Hosted Catalog, Purchase Request, etc.)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG, Inc.

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Yes. States 20 years of end-to-end procurement and supply chain expertise.
 - Seem to cover all areas of eprocurement.
2. Previous Projects
 - 4 listed. All private entities. They all fit Category 1.
 - Viatrix. Improved transparency across company with their system.
 - UCAL. Implemented S2C technology (spend analysis, sourcing, contract management, supplier mgt.) and a public bid site.
 - Chevron. Unified their online system with a mobile system.
 - LDS Church. Implement Contract and Supplier Management solution.
3. Subcontractors
 - KPMG LLG
4. Organizational Chart
 - Provided along with job descriptions.
5. Litigation
 - Vendor states none.
6. Financial Viability
 - D&B provided. Low risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP KPMG

CATEGORY #(s): 1

DATE: 11/17/2021

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Product is GEP Software Source-to-Pay process.
- Note: NB Ventures Inc. dba Global eProcure (GEP) with KPMG LLP
- Product is cloud platform using Azure. SaaS.
- The technical proposal begin with small portions of information. I was unsure if they were meeting the mark, but once I was able to dig into the matrix it helped further see what they can do.
- Overall, it looks like much configuration can take place for any State entity. While this is great, I question how this would affect updates to the software (Clarification).
- Matrix - I like seeing that the level complexity is not all "L". It shows GEP put thought into each for each item.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 14)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

1. Product is GEP Software Source-to-Pay process. With modules of sourcing, savings tracking, category management, contract management, supplier management, and procure-to-pay.

- Single point of entry – yes – a centralized intake form. When I think Single point of entry- I do not think intake form.
- Smart routing – yes – GEP combined this bullet point with Compliance and Workflow. They state the platform can be configured to meet specific compliance policies/rules. GEP gives examples of Guided Buying, Robust Rule Engine, and Category Playbook.
- Compliance – refer to the second bullet.
- Portal – yes – buyers and suppliers have access to dedicated home page portal

- Open marketplace environment – yes – **Configure** hosted catalogs/punchouts.
- Integration – yes – has out of the box integration tool kit and use JSON protocols for document exchange.
- Workflow – yes – refer to the second bullet.
- Document management – yes – stored in centralized repository and accessed per user role.
- Reporting, dashboards and data visualization – yes – in-house cross-functional reporting framework.
- Configurable – yes – GEP Software cloud platform is a preconfigured application. GEP states they will use agile approach to preconfigure sandbox to align to State specific cases / requirements.
- Transparency – Yes – and mention track status on documents.

2. User Experience - pages 14 - 16

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.

2. GEP discusses their intuitive user interface built by using feedback from Fortune 500 costumers, user group requirements, industry standard practices, etc. **I have concerns with the Fortune 500 customers because we want a system that is more relatable to Govt/State business.**

- Initial Screen – yes, mention users can mark initial screen as landing page – **not sure this is what is meant in this section.**
- Intuitive Navigation – yes, GEP combines this bullet with “Wizard-driven capabilities” addresses few clicks, **but doesn't really address wizard capabilities.**
- Wizard-driven capabilities – Refer to second bullet.
- Informative Portal – Yes
- Mobile Optimization – yes, they call it Mobile App – IOS and Android.
- Workload Mgt Functionality – Yes they call it Work Management, addressed; however, **unsure if it contains the same intention of abilities as wanted in the RFP.**
- Role-Based Functionality – Yes, addressed.

3. Bidder Best Practices and Roadmap – pages 16 - 21

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

3. GEP introduced 4 best practices and roadmap: (1) Unified Source-to-Pay Platform, (2) Agile Methodology for Software Development, (3) Software Release and Update Cycles, and (4) Customer Success: Providing a High Touch Support Experience Throughout Engagement.

- Latest Technology – No – don't address any. Address their process as in number 3 above.
- Timely updates – yes – Quarterly and biweekly; however, **it's a bit confusing as they use words such as “generally available” Would like to see a more definite timeframe and surety.**
- Alternative Best Practices – yes see below bullet.

- Cost Reduction – Yes – Claim price compression will save 4% – 7% average realized savings, spend compliance 10%-50% reduction of noncompliant spend, productivity 40%-60% reduction in non-value added work, and working capital 10-20% extension in pay terms and 5-30% Increase in early pay discounts.
- Product Roadmap and Cont. Improvement. – Yes – see number 3 above.

4. Innovations and Value-Added Features/Services – pages 21 - 22

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

4. Yes - Completed section. They list Level (1) Organization Maturity Assessment, (2) Opportunity Assessment (3) Market Intelligence (4) Category Management. Explained further below.

- GEP illustrates their Assessment Approach in a 4 graphs and explains they would work with State to create a plan to outline desired outcomes by looking at various pieces of procurement operating models and identifying areas of improvement along with other types of analysis. **This reminds me of a BPM.**
- GEP illustrates in 3 graphs how they can analyze procurement spend to identify savings opportunities using GEP benchmarks, SME inputs, and industry best practices.
- GEP illustrates in 5 graphs how leveraging GEP's extensive network of SMEs and researchers could elevate the knowledge and awareness of State's procurement.
- GEP illustrates in 2 graphs a process for end-to-end category management across categories for sustainable outcomes

5. Customizations/Extensions – pages 22 - 23

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

They provide preconfigured application deployed as a standard configuration. They suggest using the standard out of the box software, but will configure as necessary per the requirements of the State.

6. Alternative Funding Models – Pages 23 - 27

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outlined above for each recommended funding model.

GEP – KPMG proposes two alternative funding model options:

- 1. Hybrid fixed fee plus transaction-based funding model (explained on page 42)**
- 2. Value-Based Funding Model (explained on pages 42-43)**

7. Contract Transition and Flexibility – page 27

GEP complies with the contract review process and transition if negotiate terms. I feel they misunderstood the point of this question.

B. Functional Requirements: pages 28 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40. Matrix completed. 5 – High (21, 26, 27,28, 39), 3 – Medium (9, 25,36), rest are all “L” Low level of complexity, 3 – “CF Configuration Items (3,5,25), 1 – “C Customization/Extension” (39), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Request through Pay Software, GEP Sourcing/Bid Management Software, Contract Management, Procure-to-Pay.
 - For most of the items in 1 – 7 GPE offers use of their system, but these questions are about being able to integrate with other eProcurement Workstreams. In areas where GEP does do this they suggest links or to CF.
 - I do like seeing that the level complexity is not all “L”. It shows GEP put thought into each for each item.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
 - #36 GEP has their own built in electronic signature solution instead of a partnership like docuSign, or adobe sign
 - #38 For number of licenses – sounds like gave cost based on what was provided in proposal; however, they confirm licensing is unlimited for business and supplier users. This may be deceiving, might want to confirm again that it's unlimited also for “State users”
2. Supplier Portal. Tab 3, SPR-1 through SPR-23. Matrix was completed. 1 – High (19), 1 – Medium (6), rest are all “L” Low level of complexity, 1 – “INT - Integration/Interface”(19), 1- “CF-Configuration Item” (6), and the rest “A – Available”. Solutions/Tools/Modules covered – Supplier Enablement / Management Software, GEP Core Platform, Contract Management, Request through Pay.
 - #13 I find it interesting that GEP has their own OCR in-house system. Nice to know, if State did not want to use or integrate theirs.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43 Matrix – was completed. 1 – Medium (36), rest all “L” Low level of complexity, 1- “CF-Configuration Item”, and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement / Management, Core Platform.
 - The “A” fields seem to be satisfactorily answered and their solution meets the standards.
 - For the INT items 19-27. GEP has a partnership with Global Risk Management Solutions (GRMS), Rapid Ratings and with TinCheck that provides most of these services. GEP Software will enable a link to these partners to allow users to view. My concern here would be the risk of leaving their system (if any), what security measures are in place?
4. Buyer Portal. Tab 3, BPRT-1 through BPRT-15. Matrix completed. 1 – Medium (9), rest are all “L” Low level of complexity. 1- “CF-Configuration Item”(9), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Request through Pay Software, GEP Supplier Enablement / Management.
 - The “A” fields seem to be satisfactorily answered.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
5. Need Identification. Tab 3, NEED-1 through NEED-7 Matrix completed. All “L” Low level of complexity. 1-“CF-Configuration Item”(5), and the rest “A – Available”. Solutions/Tools/Modules

covered – GEP Sourcing Bid Management, Contract Management, and Request through Pay Software.

- The CF item does not seem to pose a problem. Other items seem to be standard within the software.
6. Request through Pay Workstream. Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11. Matrix completed. 1–High (PRD28), 5–Medium (PRD11, PRD56, WRK13, PO16, PC1-3, PC5-8, PC10-15, PC17-PC19, and PC21, RC4), rest are all “L” Low level of complexity, 17 – “IN - in development” (PC1-3, PC5-8, PC10-15, PC17-PC19, and PC21), 1- “CF-Configuration Item” (RC21), and the rest “A – Available”. Solutions/Tools/Modules covered–GEP Request through Pay Software, Contract Management.
- For PRD (Purchase Request Development): No issues with this section. GEP’s responses meet the standards and our requests.
 - WRK (Workflow Management): All requirements in this section are sufficiently answered.
 - PO (Purchase Order Generation & Management): All requirements in this section are sufficiently answered.
 - PC (Payment Card Functionality): Much of the complexity is medium and the availability is “in development”. This is concerning if a State is counting on this service.
 - RC (Receiving): All requirements in this section are sufficiently answered.
 - INV (Invoicing): All requirements in this section are sufficiently answered.
7. Catalog Capability - Tab 3, CAT-1 through CAT-40. Matrix completed. 1–High (19), 5–Medium (4,21,25,32,33) and the rest all “L” Low level of complexity, 4–“CF Configuration Item” (31-34), 1 – “ID - in development” (38), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Request through Pay Software, Contract Management.
- Missing 38 – “The eProcurement Catalog functionality should provide the ability for catalogs to be accessible and searchable without requiring the user to login (e.g. public access for read/search only access). State must be able to specify any fields that will not be publicly visible (e.g. Tax ID).” GEP says “ID” and will work with State to have.
 - Other than 38 - All requirements in this section are sufficiently answered.
8. Sourcing/Bid Management Workstream. Tab 3, SRC-1 through SRC-151. Matrix completed. 1–High (151), 5–Medium (31,77,78,83,138) and the rest all “L” Low level of complexity, 7–“CF Configuration Item” (17,18,73,76,102,138,147), 1–“ID - in development”(109), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Sourcing/Bid Management Software, Contract Management.
- Items 15 and 16 – GEP says they can handle a surplus sealed bid and IFQC, but then say they would further like to discuss the requirement in detail with State as we move ahead in this process. Clarify – can they handle this type of procurement?
 - In some areas they offer multiple ways to tackle a situation – for example SRC72. This is seen throughout the Matrix.
 - Rest of requirements in this section are sufficiently answered.
9. Contract Management. Tab 3, CNT-1 through CNT-88. Matrix completed. 3–High(30,71,72), 4–Medium (38,41,45,70) and the rest all “L” Low level of complexity, 8–“CF Configuration Item”(20,34,45,51,65,66,71,72), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement/Management, Request through Pay Software, Contract Management.
- Items 71 and 72 – GEP says they can track suppliers admin fees , but then say they would further like to discuss the requirement in detail with State and understand the logic behind the calculation.
 - Rest of requirements in this section are sufficiently answered.
10. Vendor Performance Tab 3, VPE-1 through VPE-25. Matrix completed. 1–High(14), and the rest all “L” Low level of complexity, 1–“CF Configuration Item”(15), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement/Management, Request through Pay Software, Contract Management.
- Requirements in this section are sufficiently answered.
11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37. Matrix completed. 2–High(32,33) and the rest all “L” Low level of complexity, 1–“CF Configuration Item”(37), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Platform.

- Question #37 – where GEP can offer comparison of punchout item to non contract item. They state yes as long as the supplier is ok exposing themselves to GEP web crawlers. Even if they are ok with this, is there enough security for State and any other web crawlers?
- Rest of requirements in this section are sufficiently answered.

C. **Technical Requirements: pages 49 - 74**

1. **Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.
 - Maintains a 99.8% uptime with a 24x7 availability.
 - Use Microsoft Azure (for backup)
2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
 - Short 3 sentence slide that gives confirmations that GEP: Observes ADA compliance standards, follows WCAG2.1 level AA guidelines, and will provide ACR.
3. **Audit Trail and History RTM:** Tab 4, TECH-1 through TECH-5. Matrix completed. 1–Medium(5) and the rest all “L” Low level of complexity, All “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - Audit logs are retained until end of contract life.
 - Mentions backup policies and use of Microsoft Azure backup.
 - Much crossover between slide in technical proposal and matrix. No concerns.
4. **Browsers Supported**
 - The general web browsers are supported (Microsoft Internet Explorer, M Edge, Chrome, Firefox, and Safari). No concerns.
5. **User Accounts and Administration RTM:** Tab 4, TECH-6 through TECH-20. Matrix completed. 1–Medium(12) and the rest all “L” Low level of complexity. 1–“CF Configuration Item”(16), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - No concerns. Meets requirements.
6. **User Authentication RTM:** Tab 4, TECH-21 through TECH-25. Matrix completed. 1–High(24) and the rest all “L” Low level of complexity, 1–“ID In Development”(25), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - #21 – Like the fact that they use Microsoft Active Directory for Single Sign on.
7. **Federated Identity Management –** No concerns. Meets requirements.
8. **Data Conversion RTM:** Tab 4, TECH-26 through TECH-34. Matrix completed. 1–High(28), 1–Medium(30), and the rest all “L” Low level of complexity. With all “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform, Software Implementation services for Supplier Enablement Management, Services for Software Implementation, Services for Spend Analysis, Services for Sourcing/Bid Management, and Services for Request through Pay.*
 - Seem flexible in their approach to converting data and working with the State. A couple assumptions, but they are reasonable.
 - GEP provided many slides with graphs and pics laying out the conversion process. – I found this helpful.
9. **Interface and Integration RTM:** Tab 4, TECH-35 through TECH-60. Matrix completed. 1–Medium(60) and the rest all “L” Low level of complexity, 1–“ID In Development”(55), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform, Request through pay software, contract management, supplier enablement management.*
 - Met all requirements besides the Pcard #55 which is ID.
 - They list many ERP systems they have or currently integrate with (SAP, Oracle, PeopleSoft, JD Edwards, MS Dynamics, CGI Advantage, etc.) and provide options of how to integrate.

10. Office Automation Integration
 - Yes, GEP integrates with Microsoft products listed and others.
11. Mobile Device Support RTM: Tab 4, TECH-62. Matrix completed. "L" Low level of complexity, "A – Available". Solutions/*Tools/Modules covered* – GEP Core Platform.
 - Yes it can be accessed Mobily
12. Mobile Applications - Nothing add here.
13. Data Ownership and Access
 - State will retain all ownership of data.
14. Date Retention, Archive and Purge Considerations RTM: Tab 4, TECH-63. Matrix completed. 1– "L" Low level of complexity, "A – Available". Solutions/*Tools/Modules covered* – GEP Core Platform.
 - Met all requirements. No concerns.
15. Disaster Recovery Plan
 - Coupa.
16. Solution Environments RTM: Tab 4, TECH-64 through TECH-67. Matrix completed "L" Low level of complexity, "A – Available". Solutions/*Tools/Modules covered* – GEP Core Platform.
 - State would receive four environments Development, Quality Control/User Acceptance Testing, Training, and Production.
 - Graphs of each environment are provided and at what point in the process they are used.
17. Solution Technical Architecture
 - Met all requirements. No concerns.
 - Graphs and tools that will be used are provided in the tech. proposal.
18. Solution Network Architecture
 - Again – great graphs listing the software used and when scans, patching, etc. are done.
19. System Development Methodology
 - Normal PM with much explanation and tables/graphs.
20. Service Level Agreement
 - GEP notes they want to discuss and finalize SLA requirements with State and refers us to the GEP SLA.

D. Security Requirements: pages 75 - 94

1. Cloud Security Alliance (CSA) Compliance
 - GEP supplied a CAIQ in file 3; I will rely on my more experienced SMEs to help evaluate the CAIQ.
2. Security and Privacy Controls
 - No Concerns based on data in the proposal.
3. Security Certifications
 - No Concerns based on data in the proposal.
4. Annual Security Plan
 - GEP details out their annual security plan.
 - GEP notes that they understand NASPO has asked for any additional documents and to see refer to GEP Appendix 2' which is their Information Security Policy. This will need to be reviewed when negotiating.
5. Secure Application and Network Environment
 - refer to GEP Appendix 3' which is their SMART Application Architecture & Security Overview.
6. Secure Application and Network Access – Tab 5, SEC-1 through SEC-6. Matrix completed. 2– Medium(1,2) and the rest all "L" Low level of complexity, 1–"CF Configuration Item"(2), 1–"ID In Development"(3), and the rest "A – Available". Solutions/*Tools/Modules covered* – GEP Core Platform.
 - Mentions backup policies and use of Microsoft Azure backup.
 - GEP meets some of the requirements in this section but need to customize or develop others.
7. Data Security – nothing to add.
8. Personally Identifiable Information Protection – nothing to add.
9. Security/Privacy Issue Occurrence – nothing to add.
10. PII Data Actual/Attempted Access or Disclosure – nothing to add.
11. Security Breach Reporting – nothing to add.

E. Implementation Services Requirements: pages 95 - 127

- Matrix completed. 1–High(5) and rest “L” Low level of complexity and all “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - Seems to have many options for finding help and solutions for customers.
1. Project Management
 - KPMG-GEP is handling the PM portion of the project.
 - They reference using PPM methodology. *It would be nice to see them spell out Agile or Waterfall or a quasi of either, rather than the large umbrella of PPM.*
 - *Most of the PM section is basic definitions and a general outline of a PM for a project.*
 2. Project Implementation Methodology –
 - KPMG is handling the project implementation. (page 176)
 - They use Target Operating Model (TOM) a proprietary tool. (page 176)
 - They explain their process in detail and where GEP will be entering in to help.
 3. Catalog Support Services
 - KPMG is handling
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 - They prefer to train end users.
 4. Data Conversion Services
 - KPMG is handling
 5. Interface/Integration Development Services
 - KPMG-GEP is handling. Used to integrating with several types of ERPs.
 - Seems like it will meet requirements.
 6. Organizational Change Management (OCM Services)
 - Offer a proprietary software tool called TRIP (People Transformation Readiness Platform). It says there is no cost.
 - Like the PM section, the CM section is a bit confusing as it gives some CM tools, but then convolutes and dilutes all of it with wordiness and areas that are not true Change Management
 7. Training Services
 - KPMG-GEP is handling
 - Focus on train the trainer.
 - About training the right people at the right item.
 - Also offer – on -demand web-based training modules, instructor led, reference guides/user manuals, and FAQs.
 8. Help Desk Services – good.
 - *#3 – GEP provides a dedicated team of resources (helpdesk) for users and providers to call 24x5 via phone or email. This is a nice plus.*
 - Great.
 9. On-Site System Stabilization Support – nothing to add.
 - KPMG is handling

F. Managed Services Requirements: pages 128 - 136

- Matrix completed. All “L” Low level of complexity and “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
1. Solution Support
 - Lay out roles in GEP and what each role will be responsible for after the implementation.
 - Lay out graphs of how the system is supported as well.
 2. Organizational Change Management (OCM Services) – see section E comments above, but also a nice graph on explaining ADKAR of Change Management.
 3. Training Services – see section E comments above.
 4. Help Desk Services – see section E comments above.
 5. Transition Out Assistance Services
 - GEP says they will be flexible when transitioning out and believes 4-6 months is optimized timeline for transitioning out.

G. Other Available Services: pages 137 - 139

Bidders are to identify and provide details on any **additional** services that will be available to Participating Entities.

- RTM: Tab 7, MNGD-1

- Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- Pages 290 -303. Offered by KPMG, they suggest:
 - Strategic Sourcing (page 290)
 - Should-Cost Modeling (page 293)
 - Contract performance Management (page 298)
 - Localization Support (page 302)
- There is an Assumptions Page (304-310)
- This page definitely will need to be reviewed before negotiations if this proposal continues for award, as it has:
 - concepts of separate contracts vs. a partnership or a subcontractor,
 - they state changes of their pricing,
 - Pricing and increase of 5% annually (for implementation??)
 - Point to other terms and conditions in the AICPA
 - Amongst many other pages for review

H. Video Demonstrations: pages 140 - Page 140 of their technical proposal – a link

- Yes provided. Detailed and covered all of their 45 min.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (NB Ventures (GEP) & KPMG)

CATEGORY #(s): 1

DATE: (09/22/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - GEP Smart Unified Source to Pay software
 - GEP NEXXE Cognitive Supply Nexus
 -
2. Previous Projects
 - Viatris – implemented direct and indirect buying and accounts payable
 - UCAL – Spend Analysis, Sourcing, Contract Management, Supplier Management
 - Chevron – eProcurement not present in project
 - LDS Church – Contract and Supplier Management
 - Reference calls should be coordinated through GEP
3. Subcontractors
 - KPMG
 -
 -
4. Organizational Chart
 - Combined state, KPMG, and GEP org chart specific to the project
 - Roles defined
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B report 10/19/2020
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP KPMG
CATEGORY #(s): 1
DATE: 12/17/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

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Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **YES**

User Experience **YES**

Bidder Best Practices and Roadmap **AGILE, Maintenance Release/testing tight window for bug fixes, minor/low impact enhancements, manage commercials?**

Innovations and Value-Added Features/Services **Organizational Maturity Assessment – IT Procurement not identified, spend analysis, Market Intelligence. How is category management providing more value than the solution itself? I expect increased spend visibility, contract compliance, improved Supplier Performance – Is this innovation or additional cost?**

Customizations/Extensions **YES**

Alternative Funding Models **(1) Hybrid fixed fee(50-75% of implementation costs) plus transaction-based (1-3% for every PO), (2) Value-Based funding models (Strategic sourcing 4% to 15% spend visibility 1% 2.1% spend compliance 2.5% to 5% early payment discounts 0.3% two 2% optimized P card usage 0.5% to 2% supplier payment method 0.1% to 2% process optimization 3% to 5%**

Contract Transition and Flexibility **“GEP is able to comply with the contract review process and transition to a state's current contract terms”**

Functional Requirements

General Functionality **YES - 1 Customized, 3 configurations w/one medium effort, and 36 out of the box.**

Supplier Portal - **1 configuration w/medium effort, 1 integration w/high effort, and 21 out of the box**

Supplier Enablement/Management **9 integrations w/low effort and 34 out of the box.**

Buyer Portal **1 configurations w/medium effort, and 14 out of the box**

Need Identification **1 configurations w/low effort, and 6 out of the box**

Request through Pay **62 out of the box – Purch Req, 28 out of the box for Wrkflw mgt, 29 out of the box for PO gen and mgt, 17 in devp and all w/medium effort and 4 out of box for Pcard, 1 configuration w/low effort, and 20 out of the box for Receiving, 11 out of the box for invoicing.**

Catalog Capability **4 configurations w/medium (2) and low (2) LOE, 1 in devp w/low LOE, 34 OOBX**

Sourcing/Bid Management **7 configurations w/medium (1) and low (6) LOE, 1 in devp w/low LOE, 141 OOBX**

Contract Management **8 configurations w/medium (1) and low (5) and high (2) LOE, 80 OOBX**

Vendor Performance **1 configuration w/low LOE, 24 OOBX**

Purchasing/Data Analytics **1 configuration w/low LOE, 36 OOBX**

Technical Requirements

Availability **7 days/week twenty-four hours/day excluding scheduled maintenance and outages**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP KPMG
CATEGORY #(s): 1
DATE: 12/17/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Accessibility Requirements **WCAG2.1 and Accessibility Conformance Report (based off a VPAT)**
Audit Trail and History **not sure minimum was met for user identifier, date/time stamp, field that was changed and the change that was made.**
Browsers Supported **YES Microsoft Edge (Version70.0and above), Google Chrome (Version70.0 and above), Firefox and MacOS Safari**
User Accounts and Administration **RBAC**
User Authentication **SAML**
Federated Identity Management– **SSO MFA**
Data Conversion **ETL, Cleanse and Standardize addresses (Country,Region,City&Street), “Harmonize”**
Interface and Integration **CGI Advantage (example) 2 options for integration**
Office Automation Integration **hosted on Microsoft Azure and integrates with Microsoft Office products**
Mobile Device Support **GEPSMART is a mobile-native procurement platform**
Mobile Applications **GEPSMART mobile app on Apple App Store and Google PlayStore**
Data Ownership and Access **Missing?**
Date Retention, Archive and Purge Considerations **Yes but what standard?**
Disaster Recovery Plan **Annual test does it include clients, is this Azures DR test?**
Solution Environments **Development/Quality Control, UAT, Training, Production Environments, multi-tenant mode**
Solution Technical Architecture **YES**
Solution Network Architecture **YES**
System Development Methodology **Agile development life cycle using Azure Dev Ops development tools, Functional, SIT, UAT, Regression/Automation, performance testing. Change Request Governance Process.**
Service Level Agreement **GEP would like to discuss and finalize the SLA requirements**

Security Requirements

Cloud Security Alliance (CSA) Compliance **CAIQ**
Security and Privacy Controls **Did not answer NIST 800-53 question**
Security Certifications **SOC1 Type II and SOC2 Type II, ISO 27018, PCI DSS v1, FedRAMP High, CJIS, IRS Publication 1075, HIPAA**
Annual Security Plan **No**
Secure Application and Network Environment **YES**
Secure Application and Network Access **YES**
Data Security **YES**
Personally Identifiable Information Protection **GDPR compliance**
Security/Privacy Issue Occurrence **reports any high severity security breach within 4 hrs – define high**
PII Data Actual/Attempted Access or Disclosure **YES**
Security Breach Reporting **2 hour and 24 hour notification cannot be met**

Implementation Services Requirements

Project Management **Program and Project Management (PPM) Deliverables are an integrated project plan, a project charter, risk, action, issue, decision logs, project status reports, steering committee status reports, and a project communications plan.**
Project Implementation Methodology **Governance of scope, schedule, budget, quality, resource, communications, risk, and issue management.**

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP KPMG
CATEGORY #(s): 1
DATE: 12/17/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Catalog Support Services **Punch-out catalogs**, which are maintained by vendor and require exiting eProcurement tool and going to vendors catalog. **Hosted catalogs**, which are maintained by vendor or customer and reside within eProcurement tool.

Data Conversion Services Data Assessment, data conversion source and environment analysis, initial data extract, mock data extract, production data extract , data cleansing and harmonization, transform and load process , quality assurance and reconciliation.

Interface/Integration Development Services CGI advantage, PeopleSoft, Oracle, and SAP. Initiate and analyze, design, build, configure and test, cutover, train, move to production, post implementation hyper care.

Organizational Change Management (OCM Services Vision - make it clear, validate - make it known, construct - make it real, deploy -make it happen, evolve - make it stick. Mature methodology.

Training Services Vision - validate - construct - deploy - evolve Standard methodology like OCM

Help Desk Services global, severity levels same as other GEP props

On-Site System Stabilization Support Blend of on site implementation project team members and off-site resources. Tiered support model- critical, high, medium, and low

Managed Services Requirements

Solution Support **YES**

Organizational Change Management (OCM Services **YES**

Training Services **YES**

Help Desk Services **YES**

Transition Out Assistance Services **robust**

Other Available Resources **Shouldn't these other available services be part of the E procurement tool?**

Assumptions - Price increase in year 2022, Government furnished equipment required. Assume limit of 15 pilot agencies during each implementation. Two environments are assumed to be procured, production and nonproduction but this does not sync with earlier descriptions in the proposal where more than two environments were listed. Many client responsibilities.

Video Demonstrations

- Dashboard
- Templates
- Clause repository which can link to contracts
- Contract wizard
- Supplier enablement
- Vendor performance scorecards
- IT Procurement
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

CATEGORY #(s): 1-Full Solution

DATE: 8/23/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Heavy marketing visuals in presentation
 - Overuse of market buzzwords
 - Underwhelmingly curious if they perform in all capacities the proposal identifies
2. Previous Projects
 - Results are buzz word driven. No savings identified worthy of expense beyond process efficiencies
 - Results achieved are just marketing focused, with vague points
 -
3. Subcontractors
 - Subcontracting with KPMG
 - Description is too high level not identifying what benefits they will bring to NASPO
 -
4. Organizational Chart
 - Unsure if these are the resources for NASPO or complete US/Worldwide resources.
 - More ePro projects than anyone but no numbers to support it
 - Personnel role responsibilities are general in nature.
5. Litigation
 - No litigation identified
 -
 -
6. Financial Viability
 - D&B results not showing concern
 - Unsure about their subcontract KPMG
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 12/01/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- (Page 5) Centralized platform. Is this all or none, integration with other platforms?
- (8) Do suppliers have access outside of the portal
- (10) High levels of functionality
- (13) Non-Value-added work reduction 40-60% is valuable
- (14) Agile no customization to cloud, unclear any potential impact to existing processes
- (15) Bi-Weekly maintenance releases seem overly frequent
- (23) Good gap analysis linking to reporting capabilities
- (24) Would like to see F2F workshops offered as well as virtual
- (30) How does Supplier database incorporate local and OSD vendors?

Functional Requirements

- (48) Interesting how the document process moves from one action to the next
- (46) Show good functionality across different workflows, very robust
- (60) Unsure if catalog search includes both hosted and punchouts.
- (65) Concerned about the "Preferred Supplier" and what makes them chosen over others.
- (70) alludes to level 2 punchouts (searchable in the platform) but only if suppliers allow. How many suppliers allow this?
- (73) Sourcing seems very intuitive
- (79) Vendor Performance is good in the way it creates scorecard type data
- (82) Purchasing data has lots of functionality, would like to better understand if it is perhaps too much
- (RTM Tab 3, line 11, EPROC-SPR-7). Allow supplier access to solicitations, both invited and all others. Response did not meet the requirement. Did not address access to suppliers that have not been invited.

Technical Requirements

- (86) Availability should consider maintenance both planned and unplanned. The method identified is only identifying unexpected events relative to the vendor. The customer is inclusive of all events of any form where the service is unavailable. Their method is not providing accurate percentages.
- (97) Single Sign on is preferred
- (102) Good data normalization
- (107) ERP integration is important as most states have existing solutions they will not abandon

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 12/01/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Security Requirements

- (CAIQ line 135) Does not support BYOD. Would Single Sign On at state level allow this?
- (CAIQ line 207) Unsure if test environments are available
- (CAIQ lines 216-219) Unsure of liability relationship with GEP and MSFT using Azure. GEP reference to MSFT portal only raise concerns with data breaches or problems and who is liable.
- (CAIQ line 245) No BYOD support, how will this impact states that do not provide state owned laptops/mobile devices to all employees?
- (160) Breach does not include any credit monitoring by vendor or liability acknowledgement

Implementation Services Requirements

- (163+) Project Implementation Methodology is robust, very general discussion
- (187) Good balance of responsibilities

Managed Services Requirements

- (234) MSFT Intune is MSFT service, GEP does not manage.
- (215) Are training options varied (virtual/In-Person)

Video Demonstrations

- Dashboard formatting is hard on the eyes
- Can create solicitations within the platform
- Scoring withing platform with weighted percentages or formulas
- Can invite suppliers, can suppliers invite themselves?
- Evaluators score within
- Interesting Parent-Child relationships
- Unknown if shopping search looks at punchout catalogs
- Results show non-contracted items. Where are they coming from?
- Where do accounting details come from?
- Can reject line items in requisitions or only entire request?
- Does this work with Peoplesoft?
- Supplier management is manual process for data entry?
- Does supplier profile integrate with Oracle or other platforms?
- Arbitrary supplier scorecard?
- Reporting seems intuitive

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

CATEGORY #(s): CAT1 STAGE1

DATE: 08/23/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - End to end procurement and supply chain
 - 20 years
 - Woman and minority owned
2. Previous Projects
 - Viatris, UCAL, Chevron and LDS Church
 -
 -
3. Subcontractors
 - Global Organization of independent professional services firms.
 - Will subcontract with KPMG
 -
4. Organizational Chart
 - Org chart is combination of Client, KMPG and GEP
 -
 -
5. Litigation
 - No material or significant claims, litigation or regulatory actions in the past 5 years
 - No law suits
 -
6. Financial Viability
 - D & B Low risk
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - KPMG

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

7	Single point of entry for all procurement activity based on their needs or use of the solution	
7	Smart Routing – Wizard driven capabilities	Positive
7	Portal – informs users and supports user work management	

User Experience

8	Wizard driven capabilities	Positive
8	Mobile app has access to many areas. Catalogs, create requisitions, approvals and to view dashboard.	Strength
8	User sets up the look of the dashboard and it stays that way for next login	

Bidder Best Practices and Roadmap

14	Approach to implementation is based on progress made and not timeline	Positive
15	Quarterly general release sent to UAT for a week and then to production. It is sent to production in Default Off mode	Weakness
15	Maintenance release every 2 weeks to fix bugs. Handle like quarterly release – sent to UAT for 1 week first. “the participating entity is not obligated to accept and implement any recommendations.”	Weakness

innovations and Value-Added Features/Services

18-37	These are optional 1. Organizational Maturity Assessment – 16 weeks – a lot of time and a lot of people involved to get current state assessment. 2. Opportunity Assessment -spend analysis on current practices. 3. Market Intelligence 2-3 days for off the shelf report. 2.5 weeks for detailed reports 4. Category Management	1.Concern- we do know pricing - depends on scope, level of detail, and timing
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - KPMG

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Customizations/Extensions

39	Customizations are done with the help of a user's group call PAG. Based on the feedback given, GAP prepares its product roadmap for all of the solutions.	
----	---	--

Alternative Funding Models

41 AND 42	Option 1 a. Fixed fee payment reduced to 50-75 % of implementations costs b. Transaction fee of 1-3% would be added to every PO processed during the platform Option 2 Value based funding model – self funding or value based.	
-----------------	---	--

Contract Transition and Flexibility

43	Able to comply with the contract review process a transition to a state's current ter4ms.	
----	---	--

Functional Requirements

General Functionality

GEN 1	Cloud Based. SAAS Solution. Yes	
GEN 2	Yes	
GEN 3	Requires vendor to register through a form	Weakness
GEN 4	Yes	
GEN 5	Configuration items – 3 ways to set up	Weakness
GEN 6	Yes	
GEN 7	Yes	
GEN 8	Yes	
GEN 9	Yes	
GEN 10	Yes	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - KPMG

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

GEN 11	Yes – can upload 5 docs at a time. Limit of 30MB per document but the size can be increased or decreased per state's requirements	Positive
GEN 12	Yes – able to search across transactions/documents	Positive
GEN 13	Yes	
GEN 14	Yes	
GEN 15	Yes	
GEN 16	Yes	
GEN 17	Yes	
GEN 18	Yes	
GEN 19	Yes	
GEN 20	Yes	
GEN 21	Yes – High level 181-500 Hours	Concern
GEN 22	Yes	
GEN 23	Yes	
GEN 24	Yes	
GEN 25	Will not be user's email. It will come from gep.com Medium 41-180 hours	Concern
GEN 26	Integrate with gateway system. High 181-500 hours	
GEN 27	Yes	
GEN 28	Yes	
GEN 29	Time zone set per user	
GEN 30	Yes	
GEN 31	Yes	
GEN 32	Yes 16 languages	
GEN 33	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - KPMG

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

GEN 34	Yes	
GEN 35	No comment library. – does have comment feature between invited internal stakeholders.	Weakness
GEN 36	Yes	
GEN 37	Yes	
GEN 38	Assumes number of users as indicated in the cost exhibit workbooks. “We do support unlimited licenses for business users and supplier users”	
GEN 39	Yes - High 181-500 hours. The anticipated date of delivery will be aligned with the state go live date	
GEN 40	Yes. Real time	

Supplier Portal

SPR	GEP will onboard all suppliers in the beginning and approved vendors will have access for ongoing basis	Weakness
-----	---	----------

Supplier Enablement/Management

54	Yes, meets requirements and can be used to pre-qualify suppliers	
----	--	--

Buyer Portal

58	Yes, meets requirements. Users can track the entire lifecycle of the transaction from Request – Invoice	
----	---	--

Need Identification

62	Yes, meets requirements	
----	-------------------------	--

Request through Pay

64	Yes, meets requirements. What if there is no contract to match to an order?	
67	3 ways for service procurement.	
PRD 1-12	Yes	
PRD 13	Did not answer correctly	
PRD 14-27	Yes	
PRD 28	Yes, it can handle a trade-in at line item. Would we want to be able to have a negative PO total? For any reason? Not possible here.	Question

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Purchasing North Dakota State University

PRD 29-36	Yes	
PRD 37-39	User must enter the non-contract items. System does not capture this item for the future or to update a state contract.	Weakness
PRD 40-55	Yes	
PRD 56	Should provide a means to limit creation of backdated purchases. GEP would like to further discuss this requirement in detail with State/Participating entities	Question
PRD 57-62	Yes	

Catalog Capability

70	Hosted Catalogs, Punch out catalogs and internal catalogs. At the time of implementation, GEP will configure any state/participating entity specific punch out catalogs.	
CAT 1-18	Yes	
CAT 19	Can support negative number on line item but cannot have a negative number for the total.	
CAT 20 -37	Yes	
CAT 38	Contracts should be searchable without having to login. State can identify fields that should not be shown	In development
CAT 39-40	Yes	

Sourcing/Bid Management

SRC 1-36	Yes	
SRC 37	Updating a template that is available to all users may cause updates to other's templates already in use	Weakness
SRC 38-55	Yes	
SRC 56	SRC has a "what if" analysis feature that allows sourcing managers to dynamically weigh/assign different weightables to evaluators/sections/price sheets	Positive
SRC 57-66	Yes	
SRC 67	Vendors must contact the buyer to be added to an event if they are not registered.	Weakness
SRC 68-76	Yes	
SRC 83	Pre-responses/pre-proposal event on-line sounds like just a link sent out to supplier. Event takes place and can be recorded and then link put on public procurement website	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Purchasing North Dakota State University

SRC 84- 101	Yes	
SRC 102	No option for electronic signature	Weakness
SRC 107	Cannot block electronic submittal when asking for only hard copy	Weakness
SRC 108	Yes	
SRC 109	Buyer cannot enter in supplier's proposal so it is electronic. Future functionality	Weakness
SRC 110 - 151	Yes	

Contract Management

CNT 1-17	Yes	
CNT 18	Contract management is functional. Allows users to create contracts in multiple ways. <ul style="list-style-type: none"> • Templates • From existing contracts • From scratch • Intuitive wizard driven process • Contract OCR process for suppliers' papers. 	
CNT 19-88	Yes	

Vendor Performance

Pg. 79-80	Does have functionality	
VPE 1-25	Yes	

Purchasing/Data Analytics

82	Meets requirements	
PDA 1	Reporting done 3 ways <ol style="list-style-type: none"> 1. Configurable 2. Pre-packages 3. In-depth reporting tool 	Positive

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Technical Requirements

Availability

86	Meets requirements	
----	--------------------	--

Accessibility Requirements

88	Meets requirements	
----	--------------------	--

Audit Trail and History

Tech 1-5	Meets requirements	
-------------	--------------------	--

Browsers Supported

92	Can use any browser with a basic internet connection. Recommends Microsoft Edge and Google Chrome	
----	---	--

User Accounts and Administration

94	Meets requirements. Role based access Control	
Tech 1-17	Yes	
Tech 18	Notifies just change in login not every action taken	
Tech 19-20	Yes	

User Authentication and Federated Id management

Tech 21-25	Yes	
---------------	-----	--

Data Conversion

Tech 26-34	Yes	
---------------	-----	--

Interface and Integration

Tech 35-60	Yes – Except for #35 – not real time transfers. Lists 2 options for State ERP system	
---------------	--	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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BIDDER NAME: GEP - KPMG

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Office Automation Integration

Tech 61	Yes - compatible	
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Mobile Device Support

Tech 62	Yes	
------------	-----	--

Mobile Applications

Tech 62	Yes	
------------	-----	--

Data Ownership and Access

	Missing	
--	---------	--

Date Retention, Archive and Purge Considerations

Tech 63	Yes	
------------	-----	--

Disaster Recovery Plan

Pg.118	Not a good description of the disaster plan.	Weakness
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Solution Environments

Tech 64	Training environment not provided. UAT will be used and any defects will be fixed on the next cycle	Weakness
------------	---	----------

Solution Technical Architecture

	Yes	
--	-----	--

Solution Network Architecture

	Yes	
--	-----	--

System Development Methodology

	Yes	
--	-----	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: GEP - KPMG

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Service Level Agreement

	GEP would like to discuss and finalize the SLA requirement with state/participating entity.	Problem
SLA appendix 1	Depending on severity – service could be 1 hour to 45 business days.	

Security Requirements

Cloud Security Alliance (CSA) Compliance

136	Must fill out CAIQ	
-----	--------------------	--

Security and Privacy Controls

139	GEP policy and governance framework is modeled as per ISO 27001 reviewed and updated annually	
-----	---	--

Security Certifications

141	Yes	
-----	-----	--

Annual Security Plan

143	Described Annual Security Plan. Upon award contractors must develop, implement and thereafter maintain annually a security plan.	
-----	--	--

Secure Application and Network Environment

144	Meets requirements	
-----	--------------------	--

Secure Application and Network Access

149	yes	
SEC 1-5	Cannot currently force a lock-out but they will build that feature	

Data Security

154	Meets requirements	
-----	--------------------	--

Personally, Identifiable Information Protection

156	Meets requirement	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - KPMG

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Security/Privacy Issue Occurrence

158	Does not meet time requirements for notifying the entity of the issue. They say on page 158 that they will investigate the security breach and take reasonable action to identify, prevent and mitigate the effects of the breach	Concern
-----	---	---------

Security Breach Reporting

	See above	
--	-----------	--

Implementation Services Requirements

Project Management and Project Implementation Methodology

164-194	Meets requirement. High level discussion. Aggressive timeline	
---------	---	--

Catalog Support Services

196-197	Meets requirements 2 types of catalogs. Hosted and punchout164-194 They seem more involved in the "begin" phase of setting up catalogs and end users finishing and taking over the process. Base the catalogs loaded off of the last 24 months of spend	
---------	---	--

Data Conversion Services

199-204	Meets requirements. Process <ul style="list-style-type: none"> • Assessment • Data Extraction – initial data extract • Mock data extract • Production Data extract • Data cleansing and harmonization • Transform and load process 	
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Interface/Integration Development Services

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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - KPMG

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Organizational Change Management (OCM Services)

206-212	Meets requirements – a lot of tools created. <ul style="list-style-type: none"> • 25 instructor led classes • Webinars • 10 extensive learner guides • Job aides • Web based training courses • 15 microlearning videos • Train the trainer 	
---------	--	--

Training Services

227-240	Meets requirements <ul style="list-style-type: none"> • Train the trainer • Establish a set of “go to” agency resources • Multiple learning events 	
---------	---	--

Help Desk Services

242-248	Meets requirements End users contact GEP/State Helpdesk and then they contact GEP support team? Or do they register the issue and send it back to state helpdesk to contact GEP Customer support? Looks like suppliers go to GEP Customer support and then past the GEP solution team to the state helpdesk Confusing graph – pg246 .	
---------	---	--

On-Site System Stabilization Support

250	State Helpdesk give support during this time. Use of surveys to measure satisfaction.	weakness
-----	--	----------

Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP & KPMG

CATEGORY #(s): Category #1 Stage 1

DATE: 08/19/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 20 + years experience. Formed in 1999
 - Minority and Women owned
 -
2. Previous Projects
 - University client
 - Church client
 - Large Gas Company
3. Subcontractors
 - Subcontractor is KPMG - Global
 - KPMG will be subcontractor for implementation
 -
4. Organizational Chart
 - Extensive chart submitted broken out by each parties responsibilities
 - Project Manager mentioned
 - Supplied responsibilities of each role
5. Litigation
 - Vendor reported none
 -
 -
6. Financial Viability
 - Supplied Duns & Bradstreet report
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP - KPMG
CATEGORY #(s): Category 1 Stage 2
DATE: 11/08/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments: This response is the same as GEP 1 & 3 and GEP 1 & 4 up until funding models' section as this response has funding models

One of my major concerns with this response is the vendor has requested many times that they would like further discussion on some of the requirements listed. This response also has many concerns where the entire requirement listed was not addressed in their response.

I believe the concerns would need to be addressed (i.e., PCard functionality) in order for their solution could be offered. I think some of the "clarifications" need be addressed for me to feel comfortable with their solution offering.

General Principal and Requirements

Key Solution Functionality Elements

- PDF – Need form completed to be taken to proper module. -Will configure catalogs and punchouts. Restrict access to documents. STRENGTH – Cross Functional reporting. Will configure to state specific cases.

User Experience

- STRENGTH Page 8 PDF – User personalization and access tasks from landing page
- Mobile Capability

Bidder Best Practices and Roadmap

- PDF Page 12 – STRENGTH – Best Practices. PAGE 15 – Default OFF Releases!

Innovations and Value-Added Features/Services

- PDF Page 19 – Organizational and Opportunity Assessment, Market Intelligence and Category Management. Lots of information and informational charts!

Customizations/Extensions

- PDF Page 39 – Highly configurable and lays out customer roadmap

Alternative Funding Models – Page 40

- Offered 2 different funding models, hybrid and value based.

Contract Transition and Flexibility

- This vendor complies to this statement.

Functional Requirements – Same response as GEP 1 & 3 up until the Implementation Services Requirements

General Functionality

- STRENGTH EPROC-GEN-5 – Multiple options for posting data.
- WEAKNESS -EPROC-GEN-7 – Fill form to gain access?
- WEAKNESS -EPROC-GEN-8 – Can search by commodity code?
- STRENGTH - EPROC-GEN-11 – Can increase the file limit of 30MB.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - KPMG

CATEGORY #(s): Category 1 Stage 2

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- STRENGTH - EPROC-GEN-17 – Nice to be able to have new release data in the OFF by default mode.
- WEAKNESS - EPROC-GEN-25 – Does not allow email domain change to state email domain on emails sent from the system.
- CONCERN - EPROC-GEN-26 – Need to integrate with ERP to track administrative fees.
- STRENGTH - EPROC-GEN-36 – System has its own “built in” signature process but can integrate as well.

Supplier Portal

- STRENGTH - EPROC-SPR-13- Multiple ways for supplier to submit invoices.
- CONCERN - EPROC-SPR-15 – Did not mention if the SUPPLIER could not get to the historical data in the supplier portal?
- CONCERN - EPROC-SPR-19- Must submit administrative fees via an integration.
- CONCERN - EPROC-SPR-20 – Response seems to be on the user side rather than the supplier portal side?
- CONCERN - EPROC-SPR-23 – Response seems to be on the user side rather than on the supplier side?

Supplier Enablement/Management

- STRENGTH - EPROC-VDR-6 – Each contact can have their own log in to the supplier portal.
- CONCERN - EPROC-VDR-13 – **Response did not address the foreign supplier's designation?**
- STRENGTH - EPROC-VDR-16 - Triggers expire notifications on certificates
- CONCERN - EPROC-VDR-20 thru EPROC-VDR-27 – These responses ALL refer to the response in EPROC-VDR-19 which provides “link” to a management service solution. We need to ask for clarification on these requirements.

Buyer Portal-

- CONCERN -EPROC-BPRT-6 – System admin might have to run reports on behalf of the user?
- STRENGTH - EPROC-BPRT-10 – Can perform a “system-wide” search from the buyer landing page.
- **CONCERN - EPROC-BPRT-14 -Need to discuss further specific integration requirements?** Needs to be addressed at implementation.
- CONCERN - EPROC-BPRT-15 – Did not state if communication would default to user email address?

Need Identification

- PDF PAGE 62 - The need starts with a request form user needs to fill out.
- Meets all other requirements

Request through Pay

- PDF PAGE 66 – Core Features list is extensive
- STRENGTH - EPROC-PRD-8 – Collated purchase requests into one centralized dashboard.
- CONCERN - EPROC-PRD-24 – Can you limit the user access to the form?
- CONCERN - EPROC-PRD-46 – Did not address the political subdivision unique chart?
- CONCERN - EPROC-PRD-47 – Can you control fields availability based on the agency?
- **CONCERN - EPROC-PRD-56 – Vendor response states wants further discussion. Not sure they can meet this requirement.**
- CONCERN - EPROC-PRD-59 – Did not submit information of calendar functionality.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - KPMG

CATEGORY #(s): Category 1 Stage 2

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-WRK-9 and EPROC-WRK-10 – Did not state if the user could enter a reason for workflow bypass?
- WEAKNESS - EPROC-WRK-22 – Referenced a previous requirement as their response to this requirement.
- **CONCERN - EPROC-PO-2 – Supplier wants further discussion.**
- CONCERN - EPROC-PO-15 – Did not state if they could print in groups?
- CONCERN - EPROC-PC-1 thru EPROC-PC-3, EPROC-PC-5 thru PC – 8, PC-10 thru PC – 15, PC -17 thru PC -19 and PC - 20 – Pcard functionality in development.

Catalog Capability

- PDF Page 69 – Has 3 catalog options with the Internal Catalog being new to me.
- CONCERN - EPROC-CAT-11 – Supplier has requested further discussion on ability to obtain quotes.
- CONCERN - EPROC-CAT-20 - Concern - Response is quick quote process where I thought we were looking for the ability to enter a quote in the punch out catalog?
- CONCERN - EPROC-CAT-38 – Search catalogs without logging in is in development.

Sourcing/Bid Management –

- PDF Page 74 – Comprehensive Automatic Scoring.
- CONCERN - EPROC-SRC-15 and SRC – 16- Supplier would like further discussions of IFQC and IFQP
- CONCERN - EPROC-SRC-19 thru EPROC-SRC-21 – Supplier response did not address if these event types could be done in the system?
- CONCERN - EPROC-SRC-28 – Response was directed at the supplier side and not for participants on the buyer side (solicitation participants).
- CONCERN - EPROC-SRC-37 – Need ability to update templates automatically but this supplier does not recommend.
- CONCERN - EPROC-SRC-83 – Did not address if recording of pre-proposal conference could be stored as part of the event?
- CONCERN - EPROC-SRC-102 – Response is NOT an electronic signature process.
- CONCERN - EPROC-SRC-109 – The ability to enter paper responses in under development and will aligned with entity's go live date.
- **CONCERN - EPROC-SRC-130- Supplier wants further discussion on online collaboration.**

Contract Management

- PDF – Page 78 – Key Highlights to their Contract Management Solution.
- The contract request form goes directly to creation of a contract avoiding the need for a bid.
- STRENGTH - EPROC-CNT-8 – Mass update to contracts that have the same contract clause that has been updated.
- STRENGTH - EPROC-CNT-12- Built in electronic signature process but can also integrate.
- CONCERN - EPROC-CNT-18 – Supplier response does not address the sharing of responsibility of the contract record.
- CONCERN - EPROC-CNT-20 - This response does not address the contract number being the same as the solicitation number.
- **CONCERN - EPROC-CNT-38- Supplier wants further discussion on the ability to capture subcontractor information.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - KPMG

CATEGORY #(s): Category 1 Stage 2

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-CNT-41 – Supplier wants further discussion on certifications.
- CONCERN - EPROC-CNT-71 - Supplier wants further discussion on admin fees.
- CONCERN - EPROC-CNT-72 - Supplier wants further discussion on admin fees.

Vendor Performance – Page 80

- CONCERN - EPROC-VPE-15 – Needs to be configured.
-

Purchasing/Data Analytics – Page 82

- PDF Page 82 – They use dashboards to display this data.
- CONCERN - EPROC-PDA-5 – Did they supply list of examples of reports?
- CONCERN - EPROC-PDA-11 - Copied response for contract expiry requirement. This requirement is for purchase orders.
-

Technical Requirements – Page 85

Availability – Page 86

- Offered a calculation of availability of the system

Accessibility Requirements – Page 88

- CONCERN – Did not mention if in compliance with Section 508?

Audit Trail and History – Page 90

- STRENGTH - Allows for adhoc approvers.
-

Browsers Supported – Page 92

- Meets requirements

User Accounts and Administration – Page 94

- STRENGTH - Disabling access does NOT remove access to data.
- CONCERN – Need to contact support to view list of permanently deleted users.

User Authentication – Page 96

- STRENGTH - Integration with OKTA
-

Federated Identity Management – Page 97 – Response is combined with User Authentication

Data Conversion – Page 99

- Data needs to be entered on templates provided by GEP.
- CONCERN - EPROC-TECH-29 – Did not mention if they could migrate attachments
- CONCERN - EPROC-TECH-30 – Interface is available at an additional cost.
-

Interface and Integration – Page 107

- CONCERN - EPROC-TECH-55 – Pcard functionality is in development
-

Office Automation Integration – Page 111

- Meet requirement

Mobile Device Support – Page 113

- EPROC-TECH-62 – this is the RTM number not 61 that is mentioned in the bid.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - KPMG

CATEGORY #(s): Category 1 Stage 2

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Mobile Applications – Page 113 – Combined with above requirement.

- Meets requirements

Data Ownership and Access – This section was skipped in this response – Should be on page 112

Date Retention, Archive and Purge Considerations – Page 116

- STRENGTH - Work to implement the state entity's retention plan.
-
-

Disaster Recovery Plan – Page 118

- Showed their Business Continuity Management Plan

Solution Environments – Page 120

- CONCERN - EPROC-TECH-64 – Does not mention the ability to “refresh” the environments

Solution Technical Architecture – Page 122

- Meets Requirements

Solution Network Architecture – Page 125

- Meets Requirements

System Development Methodology – Page 129

- STRENGTH - Change Request Governance Process

Service Level Agreement – Page 134

- CONCERN – Will discuss this as they move ahead in the process but did provide SLA sample.

Security Requirements

Cloud Security Alliance (CSA) Compliance – Page 137

- Provided questionnaire as an attachment – questions answered

Security and Privacy Controls – Page 139

- Seems to meet requirements

Security Certifications – Page 141

- Supplied tables of certifications

Annual Security Plan – Page 143

- Provided additional attachment Appendix 2 – Information Security Policy

Secure Application and Network Environment – Page 146

- CONCERN - EPROC-SEC-2 – This needs to be configured.
- CONCERN - EPROC-SEC-3 - Does not allow forced log out of user.
-

Secure Application and Network Access – Same as Above?

Data Security – Page 153

- Meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - KPMG

CATEGORY #(s): Category 1 Stage 2

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Personally Identifiable Information Protection – Page 156

- Meets requirements of GDPR

Security/Privacy Issue Occurrence – Combined with below requirements.

PII Data Actual/Attempted Access or Disclosure – Page 158

- States system has Security Incident Response Plan and Team

Security Breach Reporting – Page 160

- CONCERN – Notification for breach is 4 hours and not the 2 hours listed in the requirement

Implementation Services Requirements

Project Management – Combined with below requirement

Project Implementation Methodology – Page 163

- Program and Project Management Methodology. GEP-KPMG team
- Use PPM Toolkit
- Provided Sample Implementation Plan – Page 185
- Extensive Staffing Plan

Catalog Support Services – Page 195

- Offer complete catalog support and set up.

Data Conversion Services – Page 198

- Analysis, Extraction, Cleansing, Transform and Load
- Performs quality assurance.
- Offer Data Load Templates

Interface/Integration Development Services – Page 205

- Offers “phased” approach
- Provided possible list of system integrations and Interfaces – Page 210
-

Organizational Change Management (OCM Services) – Page 213

- Provided government change management example
- Make It methodology – Page 216
- Customizable approach – Page 224

Training Services – Page 226

- Aligns with their implementation plan – Page 227
- Use Target Learning Model – Page 229
- Recommended Training Plan – Page 233
- Train the Trainer – Page 237
- Recommends Supplier Training – Page 239

Help Desk Services – Page 241

- Same response as GEP 1 & 3 and GEP 1 & 4

On-Site System Stabilization Support – Page 249

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - KPMG

CATEGORY #(s): Category 1 Stage 2

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Meets requirements

Managed Services Requirements - Same response as GEP 1 & 3 and GEP 1 & 4

Solution Support -Page 252

-

Organizational Change Management (OCM Services - Same response as GEP 1 & 3 and GEP 1 & 4

Training Services – Page 273

- Train the Trainer Approach
- Training Plan – Page 276

Catalog Support Services - Page 277

- Detailed online process for hosted or punch out catalogs.

Help Desk Services – Page 284

- Refer to slides 243-249 for Details

Transition Out Assistance Services – Page 286

- Provided GEP's Approach

Other Available Services – Page 289

- Strategic Sourcing
- Should – Cost Modeling – Page 293
- Contract Performance Management – Page 298
- Localization Support – Page 302

Assumptions – Page 304 – These need to be presented up front to the State entity.

- Price increase every of 5 % year over year
- 15 pilot agencies during implementation
-

Video Demonstrations – This video is the same for responses GEP 1 & 3 and GEP 1 & 4

- Reporting Dashboard is helpful for reporting.
- This system has the functionality called “Guided Buying” which allows the user to perform a keyword search which results in the user being in the correct location needed based on their search (Contract, Punch Out Catalog, Hosted Catalog, Purchase Request, etc.)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP – Optis Consulting

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Yes. States 20 years of end-to-end procurement and supply chain expertise.
 - Seem to cover all areas of eprocurement.
2. Previous Projects
 - 4 listed for GEP. All private entities. They all fit Category 1.
 - Viatrix. Improved transparency across company with their system.
 - UCAL. Implemented S2C technology (spend analysis, sourcing, contract management, supplier mgt.) and a public bid site.
 - Chevron. Unified their online system with a mobile system.
 - LDS Church. Implement Contract and Supplier Management solution.
3. Subcontractors
 - Optis Consulting. A source to pay consultant.
4. Organizational Chart
 - Provided along with job descriptions.
5. Litigation
 - Vendor states they have **no material or significant** claims, litigation or regulatory actions against them.
6. Financial Viability
 - D&B provided. Low risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP / Optis

CATEGORY #(s): 1

DATE: 11/22/2021

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Product is GEP Software Source-to-Pay process.
- Note: NB Ventures Inc. dba Global eProcure (GEP) and Optis
- Product is cloud platform. SaaS.
- The technical proposal begin with small portions of information and I was unsure if they were meeting the mark, but once I was able to dig into the matrix it helped further see what they can do.
- Overall, it looks like much configuration can take place for any State entity. While this is great, I question how this would affect updates to the software (Clarification).
- Matrix - I like seeing that the level complexity is not all "L". It shows GEP put thought into each for each item.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 14)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

1. Product is GEP Software Source-to-Pay process. With modules of sourcing, savings tracking, category management, contract management, supplier management, and procure-to-pay.

- Single point of entry – yes – a centralized intake form. When I think Single point of entry- I do not think intake form.
- Smart routing – yes – GEP combined this bullet point with Compliance and Workflow. They state the platform can be configured to meet specific compliance policies/rules. GEP gives examples of Guided Buying, Robust Rule Engine, and Category Playbook.
- Compliance – refer to the second bullet.
- Portal – yes – buyers and suppliers have access to dedicated home page portal

- Open marketplace environment – yes – **Configure** hosted catalogs/punchouts.
- Integration – yes – has out of the box integration tool kit and use JSON protocols for document exchange.
- Workflow – yes – refer to the second bullet.
- Document management – yes – stored in centralized repository and accessed per user role.
- Reporting, dashboards and data visualization – yes – in-house cross-functional reporting framework.
- Configurable – yes – GEP Software cloud platform is a preconfigured application. GEP states they will use agile approach to preconfigure sandbox to align to State specific cases / requirements.
- Transparency – Yes – and mention track status on documents.

2. User Experience - pages 14 - 16

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.

2. GEP discusses their intuitive user interface built by using feedback from Fortune 500 costumers, user group requirements, industry standard practices, etc. **I have concerns with the Fortune 500 customers because we want a system that is more relatable to Govt/State business.**

- Initial Screen – yes, mention users can mark initial screen as landing page – **not sure this is what is meant in this section.**
- Intuitive Navigation – yes, GEP combines this bullet with “Wizard-driven capabilities” addresses few clicks, **but doesn't really address wizard capabilities.**
- Wizard-driven capabilities – Refer to second bullet.
- Informative Portal – Yes
- Mobile Optimization – yes, they call it Mobile App – IOS and Android.
- Workload Mgt Functionality – Yes they call it Work Management, addressed; however, **unsure if it contains the same intention of abilities as wanted in the RFP.**
- Role-Based Functionality – Yes, addressed.

3. Bidder Best Practices and Roadmap – pages 16 - 21

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

3. GEP introduced 4 best practices and roadmap: (1) Unified Source-to-Pay Platform, (2) Agile Methodology for Software Development, (3) Software Release and Update Cycles, and (4) Customer Success: Providing a High Touch Support Experience Throughout Engagement.

- Latest Technology – No – don't address any. Address their process as in number 3 above.
- Timely updates – yes – Quarterly and biweekly; however, **it's a bit confusing as they use words such as “generally available” Would like to see a more definite timeframe and surety.**
- Alternative Best Practices – yes see below bullet.

- Cost Reduction – Yes – Claim price compression will save 4% – 7% average realized savings, spend compliance 10%-50% reduction of noncompliant spend, productivity 40%-60% reduction in non-value added work, and working capital 10-20% extension in pay terms and 5-30% Increase in early pay discounts.
- Product Roadmap and Cont. Improvement. – Yes – see number 3 above.

4. Innovations and Value-Added Features/Services – pages 21 - 22

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

4. Yes - Completed section. They list Level (1) Organization Maturity Assessment, (2) Opportunity Assessment (3) Market Intelligence (4) Category Management. Explained further below.

- GEP illustrates their Assessment Approach in a 4 graphs and explains they would work with State to create a plan to outline desired outcomes by looking at various pieces of procurement operating models and identifying areas of improvement along with other types of analysis. **This reminds me of a BPM.**
- GEP illustrates in 3 graphs how they can analyze procurement spend to identify savings opportunities using GEP benchmarks, SME inputs, and industry best practices.
- GEP illustrates in 5 graphs how leveraging GEP's extensive network of SMEs and researchers could elevate the knowledge and awareness of State's procurement.
- GEP illustrates in 2 graphs a process for end-to-end category management across categories for sustainable outcomes

5. Customizations/Extensions – pages 22 - 23

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

They provide preconfigured application deployed as a standard configuration. They suggest using the standard out of the box software, but will configure as necessary per the requirements of the State.

6. Alternative Funding Models – Pages 23 - 27

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outlined above for each recommended funding model.

GEP does not have alternate funding models. They refer to Exhibit 3. Cost Proposal and other revisions of cost proposal.

7. Contract Transition and Flexibility – page 27

GEP complies with the contract review process and transition if negotiate terms. I feel they misunderstood the point of this question.

B. Functional Requirements: pages 28 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40. Matrix completed. 5 – High (21, 26, 27, 28, 39), 3 – Medium (9, 25, 36), rest are all “L” Low level of complexity, 3 – “CF Configuration Items (3, 5, 25), 1 – “C Customization/Extension” (39), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Request through Pay Software, GEP Sourcing/Bid Management Software, Contract Management, Procure-to-Pay.
 - For most of the items in 1 – 7 GPE offers use of their system, but these questions are about being able to integrate with other eProcurement Workstreams. In areas where GEP does do this they suggest links or to CF.
 - I do like seeing that the level complexity is not all “L”. It shows GEP put thought into each for each item.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
 - #36 GEP has their own built in electronic signature solution instead of a partnership like docusign, or adobe sign
 - #38 For number of licenses – sounds like gave cost based on what was provided in proposal; however, they confirm licensing is unlimited for business and supplier users. This may be deceiving, might want to confirm again that it's unlimited also for “State users”
2. Supplier Portal. Tab 3, SPR-1 through SPR-23. Matrix was completed. 1 – High (19), 1 – Medium (6), rest are all “L” Low level of complexity, 1 – “INT - Integration/Interface”(19), 1- “CF-Configuration Item” (6), and the rest “A – Available”. Solutions/Tools/Modules covered – Supplier Enablement / Management Software, GEP Core Platform, Contract Management, Request through Pay.
 - #13 I find it interesting that GEP has their own OCR in-house system. Nice to know, if State did not want to use or integrate theirs.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43 Matrix – was completed. 1 – Medium (36), rest all “L” Low level of complexity, 1- “CF-Configuration Item”, and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement / Management, Core Platform.
 - The “A” fields seem to be satisfactorily answered and their solution meets the standards.
 - For the INT items 19-27. GEP has a partnership with Global Risk Management Solutions (GRMS), Rapid Ratings and with TinCheck that provides most of these services. GEP Software will enable a link to these partners to allow users to view. My concern here would be the risk of leaving their system (if any), what security measures are in place?
4. Buyer Portal. Tab 3, BPRT-1 through BPRT-15. Matrix completed. 1 – Medium (9), rest are all “L” Low level of complexity. 1- “CF-Configuration Item”(9), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Request through Pay Software, GEP Supplier Enablement / Management.
 - The “A” fields seem to be satisfactorily answered.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
5. Need Identification. Tab 3, NEED-1 through NEED-7 Matrix completed. All “L” Low level of complexity. 1-“CF-Configuration Item”(5), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Sourcing Bid Management, Contract Management, and Request through Pay Software.

- The CF item does not seem to pose a problem. Other items seem to be standard within the software.
6. Request through Pay Workstream. Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11. Matrix completed. 1–High (PRD28), 5–Medium (PRD11, PRD56, WRK13, PO16, PC1-3, PC5-8, PC10-15, PC17-PC19, and PC21, RC4), rest are all “L” Low level of complexity, 17 – “IN - in development” (PC1-3, PC5-8, PC10-15, PC17-PC19, and PC21), 1- “CF-Configuration Item” (RC21), and the rest “A – Available”. Solutions/Tools/Modules covered–GEP Request through Pay Software, Contract Management.
 - For PRD (Purchase Request Development): No issues with this section. GEP’s responses meet the standards and our requests.
 - WRK (Workflow Management): All requirements in this section are sufficiently answered.
 - PO (Purchase Order Generation & Management): All requirements in this section are sufficiently answered.
 - PC (Payment Card Functionality): Much of the complexity is medium and the availability is “in development”. This is concerning if a State is counting on this service.
 - RC (Receiving): All requirements in this section are sufficiently answered.
 - INV (Invoicing): All requirements in this section are sufficiently answered.
 7. Catalog Capability - Tab 3, CAT-1 through CAT-40. Matrix completed. 1–High (19), 5–Medium (4,21,25,32,33) and the rest all “L” Low level of complexity, 4–“CF Configuration Item” (31-34), 1 – “ID - in development” (38), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Request through Pay Software, Contract Management.
 - Missing 38 – “The eProcurement Catalog functionality should provide the ability for catalogs to be accessible and searchable without requiring the user to login (e.g. public access for read/search only access). State must be able to specify any fields that will not be publicly visible (e.g. Tax ID).” GEP says “ID” and will work with State to have.
 - Other than 38 - All requirements in this section are sufficiently answered.
 8. Sourcing/Bid Management Workstream. Tab 3, SRC-1 through SRC-151. Matrix completed. 1–High (151), 5–Medium (31,77,78,83,138) and the rest all “L” Low level of complexity, 7–“CF Configuration Item” (17,18,73,76,102,138,147), 1–“ID - in development”(109), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Sourcing/Bid Management Software, Contract Management.
 - Items 15 and 16 – GEP says they can handle a surplus sealed bid and IFQC, but then say they would further like to discuss the requirement in detail with State as we move ahead in this process. Clarify – can they handle this type of procurement?
 - In some areas they offer multiple ways to tackle a situation – for example SRC72. This is seen throughout the Matrix.
 - Rest of requirements in this section are sufficiently answered.
 9. Contract Management. Tab 3, CNT-1 through CNT-88. Matrix completed. 3–High(30,71,72), 4–Medium (38,41,45,70) and the rest all “L” Low level of complexity, 8–“CF Configuration Item”(20,34,45,51,65,66,71,72), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement/Management, Request through Pay Software, Contract Management.
 - Items 71 and 72 – GEP says they can track suppliers admin fees , but then say they would further like to discuss the requirement in detail with State and understand the logic behind the calculation.
 - Rest of requirements in this section are sufficiently answered.
 10. Vendor Performance Tab 3, VPE-1 through VPE-25. Matrix completed. 1–High(14), and the rest all “L” Low level of complexity, 1–“CF Configuration Item”(15), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement/Management, Request through Pay Software, Contract Management.
 - Requirements in this section are sufficiently answered.
 11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37. Matrix completed. 2–High(32,33) and the rest all “L” Low level of complexity, 1–“CF Configuration Item”(37), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Platform.

- Question #37 – where GEP can offer comparison of punchout item to non contract item. They state yes as long as the supplier is ok exposing themselves to GEP web crawlers. Even if they are ok with this, is there enough security for State and any other web crawlers?
- Rest of requirements in this section are sufficiently answered.

C. **Technical Requirements: pages 49 - 74**

1. **Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.
 - Maintains a 99.8% uptime with a 24x7 availability.
 - Use Microsoft Azure (for backup)
2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
 - Short 3 sentence slide that gives confirmations that GEP: Observes ADA compliance standards, follows WCAG2.1 level AA guidelines, and will provide ACR.
3. **Audit Trail and History RTM:** Tab 4, TECH-1 through TECH-5. Matrix completed. 1–Medium(5) and the rest all “L” Low level of complexity, All “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - Audit logs are retained until end of contract life.
 - Mentions backup policies and use of Microsoft Azure backup.
 - Much crossover between slide in technical proposal and matrix. No concerns.
4. **Browsers Supported**
 - The general web browsers are supported (Microsoft Internet Explorer, M Edge, Chrome, Firefox, and Safari). No concerns.
5. **User Accounts and Administration RTM:** Tab 4, TECH-6 through TECH-20. Matrix completed. 1–Medium(12) and the rest all “L” Low level of complexity. 1–“CF Configuration Item”(16), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - No concerns. Meets requirements.
6. **User Authentication RTM:** Tab 4, TECH-21 through TECH-25. Matrix completed. 1–High(24) and the rest all “L” Low level of complexity, 1–“ID In Development”(25), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - #21 – Like the fact that they use Microsoft Active Directory for Single Sign on.
7. **Federated Identity Management –** No concerns. Meets requirements.
8. **Data Conversion RTM:** Tab 4, TECH-26 through TECH-34. Matrix completed. 1–High(28), 1–Medium(30), and the rest all “L” Low level of complexity. With all “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform, Software Implementation services for Supplier Enablement Management, Services for Software Implementation, Services for Spend Analysis, Services for Sourcing/Bid Management, and Services for Request through Pay.*
 - Optis will handle this piece. Page 98
 - They do a good job cleanly outlining conversion and the strategies to do so.
 - Interestingly – Optis offers oversight for free, but if you want them to data cleanse there is a cost and they use Middleware (link on page 102)
 - Found although Optis is handling the conversion, the matrix portion was still completed by GEP – if enter in negotiations would want to clarify that Optis would honor the replies in the Matrix.
9. **Interface and Integration RTM:** Tab 4, TECH-35 through TECH-60. Matrix completed. 1–Medium(60) and the rest all “L” Low level of complexity, 1–“ID In Development”(55), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform, Request through pay software, contract management, supplier enablement management.*
 - Optis will handle this piece. Page 105

- They list many ERP systems they have or currently integrate with (NetSuite, EBS, SAP, Oracle, PeopleSoft, JD Edwards, MS Dynamics, CGI Advantage, etc.) and provide options of how to integrate.
 - They discuss two integration methods – API and Flat file (page 107)
 - Found although Optis is handling the interface and integration, the matrix portion was still completed by GEP – if enter in negotiations would want to clarify that Optis would honor the replies in the Matrix.
10. Office Automation Integration
 - Yes, GEP integrates with Microsoft products listed and others.
 11. Mobile Device Support RTM: Tab 4, TECH-62. Matrix completed. “L” Low level of complexity, “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform.
 - Yes it can be accessed Mobily
 12. Mobile Applications - Nothing add here.
 13. Data Ownership and Access
 - State will retain all ownership of data.
 14. Date Retention, Archive and Purge Considerations RTM: Tab 4, TECH-63. Matrix completed. 1– “L” Low level of complexity, “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform.
 - Met all requirements. No concerns.
 15. Disaster Recovery Plan
 - Coupa.
 16. Solution Environments RTM: Tab 4, TECH-64 through TECH-67. Matrix completed “L” Low level of complexity, “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform.
 - State would receive four environments Development, Quality Control/User Acceptance Testing, Training, and Production.
 - Graphs of each environment are provided and at what point in the process they are used.
 17. Solution Technical Architecture
 - Met all requirements. No concerns.
 - Graphs and tools that will be used are provided in the tech. proposal.
 18. Solution Network Architecture
 - Again – great graphs listing the software used and when scans, patching, etc. are done.
 19. System Development Methodology
 - Normal PM with much explanation and tables/graphs.
 20. Service Level Agreement
 - GEP notes they want to discuss and finalize SLA requirements with State and refers us to the GEP SLA.

D. Security Requirements: pages 75 - 94

1. Cloud Security Alliance (CSA) Compliance
 - GEP supplied a CAIQ in file 3; I will rely on my more experienced SMEs to help evaluate the CAIQ.
2. Security and Privacy Controls
 - No Concerns based on data in the proposal.
3. Security Certifications
 - No Concerns based on data in the proposal.
4. Annual Security Plan
 - GEP details out their annual security plan.
 - GEP notes that they understand NASPO has asked for any additional documents and to see refer to GEP Appendix 2’ which is their Information Security Policy. This will need to be reviewed when negotiating.
5. Secure Application and Network Environment
 - refer to GEP Appendix 3’ which is their SMART Application Architecture & Security Overview.
6. Secure Application and Network Access – Tab 5, SEC-1 through SEC-6. Matrix completed. 2– Medium(1,2) and the rest all “L” Low level of complexity, 1–“CF Configuration Item”(2), 1-“ID In Development”(3), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform.
 - Mentions backup policies and use of Microsoft Azure backup.

- GEP meets some of the requirements in this section but need to customize or develop others.
7. Data Security – nothing to add.
 8. Personally Identifiable Information Protection – nothing to add.
 9. Security/Privacy Issue Occurrence – nothing to add.
 10. PII Data Actual/Attempted Access or Disclosure – nothing to add.
 11. Security Breach Reporting – nothing to add.

E. Implementation Services Requirements: pages 95 - 127

- Matrix completed. 1–High(5) and rest “L” Low level of complexity and all “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - Found although Optis is handling the implementation services, the matrix portion was still completed by GEP – if enter in negotiations would want to clarify that Optis would honor the replies in the Matrix.
 - Seems to have many options for finding help and solutions for customers.
1. Project Management (169)
 - Use a Hybrid approach (Agile and waterfall)
 - 85% of team are certified PMP – Nice.
 - Ask that both Optis and State provide a PM resource. Great!
 - Did a nice job overall explaining approach to PM.
 2. Project Implementation Methodology – (182)
 - Like the look at implementation for small, medium, and large State. (pages 183-190)
 - Roles of both side are explained well.
 - Explained very well throughout. Covered requirements.
 3. Catalog Support Services
 - Optis supplying services.
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 4. Data Conversion Services
 - Asks to refer to slides 99-103. Seems like it will meet requirements.
 5. Interface/Integration Development Services
 - Asks to refer to slides 105-116. Seems like it will meet requirements.
 6. Organizational Change Management (OCM Services)
 - Optis goes above and beyond in the CM area (page 232), they state they will provide what the RFP asked for and recommend and will provide 4 more deliverables.
 - Explain and show CM well in slides.
 7. Training Services
 - Optis identifies and tailors training based on clients requirements.
 - Use a “Source to Contract” implementation (page 250)
 - Entails a 70/20/10 approach to adult learning. (page 251)
 - Finally they recommend Train-theTrainer, but it various based on who is being trained. For example “See-Learn-Do” works better with employees.
 8. Help Desk Services – good.
 - Optis offers 3 models for a help desk and support with various degrees of cost (from free to a cost) and a link to all 3 models on page 275.
 - Choices are nice to have as each State will have different needs.
 9. On-Site System Stabilization Support – nothing to add.

F. Managed Services Requirements: pages 128 - 136

- Matrix completed. All “L” Low level of complexity and “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - Found although Optis is handling the managed services, the matrix portion was still completed by GEP – if enter in negotiations would want to clarify that Optis would honor the replies in the Matrix.
1. Solution Support
 - Optis offers 3 models for a help desk and support with various degrees of cost (from free to a cost) and a link to all 3 models on page 275.

2. Organizational Change Management (OCM Services) – see section E comments above.
3. Training Services – see section E comments above.
4. Help Desk Services – see section E comments above.
5. Transition Out Assistance Services
 - Optis helps manage this service and says it's a 3 phase approach to transition out.
 - Give an estimation of 24 weeks.

G. Other Available Services: pages 137 - 139

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- Pages 289 -291. List following 3 categories of services offered by Optis:
 - Focus: Strategy and Software Selection
 - Launch: Precision Implementation
 - Perform: Value Realization & Continuous Improvement

H. Video Demonstrations: pages 140 - Page 140 of their technical proposal – a link

- Yes provided. Detailed and covered all of their 45 min.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (NB Ventures (GEP) & Optis)

CATEGORY #(s): 1

DATE: (09/22/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - GEP Smart Unified Source to Pay software
 - GEP NEXXE Cognitive Supply Nexus
 -
2. Previous Projects
 - Viatris – implemented direct and indirect buying and accounts payable
 - UCAL – Spend Analysis, Sourcing, Contract Management, Supplier Management
 - Chevron – eProcurement not present in project
 - LDS Church – Contract and Supplier Management
 - Reference calls should be coordinated through GEP
 - 20 other project references were cited but no details were provided
3. Subcontractors
 - Optis
 -
 -
4. Organizational Chart
 - Combined state, Optis, and GEP org chart specific to the project
 - Roles defined
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B report 10/19/2020
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP Optis
CATEGORY #(s): 1
DATE: 12/17/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **YES**

User Experience **YES**

Bidder Best Practices and Roadmap **AGILE, Maintenance Release/testing tight window for bug fixes, minor/low impact enhancements, manage commercials?**

Innovations and Value-Added Features/Services **Organizational Maturity Assessment – IT Procurement not identified, spend analysis, Market Intelligence. How is category management providing more value than the solution itself? I expect increased spend visibility, contract compliance, improved Supplier Performance – Is this innovation or additional cost?**

Customizations/Extensions **YES**

Alternative Funding Models **(1) Hybrid fixed fee(50-75% of implementation costs) plus transaction-based (1-3% for every PO), (2) Value-Based funding models (Strategic sourcing 4% to 15% spend visibility 1% 2.1% spend compliance 2.5% to 5% early payment discounts 0.3% two 2% optimized P card usage 0.5% to 2% supplier payment method 0.1% to 2% process optimization 3% to 5%**

Contract Transition and Flexibility **“GEP is able to comply with the contract review process and transition to a state's current contract terms”**

Functional Requirements

General Functionality **YES - 1 Customized, 3 configurations w/one medium effort, and 36 out of the box.**

Supplier Portal - **1 configuration w/medium effort, 1 integration w/high effort, and 21 out of the box**

Supplier Enablement/Management **9 integrations w/low effort and 34 out of the box.**

Buyer Portal **1 configurations w/medium effort, and 14 out of the box**

Need Identification **1 configurations w/low effort, and 6 out of the box**

Request through Pay **62 out of the box – Purch Req, 28 out of the box for Wrkflw mgt, 29 out of the box for PO gen and mgt, 17 in devp and all w/medium effort and 4 out of box for Pcard, 1 configuration w/low effort, and 20 out of the box for Receiving, 11 out of the box for invoicing.**

Catalog Capability **4 configurations w/medium (2) and low (2) LOE, 1 in devp w/low LOE, 34 OOBX**

Sourcing/Bid Management **7 configurations w/medium (1) and low (6) LOE, 1 in devp w/low LOE, 141 OOBX**

Contract Management **8 configurations w/medium (1) and low (5) and high (2) LOE, 80 OOBX**

Vendor Performance **1 configuration w/low LOE, 24 OOBX**

Purchasing/Data Analytics **1 configuration w/low LOE, 36 OOBX**

Technical Requirements

Availability **7 days/week twenty-four hours/day excluding scheduled maintenance and outages**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP Optis
CATEGORY #(s): 1
DATE: 12/17/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Accessibility Requirements **WCAG2.1 and Accessibility Conformance Report (based off a VPAT)**
Audit Trail and History **not sure minimum was met for user identifier, date/time stamp, field that was changed and the change that was made.**
Browsers Supported **YES Microsoft Edge (Version 70.0 and above), Google Chrome (Version 70.0 and above), Firefox and MacOS Safari**
User Accounts and Administration **RBAC**
User Authentication **SAML**
Federated Identity Management– **SSO MFA**
Data Conversion **Identify “to be” data and data scope to be converted, create data migration and conversion strategy and plan, perform cleanup and or conversion per the plan, build and execute test loads this is an iterative approach could take many cycles, validate test results and identify fixes, load to production**
Interface and Integration **Methodology is integration kick off, determine integration scope, design and develop integrations in scope many iterations, test integrations, move to production. Experience with source Source two pay solutions and enterprise systems like CGI, Oracle, NetSuite, jde, PeopleSoft, EBS, SAP, EC and S4 hana, maxximo, Qbyte, dynamics 365, NAV vision dynamics,**
Office Automation Integration **hosted on Microsoft Azure and integrates with Microsoft Office products**
Mobile Device Support **GEP Software is a mobile-native procurement platform**
Mobile Applications **GEPSMART’mobile app on Apple App Store and Google PlayStore**
Data Ownership and Access **Missing?**
Data Retention, Archive and Purge Considerations **Yes but what standard?**
Disaster Recovery Plan **Annual test does it include clients, is this Azures DR test?**
Solution Environments **Development/Quality Control, UAT, Training, Production Environments, multi-tenant mode**
Solution Technical Architecture **YES**
Solution Network Architecture **YES**
System Development Methodology **Agile development life cycle using Azure Dev Ops development tools, Functional, SIT, UAT, Regression/Automation, performance testing. Change Request Governance Process.**
Service Level Agreement **GEP would like to discuss and finalize the SLA requirements**

Security Requirements

Cloud Security Alliance (CSA) Compliance **CAIQ**
Security and Privacy Controls **Did not answer NIST 800-53 question**
Security Certifications **SOC1 Type II and SOC2 Type II, ISO 27018, PCI DSS v1.1, FedRAMP High, CJIS, IRS Publication 1075, HIPAA**
Annual Security Plan **No**
Secure Application and Network Environment **YES**
Secure Application and Network Access **YES**
Data Security **YES**
Personally Identifiable Information Protection **GDPR compliance**
Security/Privacy Issue Occurrence **reports any high severity security breach within 4 hrs – define high**
PII Data Actual/Attempted Access or Disclosure **YES**
Security Breach Reporting **2 hour and 24 hour notification cannot be met**

Implementation Services Requirements

Project Management **Hybrid approach combining waterfall and agile methodologies.**

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP Optis

CATEGORY #(s): 1

DATE: 12/17/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Project Implementation Methodology Small, medium , large state implementations. Project governance plan with project sponsor, steering committee, core delivery team,, subject matter experts, people and change management committee.

Catalog Support Services Seed methodology strategize , engage , enable , developed.

Data Conversion Services **Same as in Technical requirements** Identify “to be” data and data scope to be converted, create data migration and conversion strategy and plan, perform cleanup and or conversion per the plan, build and execute test loads this is an iterative approach could take many cycles, validate test results and identify fixes, load to production

Interface/Integration Development Services **Same as in Technical requirements** Methodology is integration kick off, determine integration scope, design and develop integrations in scope many iterations, test integrations, move to production. Experience with source Source two pay solutions and enterprise systems like CGI, Oracle, NetSuite, jde, PeopleSoft, EBS, SAP, EC and S4 hana, maxximo, Qbyte, dynamics 365, NAV vision dynamics,

Organizational Change Management (OCM Services Best practices in change management for ePROC or source to pay is organizational alignment, stakeholder engagement, communications, learning.

Communications and engagement toolkit . Sponsor and leader engagement, project SME's, road shows and demos, customized communications, feedback exchanges and open dialogue, kpi results. Two way knowledge transfer scorecard.

Training Services Step one confirm the scope of change and impacted users step two set the preferred training tactics and vehicles step three define the learning outcomes Step 4 Taylor the training plan Step 5 evaluate training effectiveness and improve.

Help Desk Services Three models

On-Site System Stabilization Support **Cannot determine** if any resources will be on site.

Managed Services Requirements

Solution Support **Same as above in implementation services**

Organizational Change Management (OCM Services **Same as above in implementation services**

Training Services **Mostly the same as above in implementation services except for core team members and end users on site instructor LED classroom training web based instructor LED training in web based self-service training**

Help Desk Services **Same as above in implementation services.**

Transition Out Assistance Services **Prepare** transfer support approach

Other Available Resources **Shouldn't these other available services be part of the E procurement tool?**

Video Demonstrations

- Dashboard
- Templates
- Clause repository which can link to contracts
- Contract wizard
- Supplier enablement
- Vendor performance scorecards
- IT Procurement
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-Optis

CATEGORY #(s): 1-Full Solution

DATE: 8/23/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Heavy marketing visuals in presentation
 - Overuse of market buzzwords
 - Underwhelmingly curious if they perform in all capacities the proposal identifies
2. Previous Projects
 - Results are buzz word driven. No savings identified worthy of expense beyond process efficiencies
 - Results achieved are just marketing focused, with vague points
 -
3. Subcontractors
 - Subcontracting with Optis
 - Source to Pay ePro consultancy
 - Just for consultancy it appears
 -
4. Organizational Chart
 - Interesting the Org Charts are different structure entirely for GEP with different subcontractors.
 - Personnel role responsibilities are general in nature.
5. Litigation
 - No litigation identified
 -
 -
6. Financial Viability
 - D&B results not showing concern
 - Unsure about their subcontract KPMG
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-Optis

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 12/01/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- (Page 5) Centralized platform. Is this all or none, integration with other platforms?
- (8) Do suppliers have access outside of the portal,
- (10) High levels of functionality
- (13) Non-Value-added work reduction 40-60% is valuable
- (14) Agile no customization to cloud, unclear any potential impact to existing processes
- (15) Bi-Weekly maintenance releases seem overly frequent
- (23) Good gap analysis linking to reporting capabilities
- (24) Would like to see F2F workshops offered as well as virtual
- (30) How does Supplier database incorporate local and OSD vendors?

Functional Requirements

- (48) Interesting how the document process moves from one action to the next
- (46) Show good functionality across different workflows, very robust
- (60) Unsure if catalog search includes both hosted and punchouts. If not a level 2 search that includes the punchouts, buyers are not seeing best value or all products in a seamless manner.
- (65) Concerned about the "Preferred Supplier" and what makes them chosen over others.
- (70) alludes to level 2 punchouts (searchable in the platform) but only if suppliers allow. How many suppliers allow this?
- (73) Sourcing seems very intuitive
- (79) Vendor Performance is good in the way it creates scorecard type data
- (82) Purchasing data has lots of functionality, would like to better understand if it is perhaps too much
- (RTM Tab 3, line 11, EPROC-SPR-7). Allow supplier access to solicitations, both invited and all others. Response did not meet the requirement. Did not address access to suppliers that have not been invited.

Technical Requirements

- (86) Availability should consider maintenance both planned and unplanned. The method identified is only identifying unexpected events relative to the vendor. The customer is inclusive of all events of any form where the service is unavailable. Their method is providing questionable percentages.
- (97) Single Sign on is preferred
- (102) Good data normalization
- (107) ERP integration is important as most states have existing solutions they will not abandon

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-Optis

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 12/01/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Security Requirements

- (CAIQ line 135) Does not support BYOD. Would Single Sign On at state level allow this?
- (CAIQ line 207) Unsure if test environments are available
- (CAIQ lines 216-219) Unsure of liability relationship with GEP and MSFT using Azure. GEP reference to MSFT portal only raise concerns with data breaches or problems and who is liable.
- (CAIQ line 245) No BYOD support, how will this impact states that do not provide state owned laptops/mobile devices to all employees?
- (160) Breach does not include any credit monitoring by vendor or liability acknowledgement

Implementation Services Requirements

- (163+) Project Implementation Methodology is robust
- (173) Project Management has standard categories
- (187) Good examples of small, medium, and large implementations

Managed Services Requirements

- (250) Training services seem very detailed

Video Demonstrations

- Dashboard formatting is hard on the eyes
- Can create solicitations within the platform
- Scoring withing platform with weighted percentages or formulas
- Can invite suppliers, can suppliers invite themselves?
- Evaluators score within
- Interesting Parent-Child relationships
- Unknown if shopping search looks at punchout catalogs
- Results show non-contracted items. Where are they coming from?
- Where do accounting details come from?
- Can reject line items in requisitions or only entire request?
- Does this work with Peoplesoft?
- Supplier management is manual process for data entry?
- Does supplier profile integrate with Oracle or other platforms?
- Arbitrary supplier scorecard?
- Reporting seems intuitive

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-Optis

CATEGORY #(s): CAT1 STAGE1

DATE: 08/23/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - End to end procurement and supply chain
 - 20 years
 - Woman and minority owned
2. Previous Projects
 - Viatris, UCAL, Chevron and LDS Church
 -
 -
3. Subcontractors
 - Global Organization of independent professional services firms.
 - Will subcontract with KPMG
 -
4. Organizational Chart
 - Org chart is combination of Client, KMPG and GEP
 -
 -
5. Litigation
 - No material or significant claims, litigation or regulatory actions in the past 5 years
 - No law suits
 -
6. Financial Viability
 - D & B Low risk
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - OPTIS

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

7	Single point of entry for all procurement activity based on their needs or use of the solution	
7	Smart Routing – Wizard driven capabilities	Positive
7	Portal – informs users and supports user work management	

User Experience

8	Wizard driven capabilities	Positive
8	Mobile app has access to many areas. Catalogs, create requisitions, approvals and to view dashboard.	Strength
8	User sets up the look of the dashboard and it stays that way for next login	

Bidder Best Practices and Roadmap

14	Approach to implementation is based on progress made and not timeline	Positive
15	Quarterly general release sent to UAT for a week and then to production. It is sent to production in Default Off mode	Weakness
15	Maintenance release every 2 weeks to fix bugs. Handle like quarterly release – sent to UAT for 1 week first. “the participating entity is not obligated to accept and implement any recommendations.”	Weakness

innovations and Value-Added Features/Services

18-37	These are optional 1. Organizational Maturity Assessment – 16 weeks – a lot of time and a lot of people involved to get current state assessment. 2. Opportunity Assessment -spend analysis on current practices. 3. Market Intelligence 2-3 days for off the shelf report. 2.5 weeks for detailed reports 4. Category Management	1.Concern- we do know pricing - depends on scope, level of detail, and timing
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: GEP - OPTIS

CATEGORY #(s): 1

DATE: 11/15/2021

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Customizations/Extensions

39	Customizations are done with the help of a user's group call PAG. Based on the feedback given, GAP prepares its product roadmap for all of the solutions.	
----	---	--

Alternative Funding Models

41 AND 42	Option 1 a. Fixed fee payment reduced to 50-75 % of implementations costs b. Transaction fee of 1-3% would be added to every PO processed during the platform Option 2 Value based funding model – self funding or value based.	
-----------------	---	--

Contract Transition and Flexibility

43	Able to comply with the contract review process a transition to a state's current ter4ms.	
----	---	--

Functional Requirements

General Functionality

GEN 1	Cloud Based. SAAS Solution. Yes	
GEN 2	Yes	
GEN 3	Requires vendor to register through a form	Weakness
GEN 4	Yes	
GEN 5	Configuration items – 3 ways to set up	Weakness
GEN 6	Yes	
GEN 7	Yes	
GEN 8	Yes	
GEN 9	Yes	
GEN 10	Yes	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

GEN 11	Yes – can upload 5 docs at a time. Limit of 30MB per document but the size can be increased or decreased per state's requirements	Positive
GEN 12	Yes – able to search across transactions/documents	Positive
GEN 13	Yes	
GEN 14	Yes	
GEN 15	Yes	
GEN 16	Yes	
GEN 17	Yes	
GEN 18	Yes	
GEN 19	Yes	
GEN 20	Yes	
GEN 21	Yes – High level 181-500 Hours	Concern
GEN 22	Yes	
GEN 23	Yes	
GEN 24	Yes	
GEN 25	Will not be user's email. It will come from gep.com Medium 41-180 hours	Concern
GEN 26	Integrate with gateway system. High 181-500 hours	
GEN 27	Yes	
GEN 28	Yes	
GEN 29	Time zone set per user	
GEN 30	Yes	
GEN 31	Yes	
GEN 32	Yes 16 languages	
GEN 33	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: GEP - OPTIS

CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

GEN 34	Yes	
GEN 35	No comment library. – does have comment feature between invited internal stakeholders.	Weakness
GEN 36	Yes	
GEN 37	Yes	
GEN 38	Assumes number of users as indicated in the cost exhibit workbooks. “We do support unlimited licenses for business users and supplier users”	
GEN 39	Yes - High 181-500 hours. The anticipated date of delivery will be aligned with the state go live date	
GEN 40	Yes. Real time	

Supplier Portal

SPR	GEP will onboard all suppliers in the beginning and approved vendors will have access for ongoing basis	Weakness
-----	---	----------

Supplier Enablement/Management

54	Yes, meets requirements and can be used to pre-qualify suppliers	
----	--	--

Buyer Portal

58	Yes, meets requirements. Users can track the entire lifecycle of the transaction from Request – Invoice	
----	---	--

Need Identification

62	Yes, meets requirements	
----	-------------------------	--

Request through Pay

64	Yes, meets requirements. What if there is no contract to match to an order?	
67	3 ways for service procurement.	
PRD 1-12	Yes	
PRD 13	Did not answer correctly	
PRD 14-27	Yes	
PRD 28	Yes, it can handle a trade-in at line item. Would we want to be able to have a negative PO total? For any reason? Not possible here.	Question

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Purchasing North Dakota State University

PRD 29-36	Yes	
PRD 37-39	User must enter the non-contract items. System does not capture this item for the future or to update a state contract.	Weakness
PRD 40-55	Yes	
PRD 56	Should provide a means to limit creation of backdated purchases. GEP would like to further discuss this requirement in detail with State/Participating entities	Question
PRD 57-62	Yes	

Catalog Capability

70	Hosted Catalogs, Punch out catalogs and internal catalogs. At the time of implementation, GEP will configure any state/participating entity specific punch out catalogs.	
CAT 1-18	Yes	
CAT 19	Can support negative number on line item but cannot have a negative number for the total.	
CAT 20 -37	Yes	
CAT 38	Contracts should be searchable without having to login. State can identify fields that should not be shown	In development
CAT 39-40	Yes	

Sourcing/Bid Management

SRC 1-36	Yes	
SRC 37	Updating a template that is available to all users may cause updates to other's templates already in use	Weakness
SRC 38-55	Yes	
SRC 56	SRC has a "what if" analysis feature that allows sourcing managers to dynamically weigh/assign different weightables to evaluators/sections/price sheets	Positive
SRC 57-66	Yes	
SRC 67	Vendors must contact the buyer to be added to an event if they are not registered.	Weakness
SRC 68-76	Yes	
SRC 83	Pre-responses/pre-proposal event on-line sounds like just a link sent out to supplier. Event takes place and can be recorded and then link put on public procurement website	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Purchasing North Dakota State University

SRC 84- 101	Yes	
SRC 102	No option for electronic signature	Weakness
SRC 107	Cannot block electronic submittal when asking for only hard copy	Weakness
SRC 108	Yes	
SRC 109	Buyer cannot enter in supplier's proposal so it is electronic. Future functionality	Weakness
SRC 110 - 151	Yes	

Contract Management

CNT 1-17	Yes	
CNT 18	Contract management is functional. Allows users to create contracts in multiple ways. <ul style="list-style-type: none"> • Templates • From existing contracts • From scratch • Intuitive wizard driven process • Contract OCR process for suppliers' papers. 	
CNT 19-88	Yes	

Vendor Performance

Pg. 79-80	Does have functionality	
VPE 1-25	Yes	

Purchasing/Data Analytics

82	Meets requirements	
PDA 1	Reporting done 3 ways <ol style="list-style-type: none"> 1. Configurable 2. Pre-packages 3. In-depth reporting tool 	Positive

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Technical Requirements

Availability

86	Meets requirements	
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Accessibility Requirements

88	Meets requirements	
----	--------------------	--

Audit Trail and History

Tech 1-5	Meets requirements	
-------------	--------------------	--

Browsers Supported

92	Can use any browser with a basic internet connection. Recommends Microsoft Edge and Google Chrome	
----	---	--

User Accounts and Administration

94	Meets requirements. Role based access Control	
Tech 1-17	Yes	
Tech 18	Notifies just change in login not every action taken	
Tech 19-20	Yes	

User Authentication and Federated Id management

Tech 21-25	Yes	
---------------	-----	--

Data Conversion

99- 103	Solicitations not included in the transactions being loaded. State to do data extraction from the source systems and data cleansing. Optis will do cleansing for an additional cost.	concern
	Optis did not revise RTM requirements to reflect Optis role	concern

Interface and Integration

105- 116	All API real time integration is limited to 50 lines in one request. Splitting these transactions will cause problems with SAP	weakness
-------------	--	----------

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BIDDER NAME: GEP - OPTIS

CATEGORY #(s): 1

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SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Office Automation Integration

Tech 116	Yes - compatible	
-------------	------------------	--

Mobile Device Support

Tech 120- 121	Yes	
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Mobile Applications

Tech 62	Yes	
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Data Ownership and Access

	Missing	
--	---------	--

Date Retention, Archive and Purge Considerations

Tech 123	Yes	
-------------	-----	--

Disaster Recovery Plan

Pg.118	Not a good description of the disaster plan.	Weakness
--------	--	----------

Solution Environments

Tech 64	Training environment not provided. UAT will be used and any defects will be fixed on the next cycle	Weakness
------------	---	----------

Solution Technical Architecture

	Yes	
--	-----	--

Solution Network Architecture

	Yes	
--	-----	--

System Development Methodology

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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	Yes	
--	-----	--

Service Level Agreement

	GEP would like to discuss and finalize the SLA requirement with state/participating entity.	Problem
SLA appendix 1	Depending on severity – service could be 1 hour to 45 business days.	

Security Requirements

Cloud Security Alliance (CSA) Compliance

136	Must fill out CAIQ	
-----	--------------------	--

Security and Privacy Controls

139	GEP policy and governance framework is modeled as per ISO 27001 reviewed and updated annually	
-----	---	--

Security Certifications

141	Yes	
-----	-----	--

Annual Security Plan

143	Described Annual Security Plan. Upon award contractors must develop, implement and thereafter maintain annually a security plan.	
-----	--	--

Secure Application and Network Environment

144	Meets requirements	
-----	--------------------	--

Secure Application and Network Access

149	yes	
SEC 1-5	Cannot currently force a lock-out but they will build that feature	

Data Security

154	Meets requirements	
-----	--------------------	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Personally, Identifiable Information Protection

156	Meets requirement	
-----	-------------------	--

Security/Privacy Issue Occurrence

158	Does not meet time requirements for notifying the entity of the issue. They say on page 158 that they will investigate the security breach and take reasonable action to identify, prevent and mitigate the effects of the breach	Concern
-----	---	---------

Security Breach Reporting

	See above	
--	-----------	--

Implementation Services Requirements

Project Management

170-202	Need to talk about project budget. What size installation is in the cost workbook? List of small medium and large state installs does not give enough time for any of them.	Concern.
---------	--	----------

Project Implementation Methodology

203-216	Meets requirements	
206	Mgmt. spend analysis says one month and the Plan Gantt charts say 3 months	concern
209	There is no performance testing	concern

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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CATEGORY #(s): 1

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Catalog Support Services

218-225	Meets most requirements Does not provide services for the creation of hosted catalogs	
	Optis expects the suppliers to create the hosted catalogs instead of getting them loaded by Optis. Optis has minimal role	Concern

Data Conversion Services

227	Can not say meets requirements due to conflicting information	
-----	---	--

Interface/Integration Development Services

229	Meets requirements with some concerns.	
-----	--	--

Organizational Change Management (OCM Services

231-248	Meets requirements with concerns on how OCM activities will be performed. Good ideas just no details provided.	concern
---------	--	---------

Training Services

250-257	Meets requirements but weak.3 train the trainer sessions – too few	concern
---------	--	---------

Help Desk Services

259-267	3 options for help desk. Self-sustaining, Optis annual fee and Optis solution fee and Optis annual fee	concern
---------	--	---------

On-Site System Stabilization Support

269-271	Meets requirements	
---------	--------------------	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP & Optis

CATEGORY #(s): Category #1 Stage 1

DATE: 08/19/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Same information supplied as GEP & KPMG response
 -
 -
2. Previous Projects
 - Same information supplied as GEP & KPMG response
 -
 -
3. Subcontractors
 - Optis is contractor – Source to Pay
 - This subcontractor is Optis Consulting for implementation of GEP Software
 -
4. Organizational Chart
 - Supplied chart for each size state (small, medium and large)
 - Mentioned roles and responsibilities of each
 -
5. Litigation
 - Stated none to report
 -
 -
6. Financial Viability
 - Supplied Dun & Bradstreet Report
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - Optis

CATEGORY #(s): Category 1 Stage 2

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments: This response is the same as GEP – KPMG up until the funding model section.as this response does NOT have funding models.

Because this response is similar in nature to KPMG, I have copied the notes from that evaluation, and they are listed below.

One of my major concerns with this response is the vendor has requested many times that they would like further discussion on some of the requirements listed. This response also has many concerns where the entire requirement listed was not addressed in their response.

I believe the concerns would need to be addressed (i.e., PCard functionality) in order for their solution could be offered. I think some of the "clarifications" need be addressed for me to feel comfortable with their solution offering.

General Principal and Requirements

Key Solution Functionality Elements

- PDF – Need form completed to be taken to proper module. -Will configure catalogs and punchouts. Restrict access to documents. STRENGTH – Cross Functional reporting. Will configure to state specific cases.

User Experience

- STRENGTH Page 8 PDF – User personalization and access tasks from landing page
- Mobile Capability

Bidder Best Practices and Roadmap

- PDF Page 12 – STRENGTH – Best Practices. PAGE 15 – Default OFF Releases!

Innovations and Value-Added Features/Services

- PDF Page 19 – Organizational and Opportunity Assessment, Market Intelligence and Category Management. Lots of information and informational charts!

Customizations/Extensions

- PDF Page 39 – Highly configurable and lays out customer roadmap

Alternative Funding Models – Page 40

- They do NOT offer an alternative funding models.

Contract Transition and Flexibility – Page 42

- Is able to comply with these requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - Optis

CATEGORY #(s): Category 1 Stage 2

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Functional Requirements – This is the same response as the GEP – KPMG for ALL the functional requirements.

General Functionality

- STRENGTH EPROC-GEN-5 – Multiple options for posting data.
- WEAKNESS -EPROC-GEN-7 – Fill form to gain access?
- WEAKNESS -EPROC-GEN-8 – Can search by commodity code?
- STRENGTH - EPROC-GEN-11 – Can increase the file limit of 30MB.
- STRENGTH - EPROC-GEN-17 – Nice to be able to have new release data in the OFF by default mode.
- WEAKNESS - EPROC-GEN-25 – Does not allow email domain change to state email domain on emails sent from the system.
- CONCERN - EPROC-GEN-26 – Need to integrate with ERP to track administrative fees.
- STRENGTH - EPROC-GEN-36 – System has its own “built in” signature process but can integrate as well.

Supplier Portal

- STRENGTH - EPROC-SPR-13- Multiple ways for supplier to submit invoices.
- CONCERN - EPROC-SPR-15 – Did not mention if the SUPPLIER could not get to the historical data in the supplier portal?
- CONCERN - EPROC-SPR-19- Must submit administrative fees via an integration.
- CONCERN - EPROC-SPR-20 – Response seems to be on the user side rather than the supplier portal side?
- CONCERN - EPROC-SPR-23 – Response seems to be on the user side rather than on the supplier side?
-

Supplier Enablement/Management

- STRENGTH - EPROC-VDR-6 – Each contact can have their own log in to the supplier portal.
- CONCERN - EPROC-VDR-13 – Response did not address the foreign supplier’s designation?
- STRENGTH - EPROC-VDR-16 - Triggers expire notifications on certificates
- CONCERN - EPROC-VDR-20 thru EPROC-VDR-27 – These responses ALL refer to the response in EPROC-VDR-19 which provides “link” to a management service solution. We need to ask for clarification on these requirements.
-

Buyer Portal-

- CONCERN -EPROC-BPRT-6 – System admin might have to run reports on behalf of the user?
- STRENGTH - EPROC-BPRT-10 – Can perform a “system-wide” search from the buyer landing page.
- CONCERN - EPROC-BPRT-14 -Need to discuss further specific integration requirements? Needs to be addressed at implementation.
- CONCERN - EPROC-BPRT-15 – Did not state if communication would default to user email address?

Need Identification

- PDF PAGE 62 - The need starts with a request form user needs to fill out.
- Meets all other requirements

Request through Pay

- PDF PAGE 66 – Core Features list is extensive

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - Optis

CATEGORY #(s): Category 1 Stage 2

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- STRENGTH - EPROC-PRD-8 – Collated purchase requests into one centralized dashboard.
- CONCERN - EPROC-PRD-24 – Can you limit the user access to the form?
- CONCERN - EPROC-PRD-46 – Did not address the political subdivision unique chart?
- CONCERN - EPROC-PRD-47 – Can you control fields availability based on the agency?
- CONCERN - EPROC-PRD-56 – Vendor response states wants further discussion. Not sure they can meet this requirement.
- CONCERN - EPROC-PRD-59 – Did not submit information of calendar functionality.
- CONCERN - EPROC-WRK-9 and EPROC-WRK-10 – Did not state if the user could enter a reason for workflow bypass?
- WEAKNESS - EPROC-WRK-22 – Referenced a previous requirement as their response to this requirement.
- **CONCERN - EPROC-PO-2 – Supplier wants further discussion.**
- CONCERN - EPROC-PO-15 – Did not state if they could print in groups?
- CONCERN - EPROC-PC-1 thru EPROC-PC-3, EPROC-PC-5 thru PC – 8, PC-10 thru PC – 15, **PC -17 thru PC -19 and PC - 20 – Pcard functionality in development.**

Catalog Capability

- PDF Page 69 – Has 3 catalog options with the Internal Catalog being new to me.
- **CONCERN - EPROC-CAT-11 – Supplier has requested further discussion on ability to obtain quotes.**
- CONCERN - EPROC-CAT-20 - Concern - Response is quick quote process where I thought we were looking for the ability to enter a quote in the punch out catalog?
- CONCERN - EPROC-CAT-38 – Search catalogs without logging in is in development.

Sourcing/Bid Management –

- PDF Page 74 – Comprehensive Automatic Scoring.
- CONCERN - EPROC-SRC-15 and SRC – 16- Supplier would like further discussions of IFQC and IFQP
- CONCERN - EPROC-SRC-19 thru EPROC-SRC-21 – Supplier response did not address if these event types could be done in the system?
- CONCERN - EPROC-SRC-28 – Response was directed at the supplier side and not for participants on the buyer side (solicitation participants).
- CONCERN - EPROC-SRC-37 – Need ability to update templates automatically but this supplier does not recommend.
- CONCERN - EPROC-SRC-83 – Did not address if recording of pre-proposal conference could be stored as part of the event?
- CONCERN - EPROC-SRC-102 – Response is NOT an electronic signature process.
- CONCERN - EPROC-SRC-109 – The ability to enter paper responses in under development and will aligned with entity's go live date.
- CONCERN - EPROC-SRC-130- Supplier wants further discussion on online collaboration.

Contract Management

- PDF – Page 77 – Key Highlights to their Contract Management Solution.
- The contract request form goes directly to creation of a contract avoiding the need for a bid.
- STRENGTH - EPROC-CNT-8 – Mass update to contracts that have the same contract clause that has been updated.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - Optis

CATEGORY #(s): Category 1 Stage 2

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- STRENGTH - EPROC-CNT-12- Built in electronic signature process but can also integrate.
- CONCERN - EPROC-CNT-18 – Supplier response does not address the sharing of responsibility of the contract record.
- CONCERN - EPROC-CNT-20 - This response does not address the contract number being the same as the solicitation number.
- CONCERN - EPROC-CNT-38- Supplier wants further discussion on the ability to capture subcontractor information.
- CONCERN - EPROC-CNT-41 – Supplier wants further discussion on certifications.
- CONCERN - EPROC-CNT-71 - Supplier wants further discussion on admin fees.
- CONCERN - EPROC-CNT-72 - Supplier wants further discussion on admin fees.

Vendor Performance – Page 78

- CONCERN - EPROC-VPE-15 – Needs to be configured.
-

Purchasing/Data Analytics – Page 81

- PDF Page 82 – They use dashboards to display this data.
- CONCERN - EPROC-PDA-5 – Did they supply list of examples of reports?
- CONCERN - EPROC-PDA-11 - Copied response for contract expiry requirement. This requirement is for purchase orders.

Technical Requirements – This is the same response as the GEP – KPMG up to the Data Conversion section. This data conversion section response is different.

Availability – Page 85

- Offered a calculation of availability of the system

Accessibility Requirements – Page 87

- CONCERN – Did not mention if in compliance with Section 508?

Audit Trail and History – Page 89

- STRENGTH - Allows for adhoc approvers.
-

Browsers Supported – Page 91

- Meets requirements

User Accounts and Administration – Page 93

- STRENGTH - Disabling access does NOT remove access to data.
- CONCERN – Need to contact support to view list of permanently deleted users.

User Authentication – Page 96

- STRENGTH - Integration with OKTA
-

Federated Identity Management – Page 96 – Response is combined with User Authentication

Data Conversion – Page 98

- Offer high level overview on page 99
- Also uses the Project Implementation Methodology – Page 102

Interface and Integration – Page 104

- Use Optis Integrations and Solutions Architecture Team – Page 105
- Provided Integration Development Process – Page 106

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - Optis

CATEGORY #(s): Category 1 Stage 2

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Extensive information supplied in this response.
- Office Automation Integration – Page 117
 - Meet requirement
- Mobile Device Support – Page 119
 - EPROC-TECH-62 – this is the RTM number not 61 that is mentioned in the bid.
- Mobile Applications – Page 119 – Combined with above requirement.
 - Meets requirements
- Data Ownership and Access – This section was skipped in this response – Should be on page 121
- Date Retention, Archive and Purge Considerations – Page 121
 - STRENGTH - Work to implement the state entity's retention plan.
 -
 -
- Disaster Recovery Plan – Page 124
 - Showed their Business Continuity Management Plan
- Solution Environments – Page 126
 - CONCERN - EPROC-TECH-64 – Does not mention the ability to “refresh” the environments
- Solution Technical Architecture – Page 128
 - Meets Requirements
- Solution Network Architecture – Page 131
 - Meets Requirements
- System Development Methodology – Page 135
 - STRENGTH - Change Request Governance Process
- Service Level Agreement – Page 143
- CONCERN – Will discuss this as they move ahead in the process but did provide SLA sample
- Security Requirements** – This response is the same as the GEP – KPMG response
- Cloud Security Alliance (CSA) Compliance – Page 143
 - Provided questionnaire as an attachment – questions answered
- Security and Privacy Controls – Page 145
 - Seems to meet requirements
- Security Certifications – Page 147
 - Supplied tables of certifications
- Annual Security Plan – Page 149
 - Provided additional attachment Appendix 2 – Information Security Policy
- Secure Application and Network Environment – Page 152
 - CONCERN - EPROC-SEC-2 – This needs to be configured.
 - CONCERN - EPROC-SEC-3 - Does not allow forced log out of user.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP - Optis

CATEGORY #(s): Category 1 Stage 2

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

-
Secure Application and Network Access – Same as Above? Page 156

Data Security – Page 159

- Meets requirements

Personally Identifiable Information Protection – Page 162

- Meets requirements of GDPR

-
Security/Privacy Issue Occurrence – Combined with below requirements.

PII Data Actual/Attempted Access or Disclosure – Page 164

- States system has Security Incident Response Plan and Team

Security Breach Reporting – Page 166

- CONCERN – Notification for breach is 4 hours and not the 2 hours listed in the requirement

Implementation Services Requirements – Page 169

Project Management – Combined with below requirements

Project Implementation Methodology – Page 170

- Optis to provide Project Management services-
- Optis Development Lifecycle Approach – Page 172
- Scope Management Page 174
- Schedule Management Page 175
- Cost Management Page 176
- KPI Selection - Page 180
- Extensive information supplied in this section.

-
Catalog Support Services – Page 217

- SEED Technology - Page 218 – Strategize, Engage, Enable, Develop

Data Conversion Services – Page 226

- Refer to slides 99-103

Interface/Integration Development Services – Page 228

- Refer to slides 105-116

Organizational Change Management (OCM Services) – Page 230

- Optis Deliverable Package – Page 232
- Collaboration between resources – Page 238
- Extensive information supplied with this response

Training Services – Page 249

- Training Needs Assessment
- Offered table with training information on each area – Page 255

Help Desk Services – Page 258

- Offered 3 different models of help desk – page 259

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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DEPARTMENT/STATE: State of Montana

- Different cost involved with each model.

On-Site System Stabilization Support – Page 268

- Offered 3-month stabilization period
- Show model plan for move to sustainment – Page 270

Managed Services Requirements

Solution Support – Page 274

- Offered 3 distinct models with link provided to view which takes back to page 259 of response.

Organizational Change Management (OCM Services) – Page 276

- Offered link which takes user back to Page 231 of their response.

Training Services – Page 278

- Offered link which references Page 250 of their response.

Catalog Support Services – Page 280

- Offered link which references Page 218 of their response
- Offered link which references Page 259 of their response.

Help Desk Services – Page 282

- Offered link which references Page 259 of their response.

Transition Out Assistance Services – Page 284

- Prepare-Transfer-Support approach

Other Available Services – Page 288

- Focus, Launch and Perform.

Video Demonstrations - This video is the same for the response of GEP - KPMG

- _Reporting Dashboard is helpful for reporting.
- This system has the functionality called “Guided Buying” which allows the user to perform a keyword search which results in the user being in the correct location needed based on their search (Contract, Punch Out Catalog, Hosted Catalog, Purchase Request, etc.)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 1911.
 - E-procurement solution – “SAP Ariba”
2. Previous Projects
 - 4 projects provided. All four are private firms and seem to fit category 1.
 - Lilly. Transformed procurement processes. Moved from SAP ECC SRM to Ariba solution.
 - Pfizer. Transitioned from SAP Ariba online to a cloud based Ariba suite.
 - Lumen. Transitioned from SAP ECC SRM solution to an Ariba solution.
 - IBM.
3. Subcontractors
 - Vendor does not state any subcontractors.
4. Organizational Chart
 - Provides an organizational chart. **However, it seems very small for the work that could be coming their way. No job descriptions are provided.**
5. Litigation
 - Page 12, yes they list they have several; **however, they do not list any.**
6. Financial Viability
 - DnB provided. Low – Moderate risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 1

DATE: 11/29/2021

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Product is SAP Ariba Cloud Services and is SaaS and is hosted by SAP and provided as a subscription based offering.
- Because of the above they state no software to install or additional maintenance or support costs and **no need to hire consultants** or tech specialist to run the baselined system.
- The full matrix was not completed – did not complete tabs 5 (security requirements) and 6 (Implementation requirements)
- The Redline of the NASPO ValuePOINT Master Agreement T and C's #14.3 (page 22) Assignment/Subcontracts, they add 14.3.3 and essentially state will be transferring portion of business operations responsible for some of the services provided the Contract to Kyndri, Inc. This is concerning, since Kyndri inc. was vetted and did not make it through the initial evaluation phase.
- Overall – this system seems more user friendly for a Supplier.
- Demonstration: Many items in the matrix were stated as “supported” “configurable” “standard functionality”; **without any details on how the tool/solution will meet the requirement it's hard to assess. Was hoping to find in demo, but when reached that portion, it was not accessible.**
- Side note: Many typos and formatting errors throughout the submitted proposal. Possible reflection on work to come.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 14)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

1. Product is SAP Ariba and is SaaS and is hosted by SAP and provided as a subscription based offering.

- Single point of entry – yes – Single Sign on

- Smart routing – Maybe? – They discuss the State maintain workflows using the dynamic configurable workflow engine. **Is that the State's engine, IBM's, or Ariba's? May know more as I read.**
- Compliance – yes – state industry standards and annual or semiannual audits.
- Portal – yes – single point of access.
- Open Marketplace Environment. - yes
- Integration – yes holistic integration approach.
- Workflow – yes
- Document management – yes.
- Reporting, dashboards and data visualization – yes – native reporting analytics.
- Configurable – yes – they state their system is.
- Transparency – Yes

2. User Experience - pages 14 - 16

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.

2. IBM discusses Ariba's innovative Guided Buying capabilities. **This is section does not follow the bullets laid out below well, have tried to capture if they meet them within their proposal paragraphs.**

- Capability – initial screen: – **Do not see addressed in this section.**
- Intuitive Navigation – yes, address this by using a tile based structure.
- Wizard-driven capabilities – possibly – the visual workflows, reminders, and notifications could fall into this.
- Informative Portal – Maybe – I believe this is what they are eluding to in their dashboard.
- Mobile Optimization – yes, they have a mobile App. **It would be nice to know if they can do both IOS and Android.**
- Workload Mgt Functionality – Yes, addressed.
- Role-Based Functionality – Yes, addressed.

3. Bidder Best Practices and Roadmap – pages 16 - 21

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

3. IBM didn't introduce anything new, instead relied on the explaining the functional enhancements, etc. of Ariba.

- Quarterly Releases – They explain products may be released quarterly.
- Timely updates – yes – Quarterly Releases – They explain products may be released quarterly.
- Alternative Best Practices – yes have a best practice center that is part of the subscription.
- Road Map: **To see the Road Map we must register on SAP's site; therefore, not able to score as was not provided.**

4. Innovations and Value-Added Features/Services – pages 21 - 22

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

4. Yes - Completed section.

- Ariba developed APIs which is no cost to State to access nor is the developer portal.
- SAP FieldGlass is another solution that is of cost (not in the cost proposal) that helps find the right type of workers/staff.
- SAP Ariba Supplier Risk Management is another solution that helps buyers make smarter decisions with less risk.

5. Customizations/Extensions – pages 22 - 23

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- IBM feels at this time (looking at the Matrix) the requirements can be met with configurations and customizations are not necessary.
- Pages 12-14 list Apps and Partners that are not included in the SAP Ariba solution and price at this time. IBM feels these could help the State. In a quick review of some of the Apps they seem like they are some of the areas that are requirements of this RFP. So the question then is, Is this for the mobile app and we need to purchase all of these for that OR is this a different option than what Ariba has? I think we need **to CLARIFY** this.

6. Alternative Funding Models – Pages 23 - 27

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

IBM does not have alternate funding models. They suggest looking at each State's financial structure and helping address the funding then.

7. Contract Transition and Flexibility – page 27

IBM has many contingencies and given the high likelihood that IBM has an agreement with most States, it is very likely this area will pose a problem for States and maybe NASPO Contractually.

B. Functional Requirements: pages 28 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

1. **General Functionality.** Tab 2, GEN-1 through GEN-40. 2 – Medium (3,5), 1 – “N/A”(38), rest are “L” Low level of complexity. 2-“INT-Integration/interface”(5,14), 1-“partial”(3), 1 – “N/A”(38), and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba Buying and Sourcing, Sourcing, Buying and Contacts, Contracts, Cloud Analytics, Full Suite.
 - #3 is marked as “partial”, which is not a choice in the codes. **Based on the notes it looks like they do not have the ability to integrate to post on the State’s procurement website.**
 - #38 is marked N/A, which is not a choice in the codes. **After reading the reply – it seems the answer is “N” as they do not comply with this.**
 - For most of the items in 1 – 7 GPE offers use of their system, but these questions are about being able
 - Many of the Comments state “**Standard Functionality**” (there are 22 of these). As a nonuser of ASP Ariba’s system, I do not know what is “standard functionality” for that particular requirement. I believe that is why the instructions outline to “*describe how the identified tools/solution will meet the requirement. Include benefits or limitations.*” **Based on the vagueness and essentially a guess on my part, these lines won’t be evaluated.**
 - Use Native Integration for integration of purchase requests.
 - Supports all types of files and mentions a “really robust search engine” in many of the comments.
2. **Supplier Portal.** Tab 3, SPR-1 through SPR-23. 1 – Medium (7), rest are all “L” Low level of complexity, 1 – “INT - Integration/Interface”(7), 1- “BP-BusinessProcess”(18), and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Supplier LifeCycle, Network, Sourcing, Full Suite, Buying, Invoicing, and Contracts.
 - 10 comments that state “**Standard Functionality**” without further description. As a nonuser of ASP Ariba’s system, I do not know what is “standard functionality” for that particular requirement. I believe that is why the instructions outline to “*describe how the identified tools/solution will meet the requirement. Include benefits or limitations.*” **Based on the vagueness and essentially a guess on my part, these lines won’t be evaluated.**
 - Ariba seems to have a good handle on the Supplier portal side and a understanding of what the suppliers need.
 - #3 states suppliers can integrate their financial systems to Ariba Network. While the State will want supplier spend reports, **I am not certain about connecting to the system – for security reasons the State would want to look into this.**
 - #7, 8, where allow supplier to access solicitations and to submit proposals... IBM responds that State APIs are available to post but suppliers will need to be directed to an external State website. **This is concerning – as this is a requirement of the eprocurement system.**
3. **Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43. 9–Medium (19-27), rest all “L” Low level of complexity, 9-“INT-Integration/Interface(19-27)”, and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Supplier LifeCycle.
 - 6 comments that state “**Standard Functionality**” without further description. As a nonuser of ASP Ariba’s system, I do not know what is “standard functionality” for that particular requirement. I believe that is why the instructions outline to “*describe how the identified tools/solution will meet the requirement. Include benefits or limitations.*” **Based on the vagueness and essentially a guess on my part, these lines won’t be evaluated.**
 - Suppliers are able to self register and meet requirements 1 – 10
 - **It’s not clear if the system accepts commodity codes**, as the answers given to the questions are not straightforward.
 - #18 - #27 are marked as “INT” and the State asks that the verification of the supplier items be done. **IBM’s answer is they can validate the format, I am unsure if this will meet the requirement.**
4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15. All “L” Low level of complexity. and “A – Available”. Solutions/Tools/Modules covered – SAP Buying, Invoicing.
 - 7 comments that state “**Standard Functionality or Configurable or both of these**” without further description. As a nonuser of ASP Ariba’s system, I do not know what is “standard functionality / configurable” for that particular requirement. I believe that is why the

- instructions outline to “describe how the identified tools/solution will meet the requirement. Include benefits or limitations.” Based on the vagueness and essentially a guess on my part, these lines won’t be evaluated.
- The answer to #11 is of concern. The State can download any account information (data) as long as subscribed, but only within the functionality of their application. It doesn’t answer the question if we can get the minimum items that are asked for in the requirement.
5. **Need Identification.** Tab 3, NEED-1 through NEED-7. All “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Guided Buying.
- The CF item does not seem to pose a problem. Other items seem to be standard within the software.
6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11. All “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Ariba Buying, Invoicing, Network, Risk Management.
- All the requirements in this section were answered with the same generic answer “Standard Functionality. This is a generally available feature within the Solution and is currently leveraged by multiple customers across multiple industries”. I do not feel this section was completed as they did not describe or go into any type of detail of “how, etc.”
 - PRD 4 – Doesn’t seem to answer the Role question. They answer it with groups, but not by role.
 - PRD 15 and 16, WRK12, PO11 and 12 – Limit attachments to 100MB size limit, but can support any type of attachment.
 - PRD49 – Ariba uses UNSPSC (United Nations Standard Products and Services Code) – it seems much configuration will need to be done to work in State’s chart of accounts.
 - PRD59 – is essentially **not answered**. Gives “Standard Functionality supported and configurable”.
 - WRK28 – only one user in Que at a time.
 - PC 6 – Comment that it’s not supported; however, they list as “Available”.
7. **Catalog Capability** - Tab 3, CAT-1 through CAT-40. All “L” Low level of complexity. 1-“N-Not Available”(19) and rest “A – Available”. Solutions/Tools/Modules covered – SAP Buying.
- 9 comments that state “Standard Functionality” without further description. As a nonuser of ASP Ariba’s system, I do not know what is “standard functionality” for that particular requirement. I believe that is why the instructions outline to “describe how the identified tools/solution will meet the requirement. Include benefits or limitations.” Based on the vagueness and essentially a guess on my part, these lines won’t be evaluated.
 - #3 - 3 channels that catalogs can be updated from: (1) Loaded directly by customer via CSV or CIF format, (2) Loaded by us acting as the catalog management service to the customer, (3) Self- loaded by the supplier via the Ariba Network.
 - #6 and 7. Catalogs are limited to 5,000 catalogs and there is a limit to 500,000 items in a catalog.
 - #19 – To enter Items of negative values is not an option.
8. **Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151. 1 – Medium (71), 2 – “N/A”, rest are “L” Low level of complexity. 1-“partial”(109), 2 – “N/A”(76, 138), and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba Sourcing, Supplier Life Cycle.
- 5 comments that state “Standard Functionality or Configurable or both of these” without further description. As a nonuser of ASP Ariba’s system, I do not know what is “standard functionality / configurable” for that particular requirement. I believe that is why the instructions outline to “describe how the identified tools/solution will meet the requirement. Include benefits or limitations.” Based on the vagueness and essentially a guess on my part, these lines won’t be evaluated.
 - #2 – System has several solicitation templates to use; however, most all State’s will want to use their AG approved templates and forms. Some such as the RFI are delivered out of the box, unsure if can configure.
 - #36, 52, 63, 70 – limited to 100MB

- #76 – Ariba’s system doesn’t provide ability to post solicitation documentation unless **manually done**.
 - #138 – Ariba’s system does not post award results to State’s procurement website. It must be **done manually**.
9. **Contract Management.** Tab 3, CNT-1 through CNT-88. 1 – Medium (64), 12 – “N/A”, rest are “L” Low level of complexity. 2-“partial”(65,66), 12 – “N/A”(45, 52-62), and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba Contract Management, Buying, Supplier Lifecycle and Performance Management.
- #45 – **Ariba’s system doesn’t support read only** format with redaction properties.
 - #52 through #62 – **Ariba’s system doesn’t support** posting of various items to State’s public Contracts website. The State must manually post.
10. **Vendor Performance** Tab 3, VPE-1 through VPE-25. All “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Supplier Lifecycle & Performance.
- VPE 1 – 11, 15 states “supported and configurable” and rate as an “A”, **but gives no comments on how or detail**.
 - VPE 21 – **CLARIFY** that the system provides this requirement as IBM says it does, because they comment that the best way is through scorecards, which in my mind is paper or a simple excel form. Maybe scorecards is a name of one of their forms. **If not, this does not meet the requirement**.
 - VPE 25 – **File size limit 100MB per attachment. – does not meet requirement**.
11. **Purchasing/Data Analytics** Tab 3, PDA-1 through PDA-37. All “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Ariba Analytics Solutions.
- PDA 1 – Ariba solutions comes with 250 pre-packaged reports.
 - **PDA 34 – “Standard Functionality” no Detail.**

C. **Technical Requirements: pages 49 - 74**

1. **Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider’s (ISP’s) should also be in place.
 - SAP offers a 99.5% system availability percentage during each month for production versions, with exception of **regularly scheduled and emergency maintenance**. **CLARIFY –** How often is regular maintenance and during what hours and days. Additionally, how often in the past has SAP had emergency maintenance (example of how many times in one year?).
2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
 - Page 45. They state they will provide accessibility to customers upon request. **It seems the software does not come with accessibility requirements.**
3. **Audit Trail and History** RTM: Tab 4, TECH-1 through TECH-5. All “L” Low level of complexity. 3 - “INT-Integration/interface”(3,4,5) and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba.
 - TECH 3 – 5 are “INT”; however, they repeat TECH 1 and do not explain/detail out how or why integration or interface is needed.
4. **Browsers Supported**
 - The general web browsers are supported (Microsoft Internet Explorer, M Edge, M Edge Chromium, G Chrome, Firefox, and Safari). Microsoft Internet Explorer compatibility mode is not supported. No concerns.
5. **User Accounts and Administration** RTM: Tab 4, TECH-6 through TECH-20 – 2 – Medium (10,11), rest are “L” Low level of complexity. 3 -“INT-Integration/interface”(11,14,17), and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba.

- **TECH 12 – Does not meet requirement.**
- 6. **User Authentication** RTM: Tab 4, TECH-21 through TECH-25. All “L” Low level of complexity. 1- “INT-Integration/interface”(22,25), the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba.
- 7. **Federated Identity Management** – Pages 49 – 50. **Unsure that their response answers / meets the requirement.**
- 8. **Data Conversion** RTM: Tab 4, TECH-26 through TECH-34. ALL – High and all “INT-Integration/interface”. Solutions/Tools/Modules covered – SAP Ariba.
 - SAP plans to use “SAP’s Activate Methodology”
 - Integration of legacy systems are extra cost.
- 9. **Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60. 20 – Medium (many), rest are “L” Low level of complexity. 20-“INT-Integration/interface”(many), 1-“**not completed**”(40), 1 – “CF” configuration item (60), and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba.
 - **TECH 57 – I believe they misunderstood this requirement.** This requirement is not solely about tracking the credits of this Contract. It’s about tracking credits within all Contracts held by/with the State.
- 10. **Office Automation Integration**
 - Yes, they integrate with Microsoft products listed and others.
- 11. **Mobile Device Support** RTM: Tab 4, TECH-62. “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Ariba.
 - Yes it can be accessed Mobily
- 12. **Mobile Applications** - Nothing add here. – TECH 62.
- 13. **Data Ownership and Access**
 - SAP Ariba retains data for duration of the subscription unless required by law, but State will retains ownership of data. – They send us to their URL. (page 54)
- 14. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63. “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Ariba..
 - SAP Ariba retains data for duration of the subscription unless required by law, but State will retains ownership of data. – They send us to their URL. (page 54)
 - **Concern with a URL.**
- 15. **Disaster Recovery Plan**
 - *Page 55. “Every SAP Cloud Line of Business (LoB) participates in disaster recovery planning (DRP) and business continuity planning (BCP). The scope of DRP and BCP obligations **generally** follow these lines: SAP Ariba maintains one or more disaster recovery plans (DR Plan) to protect production instances at data centers when the recovery solution is more than restoration from backups. SAP Ariba **discloses to eligible** customers, **upon request annually**, one or more DR Plans relating to the recovery of cloud products and services used by a customer.”*
- 16. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67. “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Ariba..
 - State would receive two environments by default: Test and Production.
 - Additional environments (i.e. Development, Quality Control/User Acceptance, Training) are additional charges.
- 17. **Solution Technical Architecture**
 - Diagram not provided.
 - They described some tools and gave some “various” options for exchanging data between SAP Ariba and external system.
- 18. **Solution Network Architecture**
 - Diagram on page 59.
 - SAP Ariba solutions are offered and delivered in a true subscription-based model
- 19. **System Development Methodology**
 - Based upon Agile Scrum Development methodology.
- 20. **Service Level Agreement**
 - **IBM refers State to their SLA attachment. They do not mention anything about reviewing or indicating compliance with our SLA.**

D. Security Requirements: pages 75 - 94

1. **Cloud Security Alliance (CSA) Compliance**
 - SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines.
2. **Security and Privacy Controls**
3. **Security Certifications**
4. **Annual Security Plan**
5. **Secure Application and Network Environment**
6. **Secure Application and Network Access** – Tab 5, SEC-1 through SEC-6. . “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Ariba..
 - Mentions backup policies.
7. **Data Security** – nothing to add.
8. **Personally Identifiable Information Protection** – nothing to add.
9. **Security/Privacy Issue Occurrence** – nothing to add.
10. **PII Data Actual/Attempted Access or Disclosure** – nothing to add.
11. **Security Breach Reporting** – nothing to add.

E. Implementation Services Requirements: pages 95 - 127

- Three of the Matrix Columns (Bidder Approach/Comments, Availability, and Level of Complexity) were not completed. Only the “Bidder Proposed Tools and Solution” was completed.
1. **Project Management**
 - “IBM believes that successful collaboration and teaming is such a critical success factor for complex projects like this, we recommend a 3-tiered governance model that includes The State and its two partners in the program...”
 - They provide graphs and timelines page 80 - 85
 2. **Project Implementation Methodology –**
 - Reference the use of SAP IMPACT through the use of their BlueworksLive process design modeler.
 - IBM uses hybrid agile delivery methodology.
 3. **Catalog Support Services**
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 4. **Data Conversion Services**
 5. **Interface/Integration Development Services**
 - They list out how their standard process works.
 6. **Organizational Change Management (OCM Services)**
 - Change Management is discussed in graphs and overall looks like it will meet requirements.
 7. **Training Services**
 - IBM/SAP IMPACT is discussed again here and the use of “WalkMe” software.
 8. **Help Desk Services – good.**
 - IBM describes it in section F below.
 9. **On-Site System Stabilization Support**

F. Managed Services Requirements: pages 128 - 136

- Matrix was not completed – left blank.
1. **Solution Support**
 - IBM proposes:
 - Transition support. \$\$\$
 - Tier 2 service Desk
 -
 2. **Organizational Change Management (OCM Services)** – see section E6 comments above, .
 3. **Training Services**
 - “As a part of Organization Change Management activities, training services (Train-the-Trainer for State functions and for Supplier Enablement) will be provided during the Implementation Phase for the modules and functions in scope for SAP Ariba implementation. IBM’s Tier-2 Help Desk services (described in Question #5 below) will be available to respond to How-to questions once implementation is complete. In addition to self-help documentation and Tier-2 Help-Desk services, if required, IBM can provide additional training (onsite or remote) for requested SAP

Ariba modules and functions using rates established in the rate card. This will be handled as a Project Change Request”

4. Catalog Support Services
 - SAP Ariba doesn't support catalog enablement in Ariba Buying & Invoicing.
5. **Help Desk Services** – Refer to section F1
6. **Transition Out Assistance Services**

G. Other Available Services: pages 137 - 139

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

- A sentence that IBM provides consulting, implementation, and managed services and more info. can be provided upon specific request.

H. Video Demonstrations: pages 140 - Page 140 of their technical proposal – a link

- Unable to download. Did finally get to a screen – wanted email to register – therefore cannot score.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (IBM)

CATEGORY #(s): 1

DATE: (09/22/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - E-procurement cloud solutions SAP Ariba
 - highest number of Ariba certified professionals (no data to confirm)
 - SOC 1, 2, and 3.FedRAMP, ISO, GDPR certifications
 - To assess, measure, manage and report on the project health - the Seven Keys Framework
2. Previous Projects
 - Lilly- Ariba Source to Pay Capabilities
 - Pfizer - Ariba Suite Capabilities: Guided Buying, Invoice Management, Supplier Management, Sourcing, Contracts Management
 - Lumen - Ariba Capabilities: Guided Buying, Invoice Management, Procurement Operations Desk, Sourcing, Contracts
 - IBM – From legacy to Ariba Source to Pay
 -
3. Subcontractors
 - SAP
 -
 -
4. Organizational Chart
 - Executive Org Chart
 - Roles not defined
 - SAP driven
 -
5. Litigation
 - variety of ongoing claims
 -
 -
6. Financial Viability
 - D&B Report dated 5/2021
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: IBM
CATEGORY #(s): 1
DATE: 12/17/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **YES ARIBA**

User Experience **YES**

Bidder Best Practices and Roadmap **SAP ARIBA Best practices center**

Innovations and Value-Added Features/Services **SAP field glass**

Customizations/Extensions **Configurations will meet requirements there for customizations or not necessary.**

Alternative Funding Models **None**

Contract Transition and Flexibility **It all depends**

Functional Requirements

General Functionality - **2 integration w/medium and low LOE, 1 not available, 1 partial requirement met for posting solicitations on state website, 36 Out of the box.**

Supplier Portal - **1 integration w/Medium Loe an API where suppliers can access a posted solicitation , and 21 out of the box, 1 business process to handle vendor complaints outside of the tool.**

Supplier Enablement/Management **9 integrations w/med LOE and 34 out of the box.**

Buyer Portal **15 out of the box**

Need Identification **7 out of the box**

Request through Pay **62 out of the box – Purch Req, 28 out of the box for Wrkflw mgt, 29 out of the box for PO gen and mgt, 21 out of box for Pcard, 21 out of the box for Receiving, 11 out of the box for invoicing.**

Catalog Capability **1 not available items with negative dollar value, 39 OOBX**

Sourcing/Bid Management **Three not available, 1 partial sourcing bid management not displayed publicly, 147 OOBX**

Contract Management **74 OOBX, One not supported 11 not available and must be performed manually. 2 Available however these are manual processes.**

Vendor Performance **25 OOBX**

Purchasing/Data Analytics **37 OOBX**

Technical Requirements

Availability **99.5% system availability**

Accessibility Requirements **301 549 is a European standard for digital accessibility.**

Audit Trail and History **logs are retained so long as the customer has an active contract with SAP.**

Browsers Supported **Apple Safari (64-bit)•Google Chrome (64-bit)•Microsoft Edge (32-bit)•Microsoft Edge**

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: IBM
CATEGORY #(s): 1
DATE: 12/17/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Chromium (32-bit and 64-bit)•Mozilla Firefox (64-bit)•Microsoft Internet Explorer (32-bit) until December 31, 2021oNote: Compatibility mode isn't supported
User Accounts and Administration RBAC
User Authentication MFA supported
Federated Identity Management– requires integration
Data Conversion SAP's activate methodology however methodology was hard to determine as far as specific data conversion tasks.
Interface and Integration Using SAP ARIBA open APIs. Oracle and PeopleSoft and they also integrate with SAP?
Office Automation Integration Word, Excel, and PowerPoint. CSV imports.
Mobile Device Support SAP Ariba mobile app Functionality appears to differ between IOS and Android devices
Mobile Applications SAP Ariba mobile app
Data Ownership and Access Data retained so long as the contract is active however it's not clear how long they will keep data after termination
Date Retention, Archive and Purge Considerations Retains customer data for the life of this subscription in accordance with their terms and conditions
Disaster Recovery Plan Annual test does it include clients? Data centers appear to be SAP owned RPO 5 minutes
Solution Environments test and production environments only
Solution Technical Architecture Technical architecture diagram not provided weak description overall
Solution Network Architecture More of an overview
System Development Methodology Agile Scrum Development methodology. Product lifecycle management includes a quality control process that involves technical reviews automated and manual testing performance and stress testing.
Service Level Agreement A list of definitions In a separate document

Security Requirements

Cloud Security Alliance (CSA) Compliance CAIQ
Security and Privacy Controls SAP Ariba is officially not certified for NIST 800-53
Security Certifications SAE 3402 SOC1 Type II, SOC2 every six months. SAP has attained PCI (Payment Card Industry) –DSS (Data Security Standard) certification as a Level 1 Service Provider. SAP Ariba does not support storing HIPAA/PII/Personal data.
Annual Security Plan SAP's annual security plan are internal facing documents.
Secure Application and Network Environment SAP Ariba provides 24/7 monitoring from a Security operation center
Secure Application and Network Access Data at rest and in transit are encrypted
Data Security Access based on leased privilege
Personally Identifiable Information Protection SAP Ariba are not designed to handle HIPAA data. Our solutions are designed Business to business transaction, and SAP Ariba doesnot support storing HIPAA/PII/Personal data. For example: SSN, Personal Banking information etc.
Security/Privacy Issue Occurrence incident response procedures are confidential
PII Data Actual/Attempted Access or Disclosure Same procedure for security slash privacy issue above
Security Breach Reporting refer to security privacy issue occurrence

Implementation Services Requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 1

DATE: 12/17/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Project Management **Three tiered governance model includes the state and the two partners in the project IBM and SAP arriba includes roles and responsibilities.**

Project Implementation Methodology **SAP impact solution. One size fits all.**

Catalog Support Services **Heavy focus on supplier enablement**

Data Conversion Services **Methodology includes source , assessment , extract transform which includes data cleansing, validate , target system**

Interface/Integration Development Services **Minimum detail provided**

Organizational Change Management (OCM Services **Methodology is IBM's digital change. OCM phases are prepare, explore, realize, deploy, sustain**

Training Services **Some of the training is covered by OCM and the training plan will be developed with the state. Appears short on methodology.**

Help Desk Services **described in Section F1?**

On-Site System Stabilization Support **Hypercare and managed services**

Managed Services Requirements

Solution Support **Same as above**

Organizational Change Management (OCM Services **Same as above**

Help Desk Services **Same as above**

Transition Out Assistance Services **standard operating procedures**

Other Available Resources **provides consulting, implementation and managed services "is" almost all industries**

Video Demonstrations

- **Could not access video – it DID want a password**
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 1-Full Solution

DATE: 8/22/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Deploying Ariba
 - Experience
 - Developed implementation process stated
2. Previous Projects
 - Lilly example was transition from one SAP to another in Ariba, no end results demonstrated except changeover
 - Pfizer transitioned from Ariba On-Prem to cloud, results only identified changeover within IBM solutions
 - Lumen from one SAP product to another, results do not show ROI
 - IBM project is their own transition from on-prem to cloud?
 - Would have expected more state procurement project examples if they are available and new enablement, not just transition from one IBM solution to another
 - Projects do not show capability of IBM to implement state procurement solutions
3. Subcontractors
 - No subcontractors
 -
 -
4. Organizational Chart
 - Only provided 4 team members.
 - Not shown how they would develop a team for a statewide implementation
 -
5. Litigation
 - Response does not identify litigation pending only that there is
 - Question on responsiveness to this section
 -
6. Financial Viability
 - Moderate Risk overall unexpected
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 12/2/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- SAP Ariba Solution
- POSITIVE (p.3) SAP Ariba Solution, SaaS
- POSITIVE (p.3) SAP manages infrastructure
- QUESTIONING (p.5)- Spot buy catalog avenue to encourage off contract purchases.
- POSITIVE (p.5)- mobile platform focus
- POSITIVE (p.7)- end to end system, task management functions
- QUESTIONING (p.8)- Monthly feature deliveries, what is state resource demand for these?
- INTERESTING (p.8-9)- API open access developer portal
- NEGATIVE (p.8)-Many value-added services, why not included in base products
- INTERESTING (p.11)-Does IBM support customized or is the configurable system the proposed option. States may be in a situation where configuration limitations do not meet compliance requirements.
- QUESTIONING (p.12)-Extension partners for functionality what is relationship and liability
- QUESTIONING (p.15)- Does IBM have current NVP contract for eProcurement
- QUESTIONING RTM line 9, EPROC-GEN-5, access to contracts only to licensed users

Functional Requirements

- INTERESTING (p.16) Ariba provided less costly ways of procurement. Would like to see ROI data.
- POSITIVE (p.17) fully automated source to pay
 - SAP Ariba Buying& Invoicing (including Guided Buying)
 - SAP Ariba Sourcing
 - SAP Ariba Contracts
 - SAP Ariba Supplier Lifecycle & Performance Management
 - SAP Ariba Network
 - SAP Fieldglass
- QUESTIONING (p.17) How does SAP synch with other ERP software, cost and effort involved
- POSITIVE (p.17) increases touchless invoicing
- POSITIVE (p.19) Business network well established
- POSITIVE (p.26) Role based user dashboard
- QUESTIONING (p.29) Does guided buying allow for weighted criteria (OSD, local, USA, etc.)

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 12/2/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- INTERESTING (p.31) Buying and Invoicing reconciles all purchases. How is integration from existing solutions considered.
- POSITIVE (p.33) Catalog searches across hosted and punchout (level 2)
- POSITIVE (p.34) Ariba sourcing most widely adopted in marketplace (vendor familiarity)
- POSITIVE (p.34) Solicitation template management, historical library, electronic solicitation
- POSITIVE (p.34) Proposal side by side evaluation
- QUESTIONING (p.37) Contract documents versioning related to negotiating activities
- QUESTIONING (p.40) Public access API website details
- QUESTIONING (p.42) Reporting limitations to customize or export not clarified very well

Technical Requirements

- QUESTIONING (p.45) accessibility limitations are very broad
- NEGATIVE (p.45) Audit logs retained only with active account (3-5 years typical requirement)
- NEGATIVE (p.47) Roles do not appear to have a buyer/shopper type category
- POSITIVE (p.48) Single Sign On consistent with Ariba
- POSITIVE (p.50) Deep level of experience with data conversion and SAP projects
- POSITIVE (p. 51) Integration with ERP Oracle and PeopleSoft
-

Security Requirements

- POSITIVE (p.63) credit card security standards met
- QUESTIONING (p.76) SAP does not handle HIPAA data
- NEGATIVE (p.88) IBM will specify charges for investigating changes?
- POSITIVE (p.100) Good change manage processes identified

Implementation Services Requirements

- NEGATIVE (p.88) IBM will specify charges for investigating changes?
- POSITIVE (p.100) Good change manage processes identified

Managed Services Requirements

- POSITIVE (p.108) various levels of support identified

Video Demonstrations

- NEGATIVE Inaccessible using link provided.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Cat 1 Stage 1

DATE: 08/24/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - \$80 billion enterprise SAP Ariba goes back to founding of SAP
 - Project Management Method
 -
2. Previous Projects
 - Lilly
 - Pfizer
 - Lumen
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - 3 main parties. NASPO Member, E-procurement solution provider and consulting partner.
 -
 -
5. Litigation
 - Involved in a variety of ongoing claims, demands and suits
 -
 -
6. Financial Viability
 - Low-moderate risk
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP (1 & 3)

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Overall

SAP Ariba is the solution

General Principal and Requirements

Key Solution Functionality Elements

3	Ariba is the solution they are proposing	
3	There is no software to install and no hardware to buy.	
3	Subscription includes system maintenance, automatic upgrades, base product enhancements and application of service packs	
4	Single point of entry	
4	Open marketplace environment	

User Experience

5	Guided buying.	
5	Each module has configurable dashboards. Users can create multiple dashboards	
6	Ariba also provides mobile app.	

Bidder Best Practices and Roadmap

7-8	Quarterly releases	
	Optional monthly features.	
	Best practice Center – access to solution experts.	

Innovations and Value-Added Features/Services

9-11	API's – currently no cost for this	
	SAP Fieldglass – vendor management system that helps organizations to find, engage and manage their external workforce and services procurement resources.	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP (1 & 3)

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

12	Ariba Application Extension partners - - solutions that help meet innovate and streamline – there would be a cost to this.	
----	--	--

Customizations/Extensions

11	IBM feels this can be done with just configurations and customization of their product is not needed	

Alternative Funding Models

14	SAP Ariba SaaS solution is be proposed. Monthly usage charge after initial implementation and stabilization.	
14	IBM offers to work with us on a flexible financial strategy	

Contract Transition and Flexibility

--	--	--

Functional Requirements

General Functionality

GEN 1	Yes	
GEN 2	Yes	
GEN 3	State worker must post any response evaluation or notices to the state's website	weakness
GEN 4	State worker must post a copy of a solicitation to the state's website	weakness
GEN 5	Yes, but only available to licensed users	weakness
GEN 6	Yes	
GEN 7	Yes	
GEN 8	Yes	
GEN 9	Yes – Says the State of Main can map commodity codes	
GEN 10	Yes	
GEN 11	Yes	
GEN 12	Yes	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP (1 & 3)

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

GEN 13	Yes – you can view what is important or you can reassign duties??	?
GEN 14	This is an add on	Add on?
GEN 15	Yes	
GEN 16	Yes	
GEN 17	Yes	
GEN 18	Yes	
GEN 19	Yes	
GEN 20	Yes	
GEN 21	Yes	
GEN 22	Yes	
GEN 23	Yes	
GEN 24	Yes	
GEN 25	Yes	
GEN 26	Yes	
GEN 27	Yes	
GEN 28	Yes	
GEN 29	Yes	
GEN 30	Yes	
GEN 31	Yes	
GEN 32	23 languages	
GEN 33	Yes	
GEN 34	Yes	
GEN 35	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP (1 & 3)

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

GEN 36	Yes	
GEN 37	Yes	
GEN 38	Depends on the owners and what they have rights to in the system. Team member have unlimited capacity for read only. All suppliers have free access to the network. There is an extra fee for suppliers who want advanced technology	
GEN 39	Yes	
GEN 40	Yes	

Supplier Portal

19-24	Suggests we use the SAP Ariba Business Network. Supplier Unified Seller experience. Supplier Portal Functionality by the Ariba Network - Suppliers can reuse their connection to the state to access other SAP Ariba Customers.	
SPR 1-17	Yes	
SPR 18	Complaints handled outside of the tool	weakness
SPR 19-23	Yes	

Supplier Enablement/Management

25	<ul style="list-style-type: none"> Customized enablement strategy Automated verification capabilities for IRS TIN/Name Implementation support Supplier Education Supplier tracking and follow-up Date collection and validation 	
VDR 1	Use of questionnaire for gathering information to onboard and approve a supplier	
VDR 2-10	Yes	
VDR 11	Captures code at registration – this is done at the header level of the supplier profile	Weakness
VDR 12	Commodity codes are done at main supplier record level. – would need questionnaire to obtain SITE specific commodity code	
VDR 13-17	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP (1 & 3)

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

VDR 18-22	Yes	
VDR 23	Checking for Debarred vendors would be an add on feature	
VDR 24	Can trigger a validation task for a user to v validate tax registry	
VDR 25-43	yes	

Buyer Portal

26-28	Separate casual user from power user. Different landing screen with single point of entry. Casual user is more of a shopping experience where power user signs into a dashboard of many functions available	
BPRT 1-4	Yes	
BPRT 5	Casual user sees shopping landing page. Power users will see all of the procurement transactions	weakness
BPRT 6	Yes – Drill down for information. permission based.	
BPRT 7-15	Yes	

Need Identification

Need 1-2	Yes, based on the concept of guided buying. Casual user is set up for shopping experience and has to navigate for other functions.	Weakness
-------------	--	----------

Request through Pay

31-32	From end user purchase request – authorizing payment	
PRD 1-2	Yes	
PRD 3	Encumbrance happens when the requisition is created	
PRD 4-5	Yes	
PRD 6	System does not provide automated means to control combining purchases for multiple fiscal years	Weakness
PRD 7-12	Yes	
PRD 13	Attachments are limited to 100MB	weakness
PRD 14	Yes	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP (1 & 3)

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

PRD 15	Attachments are limited to 100MB	weakness
PRD 16	Attachments are limited to 100MB	Weakness
PRD 17-22	Yes	
PRD 23	Does not allow user to add a discount percentage.	
PRD 24	There is workflow for individual forms	
PRD 25-32	yes	
PRD 26-32	Yes	
PDR 33	Changes can be made to orders and then routed using the same or different routing method	Positive
PRD 34-36	Yes	
PRD 37 and 39	Does not flag not cataract items for later analysis When non-identifying state matches are discovered – does not save for later analysis	weakness
PRD 38	Yes	
PRD 53	Account info is bases on user's position.	weakness
PRD 54-61	Yes	
PRD 62	Does not allow to put other payment options on the PO except for invoicing. User may "possibly be able to change in the users interface"	weakness
WRK 1-9	Yes	
WRK 10	In order to limit override approvals, user must be removed form each affected step of the workflow	Weakness
WRK 11	Yes	
WRK 12	Attachments are limited to 100MB	weakness
WRK 13	Cannot approve/deny by line item	weakness
WRK 14	Once an approver makes a change it doesn't start over at the beginning of the workflow	weakness
WRK 15-28	Yes	
PO 1	Yes	

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PO 2	Does not allow a PO to be created in one year and rolled into the next. The system makes you enter a time span?	weakness
PO 3-4	Yes	
PO 5	Cannot use state templates	weakness
PO 6-14	Yes	
PO15	Does not allow an internal and external version of the same order	weakness
PO16	Electronic signature is not available for orders	Weakness
Po 17	Attachments with PO's limited to 100MB	
PO 18-23	Yes	
PO 24	Only notifies vendor when orders are cancelled not approvers	weakness
PO 25-26	Yes	
PO27-29	Cannot create PO without a req.	Weakness
PC 1-2	Yes	
PC 3	Cannot prevent certain types of purchases on the P-card	weakness
PC 4-5	Yes	
PC 6	System is not set up to allow P-card users to update their own information	weakness
PC8-15	Yes	
PC 16	Can only see budget and encumbrance when a PO is created.	weakness
PC 17-21	Yes	
RC1-3	Yes	
RC 4	Must associate item with PO from the beginning	weakness
RC 5-15	Yes	
RC 16	Tolerances are defined on invoicing	weakness
Inv1	Yes	
Inv 2	Does not allow to control which vendors are able to submit electronic invoices	weakness
INV 3-7	Yes	
INV 8-11	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Catalog Capability

32-33		
CAT 1 - 5	Yes	
CAT 6 -7	Limit of 5000 catalogs. Limit of Items per catalog is 5000,000	weakness
CAT 8 -9	Yes	
CAT 10	Catalog items do not instructions on how to order them. They suggest customs forms to create a line on a req to sent for a quick quote from the vendor	weakness
CAT 11	Does not provide a means to obtain quotes with the ability to retain, review and accept quotes. Received from the catalog	
CAT 12-13	Does not have catalog capabilities for configurable products.	weakness
Cat 14-18	Yes	
Cat 19	No negative dollar catalog items	weakness
Cat20-40	Yes	

Sourcing/Bid Management

34-36		
SRC 1-22	Yes	
SRC 23	Access to system is based on user's license	
SRC 35	No check in . check out feature on the maintenance and management of forms. It is controlled by users that have the appropriate permissions	Weakness
SRC 36	Attachments limited to 100MB	weakness
SRC 37 -40	You don't update documents, you have to replace them. Ariba maintains the header details.	weakness
SRC 41-51	Yes	
SRC 52-53	Limit of attachments is 100MB and limit of 9 pages	Weakness
SRC 54	Supports UNSPSC	?
SRC 55-63	Yes	
SRC 70-71	Attachment limit 100MB	Weakness
SRC 72-75	Yes	

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SRC 76	System does not provide to ability to post solicitation unless manually posted by a user	weakness
SRC 80	Did not answer if system maintains vendor information for future bids.	?
SRC 81	Does not allow to post solicitation amendments to the public website. Users have to manually post.	weakness
SRC 82-87	Yes	
SRC 88	Does not support this requirement	weakness
SRC 89-117	Yes	
SRC 118	Does not capture subcontract data	weakness
SRC 119	Yes	
SRC 121-123	Yes	
SRC 120 & 125	User has to exit the system to Excel or use the pre-packaged reports.	weakness
SRC 126-135	Yes	
SRC 136	Cannot award into a PO. Once PO is done, contract can be added to the system	weakness
SRC 137-151	Yes	

Contract Management

36-38		
CNT 1	Yes	
CNT 2	Allows redlined version in the application or Word.	Possitive
CNT3-6	Yes	
CNT 7-10	No check-in/check out Replaces with new version	weakness
CNT 11	Yes	
CNT 12	Out of box support for DocuSign and Adobe Sign	weakness
CNT 13-22	Yes	

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CNR 23	No check-in/check out Replaces with new version. See CNT 2	
CNT 26	Future	Future
CNT 27-37	Yes	
CNT 38	Does not identify subcontractors, reseller etc. Must be done by attachment	weakness
CNT 39-44	Yes	
CNT 45	Electronic procurement file publicly available is not supported	weakness
CNT 46	Strong search capabilities	positive
CNT 47-50	Yes	
CNT 52-62	Buyer to post any notice	weakness
CNT 65 - 66	Buyer to post any notice	
CNT67-88	Yes	

Vendor Performance

38-44		
VPE 1-11	Not much of a response. "supported and configurable"	
VPE 12-25	Use of scorecard	

Purchasing/Data Analytics

41-43	Meets requirements	
	Report creation wizard, different types of graphs, pre-packaged reports that can be modified	positive

Technical Requirements

Availability

44	Offers 99.5% availability during the month for production versions with the exception of regularly scheduled and emergency maintenance.	Doesn't meet requirements
----	---	---------------------------

Accessibility Requirements

44	When developing software, SAP product teams targeted web content accessibility guidelines Level AA and AA and EN 301 549 Says they continue to develop accessibility features	Doesn't meet requirements
----	--	---------------------------

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Audit Trail and History

45-46	Meets requirements	
-------	--------------------	--

Browsers Supported

46	Meets requirements. Listed supported browsers but did not give any other information on the bulleted items we listed.	
----	---	--

User Accounts and Administration

46-47		
Tech 12 & 16	Doesn't allow dual sign on and system doesn't auto deactivate users for inactivity.	weakness

User Authentication

48-49	Meets requirements	
-------	--------------------	--

Federated Identity Management

49-50	Meets requirements. 2 antiunification's processes	
-------	---	--

Data Conversion

50	Does not meet requirements. Did not answer what was asked.	weakness
----	--	----------

Interface and Integration

50-51	Good overall – issues with Interface/integration section. – See Bob's notes	
-------	---	--

Office Automation Integration

51	Meets requirements	
----	--------------------	--

Mobile Device Support

52-53		
-------	--	--

Mobile Applications

53-54	Meets requirements	
-------	--------------------	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Data Ownership and Access

54	Meets requirements	
----	--------------------	--

Date Retention, Archive and Purge Considerations

54-55	Meets requirements	
-------	--------------------	--

Disaster Recovery Plan

55	Meets requirements- Does not archive. 4 hour recovery	
----	---	--

Solution Environments

56	Does not meet requirements – no test site	weakness
----	---	----------

Solution Technical Architecture

56-57	Partially meets. No diagrams. Updates test and production at the same time	weakness
-------	--	----------

Solution Network Architecture

57-59	Meets requirements	
-------	--------------------	--

System Development Methodology

19-20	Meets requirements	
-------	--------------------	--

Service Level Agreement

61	Partially meets requirements. No flexibility .	weakness
----	--	----------

Security Requirements

Cloud Security Alliance (CSA) Compliance

61	Meets requirements	
----	--------------------	--

Security and Privacy Controls

61-62	Meets requirements	
-------	--------------------	--

Security Certifications

62-63	Meets requirements except for HIPPA. They are not designed to handle personal information.	
-------	--	--

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Annual Security Plan

64-65	Do no release unless we request for it to go to an individual according to SAP Cloud Audit procedure	
-------	--	--

Secure Application and Network Environment

65-69	Meets requirements	
-------	--------------------	--

Secure Application and Network Access

69-72	Meets requirements	
-------	--------------------	--

Data Security

72-75	Meets requirements	
-------	--------------------	--

Personally, Identifiable Information Protection

76	Does not meet requirements. Pg. 62. Does not handle HIPPA information	Weakness
----	---	----------

Security/Privacy Issue Occurrence

77-78	Can provide general procedure but the whole security plan is confidential	
-------	---	--

PII Data Actual/Attempted Access or Disclosure

78	Response is the same as above.	
----	--------------------------------	--

Security Breach Reporting

79	Response is same as above	
----	---------------------------	--

Implementation Services Requirements

Project Management

79-85	Meets requirements with concerns. IBM governance for this is at a very high level. Is there an extra cost for their involvement here?	concern
-------	---	---------

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Project Implementation Methodology

85-90	Basically, meets requirements except IBM assumes customer will adopt 80-90% of standard capabilities IBM says they have the right to change control between phases.	weakness
-------	--	----------

Catalog Support Services

90-92	Partially meets -Most of the work is left up to the suppliers	
-------	---	--

Data Conversion Services

93-97	Meets requirements. May be a cost for data conversion.	
-------	--	--

Interface/Integration Development Services

97	Meets requirements. Need to confirm pricing	concern
----	---	---------

Organizational Change Management (OCM Services

98-102	Meets requirements. IBM is a leader in Worldwide Organizational Consulting Services	
--------	---	--

Training Services

102-104	Partially meets the requirements IBM will produce the training materials if necessary and then they would "train the trainer" so the state can do the needed training	
---------	---	--

Help Desk Services

104-105	Partially meets requirements see Managed services requirements – bases on a fixed number of tickets. Cost?	
---------	--	--

On-Site System Stabilization Support

105-106	Partially meets requirements. Support offered is more for the users and not the system.	concern
---------	---	---------

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Managed Services Requirements

Solution Support

106-112	Meets requirements – offering dual support from SAP Ariba SaaS and IBM	
---------	--	--

Organizational Change Management (OCM Services)

112-113	Meets requirements – see previous notes	
---------	---	--

Catalogs support Services

113	Partially meets requirements	
-----	------------------------------	--

Training Services

113	Meets requirements.	
-----	---------------------	--

Help Desk Services

114	Meets requirements	
-----	--------------------	--

Transition Out Assistance Services

115-116	Partially meets requirements – either transition service back to the customer or to another vendor.	
---------	---	--

Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Category #1 Stage 1

DATE: 08/19/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Started in 1911 with lots of employees
 - Strategic Direction and Procurement Transformation
 - 7 Keys to Success
2. Previous Projects
 - Large drug company implementations
 - Telecommunications company
 - **Did not provide contact information for projects**
3. Subcontractors
 - No subcontractors reported. Will use US and global based resources
 -
 -
4. Organizational Chart
 - **Did not provide role and responsibility chart**
 - Chart submitted has very limited information.
 -
5. Litigation
 - **Stated litigation exists but no information supplied**
 - Discloses information quarterly to SEC
 -
6. Financial Viability
 - Supplied Duns & Bradstreet report – 24 pages
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: IBM
CATEGORY #(s): Category 1 Stage 2
DATE: 11/09/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments: Video link has been removed or is no longer available. Not able to watch video demonstration.

Concern that some of the standard responses in the comment section of the RTM is "Standard Functionality"

Provided attachment (REDLINE) to NASPO ValuePoint Terms and Conditions but I cannot designate changes Did NOT supply a copy of their SLA originally, but NASPO found it and uploaded it for review. Some responses stated a "reference" to another section for their response but could have easily just copied and pasted the response.

I suggest that the concerns be addressed so the solution could be a better fit for entities.

General Principal and Requirements

Key Solution Functionality Elements – Page 4

- PDF Page 4 – Proposing SAP Ariba as the solution.
- PDF Page 5 – Guided Buying used as SSO.

User Experience – PDF Page 6

- Add items to a personal dashboard to monitor and gain access.
- Can access most of tasks required using the mobile application.

Bidder Best Practices and Roadmap – PDF Page 8

- Quarterly releases (4 times a year)
- Offer Road Map support.
- State can offer strategic guidance to SAP solution experts
- Registered to view RoadMap at this link <https://roadmaps.sap.com/welcom>. Provided roadmaps on all their products

Innovations and Value-Added Features/Services – PDF Page 9

- State has access to APIs at no additional cost
- New Innovations "SAP FieldGlass" and "SAP Ariba Supplier Risk Management" are available with an ADDITIONALCOST.

Customizations/Extensions – PDF Page 12

- States system is configurable, and customizations are not necessary at this time.
- Recommends not deviating from standard configurations.
- Can use SAP Ariba Partner Apps but are not included in the solution or price at this time.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: IBM

CATEGORY #(s): Category 1 Stage 2

DATE: 11/09/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Provides list of SAP Ariba App Extensions and Partners on PDF Page 13 – **Not included in solution or price!**

Alternative Funding Models – PDF Page 15

- State will incur a monthly usage-based subscription cost after initial implementation.
- Do NOT offer a custom payment plan and will require further discussions.

Contract Transition and Flexibility – PDF Page 16

- If State wants to move to this agreement from current one, contingent factors apply – Page 16

Functional Requirements

General Functionality – PDF Page 17

- PDF Page 18 – Suppliers are in the Ariba Network
- PDF Page 18 – Solution is Guiding Buying, Sourcing, Contracts, Supplier Lifecycle, Ariba Network and Fieldglass.
- PDF Page 19- Personal Dashboards
- PDF Page 19- Can import data from external systems.
-
- CONCERN - EPROC-GEN-5 – Line 9 – This will require an integration
- CONCERN - EPROC-GEN-11 – Line 15 – Do we assume there is no file size limit?
- CONCERN - EPROC-GEN-13 – Line 17 – Response does not address the ability to reassign work?

Supplier Portal – PDF Page 20

- SAP Ariba Business Network is the Supplier Portal SBN
- Ariba offers Open, Smart and Simple Networks for suppliers PDF Page 22.
- Offers Supplier Portal assistance.
- Suppliers have access to dashboard for transactional details
- CONCERN - EPROC-SPR-18 – Line 22 - Vendor Complaints are handled outside of system

Supplier Enablement/Management – PDF Page 26

- Unlimited number of suppliers – Page 26
- Supplier Enablement Team
- Supplier account allows for access to perform multiple processes.
- CONCERN - EPROC-VDR-19 – Line 48 – The question is for TIN, but response talks about “addresses”
- CONCERN - EPROC-VDR-26 – Line 55 and EPROC-VDR-27 – Line 56- These talk about OFAC and SOS certifications, but the response talks about “addresses”

Buyer Portal – PDF Page 26

- Users use same “Front Door” and land in the system and view a dashboard
- Or users can use “Guided Buying” as the landing page
- Contact Managers would use the SAP Ariba’s Homepage Dashboard
- Dashboards have drill down functionality – PDF Page 29
- CONCERN - EPROC-BPRT-3 – Line 77 – Why is not the user information, ID, first and last name, etc. available under the user profile? Response states API needed.

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- CONCERN - EPROC-BPRT-9 and EPROC-BPRT-10 Lines 83 and 84 – The requirements are for online access to records and ability to search for suppliers, but the response references alerts and notifications?
- CONCERN - EPROC-BPRT-15 – Line 89 – Requirement talks about notifications but response talks about searching and reporting?

Need Identification – PDF Page 30

- Guided Buying is the solution name for this requirement
- It has redirect ability to other solutions.
- Need Guidance tile is also an option – PDF Page 31
- CONCERN – Most all responses of this section of the RTM are **Standard Functionality. This is a generally available feature within the Solution and is currently leveraged by multiple customers across multiple industries**

Request through Pay- PDF Page 32

- SAP Ariba Buying and Invoicing is the solution name integrated with the Ariba Network
- Process starts with purchase requisition and ends with invoice via SAP Ariba Business Network.
- CONCERN - EPROC-PRD-16 – Line 117 - The **file size limit is 100MB**
- CONCERN - EPROC-PRD-28 – Line 129 – Negative value for trade in not supported.
- CONCERN - EPROC-WRK-14 – Line 179 – States workflow will NOT be retrIGGERED!
- CONCERN - EPROC-PO-3 – Line 198 – Needs more discussion on encumbering fund's function
- CONCERN - EPROC-PO-5 – Line 200 – Cannot handle different PO types. Handles this through workflow
- CONCERN - EPROC-PO-8 – Line 203 – Did not address the attachment requirement.
- CONCERN - EPROC-PO-16 – Line 211 – Cannot electronically sign Purchase Orders
- CONCERN - EPROC-PC-6 – Line 232 – Currently does not support maintaining PCard as part of the user profile.
- CONCERN - EPROC-RC-4 – Line 253 – Cannot record a receipt without a PO reference.

Catalog Capability – PDF Page 34

- SAP Ariba Catalog is the solution name with cross-catalog search functionality
- Level 2 Punchout catalogs
- Also has Spot Buy catalog solution to buy non-sourced goods
- CONCERN - EPROC-CAT-6 -Line 291 – Unlimited catalogs not supported, 5000 is limit
- CONCERN - EPROC-CAT-7 -Line 292 – Unlimited catalog items not supported, 500,000 is limit
- CONCERN - EPROC-CAT-19 – Line 304 – Negative Dollar Value not supported.
- CONCERN - EPROC-CAT-39 – Line 324 – Response does NOT address publish announcement within system about new or updated catalogs.

Sourcing/Bid Management – PDF Page 35

- SAP Ariba Sourcing is the name of the solution
- Integration to SAP Ariba Contacts
- Has supporting solutions like Solicitation Project Management and Supplier Proposal Review
- CONCERN - EPROC-SRC-63 – Line 390 – The event is limited to 100 supplier participants
- CONCERN - EPROC-SRC-76 – Line 403- To post solicitation to State public website is a “manual” process

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Category 1 Stage 2

DATE: 11/09/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-SRC-102 – Line 429 – Supplier's ability to sign event not supported in the Sourcing module offered.
- CONCERN - EPROC-SRC-109 – Line 436 – Cannot post "proxy" bids to online public site.
- CONCERN - EPROC-SRC-130 – Line 457 – The response does not address the evaluation panel members communication tool.
- CONCERN - EPROC-SRC-138 -Line 465 – Cannot support posting award to state website.
- CONCERN - EPROC-SRC-143 – Line 470 – Response does not address the ability to "Unaward" and event and award to a different supplier.
- CONCERN - EPROC-SRC-147 -Line 474 – Posting a cancelation of an event to a state's public website is not supported.
-

Contract Management – PDF Page 37

- SAP Ariba Contract Management is the solution name.
- Contains Contract Management and Administration
- Contract can be published in the SAP Ariba Buying and Invoicing solution to track spend
- Guided buying to easily purchase from the contract.
- CONCERN - EPROC-CNT-23 – Line 503 – Response does not address the check out, check in process
- CONCERN - EPROC-CNT-45 – Line 525 – Electronic file viewed publicly not supported
- CONCERN - EPROC-CNT-52 thru EPROC-CNT-62 – Lines 532 thru 542 – The ability to post contract information to the State's public site is not supported.
- CONCERN - EPROC-CNT-65 – Line 545 – Cannot support posting to State's public website
- CONCERN - EPROC-CNT-66 – Line 546 – Cannot support posting to State's public website
- CONCERN - EPROC-CNT-70 – Line 550 – Supplier cannot submit reports via their account (portal)
- CONCERN - EPROC-CNT-71 – Line 551 – Response did not address the administrative fee requirement but only pricing terms.
- CONCERN - EPROC-CNT-72 – Line – 552 - Response did not address the administrative fee requirement but only invoice reporting

Vendor Performance – PDF Page 40

- SAP Ariba Supplier Lifecycle and Performance is the solution name.
- Need to set up APIs to display data to public site.
- Ability to set up supplier dashboards and surveys

Purchasing/Data Analytics – PDF Page 42

- SAP Ariba Reporting is the solution name
- Reports can be displayed on individual dashboards
- Solution has pre-packaged reports
- Ad hoc report creation.
-

Technical Requirements – PDF Page 45

Availability – PDF Page 45

- Offers 99.5% availability during each month for production.
-

Accessibility Requirements – PDF Page 46

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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DEPARTMENT/STATE: State of Montana

- System teams target Web Content Accessibility Guidelines Level A and AA
- Links provided for more information

Audit Trail and History – PDF Page 45

- Viewable by customer administrator
- CONCERN – TAB 4 – LINES 5, 7 and 9 have the very same vendor response

Browsers Supported – PDF Page 47

- Listed browsers that are supported which contains those most widely used.

User Accounts and Administration – PDF Page 48

- Provided list of roles and the access associated with them.
- Based on permissions and assignments to a group
- Users can log in and act as user that delegated the user.
- CONCERN - EPROC-TECH-12 – TAB 4 Line 16 – Does not support buyer and supplier accounts from one log in.
- CONCERN - EPROC-TECH-15 – TAB 4 Line 19- Response does not clarify if terminating user access will remove access to data?
- CONCERN - EPROC-TECH-16 – TAB 4 Line 20 – Deactivating user accounts is NOT automatic and is a manual process. Does not clarify if terminating users access removes the data?
- CONCERN - EPROC-TECH-17 – TAB 4 Line 21 – Does not address the displaying of user information. Solution does not provide a user profile?
- CONCERN - EPROC-TECH-18 – TAB 4 Line 22 - Response does not address changes to user account but changes to events or records!
- CONCERN - EPROC-TECH-20 – TAB 4 Line 24 - Response does not address the searchable reference, but only password functionality?
-

User Authentication -PDF Page 49

- 2 possible logins – Regular user and SSO
- Password policies listed in SSO is not used

Federated Identity Management – PDF Page 50

- 2 types of SSO – Identity Provider and Service Provider

Data Conversion – PDF Page 51

- SAP's Activate Methodology Is the solution tool name
- CONCERN - EPROC-TECH-26 Tab 4 line 30 - Extract cost for legacy integration.
- CONCERN - EPROC-TECH-28 thru EPROC-TECH-33 – Lines 32 thru 37 – Referred to response listed on line 31.

Interface and Integration – PDF Page 52

- Use CSV, Web Services and REST API's
- CONCERN - EPROC-TECH-39 thru EPROC-TECH-52 – Line 43 thru line 56 – All of these responses refer to EPROC-TECH-38 on line 42.
- CONCERN - EPROC-TECH-55 – Line 59 – Refer to response on line 42

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Category 1 Stage 2

DATE: 11/09/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- STRENGTH - EPROC-TECH-56 – Line 60 – Payments against a contract are accumulated from “child” contract to parent.
- CONCERN - EPROC-TECH-57 – Line 61 – The response submitted is for SLA between state and vendor. We are asking about failed SLA entered in the system by user?

Office Automation Integration – PDF Page 52

- Meets requirements

Mobile Device Support – PDF Page 53

- Meets requirements

Mobile Applications – PDF Page 54

- Meets requirements

Data Ownership and Access – PDF Page 55

- Meets requirements

Date Retention, Archive and Purge Considerations – PDF Page 55

- Supplied URL to Data Policy and Privacy Statement

Disaster Recovery Plan – PDF Page 56

- SAP Cloud Line of Business is the solution referenced.
- Meets requirements

Solution Environments – PDF Page 57

- CONCERN - EPROC-TECH-65 thru EPROC-TECH-67 – Lines 69 thru 71 – Response refers back to EPROC-TECH-64 on line 68

Solution Technical Architecture – PDF Page 58

- CONCERN – Did not provide any pictorial view of the application modules.

Solution Network Architecture – PDF Page 59

- Meets requirements

System Development Methodology – PDF Page 61

- Agile Scrum Development methodology
- Product Lifecycle Methodology

Service Level Agreement – PDF Page 62

- CONCERN – Stated an attachment was provided but was not part of the files shared.

Security Requirements – PDF Page 62

Cloud Security Alliance (CSA) Compliance -PDF Page 62

- Provided attachment of the Cloud Security Alliance Compliance

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Category 1 Stage 2

DATE: 11/09/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Security and Privacy Controls – PDF Page 63

- CONCERN – Page 63 – “This has been addressed in SOC Compliance. SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines”
- Provided link for above statement
- Provided link for SOC reports
- Provided link for SAP Ariba’s current Attestation of Compliance

Security Certifications – PDF Page 63

- Provided link for certificates
- Attained PCI compliance
- Not designed to handled HIPPA data. PDF Page 64

Annual Security Plan – PDF Page 66

- CONCERN – Their annual security plans are internal facing documents – Page 66

Secure Application and Network Environment – PDF Page 68

- Meets requirements

Secure Application and Network Access – PDF Page 71

- Meets requirements

Data Security – PDF Page 74

- Meets req
-

Personally Identifiable Information Protection – PDF Page 77

- CONCERN - “SAP Ariba are not designed to handle HIPAA data. Our solutions are designed Business to business transaction, and SAP Ariba does not support storing HIPAA/PII/Personal data. For example: SSN, Personal Banking information etc.”

Security/Privacy Issue Occurrence – PDF Page 78

- CONCERN – “Full documentation is confidential” – Page 78

PII Data Actual/Attempted Access or Disclosure – PDF Page 79

- CONCERN – Response refers back to section listed above.

Security Breach Reporting – PDF Page 80

- CONCERN – Response refers back to Security/Privacy Issue Occurrence.

Implementation Services Requirements - PDF Page 80

Project Management – PDF Page 81

- Provided team structure snapshot – page 81
- Provided role names and responsibilities
- Will leverage Ascend methodology snapshot Page 83

Project Implementation Methodology – PDF Page 86

- SAP IMPACT is the solution
- Use Ascend methodology

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Category 1 Stage 2

DATE: 11/09/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Supplied UAT Testing Activity screenshot
- Offer Business Readiness

Catalog Support Services – PDF Page 92

- Provided end to end approach for supplier enablement
- Offer Catalog Enablement – Hosted and Punchout catalogs plus integrations

Data Conversion Services – PDF Page 94

- Must provide a conversion assessment
- Benefits – Standardize and Simplify
- Supplied Data Migration Methodology- Chart on Page 95
- The EnterpriseHub is the solution to aid with data migration
- Offer Data Load testing
- Good response on data conversion

Interface/Integration Development Services – PDF Page 98

- Integration assessment is required
- Integration Development is NOT included in the costs.
- Has tool kits to help with integrations

Organizational Change Management (OCM Services) – PDF Page 100

- Provide OCM Progress Reports
- Offer Learning Modes
- Provided OCM Phases screenshot on PDF Page 102
- Changes Impacts chart on PDF Page 102
- Change Network/Readiness process

Training Services -PDF Page 104

- IMPACT solution has lots of pre-built training documents
- Train the trainer approach
- WalkMe is another learning tool.

Help Desk Services – PDF Page 106

- CONCERN – The response directs the reader to Managed Services Requirements section listed below?
- CONCERN - EPROC-IMPL-1 -Tab 6 Line 1 – They suggest creating our own training documents
- CONCERN -EPROC-IMPL-2 -Tab 6 Line 2 – Direct Training of end users are not in scope of price. Do they train the system admins?

On-Site System Stabilization Support -PDF Page 106

- Provide 2 post live support – Hyper-care and Managed Services

Managed Services Requirements – PDF Page 107

Solution Support – PDF Page 109

- Offered link to SAP SLA's
- Supplied Services Transition to Steady State snapshot – Page 111
- Supplied Tier – 2 Help Desk Service Model Page 113

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Category 1 Stage 2

DATE: 11/09/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Organizational Change Management (OCM Services) – PDF Page 113

- Referred to previous Section #E6

Training Services – PDF Page 114

- Meets requirements

Catalog Support Services – PDF Page 114

- Only responsible for technical issues and not responsible for assembling a catalog

Help Desk Services – PDF Page 115

- Also described in Section FL

Transition Out Assistance Services – PDF Page 116

- Meets requirements

Other Available Services – PDF Page 117

- State provided consulting, implementation and managed services in all industries. Did NOT fill out TAB 7 of RTM

Video Demonstrations

- [Link expired or not available.](#)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM - Kyndryl

CATEGORY #(s): 1

DATE: 10/29/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- IBM - Est. 1911.
- IBM – infrastructure services for hybrid cloud, enterprise application management, business resiliency, network, digital workplace, and technology support.
- Kyndryl (page 6) is an IBM company. Says they are going to be launched later in 2021. This is somewhat concerning. But on the next page says they have been doing this for 30 years. Unsure here.
- I believe the product Ariba can meet category 1, but concerns about Kyndryl providing the service if they are just starting up.

2. Previous Projects

3 projects provided. Kyndryl is mentioned nowhere in the references. No State examples given. Two are not eprocurement end to end. Only one Ariba reference, but done by an IBM subcontractor.

- PayPal Giving Fund – project is still ongoing since 2011. IBM migrated PPGF's ERP platform to SAP Cloud.
- Shared Services Canada – project ongoing. It says the reference is mandated to consolidate and modernize the Government of Canada's IT infrastructure. It discusses Experis (subcontractor) and IBM provide technical support.
- Santander Group Ongoing project – ManpowerGroup's IT brand "Experis" delivering E-procurement solution – "SAP Ariba"

3. Subcontractors

- Yes. Experis, ManpowerGroup, Jefferson Wells, Amick Brown

4. Organizational Chart

- Provides a high-level organizational chart with subcontractors underneath it and a layout of job titles under that.

5. Litigation

- Page 18, yes, they list they have several; however, they do not list any.

6. Financial Viability

- DnB provided. Low – Moderate risk. For IBM only.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (IBM-Kyndryl)

CATEGORY #(s): 1

DATE: (11/01/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Cloud solutions
 - Infrastructure services
 - SAP Ariba eProcurement suite
2. Previous Projects
 - PayPal Giving Fund - Donations
 - Shared Services Canada - delivery of email, data center and telecommunication services
 - Santander Group - procurement operations modernization
 - details lacking on eProcurement experience
3. Subcontractors
 - Amick Brown
 - ManpowerGroup (Experis, Manpower, Jefferson Wells, ManpowerGroup Solutions)
4. Organizational Chart
 - Executive and project Org Chart
 - Roles not defined
 -
 -
5. Litigation
 - variety of ongoing claims
 -
 -
6. Financial Viability
 - D&B Report dated 5/2021
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM-Kyndryl

CATEGORY #(s): 1-Full Solution

DATE: 10/29/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Deploying Ariba
 - New company in 2021?
 - Developed implementation process stated
2. Previous Projects
 - Unconvincing previous projects
 - Projects do not show capability of IBM to implement state procurement solutions
3. Subcontractors
 - Amick Brown as consultants
 - Manpower Group – are they going to provide a staffing resource for the states? Not clear on what their role will be performing in this contract scope.
 - Experis – Resources for implementing?
 - Jefferson Wells – Consultants?
4. Organizational Chart
 - Seems very diluted with numerous subcontractors as project leads
 - Unclear what role Kyndryl or IBM has in the process
 -
5. Litigation
 - Response does not identify litigation pending only that there is
 - Question on responsiveness to this section
 -
6. Financial Viability
 - IBM D&B is good, unknown for Kyndryl of numerous Subcontractors identified.
 - Noteworthy that IBM is moderate risk
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM and Kyndryl

CATEGORY #(s): Cat 1 Stage 1

DATE: 10/27/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: *Cover Letter – Yes, Debarment Statement – yes, Cert of Insurance - yes*

Organization Qualifications and Experience

1. Overview of the Organization
 - 30 Years of Infrastructure
 - IBM and Kyndryl will launch later in 2021 as a spin off company
 - What Kyndryl brings –
 - Hybrid Cloud Services
 - Security & Resiliency Services
 - Application Environment Management Services
 - Data Management Services
 - Enterprise Infrastructure Services
2. Previous Projects
 - PayPal Giving Fund
 - Shared Services Canada – consolidate and modernize the Government of Canada's IT infrastructure
 - Santander Group – SAP and Ariba
3. Subcontractors
 - Amick Brown – Cloud, SAP and Business Insights and Analytics
 - Manpower Amick Brown -Sourcing, assessing and developing and managing the talent
 -
4. Organizational Chart
 - Provided with Project roles
 -
 -
5. Litigation
 - Involved in a variety of ongoing claims, demands and suits
 -
 -
6. Financial Viability
 - Low-moderate risk
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM - Kyndryl

CATEGORY #(s): Stage 1, Category 1 – Full Solution

DATE: 10/27/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Does not appear to be a response for full solution other than mentioning the SAP Ariba reference? Could have done a better job on explaining the solution proposed.

Organization Qualifications and Experience

1. Overview of the Organization

- Providing link to website
- Kyndryl is an IBM company will be launched later in 2021
- Spin off company- Recognized by Gartner, IDC, HFS Research, and Everest Group
- Combined team with Manpower Group and Amick Brown
- Cloud Management, Security, Migration, Managed SAP & Oracle Services, Data Management and Cloud Infrastructure
- Proposing SAP Ariba to integrate with on prem Oracle Peoplesoft. Uses Cloud Exchange for virtual network
- Supplied table on page 7

2. Previous Projects

- Canada project- modernize the IT structure of the Government of Canada
- Pay Pal project is to update their ERP system to handle more load.
- Bank project – mentioned this contained “procurement transactions”
- No government client examples with eprocurement experience.

3. Subcontractors

- Amick Brown – ISO certified and an SAP partner. Consultant services for SAP. Provided Link
- ManpowerGroup- staffing brands, Manpower and Experis. Hold State contracts. Seems to be a recruiter for businesses. Provided link
- Experis – Professional Resourcing – Provided link
- Jefferson Wells – offers help with Business Optimization Risk & Compliance, Finance & Accounting and Tax Services

4. Organizational Chart

- Only provided company org chart with some names and titles. Did not provide job descriptions
- Did not provide the org chart for the client, nor job titles or descriptions
-

5. Litigation

- State they have been involved in litigation as plaintiff or defendant but did not offer specific information.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM - Kyndryl

CATEGORY #(s): Stage 1, Category 1 – Full Solution

DATE: 10/27/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

6. Financial Viability

- Provided a DUNS & Bradstreet -
- Low- Moderate Risk
- Dated 05/26/2021

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys, Inc.

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2009.
 - End-to-end, Source-to-pay, SAAS system.
 - Partner with Ernst & Young (EY) and SAP Ariba (SAP), Infosys-EY-SAP partnership under the banner of "Team Infosys"
2. Previous Projects

5 projects listed. One providence entity, two private, and two state. All projects are Category 1 related.

 - Public Services and Procurement Canada. Implemented EPS (e-procurement solution)
 - Eversource Energy. Implemented a supply chain procure to pay system.
 - Zoetis. Implemented and supported the SAP Ariba eprocurement solution.
 - Chicago Public Schools. EY provided consulting and project management.
 - California Dept. of Healthcare Services. Deployed the entire SAP Ariba procurement platform.
3. Subcontractors
 - Ernst & Young (EY) - consulting
 - SAP Ariba (SAP SE) – the eprocurement solution
 - Allied Digital Services LLC – IT Transformation
4. Organizational Chart
 - Yes, provided along with job descriptions.
5. Litigation
 - Vendor states none.
6. Financial Viability
 - DnB provided and audited financials. Low risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys Public Services (Infosys)

CATEGORY #(s): 1

DATE: 12/3/2021

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Hybrid Cloud Solution.
- Product is SAP Ariba. Cloud Services with technical architecture of SaaS and PaaS stack.
- In-Scope Items (modules, etc.) are laid out nicely in a table on pages 11 and 12.
- Infosys is offering the professional services portion of the proposal (implementation, long-term support, etc.)
- Infosys Public Services review of SLA. Throughout the SLA they consistently acknowledges the value and need for the clauses, but want to negotiate the exact parameters during the contract negotiation
- Pages 10-15 focus on a summary of what is in the proposal. I appreciate that Infosys took the time to write this, as it is helpful.
- Table 2 – lists out estimate of Large, Medium, and Small State implementations to include time, sourcing, contracting, etc.
- List what is in scope and what is out of scope.
- Table 4 Optional Scope Items (pages 13 and 14).
 - Identity/Access Mgmt & SAP Fieldglass:
 - Transparency Portal
- There are items in the “Key Assumptions” (page 15) that require **CLARIFICATION** or **negotiation where many or most States could or would not agree**. Examples are: **bullet #7** – 3 days for review of a deliverable is not enough time for such a large project, **bullet #9** – rollout only to one agency, **bullet #10** – must accept EULA terms from SaaS and relevant software vendors, **bullet #12** – State is responsible for 3rd party contractors/vendors.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 14)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

1. Product/Solution components:

- a. SAP Ariba Cloud-based. For eProcurement solution (Sourcing, Contracts, Procure to Pay, etc.)
 - b. Oracle Integration Cloud (OIC). The OIC will act as the middleware layer (SAP Ariba/eProcurement with State's existing ERP system) for the proposed solution OR can use the State's existing middleware tool.
 - c. Identity, Credential and Access Management (ICAM) a cloud-based security management solution – optional solution if State does not have a SML-compliant user management system to integrate directly with the eProcurement system.
 - d. Cloud-based Transparency Portal: Infosys's public portal. OR Ariba's Can be used by State (SAP Ariba Buying and Invoicing solution) and by providers (SAP Ariba Business Network).
 - e. ServiceNow. An OPTION, not a part of the core solution. Helps workflow and manage incidents (side note – our State uses this).
- Single point of entry. Yes – Single Sign on.
 - Smart routing. Yes – Ariba Guided Buying solution.
 - Compliance. Yes - Ariba Guided Buying solution
 - Portal. Yes . Page 21 - Infosys's Cloud Based Transparency Portal Solution OR SAP Ariba's Buying and Invoicing solution for State and the SAP Ariba Business Network for providers. Need **to CLARIFY** which one they are giving us the cost on – because on page 18 they offer Infosys's but on page 21 they offer SAP Ariba's with Infosys's as another option.
 - Open Marketplace Environment. Yes – Spot Buy is the SAP Ariba Cloud procurement application that provides the catalog piece.
 - Integration. Yes – Native out of the box integrations come with the SAP Ariba suite of applications. Support HTTPS using CSV, SOAPWeb use XML payload, and REST APIs.
 - Workflow. Yes
 - Document management. Yes – Ariba Contract Authoring and Ariba Buying & Invoicing module.
 - Reporting, dashboards and data visualization. Yes – native reporting analytics.
 - Configurable. Yes, they state it's highly configurable.
 - Transparency. Yes - with use of the history table in Ariba's application. OR as another option could purchase Infosys's solution – Transparency Portal capability.

2. User Experience - pages 14 - 16

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
 - **Capability**. Addresses with personalization to the dashboard.
 - **Intuitive Navigation**. Yes.
 - **Wizard-driven capabilities**. Yes – they point to the SAP Ariba Guided Buying as an example.
 - **Informative Portal**. Yes – using pre-configured business rules in forms, templates, and workflows.
 - **Mobile Optimization**. Yes – They have, but seems more geared towards the Catalog app. **CLARIFY** what apps all work on mobile.
 - **Workload Mgt Functionality**. Yes through role assignments.
 - **Role-Based Functionality**. Yes.

3. Bidder Best Practices and Roadmap – pages 16 - 21

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.

- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

- Incorporating New Features/Tools. Yes.
- Latest Technologies. Yes.
- Quarterly Releases. Yes in Feb, May, Aug, and Nov of each year.
- Timely updates. yes – Quarterly Releases – They explain products may be released quarterly.
- Monthly Feature Deliveries Alternative Best Practices. Use SAP Ariba Best Practices Center. (extra cost?).
- Road Map: They discuss ideas and new products out there, but no real 3-year product roadmap and how or if they will be using these products.
- Cost Reduction. Yes – they state the KPIs among others listed on page 28.

4. Innovations and Value-Added Features/Services – pages 21 - 22

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

Yes . Completed this section; however, they based the innovations and value added services upon studying the State of Maine. While this is not entirely a bad thing, it would be much more beneficial to think bigger picture for all States. They offered the following (pages 29-34):

- SAP Fieldglass. A vendor management system
- SAP Ariba Spend Analysis
- ICAM
- Transparency Portal / Drupal CMS based Portal
- Celonis Process Mining
- Power Approver
- Source to pay Best Practices

5. Customizations/Extensions – pages 22 - 23

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.

• Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- Page 34 – Infosys feels most requirements can be met and any that may need customizations/extensions are addressed in the Matrix. They give an example of customized fields.
- They address such customizations will need extra time.
- They also point out SaaS customization/extension of the product vendor's involvement will require a service request – guessing extra \$\$\$. State's would want to be aware of this and have it built into the Contract when negotiating.

6. Alternative Funding Models – Pages 23 - 27

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
 - Explain how each model would work;
 - Identify the benefits that Participating Entities and their suppliers would realize; and
 - Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

They are open and flexible. They suggest levying a per usage fees for procurement related transactions (RFx or invoice processing fees).

7. Contract Transition and Flexibility – page 27

Infosys offers 2 approaches. 1. To use the State's current Master agreement. Or 2. Use the new MSA and incorporate the appropriate sub-clauses from the legacy agreement.

B. Functional Requirements: pages 28 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40.

- a. 4-“INT-Integration/interface”
- b. 2 – Medium

- #3 (Solicitations), #5 (Contract Management) and #6 (Purchase Data Analytics) – Integration of these must be done through the use of the Oracle Integration Cloud tool. The other 3 (Purchase Requests, Contracts, ID – Single point of entry)
- Restriction of 100mb per file throughout all requirement responses for attachments.
- #14 – No spellcheck feature but can integrate a software such as Grammarly.
- Good - A really robust search engine for all of SAP Ariba's solution.
- The remaining requirements are standard or can be met.

2. Supplier Portal. Tab 3, SPR-1 through SPR-23.

- a. 1- “BP-BusinessProcess”, 1 – TP”ThirdParty”, 1 - CF”configuration item”
- b. 1 – Medium, 1 – High,

- SPR2 is marked as “BP” and it say the system has this ability; however, it does not say what business process will need to be updated or changed.
- SPR9 – is “TP”. They use a custom portal for allowing suppliers access to award data. The Ariba system can send an email of notification.
- SPR12 – Unsure about the meeting of requirement. Can reports ONLY be uploaded during registration? The verbiage says it's standard to the system, but it's marked as “CF”.
- SPR23 – marked as “BP” unsure what the business process is as they will use messaging feature of Ariba for communication of the contract modification that needs to happen, but then it looks like they point to using a “tasks” or “notes like” option to collect everyone's notes which will then be captured and placed in the contract. **This does not seem very streamlined.**

3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43.

- a. 8-“INT-Integration/interface”, 1- “N-NotAvailable”,
- b. 8 – Medium

- #10 – besides collecting ACH payment info. the Ariba system can take it a step further and include internal questionnaires created by the State for the supplier's profile.
- #11 – Like that there is an option for the buyers to define unspecified if they choose a commodity code of that type.

- #12 – Seems to be a work around. Pointing back to #10 the suppliers can complete a questionnaire to obtain site specific commodity assignments, but it does not seem to support location specific commodity situations.
 - #13 – is marked as “A” however, upon reading it looks like the State will need to set up conditional logic in a registration questionnaire for foreign companies.
 - #18 - #27 will need an integration of Dun & Bradstreet or like product to meet this requirement
 - #40 – Not available for specific contract notification to vendor, but suggested some workarounds listed.
4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15.
- a. 2 - CF “configuration item, ”1- “BP-BusinessProcess”, 2-C”Customization”
 - b. 4 – Medium
 - #3 – Password change portion will need to be configured via customizations.
 - #10 and #11 – the licenses and insurance fields (if State wants) will need to be customized.
 - #15 – broadcasting notifications. Would need customization in the provided system or could purchase Ariba’s Business Network .
5. **Need Identification.** Tab 3, NEED-1 through NEED-7.
- a. 1 - CF “configuration item
 - b. 1 – Medium
6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11. Pg 49 proposal
- a. 50- CF “configuration item, 10- C “Customization”, 5- BP “Business Process”, 1-A-“Out of the Box”, 1 – N “Not Available”
 - b. 21– Medium, 1-High, 1 - A -marked as this but doesn’t exist.
 - PRD 2 through 5 – CF will need to be done for all of these.
 - PRD 14 - Users have to manually attach the attachments to the copied requisition as Ariba doesn't allow requisitions attachments to be copied OTB.
 - PRD 29 – Meets Zero value line item requirement and mentions it also available in catalogs, contracts and non-catalog item. This is a plus at the start of a Contract.
 - PRD 31 – taxes will need to be manually entered.
 - PRD 38 – Like the idea of being able to configure a warning message
 - WRK 3 – 6 – CF will need to be done for all of these. From page 50 of proposal for this section:
“The request through pay workstream is the heart of the eProcurement solution starting with a purchase requisition and concluding with the receipt of an electronic invoice via the SAP Ariba Business Network.
- SAP Ariba provides a robust approval rule management process through a web-based interface, allowing users to graphically build out simple and complex flows and rules. Specific technical resources are not required to manage the approval process. SAP Ariba provides out-of-the-box conditions for faster rule building, but the user can configure a variety of simple and complex rules. Approvers are identified with each approval and a record is kept of each approval in the “History Tab” of the document. Workflows/approvals/business rules can be configured on any data point on the Purchase request document. Rules for one organization can be driven by the organization/agency/company code value so that a specific rule set applies to that group.”*
- PO 5 – Rather than meet the requirement of supporting State standard PO templates – Ariba answers with they have out of the box templates and the State can capture data within the templates. To manually do this each time could lead to many errors.
 - PO 6 – Requirement does not seem to be met or only partially met. The SAP Ariba system will automatically generate a PO number. The State can not edit or configure their own number.
 - PO 8 – Unsure if this requirement is met. Is it a link to State’s standards or a file??
 - PO 16 – Requirement not met. No electronic signature functionality in the POs.
 - Overall the PO process seems clunky and not fully mature for an eProcurement System.
 - PC – Unsure if Infosys understood the Pcard section entirely. The questions were addressed from the perspective of Infosys providing the Pcard (only). I believe the requirements were addressing a type of payment not the service of providing the card and pcard system; therefore, I struggle to evaluate this section.
 - RC 3 – Sounds like it may be a manual process to attach old POs to receipts.

- RC 4 – Does not meet requirement. The Ariba system requires a PO or Contract # to create a receipt. They cannot create a receipt without one and attach later.
 - RC 21 – System does not meet this requirement.
 - INV 1 – Ariba supports EDI or cXML format and Suppliers can upload invoices and create attachments.
- 7. Catalog Capability - Tab 3, CAT-1 through CAT-40.**
- a. 4- CF "configuration item", 2 – N "Not Available"
 - b. 2 – Medium, 2 – unfilled
 - CAT-7 – Doesn't meet unlimited requirement. System is limited to 5000 catalogs.
 - CAT-8 - Doesn't meet unlimited requirement. System limit is 500,000 items in a catalog.
 - CAT-19 – Doesn't meet negative dollar value requirement. Discount on items can have a negative value, but a line item price can't.
 - CAT-23 – Discount Pricing. The Ariba system offers two types in the system 1. Discounted Price (fixed price) or Discount Percent (fixed percentage off pricing). Unsure if this will pose difficulties to certain Contracts.
 - CAT 32 – Suggest using "Spot Buy" and mention where a custom suppliers list will restrict users to only buying from them in the catalog search results page.
 - Page 53 of their proposal discuss "Spot Buy" more. Unsure about the security of it for some or all States. It sounds like it will bounce you out of the Ariba Eprocurement system to an Ebay system.
 - CAT 40 - Doesn't meet requirement. System will allow creation of Contract with items, but does not define punchouts that support contractors contract.
- 8. Sourcing/Bid Management Workstream. Tab 3, SRC-1 through SRC-151. pg54proposal**
- a. 1- "BP-BusinessProcess", 1 – N "Not Available", 4-"INT-Integration/interface", 1- C "Customization",
 - b. 3 – Medium, 3– High, 1 - unfilled
 - Attachments are limited to 100MB.
 - System has out of the box features and functions to create and manage all types of solicitation templates (ITB, RFI, RFP, etc.)
 - SRC 59 – 65. Ability to auto generate registered supplier list for a solicitation. #63 Not met - There is a limit of 100 suppliers per event, you would need to set up another ((event (solicitation?)) as a workaround to add more. This could lead to a large protest problem and our State's IT event's are well over 100 suppliers.
 - SRC 67 – Does not meet Requirement.
 - SRC 75 – Currently does not have ability to post documentation to state's website, but can integrate.
 - SRC 76 – Currently does not have ability to archive, but can.
- 9. Contract Management. Tab 3, CNT-1 through CNT-88.**
- a. 5-"INT-Integration/interface", 2- "BP-BusinessProcess", 14- C "Customization", 1 – N "Not Available" 1- CF "configuration item"
 - b. 5– Medium, 12 – High, 1 - unfilled
 - CNT 10 – Maximum upload size of 2GB for Contracts. Supports many of the common extension types.
 - CNT 12 – Electronic Signature is not part of the SAP Ariba Contract system. It has the ability to intergrate with docu-sign, but is an add-on feature (\$\$\$).
 - **CLARIFY** – besides DocuSign – if a State has another electronic signature software – will they be able to Int. with that?
 - CNT 28 – Does not meet requirement. Contracts for a pool of suppliers is not supported.
 - Overall – many concerns with the Contract Management portion because of all the customizations and integrations that will drive up the cost. Many of the C's are of a High level of complexity.
- 10. Vendor Performance Tab 3, VPE-1 through VPE-25.**
- 2- "BP-BusinessProcess"
 - Pg 63 proposal – It seems as though much of the information is not autogenerated. It needs to be requested through surveys, invoices, scorecards, evaluator notes, etc. and will need to be

compiled to identify performance problems in their SAP Ariba Supplier Performance Management (SPM) system. **Unsure if this is normal for most or cumbersome.**

- **Pg 64 proposal** - Buyer/analyst will receive notification when a contractor completes performance but will not provide information about the criteria, it will just notify. The contractor will need to view the project to check performance.

11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37. *Proposal page 64*

- Ariba Strategic Sourcing / Ariba B&I
- Ariba has a set of over 250 pre-packaged reports – pg 64. Additional reports can be created or modified.
- Reports can be exported from the solution via excel, .csv and .pdf. Reports can also be scheduled to run in the background and emailed to users. Page 65

C. Technical Requirements: pages 49 – 74 (proposal page 65)

- 1. Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- SAP core of the eProcurement solution proposed is based on SAP Ariba SaaS application. Ariba Cloud Services are deployed as a true SaaS Model IV solution. (page 65)
- SAP offers a 99.5% system availability percentage during each month for production versions, with exception of **regularly scheduled and emergency maintenance**. **CLARIFY** – How often is regular maintenance and during what hours and days. Additionally, how often in the past has SAP had emergency maintenance (example of how many times in one year?).
- Page 67 – **LARGE CONCERN** - 5 subcontractors to review 4 links provided and one (SAP ARIBA) to go to their site that will need to be reviewed during negotiations or by each State for terms that the State can agree to.

- 2. Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*

- Page 68. **It seems the software does not meet or come with accessibility requirements.**

- 3. Audit Trail and History** RTM: Tab 4, TECH-1 through TECH-5. (Page 68 proposal)

- **Saviynt Enterprise Identity Cloud (EIC)** is discussed on page 70 s the comprehensive logging and monitoring part of Audits and history capabilities. But I do not see it addressed anywhere in the matrix. I am unsure if this is part of SAP Ariba or an Add-on. **CLARIFY. Seems like it may be part of ICAM which is an optional software.**
- The solution can export up to 10,000 audit log entries to a Microsoft Excel file. (pg 68)
- Otherwise no concerns with audit trail section.

- 4. Browsers Supported** – (pages 70-71 proposal)

- No concerns. The general web browsers are supported by SAP Ariba cloud solutions:
 - Apple Safari (64-bit)
 - Google Chrome (64-bit)
 - Microsoft Edge (32-bit)
 - Mozilla Firefox (64-bit)
 - Microsoft Internet Explorer (32-bit) until December 31, 2021

The optional custom portal solution for public access to awards will be certified for use with following browsers:

- Apple Safari (64-bit)
- Google Chrome (64-bit)
- Microsoft Edge (32-bit)

- Note: Compatibility mode is not supported
 - For ICAM Solution - Saviynt Enterprise Identity Cloud (EIC) supports the following browsers/versions:
 - Firefox ESR 67 and later
 - Google Chrome 75 and later
 - Microsoft Internet Explorer 11 and later
 - Safari macOS 12.1 and later
- EIC also supports HTML5 for compatibility with mobile browsers
- For ICAM Solution - Azure Portal Supports the following browsers
 - Microsoft Edge (latest version)
 - Safari (latest version, Mac only)
 - Chrome (latest version)
 - Firefox (latest version)
5. **User Accounts and Administration** RTM: Tab 4, TECH-6 through TECH-20.
 - a. 1- CF "configuration item", 1- "BP-BusinessProcess"
 - b. 1 – Medium
 - Page 71 – Infosys continues to address only the State of Maine users. For context, will continue to see State of Maine as any State.
 - **TECH 11 – Does not meet requirement.** Dual sign on. Infosys states State is responsible for setting SSO for buyer account and supplier is responsible for setup SSO in Ariba. Dual Sign on is not supported.
 6. **User Authentication** RTM: Tab 4, TECH-21 through TECH-25.
 - a. 1- CF "configuration item"
 - b. 1 – Medium
 - Tech 21 - Ariba can support a 2-factor authentication, **BUT it requires adding on a 3rd party authentication tool – MS Azure ICAM.** (and page 82)
 - **Tech 22 – Single Sign-On requires the same as Tech 21 above.**
 7. **Federated Identity Management** – Pages 49 – 50.
 - Proposal pages 83 – 85. Offers two options. Choose the IAM solution as in State of Maine's existing IAM or the proposed optional ICAM solution by Infosys. Because the IAM solution is probably not in most States, the ICAM (optional) solution is the option. **This should be kept in mind for negotiations as a General/normal software component.**
 8. **Data Conversion** RTM: Tab 4, TECH-26 through TECH-34.
 - a. 8- C "Customization",
 - b. 8- High
 - Offer the Infosys NIA ETL tool integrated with SAP Ariba to meet the Data Conversion requirements.
 - **Concerns with the area of Data conversion because of the 8 Highly Customizable requirements that could lead to high costs (\$\$\$).**
 9. **Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60.
 - a. 26-"INT-Integration/interface"
 - b. 23 – Medium
 - Use SAP Ariba and Oracle Integration Cloud (OIC)
 10. **Office Automation Integration** RTM: Tab 4, TECH-61. (page 95 proposal)
 - Tech 61 – Yes can support with Microsoft products. Does state at the end that there are varying levels of integration based on the type of service area.
 11. **Mobile Device Support** RTM: Tab 4, TECH-62.
 - Yes seems can support. Supports:
 - iOS versions 10.x and later
 - Android 8.0 and later
 12. **Mobile Applications** - TECH 62. (page 97)
 - Yes SAP Ariba supports various browsers on Windows and Mac platforms.

SAP Ariba cloud solutions are certified for use with the following browsers:

Supported Browsers

- Microsoft Edge 32-bit

- Microsoft Internet Explorer 11 32-bit
- Chrome 53+ 64-bit
- Firefox 48+ 64-bit
- Safari 9+ 64-bit

13. Data Ownership and Access – (proposal pg 97-98)

- (page 98) *Transactional data can stay in SAP Ariba without the need of archiving or purging. On the other hand, a customer is in complete control of data deletion and purging which can be manual or automated via integration. SAP retains customer data for the life of the subscription and in accordance with the Ariba Data Policy and privacy statement found at the following URL: <http://www.sap.com/corporate-en/about/our-company/policies/ariba/data-policy.html>*

14. Date Retention, Archive and Purge Considerations RTM: Tab 4, TECH-63.

- Requirements seem to meet.

15. Disaster Recovery Plan (proposal pg 97-98)

- Seems to meet requirements.

16. Solution Environments RTM: Tab 4, TECH-64 through TECH-68. And page 103

- Offers in their standard license includes 3 environments: Development, Test, and Production. Training is extra. Because doesn't offer all – doesn't meet requirement. However, earlier in the proposal they say only 2 environments are offered. **CLARIFY**

17. Solution Technical Architecture

- Seems to meet requirements.

18. Solution Network Architecture

- Seems to meet requirements.

19. System Development Methodology

- Seems to meet requirements.

20. Service Level Agreement (proposal page 120)

- They indicate they reviewed and indicate compliance; however, when looking at Attachment A SLA they state : ***"We agree on the framework and the parameters established to measure and track SLA. We would like to have the option to negotiate the terms and values associated with each SLA during the contract negotiation phase."***

D. Security Requirements: pages 75 - 94

1. Cloud Security Alliance (CSA) Compliance

- SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines.

2. Security and Privacy Controls

3. Security Certifications

4. Annual Security Plan

5. Secure Application and Network Environment

6. Secure Application and Network Access – Tab 5, SEC-1 through SEC-6.

- Seems that it meets requirements.

7. Data Security – nothing to add.

8. Personally Identifiable Information Protection – nothing to add.

9. Security/Privacy Issue Occurrence – nothing to add.

10. PII Data Actual/Attempted Access or Disclosure – nothing to add.

11. Security Breach Reporting – nothing to add.

E. Implementation Services Requirements: pages 95 - 127

1. Project Management (proposal page 193 - 228)

- PM Key tasks are typical (page 195)
- Stage Gate Process (page 206)
- Lengthy explanation on describing their PM method.
- Implementation charts for L, M, S projects seem aggressive for timeline. (page 200)
- **Basing their Major Risk Areas on private clients examples (top of page 211) – This is concerning.**

2. Project Implementation Methodology (proposal page 228 - 264)

- Typical IT project implementation.
- Infosys methodology: *"Infosys' IDEA-Activate™ utilize SAP Activate methodology, enhanced with Infosys' experienced consultants using proven Infosys accelerators, consisting of tools,*

templates, and leading practices; to-simplify and streamline your transformation project. Using a hybrid-agile framework”

3. **Catalog Support Services** (proposal page 264)
 - Discuss types of implementations of catalogs:
 - Hosted catalog
 - Punchout Catalog
 - Use Spot Buy for the non-sourced goods.
4. **Data Conversion Services** (proposal page 270)
 - Infosys proposes NIA ETL for data conversion services. NIA ETL is Infosys' proprietary tool which helps in ingesting, managing, cleansing and transforming data from any source system.
5. **Interface/Integration Development Services** (proposal page 270)
 - Seems to meet requirements.
6. **Organizational Change Management (OCM Services)** (proposal page 274)
 - Will use EY Real-Time Collaborator Tool, to continuously engage government leaders in a collaborative and accelerated environment to drive collective understanding and alignment on the future state vision and business value, objectives and intended outcomes. What is the extra cost of this tool?
 - Contains all typical change management processes.
7. **Training Services** (proposal page 283)
 - Blended learning model to develop what fits – examples (page 287):
 - Instructor Led Training (In-person & virtual) – Interactive training content developed to be delivered by a live trainer.
 - • On-Demand Training – Recorded training webinars designed to be delivered through a self-guided learning approach.
 - • Micro Learnings – Content that's delivered to users in small, very specific bursts with tools such as SnagIt Videos, among other highly visual formats.
 - • Community Forums – Organic, self-powered community where users can answer questions, help solve problems, and generally make life more “secure” for each other (leveraging tools such as Teams, which can be accessed on smartphones, tablets and PCs can be leveraged to share ideas across diverse stakeholder groups).
 - • Gamification – A powerful tool when building and delivering successful, high-impact trainings and assessing results, focused on interactivity and active learning (including word puzzles, quizzes or other creative formats).
 - • Digital Quick Reference Guides – Tools leveraged when building and delivering successful, high-impact trainings, focused on active learning (including interactive PDF self-paced
 - Train the Trainer.
8. **Help Desk Services** – Tab 6 IMPL 1 – 5
 - 4 - Medium
 - They offer the following suggested softwares to cover all 5 requirements: Drupal CMS, ServiceNow Portal, and Amazon Connect Chat.
 - The above seems clunky for what should not be.
9. **On-Site System Stabilization Support** (proposal page 300)
 - Infosys proposes Hypercare support plan (Stabilization period) for post go-live.
 - Support provided for 3 months post go live (seems short)
 - After the three months of Hypercare support, the team will transition to Managed Services team.
 - The Managed Services team will be comprised of a portion of the project team and the Managed Services team so that knowledge is retained and the transition is smooth.

F. Managed Services Requirements: pages 128 - 136

1. **Solution Support** – Tab 7 MNGD-1
 - Yes provided; however, to get must purchase the “Preferred Care Subscription”
2. **Organizational Change Management (OCM Services)**
3. **Training Services** - (proposal page 340)
 - See Implementation section above.
4. **Catalog Support Services** - (proposal page 340)
 - Seem to meet requirements
5. **Help Desk Services** –

- Seem to meet requirements
- 6. Transition Out Assistance Services – (proposal page 341)**
- Seem to meet requirements

G. Other Available Services: pages 137 – 139 – (proposal pages 346 – 348)

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

All at additional cost.

- Celonis Process Mining
- Power Approver
- SAP Field Glass
- Spend Analysis

H. Video Demonstrations:

- 35 minute demo. Much repeat of wording in the technical proposal (lots of slides). Would have liked to see more of a demonstration approach of how the actual system works.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Infosys Public Services)

CATEGORY #(s): 1

DATE: (09/22/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - SaaS on Ariba platform
 - Full Functionality in One Product
 - Delivered 780 supply chain and procurement transformation programs
 - over 200 CISSP certified resources
2. Previous Projects
 - Public Services and Procurement Canada (eProcurement - Complex integration)
 - Eversource, Berlin, Connecticut (Supply Chain Mgt)
 - Zoetis implementation & support of SAP Ariba eProcurement
 - Chicago Public Schools - Supply Portfolio Optimization – Category Mgt & Strategic Sourcing
 - SAP Ariba procurement for California Department of Healthcare Services
 - Detailed descriptions of each project
3. Subcontractors
 - SAP
 - Ernst and Young
 - Allied Digital Services
 - Each sub credentialed by the prime with history and metrics
4. Organizational Chart
 - Proposed Maine and Infosys org charts specific to the project
 - Roles defined
 -
5. Litigation
 - No litigation
 -
 -
6. Financial Viability
 - D&B “snapshot” dated 10/5/2021????????
 - Financial Statements going back to 2018
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Infosys
CATEGORY #(s): 1
DATE: 12/19/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **Guiding or general principle and requirements?** SAP Ariba solution. no custom integration required among various Ariba modules such as Supplier Management, Sourcing and Contracting, and Procurement Management. Do it the SAP way. ServiceNow ITSM integration.

User Experience **smart, easy, and intuitive user interface**

Bidder Best Practices and Roadmap **Adopt best practice of leveraging out-of-the-box capabilities in SaaS to minimize business operational risks and stay aligned with SaaS vendors' product roadmap.**

Innovations and Value-Added Features/Services **Transparency Portal capability using Drupal technology, SAP Fieldglass, Celonis Process Mining makes business processes 100% transparent to uncover inefficiencies, bottlenecks, and compliance violations. Power Approver mobile application.**

Customizations/Extensions **Most of the requirements provided by the State in RTM can be addressed by out-of-the-box Ariba functionality. A few requirements would require customization/extensions**

Alternative Funding Models **flexible on considering alternative funding model. One option is to levy per usage fees for procurement related transactions such as RFx fees or invoice processing fees.**

Contract Transition and Flexibility **Transfer the MSA or create a new one.**

Functional Requirements

General Functionality - **1 unlimited license is not available, 4 configurations w/2 med 2 low loe, and 37 out of the box.**

Supplier Portal - **1 configuration w/medium effort, 2 biz process w/low effort, 1- 3rd party w/high effort and 19 out of the box**

Supplier Enablement/Management **8 integrations w/med effort, Supplier sign up for email notification when a specific contract is to be re solicited not available, and 34 out of the box.**

Buyer Portal **2 configurations w/medium effort, 1 biz process, 2 customizations, 26 configurations with medium and lo Loe, and 10 out of the box**

Need Identification **1 configurations w/med effort, and 6 out of the box**

Request through Pay **54 out of the box, 3 biz process, 5 customizations w/med LOE, – Purch Req, 8 Configurations with low effort, 20 out of the box for Wrkflw mgt, 4 customizations with one low two medium and one high level of effort, 8 configurations with low and medium level of effort, store 17 out of the box for PO gen and mgt, 21 out of box for Pcard, 1 configuration w/low effort, 1 business process with low level of effort, One customization with low level of effort, 8 configurations with low and medium level of effort, and 20 out of the box for Receiving, 11 out of the box for invoicing.**

Catalog Capability **5 configurations w/medium (2) and low (3) LOE, 2 Not available, 33 OOBX**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Infosys
CATEGORY #(s): 1
DATE: 12/19/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Sourcing/Bid Management 9 Integrations with 7 medium and two high level of effort , 1 Business process with low level of effort, 1 customization with medium level of effort, One not available suppliers adding themselves to a selected solicitations supplier list for future notifications , 144 OOBX
Contract Management 2 configurations w/medium LOE, Three business processes with low level of effort, 14 customizations with mostly high level of effort, 5 integrations with 4 medium and one hi level of effort, One not available, 63 OOBX
Vendor Performance 2 business processes with low level of effort, 23 OOBX
Purchasing/Data Analytics, 37 OOBX

Technical Requirements

Availability more than 99.5% availability, Oracle integration cloud 99.5%, cloud based portal solution 99.95%, identity credential and access management 99.5%, ServiceNow 99.8%.
Accessibility Requirements Working towards meeting WCAG 2.0 level AA.
Audit Trail and History Audit logs capture information such as the date and timestamp of every action taken on the transaction, user information, content changes, approvals, and rejection of transactions. Audit log captures ID, date, event type, real user, effective user, which is the name of the user who performed the action , description, customer site, node , stack trace.
Browsers Supported Apple safari, Google Chrome , Microsoft Edge, Mozilla Firefox, Microsoft Internet Explorer 32 bit. Browsers having more than 10% of web traffic.
User Accounts and Administration Three categories of users, state, solution and ministrator's, suppliers. User account administration includes creating new user accounts deleting users resetting user passwords acting as another user locking and unlocking user accounts and monitoring user activity. User groups and user roles. Optional ICAM solution a central dashboard to manage user accounts and related administration
User Authentication Single sign on with state network administration and MFA. Password policies case sensitivity between 12 and 32 characters in length any Latin characters and punctuation marks must include at least one numeral between the first and last character must also include at least one letter configured to require users to change passwords at least every 180 days.
Federated Identity Management– YES
Data Conversion plan, design, execute. validate, deploy. NIA ETL proprietary tool for ingesting, managing, cleansing , and transforming data from any source. Data mapping will follow three activities , fields in areba directly mapped to legacy fields or other legacy data source, fields in areba but not in legacy systems, feels not in areba but available in legacy systems. Data load via CSV templates. Data testing includes numerous mock runs or dry runs. Data conversion RACI matrix.
Interface and Integration Methodology is Based on Oracle integration cloud model.
Office Automation Integration Word, excel, PowerPoint, PDF files
Mobile Device Support Mobile app supports IOS and Android devices with the following operating systems; IOS version 10.X and later, Android 8.0 and later, SAP ARIBA supplier supports IOS versions 14.X or higher and Android versions 9.X or higher
Mobile Applications Ariba Mobile app
Data Ownership and Access State completely owns the data in the SAP Ariba Solution and all of its components
Date Retention, Archive and Purge Considerations Data retention is governed by the active contract.
Disaster Recovery Plan simulations and exercises once a year. The exercise will be run with the support team and State of Maine's key stakeholders, including the IT support team, leadership

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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team, and some State of Maine users. deployed in regional data center pairs so, in the event of a failover, the data will remain within the region. Oracle cloud business continuity and disaster recovery, service now business continuity and disaster recovery.

Solution Environments Development shared, test shared, training shared, production dedicated.

Solution Technical Architecture Key applications and platform SAP arriba Oracle integration cloud, help desk is a WS connect and service now, portal is ACQUIA, identity and access management is Azure Active Directory and SAVIYNT.

Solution Network Architecture Border gateway protocol . Access control lists. Load balancers control traffic and provide optimal utilization of the web servers. Firewalls employ next generation appliances. No single point of failure architecture design principle.

System Development Methodology Software development cycle is aligned with ISO 27034 principles.

Code is reviewed by peers before build cycles static and dynamic code analysis with load testing for resiliency reviews and approvals at multiple phases for meeting security criteria prior to production.

Service Level Agreement SLA performance credits based on red yellow green performance levels with a consecutive occurrence performance credit for red and yellow. SLAs to be agreed upon.

Security Requirements

Cloud Security Alliance (CSA) Compliance CSA CCM requirements and NIST 800-53 requirements.

Reference to complete CAIQ but it was not on their folder.

Security and Privacy Controls will inherit FEDRAMP/NIST compliance from the cloud service providers and configure customer specific controls as applicable for the eProcurement solution.

Security Certifications certified to ISO 27001:2013 standard. is assessed for SSAE 18 SOC 1 Type II, Both parties shall discuss and mutually agree on timeframe for compliance with (e.g., PCI DSS, HIPAA, FISMA, NIST, SSAE 16 SOC 1 and SOC 2 etc.). Sapps arriba has SOC 2 PCI DSS ISO 27001 certification. Service now has SOC 2 ISO 27001 fedramp moderate Microsoft Azure ISO 27001 fedramp SOC 2 IRS 1075 HIPAA hi TRUST 9.2 Oracle cloud infrastructure ISO 9001 ISO 27001 PCI DSS SOC 2 fedramp

Annual Security Plan Infosys will develop a detailed security plan (SSP)

Secure Application and Network Environment Discovery and Ariba network.

ServiceNow Cloud together with Saviynt IAM feature, Azure Active Directory security posture of each component provided in detail.

Secure Application and Network Access Infosys has deployed SIEM (Security Information and Event Management) platform which is an event and log monitoring & management platform at an enterprise level. collects logs from various enterprises devices (servers, network devices, firewalls etc.).

Data Security Infosys leverages individual cloud service providers Data security process

Personally Identifiable Information Protection GDPR and PII process from the CSPs to meet compliance

Security/Privacy Issue Occurrence CSPs individual process; some meet, some don't

PII Data Actual/Attempted Access or Disclosure YES

Security Breach Reporting Infosys will notify within 2 hours of the Security Breach/Incident is notified to Infosys by individuals, cloud Service Providers. Some

Implementation Services Requirements

Project Management Proprietary impact framework integrated approach with value streams each value stream has a playbook holistic view of key initiatives. Large medium and small. Risk management assessed with Infosys idea activate implementation methodology.

Project Implementation Methodology IDEA-Activate Insight , design, execute, achieve. Agile life cycle.

Catalog Support Services Hosted and punch out catalogs.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Data Conversion Services **proprietary NIA ETL .**

Interface/Integration Development Services **Integration execution methodology**; interface analysis, environment validation, design phase, development phase, testing, integration training, cutover, hyper care.

Organizational Change Management (OCM Services **Evaluating the magnitude of change impacts; people , process, technology, policy; high medium low**

Training Services **Training approach is aligned with project lifecycle and recognized Industry standard addie model which is analyze, design, develop, implement, evaluate.**

Help Desk Services **Allied digital IT services ITIL and ITS M**

On-Site System Stabilization Support **Hypercare for three months user called the helpdesk war room established daily defect triage command center prioritizes issues by severity technical team analyzes and provides fix.**

Managed Services Requirements

Solution Support **adopted ITIL V4 practices as the foundation operating model for operations support.**

Organizational Change Management (OCM Services **Continuous Learning Process**

Training Services **same as above**

Help Desk Services **Same as above in implementation services.**

Transition Out Assistance Services **Transition out planning for either situation, in-flight project or during managed services, will be jointly developed between Infosys and the incoming service provider.**

Other Available Resources **Shouldn't these other available services be part of the E procurement tool?**

Video Demonstrations

- Digitizing manual processes
- Built on 5 components:
 - Portal
 - ARIBA modules: Catalog management , sourcing supplier lifecycle and performance, contract management, procure to pay.
 - Service now service desk
 - Ms Azure based identity compliance optional
 - Oracle cloud integration platform
- Getting started page
- Bidding rules can be applied to sourcing module
- Contract workspace
- Suppliers build and manage catalogs which are approved by procurement
-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: InfoSys

CATEGORY #(s): 1-Full Solution

DATE: 8/22/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - SAP Ariba Cloud Solution
 - Azure / Oracle Cloud
 - Somewhat general information, but references capabilities to NASPO needs
 - Action driven response instead of marketing centered
2. Previous Projects
 - More prevalent overseas referenced
 - Canada Government large scale, not mature to show true ROI
 - Energy Company Eversource does not show breadth for statewide engagement, Supply Chain Management; no reference to purchase flow through solution compared to prior.
 - Zoetis is new enablement 2020, not mature to show results or effectiveness
3. Subcontractors
 - Ernst & Young (EY) for consulting, business strategy
 - EY more active in Canada
 - SAP is subcontractor
 - Allied Digital Services system design
4. Organizational Chart
 - Good to see customer org chart to show team approach and ed user commitment needed
 - Personnel descriptions are vague and general
 -
5. Litigation
 - No litigation to InfoSys
 - No discussion around subcontractors
 -
6. Financial Viability
 - Partial B&B snapshot submitted.
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 12/26/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- INTERESTING (p.10) Ariba Solution
- POSITIVE (p.11) Full Ariba suite offered
- INTERESTING (p.12) almost a full year to implement
- INTERESTING (p.13) Oracle Cloud platform, not sure impact to anyone using Oracle On-Prem currently
- QUESTIONING (p.14) Peoplesoft integrations are out of scope. What does that look like?
- NEGATIVE (p.15) proposal is for a single rollout. If not to an entire state at once, the State is responsible for adding additional agencies.
- INTERESTING (p.16) No custom integration
- INTERESTING (p.20) Service Now upsell
- NEGATIVE (p.29) Continual reference to optional tools (Fieldglass, Spend Analysis, ICAM, etc.) Unclear what proposed solution value is.

Functional Requirements

- POSITIVE (p.27) Full functionality in one product
- NEGATIVE (p.37) Full business solution, potential conflicts with current operations
- QUESTIONING (p.38) Supplier portal allows for open supplier participation for bids and not only for those that have joined the portal
- NEGATIVE (p.42) Enablement services, "the current commercial deal does not include this service."
- QUESTIONING (p.44) Prequalified suppliers are awarded through competitive bid?
- POSITIVE (p.55) Sourcing and negotiating seems promising to save time, few details are provided
- QUESTIONING (p.56) Public posting is for "certain attachments"
- QUESTIONING (p.60) Electronic Signature merges with DocuSign. Does it also merge with Adobe Sign or other platforms? These are all additional costs.
- QUESTIONING (p.62) Customization reports are at extra cost?

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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BIDDER NAME: Infosys

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DATE: 12/26/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Technical Requirements

- **NEGATIVE** (p.78) Saviynt is proposed as a robust life cycle solution, however it is part of ICAM which is at additional cost for the proposed solution.
- **QUESTIONING** (p.98) Data retention available for years after subscription ends for audit purposes? Required customer download?
- **QUESTIONING** (p.101) Is Service now and ICAM the proposed Business Continuity solutions? Both are an extra cost.

Security Requirements

- **INTERESTING** (p.120) Many different cloud providers, is data more at risk?
- **QUESTIONING** (p.135) Breach notification is to client, is that all?
- **NEGATIVE** (p.136) Different entities managing security, how is liability established?
- **QUESTIONING** (p.164) "Infosys proposed procurement solution leverages individual cloud service providers..." Need to be cognizant of breach terms and liability terms.

Implementation Services Requirements

- **INTERESTING** (p.193) IMPACT proprietary project management process
- **INTERESTING** (p.194) SAP Activate methodology used to implement
- **NEGATIVE** (p.197) Project Management cliches detract from capability (show-and-tell, lead from the front, double-click)
- **QUESTIONING** (p.202) Various entities involved with implementation may cloud responsibility and complicate the project
- **POSITIVE** (p.214) Table 40, Deliverables are well outlines. Be sure the Master Agreement or State PA defines these goals very clearly.
- **POSITIVE** (p.308) Good that UAT environments are updated with the live environment

Managed Services Requirements

- **POSITIVE** (p.308) Good that UAT environments are updated with the live environment
- **POSITIVE** (p.305) Well defined change management lifecycle
- **POSITIVE** (p.312) Redundancy is appreciated

Video Demonstrations

- **POSITIVE** – Digitizing solutions
- **POSITIVE** – 20 years' experience
- **POSITIVE** – experience with SAP Ariba and EY
- **POSITIVE** – well established
- **PORTAL** good for suppliers and transparency
- **QUESTIONING** – Is portal an additional cost?
- **SUPPLIER LIFECYCLE** – Good workflow
- **QUESTIONING** – Do suppliers need to be enrolled in the portal to bid? Any barriers to entry?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DEPARTMENT/STATE: Government Support Services / Delaware

- SOURCING MODULE – good way to standardize
- CONTRACT MANAGEMENT – good for managing many tasks
- QUESTIONING – does allow for Adobe sign as well as docuSign?
- POSITIVE- Catalog Management options are good
- QUESTIONING – How does Ariba synch with Peoplesoft?
- POSITIVE – Fedramp certified
- POSITIVE – Modular system is beneficial
- POSITIVE – Change management for users' adoption
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): Stage 1 Cat 1

DATE: 08/24/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Infosys partnered with SAP and Ernst and Young
 - Team with 100+SAP, Ariba and public sector deployments. 20 years with E &Y
 - 40 years of business and in 46 countries
2. Previous Projects
 - Public Services and Procurement Canada
 - Eversource Energy
 - Zoetis Inc. Chicago Public Schools Calif. Depart. Of Healthcare Services
3. Subcontractors
 - Ernst & Young
 - SAP SE
 - Allied Digital Services
4. Organizational Chart
 - Program Leadership, EY Account Exec., Program Lead, Project Planner, Program Methods and Tools, Integration, Portal, SAP Delivery Assurance, Ariba S2C, Ariba P2P
 -33 total
5. Litigation
 - No active or closed litigations in the past five years
 -
 -
6. Financial Viability
 - Dun and Bradstreet
 - Independent Audit Report
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Overall

Proposal written more for the State of Maine.

Attachments are limited 100MB

All of the assumed metrics for each State scenario is too low for the project that was defined in the Cost Workbook. So, the Fixed price costs and timelines will need to be negotiated to realistic values to be able to evaluate costs and especially if costs are to be compared between proposals. Also, if they proceed to award then needs good fixed prices for each scenario to be a good starting point for a State/Entity.

Bob's notes

Table 3, Technology In-Scope, pg. 13: Risk that this table is not tied to the specific req'ts of the RTM or other req'ts in the RFP. Suggest getting a statement added that the tech provided will be whatever is necessary to meet the req'ts stipulated in the RFP and RTM.

- Table 4 Optional Scope Items, pg. 13/14:

o Identity/Access Mgmts. & SAP Fieldglass: need to negotiate the pricing into Scope for the percent off list pricing.

o Transparency Portal: need to get this included in scope as the means to meet the Sourcing, Contract Mgmts. and Reports public posting RTM req'ts.

- Out of Scope, pg. 14/15: "upgrades or business transformations activities": need to get clear definition of what "activities" means so a State/Entity is not going to have to pay extra to get future upgrades of any component/tool (SAP or Infosys).

- Key Assumptions, pg. 15:

o 2nd Bullet: "global delivery model is assumed", need a definition of this "model" to determine whether there are any issues.

o 7th Bullet: deliverable review/approval times are too short as default values and are not realistic for large deliverables (e.g. Design docs).

o 8th Bullet: "Customizations will only be performed within the restriction of SaaS". NOTE, there are 27 Functional and 9 Technical req'ts in RTM identified as "Customization" in the Availability Codes column (F). CLARIFICATION, need to confirm that these RTM identified customizations can be accomplished "within the restriction of SaaS".

o 10th Bullet: requires acceptance of EULA for "relevant software vendors". Need to identify/include these EULAs in the proposal so they can be assessed before this statement could be agreed to.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

General Principal and Requirements

Key Solution Functionality Elements

16-22	SAP Ariba solutions. Assumes it will be using Maine's existing ERP system. Cloud based secured tool.	
	Single point of entry	
	Smart Routing	
	Compliance	
	Portal – for users and suppliers	
	Open marketplace environment – catalogs outside of state's catalog	
	Integration	
	Workflow	
	Document Management	
	Reporting, dashboard and data visualization	
	Configurable	
	Transparency -how will public posting of contracts happen?	concern

User Experience

23	Dashboard for power users. – access all solutions from one screen	
	Intuitive Navigation -minimizes clicks. Ergonomic user experience	
	Wizard Driven capabilities -guided buying for both casual and super user	
	User work management in portal – work reassignment	
	Mobile access	
	Workload Management -reassignment of work	
	Role based functionality -Access based on user profile	

Bidder Best Practices and Roadmap

25	Latest updates. Timely updates, monthly feature deliveries. Major products may have an optional, no-impact release. You do not need to prepare for or act on monthly feature deliveries. May not be ready for releases	concern
	Is SAP Ariba Best Practice Center included in price?	?
	Did not submit the required 3-year roadmap	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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BIDDER NAME: Infosys

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Innovations and Value-Added Features/Services

29-33	SAP Fieldglass - optional	
	A lot of optional things offered pg 347	
32-33	Other tools and accessories – Source to pay, best practices. Kits and deliverable templates by phase	

Customizations/Extensions

34	Most of the requirements provided by the state in RTM can be addressed by out of the-box Ariba functionality.	concern
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Alternative Funding Models

35	"Levy per usage fees" for transactions. - "Fees can be levies for suppliers as well as for buying agencies". - Infosys "has not used this kind of model specifically for the eProcurement solution in the past"	
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Contract Transition and Flexibility

35	response discussed transitioning the Master Services Agreement from Maine to another State, not transitioning any current eProcurement contract Infosys might have with a State/Entity to this agreement	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Functional Requirements

General Functionality

Pg. 36-65

GEN 1-19	ok	
GEN 20	The solution only uses UNSPSC commodity codes and would need a crosswalk to other state used codes	concern
GEN 21-37	ok	
GEN 38	Licensing is based on users and volumes, not unlimited licensing	concern
GEN 39-40	ok	

Supplier Portal

Pg. 38-42

	Proposing Ariba Network. Offers an intuitive user experience that supports self-service supplier management and e-procurement and payables.	
	Suppliers can enter their own agreements	
	Multi document invoicing and PO-flip. Multiple languages. On demand platform help. iOS and Android mobile devices. At a glance update of orders. Real-time push notifications. Powerful search for up to previous 12 months. Intuitive graphs. The ability to pin orders to your desktop. Easy login with fingertip or saved username.	
SPR 9	Does not make award viewable by the public.	weakness

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Supplier Enablement/Management

42-44	“The SAP Ariba Supplier Lifecycle and Performance (SLP) solution along with the SAP Business Network (SBN) (aka Supplier Portal)” Establish and maintain suppliers. Design and develop enablement strategy based on their profile., PO, invoice volume and spend. Included deduping. D & B integration Supplier training and support. Invite to register request can be sent from the state.	
VDR 1	Uses supplier questionnaire to capture state specific registration data	concern
VDR 11	Uses UNSPSC codes and would need crosswalk for other codes	concern
VDR 20	System does not verify if address is good	concern
VDR 23	Debarment information is not checked	concern
VDR 40	System does not have a way to let suppliers know about a solicitation	concern

Buyer Portal

44-46	Uses Front Door for the casual users to land in the application and their dashboard will have tiles to work from. The power users will have a configurable dashboard to view the status of other tasks and manage the processes they are responsible for.	
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Need Identification

46-49	Guided buying. Tiles are used to guide the casual users.	
RTMS	Meets requirements.	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Request through Pay

49-51	SAP Ariba Buying and Invoicing module. Guided buying will be the front door. Create requisitions for goods/services by referring to the contracts, catalogs, non-catalog and single/multiple users. Static and punch out catalogs Spot buying capability helps you find and buy non-sourced goods. Ariba Buying and Invoicing module allow the creation of contracts for services. Pcard can be assigned to a user or act a ghost card.	
PRD 1-5	Yes	
PRD 6	Multi fiscal years is not an automated option	concern
PRD 7-10	Yes	
PRD 11	No auto release feature for PO's	concern
PRD 12	Yes	
PRD 13	No Library concept	concern
PRD 14	No attachments allowed at requisition	concern
PRD 15	Attachments limited to 100MB	concern
PRD 16-36	Yes	concern
PRD 37	System does not identify matching state source items to non-contract items or save matching items for later analysis.	concern
PRD 39	System does not same state source for retail for later analysis	concern
PRD 40-52	Yes	
PRD 53	Users cannot enter speed codes	concern
PRD 54-55	Yes	
PRD 56	System does not allow backdating PO's	concern
PRD 57-61	Yes	
PRD 62	Does not specify types of payment just "invoicing"	concern

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Workflow Management

WRK 1-9	yes	
WRK 10	For an authorized Approver to be able to over-ride/bypass to make a purchase request bypass any steps they have to manually remove each step from the workflow. There is no automation available for this.	concern
WRK 11	Yes	
WRK 12	Attachments are limited to 100MB	concern
WRK 13	Cannot approve by line item. have to delete lines that you want to deny.	concern
WRK 14-28	Yes	

PO Generation

PO 1	yes	
PO 2	Can not split PO over fiscal years	concern
PO 3-4	Yes	
PO 5	Can not have state specific PO templates	concern
PO 6	Po formats are not configurable	concern
PO 7-15	Yes	
PO 16	No electronic signature functionality	concern
PO 17-23	Yes	
PO 24	No notification to approvers when a PO is cancelled.	concern
PO 25-26	Yes	
PO 27	Need requisition to create a PO	concern
PO 28	Can not create from contract. Need a requisition	concern
PO 29	Yes	

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Payment Card

PC 1-2	Yes	
PC 3	System does not let you prevent p-card use based on the type of request.	concern
PC 4-5	Yes	
PC 6	System does not let user enter p-card information. Need p-card administrator for this.	concern
PC 7-21	Yes	

Request Through Pay

RC 1 - 2	Yes	
RC 3	Cannot record receipts without a corresponding PO in the system	concern
RC 4	Cannot go in later and attach a receipt to a PO	concern
RC 5-20	Yes	
RC 21	Cannot convert a UOM on a receipt	concern

Invoicing

INV 1	Yes	
INV 2	System does not provide a means to control which Agencies/Entities that a Vendor may submit electronic invoices for. The only control available is to control which Vendors are able to submit electronic invoices by ordering method.	concern
INV 3-7	Yes	
INV 8	No messaging feature on orders to invoices to vendors.	concern
INV 9-11	Yes	

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Catalog Capability

51	Suppliers or state can load catalogs. Ability to compare old catalog to new catalog. Spot buy is available for eBay and those who opt in to have spot buy. Commodity code is UNSPSC and would need crosswalk	
CAT 1-5	Yes	
CAT 6	Limit of 5000 catalogs	concern
CAT 7	Limit of 500,000 items in a catalog	concern
CAT 8 and 11	Different responses were given in CAT 13 and CAT 10	concern
CAT 12	System does not provide catalog capabilities for configurable products or services.	concern
CAT 13-18	yes	
CAT 19	Does not allow for negative dollars	concern
CAT 20-39	Yes	
CAT 40	Resellers cannot share catalogs. Must all have separate catalogs.	

Sourcing/Bid Management

54-58	Supports direct and indirect materials as well as services. Access to own registered suppliers and to Ariba's global network of suppliers. Quick quotes and 3 bids and a buy. Multi step IDB's for example technical and pricing. Initiate solicitations from a requisition. Solicitation project management. Alternate bid options. Suppliers bundles can be submitted for pricing. Volume tiers can be created for volume tier structures.	
SRC 1-15	yes	
SRC 16	No solution for invitation for qualified products	weakness
SRC 17-22	yes	
SRC 23	Sourcing module may be licensed different from the other modules	Pricing
SRC 24-34	Yes	

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SRC 35	No check in/check out capabilities for the repository.	weakness
SRC 36	yes	
SRC 37	No means to update templates	weakness
SRC 38	Does not provide a means to identify templates that have been updated.	weakness
SRC 39	yes	
SRC 40	Does the state have config rights to the system	concern
SRC 41-51	Yes	
SRC 52	Must go through Ariba Discovery to post solicitations?	concern
SRC 53	Limit of 9 attachments	concern
SRC 54-62	yes	
SRC 63	Solicitations are limited to 100 suppliers	concern
SRC 64-66	Yes	
SRC 67	Suppliers cannot add themselves.	concern
SRC 68-87	yes	
SRC 88	The system can workflow full set of Q&A as a "tracking document" but does not support the specific details of this requirement.	concern
SRC 89-117	Yes	
SRC 118	No way to capture subcontract data as part of vendor responses	concern
SRC 119	yes	
SRC 120 and 125	If the report means that the user has to leave the Solicitation record/screen to run a report then this approach is likely to be frustrating to the user.	concern
SRC 129	Attachment limit is 100MB	concern
SRC 130-135	yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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SRC 136	The system does not provide means to award directly to a purchase order. You must create a Contract and then do a release from the contract to create a PO.	Concern
SRC 137-142	Yes	

Contract Management

58 -62	SAP Ariba Strategic Sourcing (Product) encompasses the Contract Management module" The Ariba Contract Workspace is the legal document between the supplier and buyer agreed-upon the terms & conditions, pricing, discounts & rebates. Contract Workspaces can be used as the simple repository documents as well as the spend accumulators. Contract templates can include "set of documents, To-do tasks, approval tasks, Members of the project, groups involved in the project". Templates can be organization specific. System can integrate DocuSign for eSignature. NOTE: this is "an add-on feature" Contract approval workflow can be pre-configured and approvals can be done in the system or using the iOS/Android mobile apps. Contracts can have defined tasks that "can be assigned to owners and can have a notification profile that will send email notification to users when tasks are pending, active, overdue, and completed.	
CNT 1-7	Yes	
CNT 8	No means to auto update templates	weakness
CNT 9	yes	
CNT 10	Contract attachments are limited to 2gb	weakness
CNT11-27	Yes	
CNT 28	Cannot establish a pool of suppliers	weakness
CNT 29-37	yes	
CNT 38	Limit on attachments is 100MB	weakness
CNT 39-50	yes	
CNT 51-66	Does not provide an OOTB means to post to the state website	weakness

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DEPARTMENT/STATE: Purchasing North Dakota State University

Vendor Performance

63-64	SPM measures supplier's performance through scorecards. Captures things like on time delivery, rejected quantities, accurate pricing, eprocurement fees and payments made.	
VPE 1-19	Yes	
VPE 20	Can only identify a contract item by using a contract number	weakness
VPE 22	yes	
VPE 23-24	The system does not have automated notifications when a "contractor does not meet the performance criteria". Manual tasks have to be planned/setup on the Contract to address specific issues or check on performance status.	weakness

Purchasing/Data Analytics

64-65	Ariba Strategic Sourcing/Ariba B & I have the capability of reporting. Buying trends and effective spend management can be done. 250 Prepackaged reports. More reports can be created by modifying existing reports. Ad-hoc reports	
PDA 1-34	yes	
PDA 35	Use of UNSPSC mean a crosswalk for other codes	weakness
PDA36-37	yes	

Technical Requirements

Availability

65-120	Not a 100% availability	
--------	-------------------------	--

Accessibility Requirements

68	Does not meet requirements	
----	----------------------------	--

Audit Trail and History

68-70	Meets requirements	
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Browsers Supported

70-71	Meets requirements	
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User Accounts and Administration

71-78	Meets requirements No dual login in. System does not deactivate users after inactivity	
-------	--	--

User Authentication

78-83	Meets requirements	
-------	--------------------	--

Federated Identity Management

83-85	Meets requirements	
-------	--------------------	--

Data Conversion

85-91	Meets requirements	
-------	--------------------	--

Interface and Integration

92-95	Meets requirements Strong middleware tool	
-------	---	--

Office Automation Integration

95-96	Meets requirements	
-------	--------------------	--

Mobile Device Support

96-97	Meets requirements 2 mobile applications for buyers and suppliers	
-------	---	--

Mobile Applications

96-97	Meets requirements Very robust	
-------	--------------------------------	--

Data Ownership and Access

97-98	Meets requirements	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Date Retention, Archive and Purge Considerations

98	Partially meets requirements. Does not have archives. Customer in control of data deletion and purging.	
----	--	--

Disaster Recovery Plan

98-103	Meets requirements	
--------	--------------------	--

Solution Environments

103	Does not meet requirements No separate environments for training and production.	
-----	---	--

Solution Technical Architecture

103-112	Meets requirements	
---------	--------------------	--

Solution Network Architecture

112-118	Meets requirements	
---------	--------------------	--

System Development Methodology

118-120	Meets requirements	
---------	--------------------	--

Service Level Agreement

120 and SLA doc	Partially. Need negotiations.	
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Security Requirements

Cloud Security Alliance (CSA) Compliance

120-124	Meets requirements	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Security and Privacy Controls

124-135	Meets req'ts through compliance with ISO27001, SOC2 Type 2.	
---------	---	--

Security Certifications

135-143	Meets requirements except for HIPPA	
---------	-------------------------------------	--

Annual Security Plan

143-147	Meets requirements	
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Secure Application and Network Environment

147-156	Meets requirements	
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Secure Application and Network Access

156--164	Meets requirements	
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Data Security

164-175	Meets requirements	
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Personally, Identifiable Information Protection

176-184	Meets requirements	
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Security/Privacy Issue Occurrence

184-186	Meets requirements - notification times are not met	weakness
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PII Data Actual/Attempted Access or Disclosure

186-189	Meets requirements - notification times are not met	
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**STATE OF MAINE
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Security Breach Reporting

189-192	Meets requirements - notification times are not met	
---------	---	--

Implementation Services Requirements

Project Management

193-300		
---------	--	--

Project Implementation Methodology

193-228	Meets requirements - notification times are not met	
---------	---	--

Catalog Support Services

264-266	Partial – does not include support for contract assessment or creation. On/off boarding support is only to do catalog verification	
---------	---	--

Data Conversion Services

266-270	partial	
---------	---------	--

Interface/Integration Development Services

270-274	Meets requirements	
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Organizational Change Management (OCM Services

274-283	Meets requirements – need to insure it is in the pricing	
---------	--	--

Training Services

283-289	Meets requirements	
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Help Desk Services

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289- 300	Meets requirements	
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On-Site System Stabilization Support

300- 303	Meets requirements	
-------------	--------------------	--

Managed Services Requirements

Solution Support

303- 345	Partially meets requirements Does not include monitoring systems for capacity increases	
-------------	--	--

Organizational Change Management (OCM Services

338- 340	Meets requirements	
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Training Services

340	Meets requirements	
-----	--------------------	--

Catalog Support Services

340- 341	Meets requirements	
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Help Desk Services

341	Meets requirements	
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Transition Out Assistance Services

341- 346	Meets requirements	
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Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): Category #1 Stage 1

DATE: 08/19/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Extensive opening information

Organization Qualifications and Experience

1. Overview of the Organization
 - 40 years of service and Global
 - Good amount of clients
 -
2. Previous Projects – Stated CONFIDENTIAL
 - Mentioned a country project
 - Energy and drug company clients
 - Schools and government clients
3. Subcontractors
 - Ernst & Young - EY
 - SAP
 - Allied Digital Services LLC - ADSL
4. Organizational Chart
 - Supplied org chart
 - Defined roles and descriptions
 -
5. Litigation
 - Bidder reported no litigation
 -
 -
6. Financial Viability
 - Supplied Duns & Bradstreet report
 - Supplied financial statements.
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Infosys
CATEGORY #(s): Stage 2 Category 1
DATE: 11/17/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

NOTE – My expectation for the video was to show more of the system then they showed in this video. It did contain valuable information but presented their WHOLE process rather than showing system functionality.

This response provides lots of screenshots (numbered Figures) which is helpful as a visual aid for evaluators.

This response goes into a lot of detail in many sections of their response. It appears they meet requirements in Managed Services, Security Requirements and the Implementation Services section.

I believe the concerns listed below should be addressed or made available to state entities. The lack of some requirements could lead to not be selected for a solution. For example, CONCERN EPROC-SRC-39 - Line 366 - The system does not allow for the state to configure solicitation numbers.

General Principal and Requirements - Page 16

Key Solution Functionality Elements – Page 16

- SAP Ariba is the solution proposed.
- Offer additional components to compliment the Ariba capabilities.
- Oracle Integration Cloud is the integration tool.
- ICAM is the security management tool offering SSO and MFA
- Uses a Transparency Portal as the public portal for general users.
- STRENGTH – Can integrate with ServiceNow. – Page 20
- Offers “Guided Buying” which directs user to the correct procurement option.
- Suppliers’ entry is SAP Ariba Business Network
- The buyer portal is SAP Ariba Buying and Invoicing solution.
- Transparency Portal for posting bids
- Spot Buy is the marketplace solution.
- Ariba Contract Authoring is the contract management module

User Experience – Page 23

- Can configure dashboards to help organize tasks.
- Guided Buying to purchase goods and services
- Re-assignment of work – Page 24
- Mobile Access
- STRENGTH – Workload Management allows the ability to re-assign work – Page 25
- Role based functionality with approval workflow

Bidder Best Practices and Roadmap – Page 25

**STATE OF MAINE
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DATE: 11/17/2021

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DEPARTMENT/STATE: State of Montana

- Offer quarterly releases with communication prior to the release.
- Offer monthly feature deliveries
- SAP Ariba Best Practices Center team – Page 26
- Will set up a strategy for supplier enablement. Page 28
- Offered Benefits explanation – Figure 7 Page 28

Innovations and Value-Added Features/Services – Page 29

- These tools are not included in the core scope and additional fees will be required – Page 29
- SAP Fieldglass External Talent Management automates the entire process of procuring and managing flexible labor, from requisition all the way through invoice and payment. Page 30
- SAP Ariba Spend Analysis
- ICAM - Identity, Credential and Access Management
- Transparency Portal – Public site -page 31
- Power Approver for mobile – Page 32

Customizations/Extensions – Page 34

- These deviations are addressed in the RTM – Page 34 – **Notes will be made accordingly to the response section in these notes.**

Alternative Funding Models – Page 35

- Possible solution is to levy per usage fees – Page 35

Contract Transition and Flexibility – Page 38

- This depends on what is listed in the MSA – Page 35

Functional Requirements – Page 36

General Functionality – Page 36

- Listed all modules included in their response – Page 36 – Appears to cover requirements
- Using SAP Ariba Cloud as core procurement but will bring other solution components for future expansion. Page 37. See Figure 11
- Also offers additional Hybrid Cloud Components. Page 38 Figure 12
- CONCERN - EPROC-GEN-11 – Line 15 – The attachment limit size is 10 MB
- CONCERN - EPROC-GEN-36 – Line 40 – eSignature only available with contracts.
- CONCERN - EPROC-GEN-38 – Line 42 – Unlimited licenses for state and supplier users NOT available.

Supplier Portal – Page 38

- SAP Business Network – the Ariba Network is the solution name
- Supplier landing page has “widgets” to help access tasks and data in the system. Page 39 Figure 13
- End to end solution for suppliers. Registration, Orders, Solicitations, Catalog collaboration and Invoicing.
- Landing page displays user information. Page 40
- Supplier Mobile App is available. Page 41 Figure 14
- Optional custom portal solution for customers to access solicitation results. Page 42

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CATEGORY #(s): Stage 2 Category 1

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DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-SPR-9 – Line 13 – Public notice of solicitation results require a third-party solution component.
- CONCERN - EPROC-SPR-11 -Line 15 – The ability to maintain subcontracting in supplier portal was the requirement, but the response talks about the contract module.

Supplier Enablement/Management – Page 42

- SAP Ariba Supplier Lifecycle and Performance (SLP) is the solution
- Also have the SAP Business Network (SBN) aka Supplier Portal
- CONCERN – Page 42 - Below are specialized services of supplier enablement. Infosys will support the State with Supplier enablement strategy and plan. In addition to this, Infosys will assess the current capability and suggest the State if these services are needed. As of now, the **current commercial deal does not include this service.**
- Uses supplier request functionality
- Pre-qualified suppliers with specific commodity codes.
- CONCERN - EPROC-VDR-12 – Line 41 – Need to add custom question to allow each location to have specific commodity codes assigned to that location.
- **CONCERN - EPROC-VDR-18 and EPROC-VDR-19 – Lines 47 and 48 - Requires integration with Duns & Bradstreet to obtain supplier information and to obtain a TIN.**
- CONCERN - EPROC-VDR-23 thru EPROC-VDR-27 – Line 52 thru line 56 – These functions require integration with Duns & Bradstreet.
- CONCERN - EPROC-VDR-40 – Line 69 – Supplier contract re-solicited email notification is NOT available.
- CONCERN - EPROC-SRC-152 – Line 479 - This is a copy of SRC -73 Line 400 – **Bob's email**
- CONCERN - EPROC-SRC-153 – Line 480 - This is a copy of SRC -76 Line 403
- CONCERN - EPROC-SRC-154 – Line 481 - This is a copy of SRC -77 Line 404
- CONCERN - EPROC-SRC-155 – Line 482 - This is a copy of SRC -78 Line 405
- CONCERN - EPROC-SRC-156 – Line 483 - This is a copy of SRC -81 Line 408

Buyer Portal – Page 44

- SAP Ariba Buying and Invoicing is the solution name.
- Guided Buying functionality
- Buyers could be linked to other solutions like ServiceNow
- CONCERN - EPROC-BPRT-10 and EPROC-BPRT-11 – Lines 84 and 85 – These registration data fields are NOT part of the original registration record, but in the buying module?

Need Identification – Page 46

- SAP Guided Buying is the solution name.
- Can access different modules from Guided buying
- Guided Buying has landing page – Page 47 – Figure 15
- Can place a “tile” labeled Need Identification on the Guided Buying page – Page 48 Figure 16

Request through Pay – Page 49

- SAP Ariba Buying and Invoicing is the solution name
- Guiding Buying is the front door to procurement
- Has purchase request, to catalog, to electronic order dispatch, to invoicing

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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CATEGORY #(s): Stage 2 Category 1

DATE: 11/17/2021

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DEPARTMENT/STATE: State of Montana

- Allow integration to financial system.
- EPROC-PRD-13 -Line 114 – Attachment limit is 100 MB
- EPROC-PRD-28 – Line 129 – Does not support negative value shopping carts. Could use custom field.
- CONCERN - EPROC-PRD-39 – Line 140 – Need additional solution enabled to have a search result show a possible existing source for the product.
- CONCERN - EPROC-PO-3 – Line 198 – Encumbering funds may require additional integrations.
- CONCERN - EPROC-PO-6 Line 201 - The PO number is NOT configurable.
- CONCERN - EPROC-PO-16 – Line 211 – Does NOT allow for electronic signatures on Pos
- CONCERN - EPROC-PO-27 – Line 222 – **Example of interpretation on Purchasing Request. PR and PO are part of making an order, but PR could also be a request to start a procurement purchase.**
- CONCERN - EPROC-PC-6 – Line 232 – Response does NOT state PCard information can be maintained at the users' profile? Do all users need a PCard Manager role to maintain card information?
- CONCERN - EPROC-RC-4 – Line 253 - Does NOT allow to record a receipt without a reference to a PO
- CONCERN - EPROC-RC-21 – Line 270 – Does not allow the conversion of PO unit of measure to an inventory unit of measure

Catalog Capability – Page 51

- Supports multiple punch out catalog types
- Catalogs can be updated from 3 different channels
- AutoSubscriptionSync is the tool that helps suppliers maintain their own catalogs.
- Can compare new and old catalogs
- Spot Buy is the catalog solution name for purchasing non-sourced goods
- Results are separated into Company Catalog and Spot Buy Catalog.
- Supplied Entity and Supplier Catalog Responsibilities – Page 53
- CONCERN - EPROC-CAT-6 – Line 291 – **There is not an unlimited number of catalogs. The limit is 5000 catalogs.**
- CONCERN - EPROC-CAT-7 – Line 292 – **There is not an unlimited number of items per catalog. The limit is 500,000 items**
- CONCERN - EPROC-CAT-11 – Line 296 – The response appears to reference Sourcing (REQ for quote) rather than the ability for a catalog to have quote functionality.
- CONCERN - EPROC-CAT-19 -Line 304 - Items cannot have a negative value.
- CONCERN - EPROC-CAT-40 – line 325 - Response states this is not available?

Sourcing/Bid Management – Page 54

- SAP Ariba Strategic Sourcing is the solution name
- Solution has Standard templates and libraries
- Can include a “checklist” used to consult when evaluation proposals. Page 55
- Initiate solicitations from a requisition.
- Has Project Management components – Page 56 Figure 18
- SAP Ariba Discovery displays opportunities to the supplier's Leads Dashboard
- Suppliers can submit alternative bids but seems to be only on pricing and volume discounts?
- Design Build is the solution to help award the event.
- Integrated with SAP Ariba Contract Management

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DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-SRC-39 - Line 366 - The system does not allow for the state to configure solicitation numbers.
- CONCERN - EPROC-SRC-52 – Line 379 - Does not address the ability to identify an attachment viewable by the public?
- CONCERN - EPROC-SRC-63 – Line 390 – The number of suppliers per event is NOT unlimited 100 is the limit.

Contract Management – Page 58

- SAP Ariba Strategic Sourcing (Product) encompasses the Contract Management module.
- Use pre-defined templates
- Check out and check in functionality
- Has maximum size of 2 GB per uploaded attachment – Page 60. But next paragraph states 100MB?
- Uses DocuSign as the electronic signature tool.
- Can track accumulated spend based on some requirements. Page 60
- Allows Contract workflow and approvals. Page 61
- Supplier profile information is automatically carried over to the contract record. Page 61
- Has reporting function. Page 62
- Contract tracking and notifications. Page 63
- CONCERN - EPROC-CNT-28 – Line 513 – Contracts creation with a pool of suppliers is not supported.

Vendor Performance – Page 63

- SAP Ariba Supplier Performance Management (SPM) is the solution name.
- Provide “scorecard” functionality
- Import/Export surveys
- Key Performance Indicators (KPI)
- Some of our requirements may need a business process be put in place to achieve the desired outcome of the requirement.

Purchasing/Data Analytics – Page 64

- Ariba Strategic Sourcing/Ariba B&I is the solution name.
- 250 Pre-packaged reports
- Can display on user’s dashboard or be exported.
- Offers browser based, ad-hoc, pre-packaged and analytical reports

Technical Requirements – Page 65

Availability – Page 66

- Availability Design Considerations – Page 66 Table 7
- Shows how the system handles redundancy – Page 67 Figure 20
- Supplied table showing overall availability - Page 67 Table 8

Accessibility Requirements – Page 68

- All products have undergone a WCAG 2.0 assessment – Page 68

Audit Trail and History – Page 68

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): Stage 2 Category 1

DATE: 11/17/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Audit logs can be accessed under the history tab or running reports.
- Can export up to 10,000 audit logs
- Supplied sample audit logs. Page 68-69 Table 9
- Supplied list of events tracked – Page 69 Table 10
- Saviynt houses the data for audits and histories.

Browsers Supported – Page 70

- Listed browsers supported
- Ariba tracks a user's browser
- Supports browsers updated to the latest version

User Accounts and Administration – Page 71

- Suppliers will be managed by the SAP Ariba Network
- End users will be managed by the State's preferred IAM solution.
- Administrators Task listed – Page 71 Table 11
- Access is based on roles and permissions
- System sends notifications for tasks that need to be completed.
- Uses user groups and roles with permissions to set up users.
- ICAM Solution is optional. Used to manage user accounts on a central dashboard
- Listed options on what solution to implement and listed assumptions and benefits. – Page 74
- Figures 21 and 22 show the integration architecture options
- Supplied proposed reference Architecture – Page 76 Figure 23
- Can manage workflow, create roles (role engineering), implement use access certification and compile reports – Page 78
- CONCERN - EPROC-TECH-12 – TAB 4 Line 16 - Buyer and Supplier users CANNOT sign in via one account.
- CONCERN - EPROC-TECH-15 – TAB 4 Line 19 - Does disabling a user account make the data for that user unavailable to other users?
- CONCERN - EPROC-TECH-16 – Line 20 - No automation to user accounts due to inactivity

User Authentication – Page 78

- Has user administration functionality performed by system support
- Have multiple user authentication methods, regular user, SSO, Federated Single Sign On.
- Supports multifactor authentication and SSO with corporate authentication
- Supplied SAP Ariba Password Policies – Page 81 Table 12
- ICAM Solution is optional and will provide all of the user authentication requirements mentioned.
- Azure AD Authentication is an option. Page 83 Figure 24

Federated Identity Management – Page 83

- Can select from the IAM Solution or the proposed optional ICAM solution
- IAM is the state's own identity access management solution and should integrate with SAP
- ICAM will manage full identity lifecycle and can integrate with state' user identity directories. Page 84 Figure 25

Data Conversion – Page 85 Requires Customization some requirements have duplicate responses.

- Supplied data conversion approach – Page 85 Figure 26
- Explained the Plan, Design, Execution, Validate and Deploy steps in the data conversion process

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- Explained Ariba data load process. Page 87 Figure 27
- Explained Data Conversion Landscape Page 88 Figure 28
- Supplied data testing process and reconciliation responsibilities. Page 89 Figure 29 and table 13
- Supplied data migration tools and accelerators. Page 90 Table 14
- CONCERN - EPROC-TECH-28 and EPROC-TECH-29 – TAB 4 Line 32 and line 33 - Does this response cover the ability to transfer attachments?

Interface and Integration – Page 92 – Duplicate vendor responses in RTM. Most responses require an integration and the state client will need to be specific when setting up the integrations.

- Oracle Integration Cloud (OIC) is the solution to provide real-time integration capabilities. Page 92 Table 16 and Page 93 Figure 30
- Ariba adapter in the OIC handles features of the integration requirements
- Infosys will leverage following OIC Integration patterns for integrating with Ariba in order to meet the State of Maine's requirements Page 94 Table 17
- Real Time integrations are HTTP, SOAP and REST APIs. Page 94
- Offered data import process from adapter to system Page 94
- Supplied high level integration architecture. Page 95 Figure 31
- Majority of responses to requirements in RTM is a duplicate response.
- CONCERN - EPROC-TECH-55 – TAB 4 Line 59 – Does the system allow the ability to load user PCard data? The response entered here is an example of supplier using duplicate responses to requirements.

Office Automation Integration – Page 95

- Desktop File Sync is the solution that allows uploading and downloading of files to SAP Strategic Sourcing
- The dominant file is Excel for transactional documents to be uploaded/downloaded.
- Proper access can import data using the CSV format.

Mobile Device Support – Page 96

- Supports the most recent versions of Apple and Android devices
- Listed phones that work best with specific SAP modules
- The SAP Ariba mobile app is not certified with mobile device management (MDM) platforms – Page 96

Mobile Applications – Page 97

- Ariba Mobile App allows shopping, approvals, tracking “watcher” on requisitions and touch support

Data Ownership and Access – Page 97-98

- State owns data and can be exported with no additional costs.
- Mobile Gateway allows access to the SAP Ariba Supplier mobile app

Date Retention, Archive and Purge Considerations – Page 98

- Complete control of data deletion and purging done manual or via integration.
- Data is for the life of the subscription. Supplied privacy statement link on page 98
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**STATE OF MAINE
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SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Disaster Recovery Plan – Page 98 thru 102

- Simulations run once a year and will be conducted during the weekend.
- Will work with respective service plans and vendors when performing this exercise
- Supplied DRP for SAP Ariba and OIC – Page 99
- Supplied DRP for ServiceNow, Business Continuity (BC) and Disaster Recovery (DR)
- Supplied DRP for ICAM Solution, BC and DR

Solution Environments – Page 103 – Copied response in RTM for lines 69, 70 and 71

- Have Development, Testing and Production environments
- Supplied Solutions Environments information on Page 103 Table 18
- Can “test” environments be “scrubbed” at some point and the data in Production be put into TEST?

Solution Technical Architecture – Page 103 – Meets Requirements

- Supplied High Level Solution Architecture - Page 104 Figure 32
- Key Application and Platform – Page 105 Table 18
- Supplied Data Exchanges (Figure 33) and Core Data Exchanges (Table 20) – Page 106
- Supplied Logical Components and Tools – Table 21 Page 107
- Supplied Ariba High Level Architecture – Figure 34 Page 108. Table 22 defines the eProcurement layers
- Supplied Portal High Level Architecture – Page 110 Figure 35
- Supplied OIC High Level Architecture (Figure 36) and On-Premise Integration (Figure 37) – Page 111
- Supplied Helpdesk High Level Architecture (Figure 38) Page 112
- Supplied ServiceNow Application Layers – Table 23

Solution Network Architecture – Page 112

- Hybrid Cloud based architecture
- Supplied detailed overview of the path of a request – Page 113
- Supplied Logical Network Architecture – Page 114 Figure 39
- Connectivity of various hardware components supplied on Page 115 Figure 40
- Data is stored in the US – Page 116
- Table 24 shows the eProcurement Network Features – Page 116
- Table 25 shows the data center locations – Page 118

System Development Methodology – Page 118

- Meets requirements listed in this section

Service Level Agreement – Page 120

- Supplied an attachment sample of their SLA

Security Requirements Page 120

Cloud Security Alliance (CSA) Compliance – Page 120

- CONCERN – Supplied a “narrative” response but did NOT supply any reports listed as options in the RFP.

Security and Privacy Controls – Page 124

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- It must be noted that the core procurement solution component is still in the process of being certified for FEDRAMP/NIST – Page 124
- Supplied Technical, Operational and Management Security Controls. Page 125 Table 29

Security Certifications – Page 135

- IT Security Certifications supplied starting on Page 136 thru Page 143
- Many of the certifications are available for download on the SAP Trust Center website. Page 140
- Not designed for handle HIPPA

Annual Security Plan- - Page 143

- Extensive information supplied on pages 143 thru 147
- Summary supplied on page 146 – 147
-

Secure Application and Network Environment – Page 147

- Meets requirements

Secure Application and Network Access – Page 156

- Extensive information supplied thru Page 164

Data Security – Page 164

- Extensive information supplied thru Page 175

Personally Identifiable Information Protection – Page 176

- Extensive information supplied thru Page 184

Security/Privacy Issue Occurrence – Page 184

- Will report any issues to the state client

PII Data Actual/Attempted Access or Disclosure – Page 186

- Privacy Breach Process – Page 186 Figure 57
-

Security Breach Reporting – Page 189

- Critical Security Incident response plan – Page 190 Figure 58
- Ariba Support Policy – Page 191 Figure 59
-

Implementation Services Requirements

Project Management – Page 193

- IMPACT Framework – Page 193 Figure 60
- Extensive information supplied Pages 193 thru 228

Project Implementation Methodology – Page 228

- IDEA – Activate Methodology – Page 229
- Advantages of Infosys' Approach for SAP Ariba Transformation – Page 230 Figure 81
- Extensive information supplied page 228 thru page 264

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Catalog Support Services – Page 264-265

- Hosted catalogs and punch out sites
- Meets requirements

Data Conversion Services – Page 266

- NIA ETL for data conversion services
- Plan, Design, Execution, Validate and Deploy – Page 267
- NIA ETL Tool – Page 270 Figure 101
- Meets requirements

Interface/Integration Development Services – Page 270

- Supplied tables of information about integrations

Organizational Change Management (OCM Services) – Page 274

- Change Experience Approach – Page 275 Figure 103
- Extensive information supplied thru Page 283

Training Services – Page 283

- Approach is Analyze, Design, Develop, Implement and Evaluate – Page 283 Figure 107
- Addressed each of the stages above thru Page 289

Help Desk Services – Page 289

- Partnered with Allied Digital IT Services which will be the subcontractor
- Supplied Service Desk Proposed Solution – Page 290 Figure 110
- Provided Service Desk Delivery Parameters – Page 290 Figure 59
- Provided Team Structure and Experience – Page 293 Figure 111
- Extensive information supplied thru Page 300

On-Site System Stabilization Support – Page 300 – 301

- Hypercare support will be provided for 3 months
- Then transition to Managed Services. Onsite System Stabilization Support Plan – Page 301 Figure 116

Managed Services Requirements – Page 303

Solution Support – Page 303

- Support Model – Page 304 Figure 119
- Approach to Managing Ongoing Change Page 305 Figure 120
- Enabled UAT Process – Page 307 Figure 121
- ITIL Best Practice Model – Page 311 Page 123
- Infosys Risk Management Process – Page 314 Figure 125
- Extensive information supplied thru page 338

Organizational Change Management (OCM Services) – Page 338

- Uses Continuous Learning Process – Page 339 Figure 131

Training Services – Page 340

- Refers back to preceding section about the Continuous Learning Process

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: State of Montana

Catalog Support Services – Page 340

- Offers support for hosted and punch out catalogs

Help Desk Services – Page 341

- References the previous information about help desk services

Transition Out Assistance Services – Page 341

- Supplied Transition – Out Methodology – Page 342 Figure 132
- Has in-house project categorization and risk assessment tool.
- Infosys Inflight Project Transfer Approach -Page 342 Figure 133
- Provides a 4-step process for the new provider. Step Managed Services Transition Out – Page 343 Figure 134
- Transition Out Approach – Table 67. Joint developed between Infosys and the incoming service provider
- Transition – Out Assistance Table 68
- Knowledge Transfer Approach Figure 135
- Example of Transition Out Plan – Page 346 Figure 136

Other Available Services – Page 346-347

- Value Add Solutions – Table 69 on Page 347
- Listed additional services that can be provided
- NOTE – Supplied critical items that stood out to Infosys on Page 349
- Page 350 – An appendix which is the SLA for SAP Cloud Services

Video Demonstrations

Video – SAP Ariba is the solution offered. Ernst and Young is a strategic partner. End to end solution and can integrate with other systems. Cloud based integration platform. Live chat for suppliers in their portal with help desk options. Portal integrates with the Ariba SAP. Procurement staff builds the supplier profile, the records go to approvals. Another solution offers supplier to register. Sourcing Module showed standard options for events. Can award the bid to a supplier, then the contract can be complied. Contract uses DocuSign. Catalog Management module allows to suppliers to build and manage catalogs. Can build buyer managed catalog. Procure to Pay creates a PR, and then trigger workflow. Once approved, a PO is generated and sent to the supplier. Can do receiving on the PO. Suppliers can generate invoices on the order. Can integrate with Oracle Cloud. 2- or 3-way match. ICAM is the identity solution module which can be integrated with the State system using SSO and MFA. Can integrate with ServiceNow from the identity management module. Showed the process for implementation and project management. Offers a readiness assessment. Offered Managed services process to help with training, support, helpdesk, transition, and catalog support. Pricing for catalogs is done by uploading a file by the supplier via the Ariba Network. Adopted the ITIL process. Offers transition services and works with new incoming client. Showed 9 different “hubs” with 7 in the US.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): Stage 2 Category 1

DATE: 11/17/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Topics to look for when deciding an eProcurement solution and what are your Business Outcomes

1. Efficiency
2. Competition
3. Cost Savings
4. Spend Analytics
5. Compliance and Controls
6. Performance Issues

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2000.
 - Cloud based Spend Management Solutions.
2. Previous Projects

5 projects given, four of them States and one city dept. The projects meet Category 1.

 - City of New York. Implementation of Full suite of Ivalua software.
 - State of Maryland. Implementation of Ivalua's complete platform. Eprocurement system.
 - State of Ohio. Implemented the Source to pay portion of Ivalua.
 - State of Alabama. Implemented the Source to pay portion of Ivalua.
 - Los Angeles Dept of Water and Power. Implemented Solicitation and Supplier Information Mgt. solution.
3. Subcontractors
 - Vendor states there are no subcontractors.
4. Organizational Chart
 - Yes, a project organization chart is provided; however, **no job descriptions.**
5. Litigation
 - Vendor states there are no litigation.
6. Financial Viability
 - Provided financial statements (3 years)

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 1

DATE: 12/9/2021

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- The Ivalua Solution.
- SaaS Hybrid Cloud Solution.
- State that they built it for the public sector.

A. General Principal and Requirements

1. Key Solution Functionality Elements – p. page 3 - 7

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.
- Single landing page for the single point of entry with same look and feel throughout the whole system.
- Smart Routing: workflow is tailored to meet each organization's needs
- Compliance: Ivalua continues to build in public sector best practices throughout the solution. Some of these features include:
 - Native public transparency portal
 - Renaming throughout the solution to align to public procurement terminology
 - M/WBE Management
 - Sealed Bidding
 - Subcontractor Reporting
 - Cooperative Reporting
- Portal: All users (internal and external) have ability to access their account through portal and personalize their page.
- Open Marketplace Environment: They express they want it like a “Google experience” - modern digital and ecommerce experience, driven by search and content.
- Integration: Robust Integration Toolbox with capability to connect with multiple ERP solutions, third-party data providers, and suppliers' systems. Ivalua supports multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI,

SFTP, HTTP, etc.). Our integrations toolkit and library connects to over 60+ ERPs and includes hundreds of data mapping formats and standard integration templates.

- **Workflow:** Ivalua expresses this area as one of their “crown jewels” – area of expertise.
- **Document Management:** Core platform with an integrated foundation.
- **Reporting:** Many out of the box reports and the ability for users to create their own. Reports can be simple to graphs, bar, line, pie, etc.
- **Configurable:** Ivalua claims their SaaS solution is the most configurable hosted solution on the market as extensively reported by industry analysts.
- **Transparency:** public portal allows for transparency and authorized users have ability to get oversight through audit trail.

2. User Experience – p. page 7 - 8

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
- **Ivalua's explanation to User Experience is short, but addresses most of the points. I do not see anything on Wizard-driven capabilities.**

3. Bidder Best Practices and Roadmap – p. page 9 - 11

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
- **Major Software Product releases are delivered by the Ivalua R&D division twice a year.**
- **Client can choose to upgrade their client application either 18 months or 24 months**
- **Ivalua leverages advanced technologies such as machine learning, natural language processing (NLP) etc. and are members of various industry and procurement or supply chain associations, that contributes to their knowledge.**
- **Updates can be scheduled by the State**
- **During the implementation phase, Ivalua together with State will work to better, more effective solutions, processes, and approaches, based on their experience. These will then be built into the design of the solution.**
- **Product Roadmap: No direct 3 year map, but a high level of what is being worked on.**
 - Investing heavily in developing specific capabilities to meet Public Sector Procurement needs. Approximately 60% of the roadmap items coming from the customers information.
 - They have a dedicated Public Sector team.
 - Enhancements in mobile experience.
 - Invoicing and payments investments.
 - Enterprise-wide AI powered **Contract Lifecycle Management (CLM)**
 - Supplier Risk and Performance – adding and enhancing new features / capabilities
 - Highest level of security – investing resources to maintain highest level.
 - Continue toward more seamless and simpler.

4. Innovations and Value-Added Features/Services – p. page 11 - 13

In addition to the stated requirement/GEs, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

1. Help Desk – level 1: Provide suppliers or internal users to get on- demand help from Ivalua if they run into difficulties using the system. Level 1 help desk is the users first interaction when they need help, as opposed to a State/organization managed help desk.
2. Advanced Services Procurement:
3. Expenses:
4. Vendor Master Management

5. Customizations/Extensions – p. page 14

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- The Ivalua SaaS platform relies on configuration, not custom code, as the means for clients to modify and maintain a solution that meets their needs.
- enhancements are not custom code but instead configuration & data and that configuration & data is carried forward with the State's instance as the Ivalua solution is updated.
- Ivalua keeps an extra environment of a copy of the State's customizations / extensions.

6. Alternative Funding Models – p. page 14

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

- No alternative funding proposed. They are open to discussion and options.

7. Contract Transition and Flexibility – p. page 14

- Ivalua answers this in one sentence: *Ivalua is certainly willing to enter into good faith discussions with Participating Entities that wish to explore transitioning their current contract under the terms of the newly awarded Master Agreement.*

B. Functional Requirements: pages 28 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model

1. General Functionality. Tab 2, GEN-1 through GEN-40 and - p. 15 - 16
 - a. 1-C-“Customization/Extension” and 7-CF “Configuration Item”

- b. 6 – Medium
 - #4 – No extra cost for integration between solutions – can all be done in software.
 - #9 – Able to use our commodity code, but will need to configure a crosswalk.
 - #35 will need configuration
 - #36 – **Esignature capability**. Ivalua system allows for native plugins of popular softwares (DocuSign, Universign, and AdobeSign), but doesn't have it built into Ivalua system.
- 2. **Supplier Portal.** Tab 3, SPR-1 through SPR-23 and - p. 16 - 18
 - a. 4-CF "Configuration Item", 1-TP-"Third Party"
 - b. 3 – Medium
 - #1 - The Ivalua supplier portal is completely free of charge for suppliers
 - #19 – Submitting of admin fee payments will require a third party payment provider.
- 3. **Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43 and p. 18 - 25
 - a. 5-"INT-Integration/interface", 2-TP-"Third Party", 1-"C-Customization/Extension", 4-CF "Configuration Item", and 1-N"Not Available"
 - b. 7 – Medium
 - Seem to meet requirements except for:
 - VDR 18, 19, 20, 24, 25, 26, and 27. – All will require integration with a third party system either for tax or SOS, etc. **Ivalua can integrate, but State needs to find their own third party solution.**
 - VDR 31 – Configuration needed on workflows to meet each organizations approvals.
 - VDR 32 – Does not meet requirement – vendor states due to security reasons.
 - VDR 38 – 40. Although realtime, scorecards will need to be configured.
 - VDR 43. Configuration needed.
- 4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15 and - p. 25 - 26
 - a. 1-"INT-Integration/interface", 5-"CF-Configuration Item "
 - b. 3 – Medium
 - BPRT 8 - Ivalua provides the ability to drive notifications for various alerts both on screen and through email, **however not a daily summary notifications. CF needed.**
- 5. **Need Identification.** Tab 3, NEED-1 through NEED-7 and - p. 26 - 27
 - a. 1-"C-Customization/Extension", 1-"CF-Configuration Item "
 - b. 2 – Medium
 - NEED 1: The fully integrated system has a single landing page when a user logs in.
 - NEED 4: Ivalua workflows have configurable steps that allow for setup in any sequence, the ability for variations to be invoked based on the context (user's organization, commodity, dollar value, geography, etc.), and workflows can be set to require specific "actors" who have profiles to either approve, amend or deny a request coming to them. Workflows include both manual (human input needed) and "automatic" steps that apply business rules to send alerts and/or route objects (Requisition, PO, Invoice, Contract, sourcing award, etc.) accordingly.
- 6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11 and - p. 27 - 32
 - a. 2-"INT-Integration/interface", 1-TP-"Third Party", 6-"C-Customization/Extension", 38-CF "Configuration Item", 5-ID "In Development" and 2-N"Not Available"
 - b. 21 – Medium, 2 - High
 - PRD 12 – **CLARIFY** – Does "force" attaching the terms and conditions of contract to the requisition and carry forward to POs and beyond mean the State will manually need to attach each time (transaction)?
 - PRD 15 – States no size limit to amount of data a client can store – **only cost \$\$ to consider. If enter into Contract with Ivalau make sure to spell this out in the Contract.**
 - PRD 28 – Their system can handle negative items with some configuration.
 - PRD 29 - Their system can handle \$0 value items. **It does not mention configuration.**
 - PRD 37 – **Ivalua does not have this requirement.** They explain it as: *"This is possible if data from external sources are loaded through spend analytics for comparison. Web scraping of retail sites to compare pricing to the larger market (outside of the Ivalua system) is not supported."*
 - WRK 1 – 28: Workflow Functionality seems to be a strong suit as it is very streamlined and customizable as needed – a big plus for States. Can meet all requirements with none to some configuration.

- Meets most PO requirements.
- PO 6 - Only meets ½ requirement. Creates PO # in system for you. Does not let create own PO number – would need to be configured.
- PO 16 – Esignature – doesn't come with the system. Will need to be State's third party that can be integrated.
- PO-15: System does not have the capability to have two versions of a printed purchase order.
- **Payment Card Functionality PC 1 – 21: This is not a strong area for Ivalua. They system currently does not provide many of the requirements with a promise of an anticipated release in 2022 that will or customization. A work around will need to be established for Pcards if this system is chosen by a State.**
- Request through Pay Receiving RC1 – 21: Meets all requirements with some configurations needed.
- Invoicing INV 1 – 11: Meets all requirements with some configurations needed.

7. Catalog Capability - Tab 3, CAT-1 through CAT-40 and - p. 33 - 36

- a. 12-CF "Configuration Item"
- b. 2 – Medium
- CAT 6 & 7: Meets the requirement of Unlimited catalogs and items per catalog.
- Meets all requirements with some configurations needed.

8. Sourcing/Bid Management Workstream. Tab 3, SRC-1 through SRC-151 and - p. 36 - 44

- a. 2-TP-"Third Party", 33-CF "Configuration Item", 8-"C-Customization/Extension",
- b. 6 – Medium, 1- High
- E-signature third party applies here also.
- Posting items to the State's public procurement website (i.e. notice of award and solicitation documentation) requires a High amount of customization and Ivalua recommends another approach. SRC76
- Otherwise SRC 1-151: Meets the requirements of Sourcing / Bid Management Workstream with some configurations needed.

9. Contract Management. Tab 3, CNT-1 through CNT-88 and - p. 44 - 48

- a. 3-TP-"Third Party", 24-CF "Configuration Item", 3-"C-Customization/Extension",
- b. 6 – Medium
- CNT 12 – 14 requirements – Same E-signature Third Party.
- CNT 64 – **Concern having a link to the punchout/catalog.** Not standard functionality in Ivalua, could be customized. Ivalua recommends a standard public item browse in which users can search by contract.

10. Vendor Performance Tab 3, VPE-1 through VPE-25 and - p. 49 - 50

- a. 14- CF "Configuration Item"
- **VPE 1 – 11 all require Configurations which are suggested as a questionnaire for metrics.**
- Remaining items meet the requirements of vendor performance none or little configuration needed.

11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37 and - p. 51 - 54

- a. 1-ID-"In Development", 7-CF "Configuration Item", 1-"C-Customization/Extension", 1-INT"Integration/interface"
- b. 3 – Medium
- PDA 3 – 5: System has a large reporting tool with a variety of adhoc reports that are exportable in common formats.
- PDA 20 – 21: Pcard related reports are not available as the system does not have the function yet – In 2022 version software update.

C. Technical Requirements:

- 1. Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday).*

Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- Page 55. Ivalua is accessible 24/7 days a week. They guarantee a Hosting SLA uptime of 99.8% outside of scheduled maintenance, which will never occur during Peak hours. Scheduled maintenance occurs once a month on a weekend around midnight and the system is down for a maximum of 30 minutes if required.
- 2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
 - Page 55. Ivalua is working with a third party to implement accessibility of the system in accordance with the WCAG 2.1; however, do not have right now. VPATs are completed.
- 3. **Audit Trail and History** RTM: Tab 4, TECH-1 through TECH-5 and - p. 56
 - TECH 5 - In the Ivalua Solution, while a user is logged on, all actions and activities are registered, logged and time-stamped.
 - Ivalua meets all the requirements, no concerns.
- 4. **Browsers Supported** - p. 56 - 57
 - The general web browsers are supported (Microsoft Internet Explorer, M Edge, M Edge Chromium, G Chrome, Firefox, and Safari). Microsoft Internet Explorer compatibility mode is not supported. No concerns.
- 5. **User Accounts and Administration** RTM: Tab 4, TECH-6 through TECH-20 and - p. 57
 - a. 4- CF "Configuration Item"
 - b. 1 – Medium
 - TECH 6: Access to the app is controlled by an authentication method.
 - TECH 11 – Information is available in real time.
 - TECH 12 – requires CF. Linked accounts set up for internal users only but can be configured to allow a supplier account.
- 6. **User Authentication** RTM: Tab 4, TECH-21 through TECH-25 and - p. 58
 - a. 1- CF "Configuration Item"
 - TECH 22: Ivalua Solution supports SAML 2.0 protocols for Single Sign On. The Ivalua Solution has been integrated with the most popular Identity providers.
 - TECH 24 – CLARIFY – the system has a password policy, but unsure if it can conform to the State's password change policy.

Federated Identity Management – Pages 49 – 50 and - p. 58

 - Users will only require one ID and pw to access the full solution.
- 7. **Data Conversion** RTM: Tab 4, TECH-26 through TECH-34 and - p. 59
 - a. 2- N "Not Available", 2- CF "Configuration Item"
 - b. 2 – High
 - TECH 27 – 30 are not supported (*conversion of in-process purchase request & POs, Active Solicitation data, *All Contract data, and Vendor Performance data). *TECH 27 and 29 can be configured but are rated a very high level of complexity.
 - It seems any historical spend, user account data, and chart of accounts data requirements can be met.
- 8. **Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60 and - p. 59 - 60
 - a. 2- CF "Configuration Item",
 - TECH 35 - Ivalua totes their strong integration capabilities with major ERP systems.
 - TECH 36 – CLARIFY. They list that they can import and export data with 3 out of the formats the State requests in the requirements. What about the others?
- 9. **Office Automation Integration** RTM: Tab 4, TECH-61 and - p. 60
 - Meets all Word products mentioned.
- 10. **Mobile Device Support** RTM: Tab 4, TECH-62 and - p. 61
 - Is responsive on a mobile device screen, but does not have a mobile app.

11. Mobile Applications - TECH 62 and - p. 61

- TECH 62 - Ivalua works with Internet Explorer, Edge, Firefox, Chrome, and Safari.
- Does not have a mobile app.

12. Data Ownership and Access - p. 61

- States remain owners of their own data and control own data.
- Through term of the contract, State can export data using features available in the Ivalua system through the Query extraction tool.

13. Date Retention, Archive and Purge Considerations RTM: Tab 4, TECH-63 and - p. 62

- **CLARIFY** Ivalua responded in TECH 63: "Ivalua maintains data in its systems with Ivalua's data retention schedule." But on page 62 it's the State's data and they decide what information to be stored, how, when in accordance with the Contract.

14. Disaster Recovery Plan - p. 62 - 63

- Ivalua does have a Business Continuity (BC) and a Disaster Recovery (DR) Program based off on ISO/IEC 22301 standard framework. The plan is reviewed and approved by Ivalua management annually. Additionally, this is communicated to all relevant stakeholders.
- Have secondary servers geographically located elsewhere.

15. Solution Environments RTM: Tab 4, TECH-64 through TECH-67 and - p. 63

- Provided 3 environments (Development, Acceptance, and Production).
- Training or other environments are EXTRA.

16. Solution Technical Architecture - p. 63 - 65

- Ivalua cloud features a "multi-instance" architecture of which isolates all customers' data from each other.
- All interactive end user activities are performed using a standard Microsoft, Firefox, or Chrome web browser. There is no requirement for customers to install any client software on any desktop, laptop, tablet, or smart phone to access their Ivalua instances.
Application Arch. – Servers are in undisclosed location. The app. is built on Microsoft 64-bit technology stack, including .NET, C#, ASP.NET SQL Server and SQL Server Analysis and open standards such as REST Web Services, JavaScript, HTML, XML, and JSON.
- Ivalua also provides an EDI tool as part of the products supporting SFTP interface, AS2 and REST APIs, Ivalua Solution also integrates off-the-shelf packages (COTS and Open Source).
- Diagrams provided.

17. Solution Network Architecture - p. 65 - 67

- Diagram provided. All Ivalua's data center/laaS partners adhere to stringent data center certifications such as: ISO 9001/14001/ISO 27001/SOC I and II

18. System Development Methodology - p. 67 - 68

- Seems to meet.

19. Service Level Agreement - p. 68

- Ivalua attached their own SLA, but I do not see where they reviewed the RFP's SLA or commented on it.

D. Security Requirements: p. pages 69 - 87

1. Cloud Security Alliance (CSA) Compliance

- CAIQ completed.

2. Security and Privacy Controls

3. Security Certifications

4. Annual Security Plan

5. Secure Application and Network Environment

6. Secure Application and Network Access – Tab 5, SEC-1 through SEC-6.

- Requirements in this section are met.

7. Data Security – nothing to add.

8. Personally Identifiable Information Protection – nothing to add.

9. Security/Privacy Issue Occurrence – nothing to add.

10. PII Data Actual/Attempted Access or Disclosure – nothing to add.

11. Security Breach Reporting – nothing to add.

E. Implementation Services Requirements:

- **Project Management p. 88 - 90**
Ivalua's project methodology is a semi-agile based design that is typically composed of the following phases.
 - MOBILIZE
 - EXPLORE/DESIGN
 - BUILD/CONFIGURATION
 - TEST
 - DEPLOY/GO-LIVE
 - RUN
 - Table on page 89 along with a recommended project team structure and percentage of times of each role
 - Deliverables they suggest are: Kick-off presentation, Implementation project plan, status report template, design document, test plan / scripts, cutover plan, and configured environment and integrations.
 - **Project Implementation Methodology p. 91**
 - Rapid deployment and prototyping and agile development.
 - **Catalog Support Services p. 91 - 92**
 - Import process include 2 stages
 - Creating and loading the file
 - Controlling and approving imported data.
 - Supplier Created Catalog
 - **Data Conversion Services p. 92**
 - Ivalua uses partners for data conversion services.
 - They provide a link to an updated list and information on Ivalua partners:
<https://www.ivalua.com/company/partners>.
 - **Interface/Integration Development Services p. 93**
 - Ivalua's approach to integration is to integrate by configuration by mapping State's data to Ivalua data.
 - Connectors include: REST API (json/xml), AS2/EDI, HTTPS, sFTP, OCI, IDOCs and more.
 - **Organizational Change Management (OCM Services) p. 94 - 95**
 - It does not seem Ivalua meets the OCM minimum requirements entirely. They discuss each point; however, I would like to see the tools used in each section and outcome reports/plans that are more typical of OCM.
 - **Training Services – p. 95 - 96**
 - Provide E-learning with eventual Certificate that includes:
 - Key-user Training
 - Administrator Training
 - Technical Administrator
 - Also offered are other training methods: Instructor-Led Training, Web Based, Job Aids, Simulations, and Quick Reference Guides.
 - **Help Desk Services - Tab 6 IMPL 1 – 5 and – p. 97-98**
 - IMPL 3 through 5: Do not have a live chat feature
 - The subscription provides Technical Support (Level 3):
 - Defect requests and corrective maintenance.
 - Maintenance releases and proactive maintenance (new major release upgrade for innovation)
 - Questions on Product
 - Specific enhancement analysis (and through partners when applicable)
- In addition to the Application Maintenance included in the SaaS, Ivalua provides three optional types of support:
- End-users Help-desk;
 - Suppliers Help-desk;
 - Administrators Configuration Support.
- A Value-Added option is available also for extra cost \$\$ – see #4 page 3 above.

- **On-Site System Stabilization Support** – p. 98
 - Provides on-site support (they call it Hypercare) for 3 months after go-live. Meets requirements.

F. Managed Services Requirements:

1. **Solution Support** – p. 100 - 102
 - Yes met. Fully explained – see pages 100-102 of proposal.
2. **Organizational Change Management (OCM Services)** – p. 103
 - They state they include OCM as part of implementation proposal section and do not see the need for it here.
3. **Training Services** – p. 103
 - They state they include Training Services as part of implementation proposal section and do not see providing additional training services.
4. **Catalog Support Services** – p. 103
 - They state they include Catalog Support Services as part of implementation proposal section and do not see providing additional catalog services.
5. **Help Desk Services** – p. 103
 - See Helpdesk response in 17e.
6. **Transition Out Assistance Services** – p. 105
 - Hold State's processed data and files for limited period of time according to Contract then delete according to Contract. A backup can be provided to client upon request.
 - Will work with PE to assist with understanding their requirements and tailor a plan and scope to support the Transition Out activities. No detail is provided.
 - Not much detail overall in this section.

G. Other Available Services: p page 106: RTM: Tab 7 MNGD-1

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- **Aware** – in-house developed tool that tracks all the activities of the production instance and generates statistics like simultaneous users, hit rate, response times across various pages of the application, overall response time, errors etc.

H. Video Demonstrations:

- 44 minute demo. Well done from beginning to end. Was able to follow the eprocurement process from beginning to end of each module of their total solution.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (IVALUA)

CATEGORY #(s): 1

DATE: (09/22/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - cloud based Spend Management solutions
 - S2C (source to contract) and P2P (Procure to pay)
 - Ivalua solution is modular: Supplier Risk & Performance, Solicitations & Bid Management, Contract Management, eProcurement, Invoicing, and Spend Analytics
 -
2. Previous Projects
 - City of New York - SRM, eSourcing, Contracts & Catalogs, eProcurement, Invoicing and Business Intelligence
 - State of Maryland - implemented eMaryland Marketplace Advantage (eMMA), digital platform integrates with other State systems for all users and procurement processes
 - State of Ohio – “OhioBuys” an online purchasing solution for buyers within state government and suppliers to the government
 - State of Alabama - Ivalua’s Source to Pay solution
 - Los Angeles Department of Water and Power - Solicitation and Supplier Information Management solution; part of the Ivalua Source to Pay platform
 - Did not provide client contacts now but will if they move forward in selection
3. Subcontractors
 - Ivalua Cloud (except for Azure based regions) is hosted in third-party datacenters, and all the infrastructure equipment is owned, administered, and monitored by Ivalua personnel only. Since Ivalua does not rely on any 3rd party personnel or 3rd party infrastructure, we know at all times where the client data is stored.
 -
4. Organizational Chart
 - Combined state and Ivalua proposed project org chart
 - Roles not defined
 -
5. Litigation
 - No litigation
 -
 -
6. Financial Viability
 - Financial statements provided with 2019 being most recent

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: lvalua
CATEGORY #(s): 1
DATE: 12/21/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements lvalua solution single point of entry smart routing compliance portal open marketplace environment integration workflow document management reporting configurable transparency

User Experience Human centered design streamlined experience home page for users

Bidder Best Practices and Roadmap New releases solution utilizes latest technologies updates are timely alternative processing approaches and best practices product road map simpler seamless

Innovations and Value-Added Features/Services Help desk? Advanced services procurement RFX profiles configurable profile seniority configurable working duration work assignments time and material purchase requests timesheet receiving expenses vendor master management.

Customizations/Extensions lvalua SaaS platform relies on configuration, not custom code – The functional requirements (RTM) offer numerous customizations.

Alternative Funding Models No alternative funding models but they are open to discussion

Contract Transition and Flexibility Willing to enter into good faith discussions and explore transitioning current contracts under the terms of a new master agreement.

Functional Requirements

General Functionality - 1 Customization with medium level up effort , 7 configurations w/5 med 2 low loe, and 32 out of the box.

Supplier Portal - 4 configuration w/2 medium and 2 low level of effort, 1- 3rd party w/med effort and 18 out of the box

Supplier Enablement/Management 4 integrations w/med effort, 1 customization, 4 configurations with low level of effort, 1 not available, 2 third party with medium level of effort, 1 third party and integration with medium level of effort, and 30 out of the box.

Buyer Portal 5 configurations w/2 medium and 3 low effort, 1 configuration with medium Loe, and 9 out of the box

Need Identification 1 Customization with low effort, 1 configuration with low effort, and 5 out of the box

Request through Pay 40 out of the box, 1 n/a, 21 configurations with low and medium LOE, – **Purch Req**, 4 Configurations with 1 med and 3 low effort , 1 customization with medium level of effort, 1 third party with low level of effort comma 26 out of the box for **Wrkflw mgt**, 2 customizations with medium level of effort, 8 configurations with low and medium level of effort, 19 out of the box for **PO gen and mgt**, 6 customizations with 2 low and 2 medium and 2 high level of effort 21 out of box for **Pcard**, 1 configuration w/low effort, 1 business process with low level of effort, One customization with low level of effort, 7 configurations with 1 low and 6 medium level of effort, and 14 out of the box for **Receiving**, 2 configurations with low level of effort, 9 out of the box for **invoicing**.

Catalog Capability 12 configurations w/medium (2) and low (10) LOE, 1 Not available, 27 OOBX

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Sourcing/Bid Management 33 Configurations with medium and low level of effort , 2 third parties with low level of effort, 8 customizations with 1 medium and 7 low level of effort, 108 OOBX
Contract Management 3 customizations with low level of effort, 24 configurations w/low and medium LOE, Three Third parties with low level of effort , 58 OOBX
Vendor Performance 14 Configurations with low level of effort , 11 OOBX
Purchasing/Data Analytics, 1 customization with medium level of effort, 7 configurations with low level of effort, 1 in development with medium level of effort, 1 integration with medium level of effort, 27 OOBX

Technical Requirements

Availability Accessible 24 hours a day seven days a week hosting SLA uptime 99.8% outside of scheduled maintenance.
Accessibility Requirements Working towards meeting WCAG 2.0 level AA. Working with third party company to audit and value a platform VPAT completed in available upon request
Audit Trail and History All user actions and activities are registered logged in time stamped. Every transaction created every status change every movement to the next step in a workflow in every addition or deletion of a data item is logged. If audit trail must be activated for specific field the auditable checkbox can be marked corresponding to the field on the value a table.
Browsers Supported Internet Explorer all Microsoft supported versions , Microsoft Edge last three major releases, Chrome last three major releases, Firefox last three major releases.
User Accounts and Administration Application pages and functions are controlled by profiles , authorization, and perimeters. A perimeter can be geographic or functional , or a combination of both. User roles and user access are defined through administrative components. Only users with the appropriate profile can load a page or execute a function. Possible to limit the data access of business objects on a per user basis.
User Authentication Supports multiple authentication schemes; login password authentication, single sign on with saml 2, two factor authentication, reverse proxy II S agent. Password rules are fully customizable.
Federated Identity Management– supports SAML 2.0 protocols for Single Sign On
Data Conversion Conduct a data assessment. Data strategy will be established identifying the data conversion scope. Leverage ivalua tools. Combination of ivalua and participating entity resources perform data conversions which include methodology to perform several iterations in small batches to test and validate. Too Simple? Data cleansing not evident at the source or during testing.
Interface and Integration Integration capabilities with major ERP systems and standard integration with suppliers and 3rd party business services. Offer standard interface templates out of the box.
Office Automation Integration Word excel and PDF
Mobile Device Support Screen menus change from PC layout to mobile friendly layout.
Mobile Applications Mobile solution is not based on mobile app but mobile web solution
Data Ownership and Access Applies a single data classification to all customer data. Internally customer data is confidential and limited to a small number of individual individuals on a need to know basis. Customers remain the data owner and data controller of all data and control it in accordance with their access control data retention and data classification policies. Through the term of contract customers can export data.
Date Retention, Archive and Purge Considerations Customers decide what information is to be stored, how it is to be used, and how long it is retained. I value a does not delete or modify customer data unless requested by the customer , and only processes data in accordance with contractual obligations and customers configuration of their instances

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
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Disaster Recovery Plan BC and Dr program is based on ISO I EC 22301 standard framework and is tested annually. Not clear if clients are involved with testing unless they are relevant stakeholders.

Solution Environments Development, acceptance, production.

Solution Technical Architecture Multi instance architecture delivers a logical single tenancy by isolating all customers data from each other. Application servers are in a discrete network segment. Database layer consists of database servers, installed in a discrete non Internet routable network segment. No Co mingling of any customer data between application instances and databases.

Solution Network Architecture Dedicated DMZ, network segmentation, dedicated URL, and site to site VPN which is a paid service. Intrusion detection system and intrusion prevention system monitors. Firewalls filter inbound and outbound connections to the Internet as well as between intra sites VLAN zones. VLAN partition various networks. Principle of least access. Monitoring logs unexpected network activity and notifies staff in real time via emails and text messages physical access control through identity control, badge access, interior and exterior video surveillance . Security guards 24 7365 dedicated locked racks on interruptible power supply with diesel generator redundant heating ventilation air conditioning firesafety inert gas all components are fully fault tolerant including uplinks storage chillers HVAC systems HV AC everything is dual powered.

System Development Methodology Open web application security project OWASP. Secure SDLC policy and procedures. New features are evaluated for security impact during design phase with regular code reviews peers and SA St tools. Tested for effectiveness during the QA process. Development process based on agile methodology with iterative approach. Penetration testing conducted prior to major software release by independent security firm. Cloud services are in accordance with NIST security focused configuration management of information systems guidelines. All application changes and updates are at the customer request and controlled by the customer they are performed behind the scenes for minor updates or through scheduled downtime for major updates.

Service Level Agreement SLA performance credits When performance falls below 99 point 8%. RTO 48 hours 8 hours 4 hours RPO 24 hours 24 hours 12 hours these are standard premium and platinum service levels and presumably additional cost

Security Requirements

Cloud Security Alliance (CSA) Compliance CAI Q completed

Security and Privacy Controls currently validating controls and safeguards against NIST SP 800 53 revision 4 moderate

Security Certifications ISO IEC 27001, SOC2 , ISAE 3402 Europe , annually audited for HIPAA. Not currently audited for PCI DSS compliance. Fedramp ready with our Gov cloud

Annual Security Plan Ivalua has built its security program and implemented an Information Security Management System (ISMS) in accordance with ISO-27001. The security controls deployed are in alignment with ISO/IEC 27001 and NIST SP 800-53 "Moderate" baseline requirements to address the information security risks. We are certified SSAE-18 (US) and ISAE3402 (Europe).

Secure Application and Network Environment Ivalua has implemented proactive security procedures, such as perimeter defense and network intrusion prevention systems to secure its perimeter. Dedicated DMZ, network segmentation, dedicated URLs, and Site-to-Site VPN (note: a paid service) are some of the other measures implemented to protect customer instances from cyber-attacks.

Secure Application and Network Access Ivalua uses a variety of strong encryption and key management protocols, cyphers, and processes from encrypting data/files in transit and at rest

Data Security Ivalua Solution architecture leverages a multi-instance tenancy model on shared servers. Our model creates a very distinct boundary between the data of each client. Each client application instance runs under a dedicated application pool process with a client dedicated identity. This model also

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
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facilitates the ability to perform upgrades and maintenance on an individual basis without impacting other clients' instances.

Personally Identifiable Information Protection compliance with the GDPR
Security/Privacy Issue Occurrence Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours. Details, special cases, and additional terms can be discussed during discovery.
PII Data Actual/Attempted Access or Disclosure same as above
Security Breach Reporting same as above

Implementation Services Requirements

Project Management Methodology is a semi agile based designed . Phases include mobilize, explore design, build configure, test, deploy go live, run. Customer resources to support project; project sponsor 15% project manager 75% business leads 50 or 100% technical lead 20 or 100% third party system and middleware SME's 20 or 100% administrator 50% process experts pilot users 25%

Project Implementation Methodology Implementation Methodology is based on the principles of rapid deployment and prototyping that reflect the **same agile development principles we use to build our software.**

Catalog Support Services Ivalua excels at "flipping" a contract or sourcing event into an e-catalog, a traditional catalog loading process that leverages either excel, CSV file formats, EDI, email or a template that suppliers filled and load it by themselves.

Data Conversion Services network of partners conversion services are leveraged to provide data conversion services such as needs assessment data cleansing tools accelerators.

Interface/Integration Development Services **integrate by configuration**

Organizational Change Management (OCM Services provides an array of change management and custom training services, including Change Management and Custom Training development (Instructor led training, Train-the-trainer, Web-based recording, and Quick Reference Guides (QRGs))

Training Services e-learning program for customers, partners, and our own staff to learn at their own pace using documentation, video instruction and study guides

Help Desk Services the Application Maintenance included in the SaaS, Ivalua provides three optional types of support:

- End-users Help-desk;
- Suppliers Help-desk;
- Administrators Configuration Support

On-Site System Stabilization Support provides On-Site System stabilization support after the 'go-live'. hypercare provided for a period of 3 months for the Participating Entity

Managed Services Requirements

Solution Support Ivalua is a SaaS solution. The infrastructure is administered and monitored by Ivalua IT staff. All updates of Ivalua Solution application are at the customer request and control, and they will be performed automatically with no downtime (for minor updates) or through scheduled downtime (for major updates). Ivalua manages environments and their lifecycle using Ivalua's 'Factory'. Release packages are automatically created and deployed using the Factory. Each client project has its own versioning managed by the Ivalua source code control server.

Organizational Change Management (OCM Services no

Training Services as part of our implementation proposal section

Help Desk Services Same as above in implementation services.

Transition Out Assistance Services Ivalua will work with the Participating Entity to understand their requirements and tailor a plan and scope to support the Transition Out activities needed.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 1

DATE: 12/21/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Other Available Resources **Shouldn't these other available services be part of the E procurement tool?**

Video Demonstrations

- Supplier portal
- Solicitation and bid module
- Scoring options
- Contract linked to sourcing event
- Renewal reminders
- Clause library
- Workflow flexible and configurable
- Shop
- Analytics with ADHOC and Dashboard reporting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 1-Full Solution

DATE: 8/23/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Collaborative Network
 - Six modules
 - Take note of how modules integrate with outside solutions in practice
2. Previous Projects
 - NYC Mayor's office is a very narrow implementation
 - Maryland Good reference of Statewide implementation; however unspecific results given to validate the value of efforts.
 - Ohio good representation of state implementation; only a single module test to limited agencies in 2018. Supplier supports expanding, no mention if Ohio does or will.
 - Alabama is limited in scope and still in implementation; unknown if successful
 - LA water department limited scope and still in implementation; premature reference as there is no ROI provided
3. Subcontractors
 - Interesting that Data for on-prem is stored by third party. Exploration is needed on data security and liability to end users.
 -
 -
4. Organizational Chart
 - Extremely brief and general org chart
 - Note that a minimal number of resources are lvalua resources; most are Customer Resources. This lends itself to customer providing more effort than Ivana for solution
 -
5. Litigation
 - No Litigation
 -
 -
6. Financial Viability
 - Statements in Euros
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 1/3/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- POSITIVE (p.4)– Routing workflow appears efficient
- QUESTIONING (p.5) Is/can MWBE be broken out into subcategories or customized?
- QUESTIONING (p.5) Search 360 appears to be level 2 punchout but uncertain if that is the functionality
- POSITIVE – document management across modules is very efficient
- QUESTIONING – Is FedRAMP ready the same as FedRAMP certified?

Functional Requirements

- QUESTIONING – Is every supplier even for low dollar purchase required to establish an account?
- QUESTIONING – Can Supplier portal import other ERP solution data
- QUESTIONING – can buyers be restricted to certain business practices?
- POSITIVE – Audi workflow is good. How long is it maintained?
- QUESTIONING – are hosted catalogs searchable withing the solution and not just independently?
- POSITIVE – Search 360 ability to consider punchouts in the search
- POSITIVE – Document versioning
- INTERESTING – Public portal can act similarly to current webpage activities
- POSITIVE – MS Word document synching seems a valuable tool to save time. Would like to see more on what that looks like
- POSITIVE – reporting seems to give the user many options

Technical Requirements

- POSITIVE – multiple authentication options
- QUESTIONING – Data conversion seems very tentative and non-committal to success, just explains a very broad set of all potential options
- QUESTIONING – What ERP systems are supported?
- QUESTIONING – WebKit is for iOS. How are PC devices supported?
- POSITIVE – different environments are needed to properly test
- QUESTIONING (p.70) When will Ivalua be compliant with PCI-DSS for payment cards
- QUESTIONING – How long is the FedRAMP process to become authorized?

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 1/3/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Security Requirements

- POSITIVE – limitations of access based on need
- POSITIVE – data at-rest and in-transit encrypted
- QUESTIONING – Customer data is limited, but customer should apply access controls. What responsibility does Ivalua have in a breach?
- QUESTIONING – What does Ivalua do in a breach situation aside from notification within 72 hours?

Implementation Services Requirements

- QUESTIONING – Imbalance of customer resources to Ivalua resources.
- QUESTIONING – very general process information. What percentage of clients achieve implementation on time and within original budget?
- POSITIVE – different levels and types of training identified
- QUESTIONING (p.98) 90% of tickets level one and solved within 1 hour. Does this demonstrate a challenge to client training quality?

Managed Services Requirements

- Standard services presented
- QUESTIONING – What is Ivalua data retention schedule

Video Demonstrations

- POSITIVE - Modules
- INTERESTING – FOIA request from the solution
- POSITIVE – repository for documents
- POSITIVE – Other third-party integration (which ones?)
- POSITIVE – Catalog Management
- POSITIVE – Roles
- POSITIVE – Workflows and notifications on dashboard
- POSITIVE – Good supplier data
- NEGATIVE – P2P information limits supplier access to RFPs?
- INTERESTING – Project types can be for individual low dollar quotes
- QUESTIONING – are Outlook addresses imported for SME's?
- QUESTIONING – how are suppliers not in the system notified and able to respond?
- POSITIVE – email templates are good
- NEGATIVE – How are small businesses with technology challenges able to respond?
- QUESTIONING – Have SME expressed concern with challenges to evaluate, there are many steps and files to review?
- QUESTIONING – how are no definite quantity awards considered
- POSITIVE – contract templates
- INTERESTING – Parent child hierarchy
- POSITIVE – proposal pricing comes from vendor bid
- POSITIVE – Edit versioning is good
- POSITIVE – workflows triggered by sections edited are efficient

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 1/3/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- POSITIVE – use of DocuSign
- QUESTIONING – Is punchout/hosted search Tier 2 supplier search
- QUESTIONING – do requisitions link to PeopleSoft data?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Stage 1 Cat 1

DATE: 08/24/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Founded in 2000 Cloud based spend management solutions
 - Supplier Sisk, Solicitations and Bid Management, Contract Management, eprocurement, invoicing and spend analysis
 -
2. Previous Projects
 - City of New York Mayor's Office of Contract Services
 - State of Maryland – Office of state Procurement
 - State of Ohio, State of Alabama, Los Angeles's Dept. of Water and power
3. Subcontractors
 - Ivalua is hosted in third party data centers
 -
 -
4. Organizational Chart
 - Project Leadership, project management, functional, technical, change management and data
 -
 -
5. Litigation
 - None last 5 years
 -
 -
6. Financial Viability
 - Audit reports
 - Financial Statements
 - No D & B

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

3-7	<ul style="list-style-type: none">• Single point of entry – a single initiation points for all procurement activity. –• Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway. –• Compliance – a technology solution that has business rules and controls “baked in” (See APSPM). –• Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users. –• Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces. –• Integration – batch and Realtime with existing financial management and other core systems. –• Workflow – a configurable, rule/role-based approval automation. –• Document management – automated solution to create, transact and store documents. –• Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics. –• Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually. –	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	<ul style="list-style-type: none"> Transparency – provide public and internal visibility into purchasing activity and outcomes. 	
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User Experience

7-8	<p>Users have their own home page. Unique to their profile. Workers access their workflow from their homepage. Each user is given one or multiple roles in the system which is tied to a series of authorizations. This limits what the user can do, what they can see and determines workflow steps throughout the system.</p>	
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Bidder Best Practices and Roadmap

8-11	<p>New releases – delivered by R & D division twice a year. Client decides when to upgrade and with which major version. Latest technology – Achieved security status for being Fedramp ready. Updates are timely. Alternate approaches – best practices have been built in to the public sector tailored solution. Product Roadmap - Public Sector customer base is strong and growing, as such we continue to invest heavily in developing specific capabilities to meet Public Sector Procurement needs. We have a dedicated Public Sector team that interfaces with R&D to ensure necessary and innovative Public Sector requirements and functionality are prominently featured on the roadmap.</p>	
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Innovations and Value-Added Features/Services

11-13	<p>Available should they be of interest</p> <p>Help desk Advance Services Procurement Expenses – being submitted from workers. Expense stream handles the flow of claims. Vendor Master Management</p>	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Ivalua

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Customizations/Extensions

13-14	The Ivalua SaaS platform relies on configuration, not custom code, as the means for clients to modify and maintain a solution that meets their needs. As a result, the enhancements are not custom code but instead configuration & data and that configuration & data is carried forward with your instance as the Ivalua solution is updated. Ivalua does not make coding customizations specific to individual clients; all coding changes on the Ivalua platform are part of their release cycle and are by definition part of the baseline product	
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Alternative Funding Models

14	Did not offer	
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Contract Transition and Flexibility

14	Ivalua is certainly willing to enter into good faith discussions with Participating Entities that wish to explore transitioning their current contract under the terms of the newly awarded Master Agreement.	
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Functional Requirements

General Functionality

15-16	Ivalua's single complete unified suite will provide participating organizations with a highly configurable, robust, and comprehensive e-Procurement Solution, purpose built for the public sector. Ivalua is a cloud based, SaaS solution RFP# 202102021 eProcurement Solutions and Services File 3 Ivalua Inc. CONFIDENTIAL © 2021 Ivalua, Inc. This document contains information confidential and proprietary to Ivalua. The information may not be used, disclosed, or reproduced without the prior written authorization of Ivalua. Page 16 and offers the most comprehensive, natively built Source-to-Pay suite in the market which includes Public Portal, Supplier Risk & Performance Management, Sourcing, Contract Management and P2P processes, standard integrations and extensive system administration and reporting capabilities	
GEN 15	Transaction print formulas are based on the layout of the page and may need additional effort	weakness

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DEPARTMENT/STATE: Purchasing North Dakota State University

Supplier Portal

16-18	Ivalua offers a free supplier portal where suppliers may perform self-registration and other activities with their customers. Ivalua supplier registration & information management capabilities allows to quickly and easily onboard suppliers for RFPs, orders and invoices, and push data to ERP or other relevant systems. Suppliers can easily register with basic information such as their tax identification number, email address, and company name to establish an account within the system. Note that in the Ivalua system, there is no charge for suppliers to use the solution, allowing organizations to have unlimited suppliers with unlimited users registered to do business with their organization	
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Supplier Enablement/Management

18-25	Registration is 2 parts. Available 24/7 365 days. No charge for suppliers conditional logic can be utilized to tailor the registration page to specific information required by type – such as US vs. non-US suppliers. At this time, the supplier can register for notifications for solicitations that are released within their scope, based on the commodity code(s) that they register for and/or the areas they serve across the organization. Fields captured through the registration process will be tailored to your needs	
VDR 15	Does not check for duplicate registrations	
VDR 19,20 & 24-27	State will have to license 3 rd party system	

Buyer Portal

25-28	internal users can login to the system through their secure username/password, where password rules can be setup by each organization. Alternatively, suppliers can login via SSO with their organization. Once the user login they will be directed to their homepage. Each homepage features a dashboard is unique to the user based on their user. Page 26 role. In addition, authorized users can also add new aspects to their homepage or rearrange the webparts on the screen, to ensure that their portal caters to their unique needs. From the user's homepage they will have access to all the actions throughout the solution that they support. In addition, the user's homepage will have a quick link to all their workflow tasks as well as shortcuts to their frequently created or in-progress objects.	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Ivalua

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Need Identification

26-27	Ivalua offers a suite of integrated procurement services, entity buying profiles, and entity data-driven dynamic workflow. Ivalua provides users the ability to initiate any procurement action from a single spot through the platform. Each action is driven by data setup (entity buying profile) and workflow setup specific to that user and heir organization. Ivalua also provides a powerful and flexible workflow engine that not only invokes approval flows, but also provides the ability to invoke processes. This ability to invoke business processes allows procurement policies and regulations to become part of workflow and not something the end-user needs to think about. Ivalua will guide the end user to begin any type of procurement activity by clearly identifying and outlining the process and steps that need to be taken	
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Request through Pay

27-33	Did not address the requirements for external retail	
27-33	All purchases within the Ivalua solution will begin from a purchase request within the tool. These can be created from a catalog, automatically carrying over all item information, or from scratch. Requests can accommodate multiple types of requests ranging from goods and services, as well as deliverable-based purchases and subscriptions	
	Once the requisition is submitted, it will route through organization users for approval, where needed. Ivalua uses a combination or algorithms and user approval to navigate through the approvals that are necessary, as well as performing automated checks to verify if there are any issues. The organizations/agencies and public bodies will have the ability to define conditional logic to determine when and who should be approving each requisition. This makes our workflow dynamic, so they are automatically routed to the appropriate approvers. Additionally, different organizations and commodities can also trigger different workflows to accommodate for varying business processes, as well as trigger different workflows on goods vs. services purchases. Approvers will have a full audit trail of approval activity directly on their workflow screen, including any rejections and comments. They will also receive email notifications of workflow tasks pending their approval, as well as can receive reminders if they do not act. Ivalua workflows can also trigger real-time integrations to external systems, such as an ERP at a workflow step, such as checking if budget is available for the purchase.	
	Invoices can be created in multiple ways within the Ivalua solution • PO flip • From scratch • EDI/cXML transmission (for enabled suppliers) • OCR capability	
PRD 1-6	Yes	
PRD 7	Requires a manual step for future release of a PO once the date has passed.	weakness

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

PRD 8-12	yes	
PRD 13	There is no automated functionality that will include text or attachments based on a commodity or other field value.	weakness
WRK 1-28	Yes	
PO 1-14	Yes	
PO 15	Cannot have 2 versions of a printed PO	weakness
PO 16	Yes	
PO 17	No eFax	
PO 18-29	Yes	
PC 1-7	Yes	
PC 8	On roadmap for 2022	weakness
PC 9-21	Yes	
RC 1-21	Yes	

Catalog Capability

33-35	<p>Technical Proposal response did not address the req'ts to "provide access" to "external internet retail or commercial markets of goods/services" or access to "non-contract Suppliers offering goods and services".</p> <p>System supports both "internal and external (punchout) catalogs".</p> <ul style="list-style-type: none"> - "view catalogs are limited to the user's organization scope" NOTE: scope = combination of Role/Authorizations/Perimeter/Commodity restrictions assigned to a user. - Suppliers can "self-service" manage their catalogs by uploading them to the system. Done via excel templates. After upload "system does an automated format check". - "routed through an approval process for an internal user to validate" with "side-by-side comparison of old vs. new pricing" - "internal users can also upload catalogs on a supplier's behalf" - "Search 360" <p>"item tags" to "provide visual indicators" on search results to "identify preferred, discounted, or emergency items". Tags can be 'prioritized'.</p> <ul style="list-style-type: none"> o "has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal lvalua catalog" 	
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Sourcing/Bid Management

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BIDDER NAME: lvalua

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

36-44	Procurement types are identified based on the solicitation (BPM) type which drives which tabs and parts of the solicitation process are required. Throughout the solicitation module, tools to ensure transparency and drive competition are included to meet the organization's goals of finding the best product at the best value.	
	Suppliers to be invited to a solicitation can be captured by adding them through the suppliers' tab within the solicitation record. Suppliers can be automatically added to the invited suppliers list based on the commodity or commodities that were defined at solicitation set-up. Additionally, suppliers can be added by searching the supplier database	
	Suppliers can be automatically added to the invited suppliers list based on the commodity or commodities" and "can be added by searching the supplier database	
	Pricing for the solicitation can be collected directly in the system via the item grid. Multiple item grid templates can be accommodated and applied automatically to the event based on event type, organization, or commodity. This will allow suppliers to enter their pricing in a structure format via the method that the user has chosen (ex. Unit price vs.% discount).	
SRC 1-24	Yes	
SRC 25	No check in/check out	weakness
SRC 26-65	Yes	
SRC 66	User cannot add unregistered vendors	weakness
SRC 67	Yes	
SRC 68	Does not support eFax	weakness
SRC 69-75	Yes	
SRC 76	The system does not OOTB provide capabilities to post to the "State's public procurement website	
SRC 77-151	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Contract Management

44-48	The contract record within lvalua captures all aspects of contract information, documentation, activity, and performance within the single record. The tabs on the left, shown in figure 51 can capture the different areas that will consist of the contract record, including dates, items, documents, subcontractor information, among others.	
	Contracts can be created from a complete solicitation or from scratch.	
	MS WORD can be used for authoring contracts	
CNT 1-88	yes	

Vendor Performance

49-50	Over the life of the supplier, users can create performance assessments against their suppliers or contracts. All performance information is maintained within the supplier's profile for reporting, as well as can trigger alerts to users if a supplier is consistently performing poorly.	
	Performance assessments can be triggered manually or periodically. Templates for performance criteria are stored within lvalua for users to respond to questions related to the supplier's performance and based on the weights of each question, will roll up a total score.	
	lvalua provides the ability to track exceptions and collaborate with suppliers to address these exceptions. If a supplier scores poorly on a performance or risk assessment, exceptions can be created to inform the supplier of areas that need improvement. The exception documents the issue or non-conformance and the severity, tied to the triggering event (for example, contract, delivery, or invoice exception). The supplier is notified of the exception	
	Improvement plans provide a collaboration tool to help improve supplier performance at a granular level by creating tasks that will lead to overall supplier improvement	
VPE 2-12	System relies on "questionnaire" and users to respond to capture performance metrics. There is not automated capture of performance based on transactions processed or data	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Purchasing/Data Analytics

51-54	There are three different types of reporting with the lvalua solution, ranging from simple excel extracts to data visualization dashboards. The system can, by default, report on all data stored within the system from across modules. Importing data from an external system can be accommodated. lvalua has over 100 out of the box reports that are provided within our system, but additional reports can be configured during implementation or by super users. The different types are reports within lvalua are detailed below.	
	Any browse page within lvalua can become a report by utilizing powerful search and filter capabilities combined with the ability to extract pages into excel.	
	Queries are Excel based reports that are run via SQL statements in lvalua's reporting module	
	Analysis reports provide data visualization to users in the form of charts, graphs, and pivot tables that can then be combined to create a dashboard view for any users.	

Technical Requirements

Availability

55	Meets requirements	
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Accessibility Requirements

56	Meets requirements	
----	--------------------	--

Audit Trail and History

56	Meets requirements	
----	--------------------	--

Browsers Supported

56-57	Meets requirements	
-------	--------------------	--

User Accounts and Administration

57	Did not address the actual req'ts to provide searchable access to all of the roles, permissions and privileges setup/available in the system	
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User Authentication

57-58	Meets requirements	
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Federated Identity Management

58	Meets requirements	
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Data Conversion

58-59	No automated means to convert active solicitations and vendor performance from existing system.	
-------	---	--

Interface and Integration

59-60	The Ivalua Solution has strong integration capabilities with major ERP systems and provides standard integration with suppliers and third-party business services. We offer a number of standard interface templates out-of-the-box. Integration strategies include unidirectional or bidirectional data flows using batch, asynchronous or synchronous interfaces. Ivalua Solution supports synchronous and asynchronous connections with other systems using a multitude of communication protocols. Ivalua integration module includes comprehensive format definitions, rules-based transformations, and validated loading of data.	
-------	---	--

Office Automation Integration

60-61	Meets requirements	
-------	--------------------	--

Mobile Device Support

61	Meets requirements	
----	--------------------	--

Mobile Applications

61	Not available. Need Web kit	
----	-----------------------------	--

Data Ownership and Access

61	Meets requirements	
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Date Retention, Archive and Purge Considerations

61-62	Offline archiving	
-------	-------------------	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Disaster Recovery Plan

62-63	Ivalua has established a Business Continuity (BC) and Disaster Recovery (DR) Program, supported by its management, and designed to ensure that critical business processes and systems can be maintained and recovered in the event of a major internal or external incident. The plan is reviewed and approved by the management annually and communicated to all relevant stakeholders annually or as they assume a response/recovery role. Ivalua BC and DR Program is based on ISO/IEC 22301 standard framework and incorporates:	
	Maximum recovery time can be as low as 4 hours with the Platinum package	Cost?

Solution Environments

63	Each client will be provided at least 3 environments (development, acceptance, production). No training	Concern Cost?
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Solution Technical Architecture

63	Meets requirements	
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Solution Network Architecture

65-67	Meets requirements	
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System Development Methodology

67-68	Ivalua's development process is based on the Agile methodology with its iterative approach to software development and assessment	
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Service Level Agreement

68	For hosting and maintenance SLA, Ivalua offers its own standards and choices between service levels. RTO/RPO and other infrastructure add-on services can be flexibly added. Ivalua guarantees by Hosting SLA an uptime of 99.8% outside of scheduled maintenance. Please refer to the attached Ivalua SLA for a copy of our current standard Service Level Agreement.	
	Did not agree to compliance with SLA given	

Meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Security Requirements

Cloud Security Alliance (CSA) Compliance

69	Meets requirements	
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Security and Privacy Controls

69	Ivalua is currently in the process of validating controls and safeguards against NIST SP 800-53 Revision 4 "Moderate" risk controls for FISMA compliance with our Commercial Cloud. Our platform is architected end-to-end to support maximum security for cloud software	
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Security Certifications

69	Meets requirements	
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Annual Security Plan

70-76	Meets requirements	
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Secure Application and Network Environment

76-79	Meets requirements	
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Secure Application and Network Access

76-79	Meets requirements	
-------	--------------------	--

Data Security

82-85	Meets requirements	
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Personally, Identifiable Information Protection

85-86	Meets requirements	
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Security/Privacy Issue Occurrence

86	Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours. Details, special cases, and additional terms can be discussed during discovery.	Concern 72 hours
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Ivalua

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DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

PII Data Actual/Attempted Access or Disclosure

86	Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours.	Concern 72 hours
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Security Breach Reporting

87	Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours.	Concern 72 hours
----	--	---------------------

Implementation Services Requirements

Project Management

88-90	Ivalua's project methodology is a semi-agile based design that is typically composed of the following phases. 1. MOBILIZE 2. EXPLORE/DESIGN 3. BUILD/CONFIGURATION 4. TEST 5. DEPLOY/GO-LIVE 6. RUN	Need more detail
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Project Implementation Methodology

90-91	Extensive state resources vs. Ivalua	weakness
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Catalog Support Services

91-92	Ivalua has a rich and deep network of partners across the globe. In the event that our customer requires additional catalog support services, Ivalua can leverage our partner ecosystem to provide these services including:	Weakness
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Data Conversion Services

92	Ivalua has a rich and deep network of partners across the globe. Ivalua leverages our extensive partner ecosystem to provide data conversion services to our customers including:	weakness
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Interface/Integration Development Services

92	Ivalua does not provide Data Conversion Services. They provide "partners" that they could have do the work but this isn't included in the proposed scope/pricing.	weakness
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Organizational Change Management (OCM Services)

93-94	Ivalua provides an array of change management and custom training services, including Change Management and Custom Training development (Instructor led training, Train-the-trainer, Web-based recording, and Quick Reference Guides (QRGs)). Our Organizational Change Management (OCM) approach and methodology includes: Not a lot of detail	concern
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Training Services

95-96	Ivalua provides a robust e-learning program for customers, partners, and our own staff to learn at their own pace using documentation, video instruction and study guides Training is left up to user with the use of available tools from Ivalua	concern
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Help Desk Services

96-98	proposal only includes Level 3 Help Desk support but only to the "Customer Administrator". not to the req'd "users and Suppliers". Support for users/Suppliers is "optional" for additional costs.	weakness
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On-Site System Stabilization Support

98		
----	--	--

Managed Services Requirements

Solution Support

98	Meets requirements	
----	--------------------	--

Organizational Change Management (OCM Services)

102-103	Not including OCM services	weakness
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Training Services

103	Not included	weakness
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Help Desk Services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

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DATE: 12/20/2021

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DEPARTMENT/STATE: Purchasing North Dakota State University

103-104	Meets requirements	
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Transition Out Assistance Services

104-105	Upon termination of the contract, lvalua retains processed data and files for a limited period of time in accordance with the contract. We then delete the client online files (skipping the file trash). When the physical servers are terminated, media is destroyed, except for encrypted data in archived storage (which is destroyed in accordance with lvalua's data retention schedule). lvalua follows NIST 800-88 Media Sanitization guidelines. Media is destroyed by repeatedly zeroing out prior to secure disposal by crushing. Prior to the deletion, a copy of the most recent backup can be provided to the client, upon request, in a usable format (.txt or .csv).	
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Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): Category #1 Stage 1

DATE: 08/19/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Founded in 2000
 - Received multiple awards
 -
2. Previous Projects
 - State clients
 - City clients
 - Municipalities clients
 - **Did not supply contact information for above projects – Contractual obligations?**
3. Subcontractors
 - Only mentioned hosting region choice
 - No subcontractors
 -
4. Organizational Chart
 - Showed chart with both company and client resource role names
 - **No mention of role descriptions**
 -
5. Litigation
 - Bidder stated no litigation
 -
 -
6. Financial Viability – **Marked Confidential**
 - Supplied Financial statements rather than Duns & Bradstreet
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Ivalua
CATEGORY #(s): Stage 2 Category 1
DATE: 11/24/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments: The video demonstrated an overview of the solution and provided information from both sides of the application. The response could have offered more information in some of the areas that seemed to need a better explanation. The solution does NOT offer PCard functionality and some of the help desk requirements are not available either. The supplier does state these requirements are in development. This supplier could offer a solution over time, but the client needs to be made aware of the functionality that does not exist.

I believe that each of the concerns and verification topics need to be addressed or at least known to the entity. For example - CONCERN – Page 30 – “At the same time, the order is transmitted to the supplier through their email, including a PDF version of the order”. No other way to send order to supplier.

General Principal and Requirements Page 3 – Addressed all requirements listed.

Key Solution Functionality Elements – Page 3

- Single landing page with access to other modules from this landing page.
- Workflow can be attached to any object in the system or be based on different criteria. Workflow is configured during implementation. Figure 2 page 4 is sample workflow.
- Can configure solution to meet our needs which include personal dashboards and internal collaboration tools (blogs, forums, and comments)
- Google search experience in the open marketplace which allows for side-by-side comparison of products.
- Robust integration capability which supports multiple formats. Can connect to any data source
- Workflows come out of the box with best practices but can configure workflows.
- Documents are available throughout all the modules.
- Reporting is out of the box, or users can create their own reports and use graphics for display
- Highly configurable.
- Transparency from the supplier portal with authorized user have oversight to all procurement activity.

User Experience – Page 7

- Homepages are configurable. Sample Homepage Page 8 Figure 3
- User experience is role based
- Tasks assigned can be accessed from the user's home screen (i.e., workflow)
- Can delegate functionality – Page 8 Figure 4

Bidder Best Practices and Roadmap – Page 8 – 9

- Releases are performed twice a year and allows the client to choose which version and when to apply upgrades. Customers are in control of the upgrades

**STATE OF MAINE
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BIDDER NAME: Ivalua

CATEGORY #(s): Stage 2 Category 1

DATE: 11/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Constant communication with customers to stay up to speed with new technologies.
- Work closely with customers to learn their best practices
- 60% roadmap comes from clients with 20% reserved for innovation and 20% for market trends.
- Areas of significant investment are Mobile, Invoicing, Contract Management, Supplier Risk and Security.
- Leveraging new AI technologies. Page 10
- Automated obligation tracking and management is being enhanced. Page 11

Innovations and Value-Added Features/Services – Page 11

- Offers Help Desk support. Page 12 Figure 5
- 90% of tickets solved in an hour.
- Advanced Services Procurement - Improvements to contingent labor
- Expenses – Capture PCard transactions
- Vendor Master Management – Better manage vendor data.

Customizations/Extensions – Page 14

- Client is responsible for when they go through an upgrade cycle.
- The platform relies on configuration not custom code.
-

Alternative Funding Models – Page 14

- Not proposing alternative funding but is open to discussion

Contract Transition and Flexibility – Page 14

- Willing to enter into good faith discussions about this process

Functional Requirements – Page 15

General Functionality – Page 15 – 16

- Full Source to Pay Solution - Page 16 Figure 6
- Automated notifications
- Single Platform and configurable solution – Page 16
- Offers native public site for posting – RTM line 7
- CONCERN - EPROC-GEN-6 – TAB 2 Line 10 – Can the system be integrated based on this response?
- CONCERN - EPROC-GEN-11 -TAB 2 Line 15 - Has a limit on a file type (executables) and states size limits do exist?
- CONCERN - EPROC-GEN-15 – TAB 2 Line 19 - PO is the only printing format that is printable?

Supplier Portal – Page 17

- Unlimited suppliers with free supplier portal.
- After establishing an account, the supplier portal has a one stop shop on their homepage. Page 17 Figure 7
- Self-manage users with roles when they set them up in the system. Account has system admin to manage supplier's account.
- CONCERN - EPROC-SPR-5 – TAB 3 Line 9 – Does the system notification get sent via email, or does supplier just have to monitor notifications on their supplier dashboard?

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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DATE: 11/24/2021

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DEPARTMENT/STATE: State of Montana

Supplier Enablement/Management – Page 18

- Enablement is 2 parts, public facing page to create an account, and “full enrollment” used to be fully onboarded – Page 18
- Sample supplier registration Page 19 Figure 8
- Supplier Full Enrollment happens after workflow approval. The information required here is banking information and W9 documents. Page 20 Figure 9
- Integrations can be designed to verify real-time profile information. Page 21 Figure 10
- Can create their own user contacts. Page 21 Figure 11
- Supplier accounts have document storage and tracking. Page 22 Figures 12 and 13
- Solution has supplier workflow. Page 23 Figure 14
- Internal users (Buyers) can have access to search for suppliers. Page 23 Figure 15
- Access to view the supplier record. Page 24 Figure 16
- Suppliers maintain their own profiles, but changes can be put into workflow for approval by internal users.
- STRENGTH - Ability to have “changes” done on a registration get put into workflow.
- CONCERN - EPROC-VDR-32 – Line 61 – Supplier’s response leads me to believe they did not understand the requirement. We asked if other agencies be put into workflow, not have data passed into other state systems?
- CONCERN - EPROC-VDR-36 – Line 65 – Need to release an RFI to remind suppliers to log in and update their registration?

Buyer Portal – Page 25

- This is the access point for procurement activities. Homepage Dashboard -Page 25 Figure 17
- SSO can be a login and each user’s dashboard are based on their user roles
- User roles are tied to authorizations and the user is assigned a “perimeter”. Page 26 Figure 18
- CONCERN - EPROC-BPRT-7 – Line 81 – The requirement is for the Buyer Portal, but the response received is for the “vendor” portal?
- CONCERN - EPROC-BPRT-8 – Line 82 – Does not support daily summaries of buyer notifications.
- CONCERN - EPROC-BPRT-9 - Line 83 – Cannot provide link to external users due to security
- CONCERN - EPROC-BPRT-15 – Line 89 - Supplier notification needs to be handled through the RFI module?
-

Need Identification – Page 26-27

- The solution has a single point of entry and can manage a request in several ways via “requests”.
- Options include request form, purchase, or exemption request, create a sourcing event or contract, or gather quotes. Page 27
-

Request through Pay – Page 28

- Process starts with a “request” that will populate relevant requisition details. Page 28 Figure 19
- Exceeding contracted amount could be triggered by the allocations grid. Page 29 Figure 20
- Requisitions are submitted to workflow. Page 29 Figure 21
- Once approved, the requisition is flipped to a purchase order. Page 30 Figure 22
- CONCERN – Page 30 – “At the same time, the order is transmitted to the supplier through their email, including a PDF version of the order”. No other way to send order to supplier.
- Can flip purchase orders into receipts. Page 30 Figure 23

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): Stage 2 Category 1

DATE: 11/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Receipts are shown on the receipt page (Page 31 Figure 24) and then the receipt is submitted to workflow. Page 31 Figure 25
- Invoice will be created (Page 32 Figure 26), and then payment can be applied to the invoice. Page 32 Figure 28
- CONCERN - EPROC-PRD-1 – Line 102 - Response refers to Sourcing event from the requisition, but requirement is asking for need identification to Purchase Request?
- CONCERN - EPROC-PRD-15 – Line 116 – Does not support executables file type
- CONCERN - EPROC-PRD-37 – Line 138 – Capturing noncontract price for later analysis is not supported.
- CONCERN - EPROC-WRK-24 Line 189 – Can the PO, PR or change request be re-submitted after it was changed?
- CONCERN - EPROC-PO-17 – Line 212 – eFax submission of orders in not supported.
- CONCERN - EPROC-PO-26 – Line 221 - Additional configuration will be required for facilitate fiscal year end.
- CONCERN - EPROC-PC-1 thru EPROC-PC-4 – Lines 227 thru 230 – These PCard requirements are in the process of being developed.
- CONCERN - EPROC-PC-5 – Line 231 - Full administration of PCards is not available in the system
- CONCERN - EPROC-PC-6 – Line 232 – Pcard maintenance is not currently available but is anticipated for release in 2022.
- CONCERN - EPROC-PC-7 – Line 233 – Ghosted cards are not currently available but is expected to be released mid to late 2022
- CONCERN - EPROC-PC-8 thru EPROC-PC-21 – Lines 234 thru 247 – These requirements will require some kind of customization, configurable item, or integration.

Catalog Capability – Page 33 – 34

- Ability to view catalogs are limited to the user's organization scope
- Search results landing screen – Page 34 Figure 29
- Can shop via hosted or punch out catalogs. Page 34 Figure 30
- Hosted catalog process can be done by supplier. Internal user can compare catalog versions Page 34 Figure 31
- Users can use the search functionality to search and filter results. Page 35 Figure 32
- Item tags to find preferred items
- Search punchout and hosted in the same search. Page 35 Figure 34
- CONCERN - EPROC-CAT-32 – Line 317 – The ability to compare catalog item search results in NOT supported.
- CONCERN - EPROC-CAT-34 – Line 319 – Additional functionality is required to compare items and will be based on number of punchouts required.

Sourcing/Bid Management – Page 36 thru Page 44

- Wizard solicitation set up – Page 36 Figure 35
- Supplier can be added several ways (commodity code selection, public site, etc.) – Page 37 Figure 36
- Has Sealed Bid functionality
- Conditionality can be applied to questions.
- Item grid (pricing) has multiple set up options. Page 39 Figure 40
- Notifications to supplier about event and has access to public portal

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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DEPARTMENT/STATE: State of Montana

- Suggest posting information to client's website and provide link to public portal to view full solicitation. Page 40 Figure 42
- Suppliers need to add open solicitations to their account to create a response. Page 41 Figure 44
- Supplier can Management of Responses. Page 42 Figure 46
- Users can monitor suppliers' activity and award events
- Can notify suppliers and create a contract from the solicitation. Page 44 Figure 50
- CONCERN - EPROC-SRC-3 thru EPROC-SRC-9 and EPROC-SRC-11 – Lines 330 thru 336 and 338 – Responses to these requirements refers back to EPROC-SRC-2, Line 329 which did NOT require a response? **Attention to detail!**
- CONCERN - EPROC-SRC-14 thru EPROC-SRC-21 – Lines 341 thru 348 - Responses to these requirements refers back to EPROC-SRC-2, Line 329 which did NOT require a response? **Attention to detail!**
- CONCERN - EPROC-SRC-22 -Line 349 – The response talks about envelope bidding, but requirement talks about separate Cost and Technical sections?
- STRENGTH - Has no limit on number of suppliers being invited to an event.
- CONCERN - EPROC-SRC-68 – Line 395 – eFax is not supported
- CONCERN - EPROC-SRC-70 – Line 397 – This response does not address the requirement that states the eProcurement file of the event needs to be "complete" to meet public records laws. SRC 71 has this same response which meets that requirement.
- CONCERN - EPROC-SRC-83 – Line 410 – System does not support web conferences, but supplier offered the ability to upload the recorded conference. Do they support that file type?
- STRENGTH – Size limitations can be set up by system administrator
- CONCERN - EPROC-SRC-143 – Line 470 - Must start a new solicitation instead of cancelling award on bid and move to the next highest bidder?

Contract Management – Page 44 – 45

- Wizard driven entry. Page 45 Figure 51
- Information brought over from the contract header
- Alerts on documents uploaded to the document section – Page 46 Figure 53
- Native authoring (Word) – Page 47 Figure 54
- Subcontractors can be added.
- Can integrate with multiple eSignature tools. Page 48 Figures 57 and 58
- CONCERN - EPROC-CNT-16 – Line 496 – Loading of external price list for contracts will need to be worked out to identify data elements. Additional cost possible?
- CONCERN - EPROC-CNT-52 thru EPROC-CNT-63 – Line 532 thru line 543 – The supplier has used the same response for all of these requirements, but the response does not mention the requirement? Also see lines 555 and beyond as an example. These responses are duplicate but at least start with "this information".
- CONCERN - EPROC-CNT-66 – Line 546 – Response states alert could be posted to public portal, but requirement asks if it can be posted to state's procurement website.
- CONCERN - EPROC-CNT-67 – Line 547 – The response does not address the email notification listed in the requirement?

Vendor Performance – Page 49

- System has supplier performance dashboard. Page 49 Figure 59
- Allows ability to track a supplier's performance.

**STATE OF MAINE
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DATE: 11/24/2021

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DEPARTMENT/STATE: State of Montana

- Improvement plans provide a collaboration tool to help improve the supplier performance. Page 50
- CONCERN - EPROC-VPE-3 thru EPROC-VPE-11 – Line 573 thru line 581 – The response to each of these requirements refers back to the response on line 572 which states vendor performance needs to be handled by a questionnaire.

Purchasing/Data Analytics – Page 51

- System has 3 different types of reporting, Ad Hoc, Queries and Analysis
- Reports are compiled by running a search and exporting data to Excel.
- Analysis reports can be put on dashboard for view of any user.
- Offers 100 standard reports
- CONCERN - EPROC-PDA-5 thru EPROC-PDA-16 – Line 602 thru line 613 – A duplicate response was used to answer all of these requirements, but the response does not reference the reporting requirement? Can this supplier supply reports based on the listed requirement?
- CONCERN - EPROC-PDA-20 and EPROC-PDA-21 - Line 617 and 618 – This supplier currently does not have PCard functionality.
- CONCERN - EPROC-PDA-36 – Line 633 – This supplier currently does not have PCard functionality.

Technical Requirements – Page 55

Availability – Page 55

- Meets requirements

Accessibility Requirements – Page 55

- CONCERN – States they are committed to being Section 508-compliant as soon as possible.

Audit Trail and History – Page 56

- Meets requirements

Browsers Supported – Page 56 – 57

- Supports the most update browser versions

User Accounts and Administration – Page 57

- Controlled by an authentication method and roles, authorization and perimeters.

User Authentication – Page 58

- Supports multiple authentications and password rules are fully customizable.

Federated Identity Management – Page 58

- Meets requirements

Data Conversion – Page 59

- Offers data assessment to determine data requirements
- Historical data conversions require a larger scope where cost needs to be determined
- CONCERN - EPROC-TECH-28 -Line 32 – Solicitation data conversion is NOT supported.
- CONCERN - EPROC-TECH-30 -Line 34 – Vendor performance data conversion is NOT supported.

**STATE OF MAINE
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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Stage 2 Category 1

DATE: 11/24/2021

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DEPARTMENT/STATE: State of Montana

Interface and Integration – Page 59

- Provided communication protocols and data formats that are supported.
- CONCERN – Did NOT identify all finance system/ERP's where their solution has existing interface/integration capabilities in the narrative.
- CONCERN - EPROC-TECH-35 – Line 39 - Did not supply complete technical details on interface.

Office Automation Integration – Page 60

- STRENGTH – Can import Word documents in the contract tool and break them into clauses
- Supports Word, Excel and PDF

Mobile Device Support – Page 61

- Meets requirements

Mobile Applications – Page 61

- Based on a mobile web solution rather than a mobile application

Data Ownership and Access – Page 61

- Meets requirements

Date Retention, Archive and Purge Considerations – Page 62

- Should be discussed at implementation.

Disaster Recovery Plan – Page 62

- Notification of data breach is 72 hours.
- CONCERN – Could have supplied more detailed information about this requirement

Solution Environments – Page 63

- CONCERN – Could have supplied more detailed information in the narrative but did list 3 environments that are offered with some offered at additional maintenance fees.

Solution Technical Architecture – Page 64

- Supplied application and environment architecture. Page 64 Figure 66
- Application Architecture. Page 65 Figure 67
- Supplied Database Architecture. Page 65

Solution Network Architecture – Page 65-66

- Provided Ivalua Network Architecture. Page 66 Figure 68
- Supplied data center locations. Page 67
- Mentioned briefly monitoring and maintenance. Page 67
- Can compare KPI's with SLA's
-

System Development Methodology – Page 67 – 68

- Defer to subject matter experts

Service Level Agreement – Page 68

- Referenced the attached SLA submitted with their response

**STATE OF MAINE
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RFP #: 202102021

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BIDDER NAME: Ivalua

CATEGORY #(s): Stage 2 Category 1

DATE: 11/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Security Requirements – Page 69

Cloud Security Alliance (CSA) Compliance – Page 69

- Referenced attached CAIO that was submitted with their response.

Security and Privacy Controls – Page 69

- CONCERN – Currently validating controls and safeguards against NIST. Page 69

Security Certifications – Page 69-70

- CONCERN - Not currently audited for PCI-DSS compliance. Page 70
- Defer rest of response to Security SME.

Annual Security Plan – Page 70 – 71 thru Page 75

- Uses Role Based Access Control, Secure Customer Data
- Mentioned Physical Security. Page 72
- Defer comments to Security SME

Secure Application and Network Environment – Page 76 – 77 thru Page 79

- Supports 2 factor authentication
- Defer comments to security SME

Secure Application and Network Access – Page 79 – 80

- Lists Encryption and Protocols. Page 80

Data Security – Page 82 – 83

- Secure Customer Data
- Network and Physical Security
- Applies single data classification to customer data
- Offers Ivalua Access Control and Applicable Laws – Page 84
- Data is encrypted and upon contract termination is destroyed.
- Defer to security SME

Personally Identifiable Information Protection – Page 85 – 86

- Meets requirements but will defer to Security SME

Security/Privacy Issue Occurrence – Page 86

- These are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

PII Data Actual/Attempted Access or Disclosure – Page 86 – 87

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

Security Breach Reporting – Page 87

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

Implementation Services Requirements – Page 88

Project Management – Page 88

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Stage 2 Category 1

DATE: 11/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Composed of Mobilize, Explore/Design, Build/Configuration, Test, Deploy/Go-Live, and Run
- Supplied key activities. Page 88
- Showed project team structure. Page 89 Figure 69
- Typical Project steps. Page 90 Figure 70

Project Implementation Methodology – Page 90 – 91

- Development is based on Agile methodology. Interactive approach to software development

Catalog Support Services – Page 91 – 92

- 2 Options – Catalog Import or Supplier Created catalog
- Stated offered the setup/configuration of punch out sites
- Link provided for list of Ivalua partners

Data Conversion Services – Page 92

- Stated could meet all requirements and provided link to list of partners.

Interface/Integration Development Services – Page 93

- Uses “the approach to integration is to integrate by configuration”. Page 93
- Supplied list of connectors
- Stated an integration lead with work with State entity on this project.

Organizational Change Management (OCM Services – Page 93 – 94

- Includes Leadership/Stakeholder Engagement, Change Impact Assessment, Change Readiness, Training and Communication

Training Services – Page 95

- Offers users access to Ivalua Academy where they can gain “Ivalua Certification”
- Also offers role-based training to end users using a variety of methods. Page 96

Help Desk Services – Page 96 – 97

- Technical Support (Level 3)
- End users help desk, suppliers help desk and Administrators Configuration Support
- Level 1 help desk for users rather than calling state help desk
- Help Desk Flow – Page 98 Figure 71

On-Site System Stabilization Support – Page 98

- Provide stabilization support for 3 months after go live

Managed Services Requirements Page 99

Solution Support – Page 100 thru 102

- Showed development process – Page 101
- Software is tested prior to making it available
- Planning, Architecture and Monitoring are steps in this process
- Maintenance and Security, SLA and Support were mentioned here. Page 102
-

Organizational Change Management (OCM Services) – Page 103

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Stage 2 Category 1

DATE: 11/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Stated they included this in their implementation proposal section of this RFP

Training Services – Page 103

- Stated they included this in their implementation proposal section of this RFP

Catalog Support Services – Page 103

- Stated they included this in their implementation proposal section of this RFP

Help Desk Services – Page 103 – 104

- Provided Help Desk Flow chart – Page 104 Figure 72
- CONCERN - EPROC-IMPL-3 thru EPROC-IMPL-5 – Tab 6 Line 6 thru line 8 – These requirements for help desk services are not available.

Transition Out Assistance Services – Page 104 – 105

- Supplier will assist with data to be exported

Other Available Services

- Tool called Aware is available to track all activities of the solution. Page 106

Video Demonstrations

Full Suite platform containing end to end procure to pay. Supplier Login screen has additional links to other services, FOIA request, public bid site, new supplier registration and help desk information. Supplier portal page has announcements, registration progress and many other widgets showing information about the vendor. Links on left takes supplier to registration information. Has change log for changes to registration. Links across top takes them to contracts, bids, catalogs, invoicing and performance links. Buyer has landing page with to do lists and many other widgets and analytical reports. Links on right allow access to supplier registration, sourcing, contracts, etc. Across the top has links to the other modules they have access based on the roles assigned. Can search suppliers from the supplier landing screen. 360 supplier is available, and the left side of the landing page give the user access to each of the section of a supplier's registration. Bid Management module has search ability and project creation. Solution is wizard driven and has setup options on left side of screen. Has scoring capability and houses templates and libraries to aid in bid creation. Supplier can view bids without logging into their portal. If interested, can add themselves to the bid and log into their portal. Responses are wizard driven. The system allows for individual and consensus scoring of proposals. Can send out award notifications to suppliers by creating scenarios. Can create separate contract record or create a contract from a sourcing event. The creating contract process is wizard driven. Offers Word authoring of contracts and a library to house contract templates that can be used to create contracts. Can submit contracts into workflow approval. Has integration with DocuSign and other solutions. Buyers search for products via the procurement home page with is configurable dashboard. Can have hosted or punch out catalogs which are searched on with each search. Can put items in a "kit" search. Requisitions can be configured with budget information sent over from the ERP. Workflow can be applied to each requisition. Requisition and PO are linked in the system. Supplier logs in to their support to manage orders. Invoicing module has several invoice options. User can flip an invoice to a receipt which can be put into workflow. Supplier can see

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): Stage 2 Category 1

DATE: 11/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

payment status in their customer portal. System does have analytics with 3 different options for reports including queries and data visualization.

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG, LLP

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - KPMG, LLC over 120 old.
 - Proposing the "Ivalua solution"
 - Much experience in source-to-pay.
2. Previous Projects

5 projects listed, all State. **The projects listed are a small part of what Category 1 entails. They seem to be more of a Subcontractor to Ivalua.**

 - State of Ohio. Interfaced both inbound and outbound with the State's PeopleSoft ERP.
 - State of Arizona. Integrated and interfaced both between CGI Advantage ERP, Tririga, and Ivalua.
 - State of Alabama. Integrated and interfaced both between CGI Advantage ERP and Ivalua.
 - State of Texas (TRS). Interfaced both inbound and outbound with the State's PeopleSoft ERP.
 - California Dept. of Transportation. Migrated contracts from legacy system to Ivalua.
3. Subcontractors
 - Ivalua – Est. 2000. Eprocurement platform.
4. Organizational Chart
 - Yes – both org. chart and job descriptions.
5. Litigation
 - Vendor states they have no pending litigation that **will materially affect** the firm's operations or ability to perform services for us.
6. Financial Viability
 - Yes. Provided unaudited balance sheets and further descriptive information.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG LLG

CATEGORY #(s): 1

DATE: 12/13/2021

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- After full review KPMG is offering: A (6) Alternative Funding Models, E. Implementation, F. Managed Services, and G. Other Available Services, to apply towards the Ivalua Solution. Because of this, I have highlighted these areas specifically to be aware of what is KPMG.
- KPMG LLG with The Ivalua Solution.
- SaaS Hybrid Cloud Solution.
- KPMG is not mentioned much at all in the Matrix.
- Have numerous concerns with the number of assumptions they take.
- Many of these assumptions (page 181 – 187) are contractual terms and conditions in nature versus an assumption.
- Some assumptions may be deal breakers for the Contract.
- Concerns with the numerous exceptions (pages 189-221) they take and that many States could not agree with.

A. General Principal and Requirements

1. Key Solution Functionality Elements – p. page 2 - 5

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.
- Single landing page for the single point of entry with same look and feel throughout the whole system.
- Smart Routing: workflow is tailored to meet each organization's needs
- Compliance: Ivalua continues to build in public sector best practices throughout the solution. Some of these features include:
 - Native public transparency portal
 - Renaming throughout the solution to align to public procurement terminology
 - M/WBE Management
 - Sealed Bidding

- Subcontractor Reporting
- Cooperative Reporting
- Portal: All users (internal and external) have ability to access their account through portal and personalize their page.
- Open Marketplace Environment: They express they want it like a “Google experience” - modern digital and ecommerce experience, driven by search and content.
- Integration: Robust Integration Toolbox with capability to connect with multiple ERP solutions, third-party data providers, and suppliers' systems. Ivalua supports multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI, SFTP, HTTP, etc.). Our integrations toolkit and library connects to over 60+ ERPs and includes hundreds of data mapping formats and standard integration templates.
- Workflow: Ivalua expresses this area as one of their “crown jewels” – area of expertise.
- Document Management: Core platform with an integrated foundation.
- Reporting: Many out of the box reports and the ability for users to create their own. Reports can be simple to graphs, bar, line, pie, etc.
- Configurable: Ivalua claims their SaaS solution is the most configurable hosted solution on the market as extensively reported by industry analysts.
- Transparency: public portal allows for transparency and authorized users have ability to get oversight through audit trail.

2. User Experience – p. page 6 - 7

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
- KPMG's explanation of Ivalua's User Experience is short, but addresses most of the points. I do not see anything on Wizard-driven capabilities.

3. Bidder Best Practices and Roadmap – p. page 7 - 9

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
 - Major Software Product releases are delivered by the Ivalua R&D division twice a year.
 - Client can choose to upgrade their client application either 18 months or 24 months
 - Ivalua leverages advanced technologies such as machine learning, natural language processing (NLP) etc. and are members of various industry and procurement or supply chain associations, that contributes to their knowledge.
 - Updates can be scheduled by the State
 - During the implementation phase, Ivalua together with State will work to better, more effective solutions, processes, and approaches, based on their experience. These will then be built into the design of the solution.
 - Product Roadmap: No direct 3-year map, but a high level of what is being worked on.
 - Investing heavily in developing specific capabilities to meet Public Sector Procurement needs. Approximately 60% of the roadmap items coming from the customers information.
 - They have a dedicated Public Sector team.

- Enhancements in mobile experience.
- Invoicing and payments investments.
- Enterprise-wide AI powered **Contract Lifecycle Management (CLM)**
- Supplier Risk and Performance – adding and enhancing new features / capabilities
- Highest level of security – investing resources to maintain highest level.
- Continue toward more seamless and simpler.

4. Innovations and Value-Added Features/Services – p. page 9 - 11

In addition to the stated requirement, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: **OPTIONAL**

• **Inline Narrative:** If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

KPMG discusses Ivalua offering all these innovations and value adds versus KPMG on any of them.

1. **Help Desk – level 1:** Provide suppliers or internal users to get on- demand help from Ivalua if they run into difficulties using the system. Level 1 help desk is the users first interaction when they need help, as opposed to a State/organization managed help desk.
2. **Advanced Services Procurement:**
3. **Expenses:**
4. **Vendor Master Management**

5. Customizations/Extensions – p. page 11

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- **Inline Narrative:** Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- **The Ivalua SaaS platform relies on configuration, not custom code, as the means for clients to modify and maintain a solution that meets their needs.**
- **enhancements are not custom code but instead configuration & data and that configuration & data is carried forward with the State's instance as the Ivalua solution is updated.**
- **Ivalua keeps an extra environment of a copy of the State's customizations / extensions.**

6. Alternative Funding Models – p. page 11

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- **Inline Narrative:** If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

- **KPMG proposes two options:**

- **Hybrid fixed fee plus transaction-based funding model – a model where the State pays a reduced fixed fee and they finance a portion of the program cost through a transaction fee-based funding model.**
- **Value-Based Funding Model – a model more common in commercial/private procurement programs is to develop a "self-funding" or "value-based" funding model with limited cost to the State.**

7. Contract Transition and Flexibility – p. page 13

- KPMG notes what can go into transitioning and then answers this with: *We will work with the PE to assess the above and other factors and mutually agree to transition from a state's current contract to a new contract or amendment under the terms of a newly awarded Master Agreement and PA where requested or applicable.*

B. Functional Requirements: pages 15 – 51

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40 and - p. 15

- a. 1-C-“Customization/Extension” and 7-CF “Configuration Item”
- b. 6 – Medium

- #4 – No extra cost for integration between solutions – can all be done in software.
- #9 – Able to use our commodity code, but will need to configure a crosswalk.
- #35 will need configuration
- #36 – **Esignature capability**. Ivalua system allows for native plugins of popular softwares (DocuSign, Universign, and AdobeSign), but doesn't have it built into Ivalua system.

2. Supplier Portal. Tab 3, SPR-1 through SPR-23 and - p. 15 - 16

- a. 4-CF “Configuration Item”, 1-TP-“Third Party”
- b. 3 – Medium

- #1 - The Ivalua supplier portal is completely free of charge for suppliers
- #19 – Submitting of admin fee payments will require a third party payment provider.

3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43 and p. 17 - 23

- a. 5-“INT-Integration/interface”, 2-TP-“Third Party”, 1-“C-Customization/Extension”, 4-CF “Configuration Item”, and 1-N“Not Available”
- b. 7 – Medium

- Seem to meet requirements except for:
- VDR 18, 19, 20, 24, 25, 26, and 27. – All will require integration with a third party system either for tax or SOS, etc. **Ivalua system can integrate, but State needs to find their own third party solution.**
- VDR 31 – Configuration needed on workflows to meet each organizations approvals.
- VDR 32 – Does not meet requirement – vendor states due to security reasons.
- VDR 38 – 40. Although realtime, scorecards will need to be configured.
- VDR 43. Configuration needed.

4. Buyer Portal. Tab 3, BPRT-1 through BPRT-15 and - p. 23 - 25

- a. 1-“INT-Integration/interface”, 5-“CF-Configuration Item ”
- b. 3 – Medium

- BPRT 8 - Ivalua system provides the ability to drive notifications for various alerts both on screen and through email, **however not a daily summary notifications. CF needed.**

5. Need Identification. Tab 3, NEED-1 through NEED-7 and - p. 25

- a. 1-“C-Customization/Extension”, 1-“CF-Configuration Item ”
- b. 2 – Medium

- NEED 1: The fully integrated system has a single landing page when a user logs in.
- NEED 4: Ivalua system workflows have configurable steps that allow for setup in any sequence, the ability for variations to be invoked based on the context (user's organization, commodity, dollar value, geography, etc.), and workflows can be set to require specific "actors" who have profiles to either approve, amend or deny a request coming to them. Workflows include both manual (human input needed) and "automatic" steps that apply business rules to send alerts and/or route objects (Requisition, PO, Invoice, Contract, sourcing award, etc.) accordingly.

6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11 and - p. 26 - 30
 - a. 2-“INT-Integration/interface”, 1-TP-“Third Party”, 6-“C-Customization/Extension”, 38-CF “Configuration Item”, 5-ID “In Development” and 2-N“Not Available”
 - b. 21 – Medium, 2 - High
 - PRD 12 – **CLARIFY** – Does “force” attaching the terms and conditions of contract to the requisition and carry forward to POs and beyond mean the State will manually need to attach each time (transaction)?
 - PRD 15 – States no size limit to amount of data a client can store – **only cost \$\$ to consider. If enter into Contract with Ivalua make sure to spell this out in the Contract.**
 - PRD 28 – Their system can handle negative items with some configuration.
 - PRD 29 – The Ivalua system can handle \$0 value items. **It does not mention configuration.**
 - PRD 37 – **Ivalua system does not have this requirement.** They explain it as: “*This is possible if data from external sources are loaded through spend analytics for comparison. Web scraping of retail sites to compare pricing to the larger market (outside of the Ivalua system) is not supported.*”
 - WRK 1 – 28: Workflow Functionality seems to be a strong suit as it is very streamlined and customizable as needed – a big plus for States. Can meet all requirements with none to some configuration.
 - Meets most PO requirements.
 - PO 6 - Only meets ½ requirement. Creates PO # in system for you. Does not let create own PO number – would need to be configured.
 - PO 16 – Esignature – doesn’t come with the system. Will need to be State’s third party that can be integrated.
 - PO-15: System does not have the capability to have two versions of a printed purchase order.
 - **Payment Card Functionality PC 1 – 21: This is not a strong area for Ivalua. They system currently does not provide many of the requirements with a promise of an anticipated release in 2022 that will or customization. A work around will need to be established for Pcards if this system is chosen by a State.**
 - Request through Pay Receiving RC1 – 21: Meets all requirements with some configurations needed.
 - Invoicing INV 1 – 11: Meets all requirements with some configurations needed.
7. **Catalog Capability -** Tab 3, CAT-1 through CAT-40 and - p. 31 - 33
 - a. 12-CF “Configuration Item”
 - b. 2 – Medium
 - CAT 6 & 7: Meets the requirement of Unlimited catalogs and items per catalog.
 - Meets all requirements with some configurations needed.
8. **Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151 and - p. 33 - 42
 - a. 2-TP-“Third Party”, 33-CF “Configuration Item”, 8-“C-Customization/Extension”,
 - b. 6 – Medium, 1- High
 - E-signature third party applies here also.
 - Posting items to the State’s public procurement website (i.e. notice of award and solicitation documentation) requires a High amount of customization and Ivalua recommends another approach. SRC76
 - Otherwise SRC 1-151: Meets the requirements of Sourcing / Bid Management Workstream with some configurations needed.
9. **Contract Management.** Tab 3, CNT-1 through CNT-88 and - p. 43 - 46
 - a. 3-TP-“Third Party”, 24-CF “Configuration Item”, 3-“C-Customization/Extension”,
 - b. 6 – Medium
 - CNT 12 – 14 requirements – Same E-signature Third Party.
 - CNT 64 – **Concern having a link to the punchout/catalog.** Not standard functionality in Ivalua System, could be customized. Ivalua recommends a standard public item browse in which users can search by contract.

10. Vendor Performance Tab 3, VPE-1 through VPE-25 and - p. 46 - 47

a. 14- CF "Configuration Item"

- VPE 1 – 11 all require Configurations which are suggested as a questionnaire for metrics.
- Remaining items meet the requirements of vendor performance none or little configuration needed.

11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37 and - p. 48 - 51

a. 1-ID-"In Development", 7-CF "Configuration Item", 1-"C-Customization/Extension", 1-INT"Integration/interface"

b. 3 – Medium

- PDA 3 – 5: Ivalua system has a large reporting tool with a variety of adhoc reports that are exportable in common formats.
- PDA 20 – 21: Pcard related reports are not available as the system does not have the function yet – In 2022 version software update.

C. Technical Requirements: pages 53 - 67

1. Availability. *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- Page 53. Ivalua is accessible 24/7 days a week. They guarantee a Hosting SLA uptime of 99.8% outside of scheduled maintenance, which will never occur during Peak hours. Scheduled maintenance occurs once a month on a weekend around midnight and the system is down for a maximum of 30 minutes if required.

2. Accessibility Requirements. *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*

- Page 53. Ivalua is working with a third party to implement accessibility of the system in accordance with the WCAG 2.1; however, do not have right now. VPATs are completed.

3. Audit Trail and History RTM: Tab 4, TECH-1 through TECH-5 and - p. 53

- TECH 5 - In the Ivalua Solution, while a user is logged on, all actions and activities are registered, logged and time-stamped.
- Ivalua meets all the requirements, no concerns.

4. Browsers Supported - p. 54

- The general web browsers are supported (Microsoft Internet Explorer, M Edge, M Edge Chromium, G Chrome, Firefox, and Safari). Microsoft Internet Explorer compatibility mode is not supported. No concerns.

5. User Accounts and Administration RTM: Tab 4, TECH-6 through TECH-20 and - p. 54 - 57

a. 4- CF "Configuration Item"

b. 1 – Medium

- TECH 6: Access to the app is controlled by an authentication method.
- TECH 11 – Information is available in real time.
- TECH 12 – requires CF. Linked accounts set up for internal users only but can be configured to allow a supplier account.

6. User Authentication RTM: Tab 4, TECH-21 through TECH-25 and - p. 57

a. 1- CF "Configuration Item"

- TECH 22: Ivalua Solution supports SAML 2.0 protocols for Single Sign On. The Ivalua Solution has been integrated with the most popular Identity providers.
- TECH 24 – **CLARIFY** – the system has a password policy, but unsure if it can conform to the State's password change policy.

Federated Identity Management – Pages 49 – 50 and - p. 58

- Users will only require one ID and pw to access the full solution.
- 7. **Data Conversion** RTM: Tab 4, TECH-26 through TECH-34 and - p. 59
 - a. 2- N "Not Available", 2- CF "Configuration Item"
 - b. 2 – High
 - **TECH 27 – 30 are not supported** (*conversion of in-process purchase request & POs, Active Solicitation data, *All Contract data, and Vendor Performance data). *TECH 27 and 29 can be configured but are rated a very high level of complexity.
 - It seems any historical spend, user account data, and chart of accounts data requirements can be met.
- 8. **Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60 and - p. 59 - 61
 - a. 2- CF "Configuration Item",
 - TECH 35 - Ivalua totes their strong integration capabilities with major ERP systems.
 - TECH 36 – **CLARIFY**. They list that they can import and export data with 3 out of the formats the State requests in the requirements. **What about the others?**
- 9. **Office Automation Integration** RTM: Tab 4, TECH-61 and - p. 61
 - Meets all Word products mentioned.
- 10. **Mobile Device Support** RTM: Tab 4, TECH-62 and - p. 61
 - Is responsive on a mobile device screen, **but does not have a mobile app.**
- 11. **Mobile Applications** - TECH 62 and - p. 61
 - TECH 62 - Ivalua works with Internet Explorer, Edge, Firefox, Chrome, and Safari.
 - **Does not have a mobile app.**
- 12. **Data Ownership and Access** - p. 62
 - States remain owners of their own data and control own data.
 - Through term of the contract, State can export data using features available in the Ivalua system through the Query extraction tool.
- 13. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63 and - p. 62
 - **CLARIFY** Ivalua responded in TECH 63: *"Ivalua maintains data in its systems with Ivalua's data retention schedule."* But on page 62 it's the **State's** data and they decide what information to be stored, how, when in accordance with the Contract.
- 14. **Disaster Recovery Plan** - p. 62 - 63
 - Ivalua does have a Business Continuity (BC) and a Disaster Recovery (DR) Program based off on ISO/IEC 22301 standard framework. The plan is reviewed and approved by Ivalua management annually. Additionally, this is communicated to all relevant stakeholders.
 - Have secondary servers geographically located elsewhere.
- 15. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67 and - p. 63
 - Provided 3 environments (Development, Acceptance, and Production).
 - Training or other environments are EXTRA.
- 16. **Solution Technical Architecture** - p. 63 - 65
 - Ivalua cloud features a "multi-instance" architecture of which isolates all customers' data from each other.
 - All interactive end user activities are performed using a standard Microsoft, Firefox, or Chrome web browser. There is no requirement for customers to install any client software on any desktop, laptop, tablet, or smart phone to access their Ivalua instances.
Application Arch. – Servers are in undisclosed location. The app. is built on Microsoft 64-bit technology stack, including .NET, C#, ASP.NET SQL Server and SQL Server Analysis and open standards such as REST Web Services, JavaScript, HTML, XML, and JSON.
 - Ivalua also provides an EDI tool as part of the products supporting SFTP interface, AS2 and REST APIs, Ivalua Solution also integrates off-the-shelf packages (COTS and Open Source).
 - Diagrams provided.
- 17. **Solution Network Architecture** - p. 65 - 66
 - Diagram provided. All Ivalua's data center/laaS partners adhere to stringent data center certifications such as: ISO 9001/14001/ISO 27001/SOC I and II
- 18. **System Development Methodology** - p. 66 - 67
 - Seems to meet.
- 19. **Service Level Agreement** - p. 67

- Ivalua attached their own SLA, but I do not see where they reviewed the RFP's SLA or commented on it.

D. Security Requirements: p. pages 69 - 81

- 1. Cloud Security Alliance (CSA) Compliance**
 - CAIQ completed.
- 2. Security and Privacy Controls**
- 3. Security Certifications**
- 4. Annual Security Plan**
- 5. Secure Application and Network Environment**
- 6. Secure Application and Network Access** – Tab 5, SEC-1 through SEC-6.
 - Requirements in this section are met.
- 7. Data Security** – nothing to add.
- 8. Personally Identifiable Information Protection** – nothing to add.
- 9. Security/Privacy Issue Occurrence** – nothing to add.
- 10. PII Data Actual/Attempted Access or Disclosure** – nothing to add.
- 11. Security Breach Reporting** – nothing to add.

E. Implementation Services Requirements: pages 83 - 101

- **Project Management**
 - KPMG will provide a dedicated senior PM.
 - They mention similar projects in Alabama, AZ, Ohio, and Vermont.
 - Key PM tasks KPMG commits to:
 - Establish PM Office and Project Governance
 - Scope Management
 - Schedule Management
 - Budget Management
 - Quality Management
 - Resource Management
 - Communication Management
 - Risk Management
 - Issue Management
 - Set up program logistics
 - Align on project templates for status reporting
 - Establish and execute program meeting and communication plan
 - Execute program and governance management processes
 - Execute progress status reporting
 - Perform ongoing risk mitigations and issue tracking
 - Execute project change control and escalation process
 - Setup processes for and conduct Steering Committee updates per your organization's structure
 - Coordinate with eProcurement solution provider CSM
 - Manage all dependencies are accounted for across all parts of the implementation.
- **Project Implementation Methodology p. 101 – 112**
 - KPMG calls their implementation methodology "Powered Procurement" and label it as a proprietary and accelerated Enterprise Business Transformation approach for Ivalua and other cloud-base solutions. Additionally, they claim acceleration through proprietary tools and templates. The tools mentioned are all very familiar PM tools, unsure how proprietary they are.
 - KPMG describes the following approach/methods for implementation to accelerate their process:
 - Vision
 - Validate
 - Construct
 - Deploy
 - Evolve
 - Supplier Enablement
 - Change Management

- Learning and Development
- **Catalog Support Services p. 112 – 115**
 - Ivalua has a robust catalog capability for items within the system.
 - For items outside the system, KPMG offers to deliver and support a marketplace solution.
- **Data Conversion Services p. 115 – 123**
 - KPMG will work with the State to define the data conversion strategy and convert in three steps:
 - Extract
 - Transform and load
 - Data reconciliation
- **Interface/Integration Development Services p. 123 – 128**
 - KPMG will help perform for the State with the assumption (page 128) that there will be middleware solution or adapter to manage the integration of data between Ivalua, your ERP, and any optional applications.
- **Organizational Change Management (OCM Services) p. 128 – 138**
 - KPMG describes their OCM methodology as proprietary and calls it “Make It” methodology; however, it’s typical OCM.
- **Training Services – p. 138 – 148**
 - Will provide all training as requested / required.
- **Help Desk Services - Tab 6 IMPL 1 – 5 and – p. 148 - 149**
 - KPMG will develop the appropriate support strategy. They will train all help desk staff to prepare for ongoing post implementation support. They offer to provide level/tier 2.
 - Tier 1 is to be provided by the “Client”
 - Tier 2 is to be provided by KPMG
 - Tier 3 is to be provided by Ivalua or Client, depending on whether the issue is with the Ivalua system or the Client-side integration/interface.
- **On-Site System Stabilization Support – p. 150**
 - Meets some of the onsite system stabilization support. – Handles it through level /tier 2. negotiation suggested

F. Managed Services Requirements: 154 - 166

1. **Solution Support – p. 154 - 158**
 - KPMG provides what they call Powered Evolution services to help sustain the State’s investment.
2. **Organizational Change Management (OCM Services) – p. 159 - 160**
 - Yes, see above, meets requirements.
3. **Training Services – p. 160 - 162**
 - Yes, see above, meets requirements.
4. **Catalog Support Services – p. 162**
 - Yes, see above, meets requirements.
5. **Help Desk Services – p. 162 - 163**
 - Partially meets req’ts. It is unclear whether KPMG would provide Tier 1 support or if the Participating Entity must provide that level. Note that in the Support Services section on pg. 155 the Table list “Base Services” refers to L2 and L3 support which implies that the Participating Entity is providing L1 (Tier 1) support
6. **Transition Out Assistance Services – p. 163 - 165**
 - They provide a complete transition out assistance service plan.

G. Other Available Services: p page 167 - 175: RTM: Tab 7 MNGD-1

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

- **Strategic Sourcing:** Provide “strategic sourcing process entails spend analysis, market analysis, demand research, go-to market strategy development, bid document creation, bid evaluation and analysis, supplier negotiations, and contract awards.”

- Should-Cost Modeling: Provide cost modeling using “Data Engineering, External Market Data Library, Granular Economic Modeling, Advanced Root Cause Analysis”.
- Contract Performance Management (CPM): Provide contract management for the State/Entity, identifying contract leakage and taking corrective action.
- Localization Support: “help onboard the remaining agencies as a part of the post implementation activities”... “loading data, training end users, and deploying the solution”.

H. Video Demonstrations:

- Yes
 - Cooperation; Use of information and State Materials.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (KPMG)

CATEGORY #(s): 1

DATE: (09/22/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Ivalua solution
- Full-scale procurement transformation solutions; help optimize “Source-to-Pay” processes
- 300+ eProcurement implementations
- Powered Enterprise approach, pre-configured, eProcurement solution, providing a set of leading practices as a starting point to map requirements
- Challenges and trends for government procurement
- Factors shaping the future of procurement

2. Previous Projects

- State of Ohio – eMarketplace, Supplier Management, Procure-to-Pay. Source-to-Contract
- State of AZ - Vendor Management, Requisitions, Purchase Orders, Receipts, Invoices, Master Data, and Inventory
- State of Alabama - Master Data (Suppliers, Chart of Account Elements)—Budget Validation—Purchase Orders—Invoices
- Teachers Retirement System of Texas - Source-to-Pay implementation, including general platform, supplier management, purchase request/intake, sourcing, contract authoring and management, KPMG proprietary tool cognitive contract management (CCM), purchase/change order, invoicing, payment, and reporting
- CalTRANS - Supplier Information (internal facing only) and Contracts modules

3. Subcontractors

- Ivalua
- Description and qualifications

4. Organizational Chart

- Combined state, KPMG, and Ivalua proposed eProcurement org chart
- Roles defined

5. Litigation

- no pending litigation that would materially affect KPMG's operations or ability to perform services for this RFP

6. Financial Viability

- Unaudited condensed balance sheets provided from 2020 - 2018
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: KPMG
CATEGORY #(s): 1
DATE: 12/21/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

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Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **Ivalua solution** implemented by KPMG. single point of entry smart routing compliance portal open marketplace environment integration workflow document management reporting configurable transparency

User Experience **Human centered design** streamlined experience home page for users

Bidder Best Practices and Roadmap **New releases** solution utilizes latest technologies updates are timely alternative processing approaches and best practices product road map simpler seamless

Innovations and Value-Added Features/Services **Help desk?** Advanced services procurement RFX profiles configurable profile seniority configurable working duration work assignments time and material purchase requests timesheet receiving expenses vendor master management.

Customizations/Extensions **Ivalua SaaS platform** relies on configuration, not custom code – The functional requirements (RTM) offer numerous customizations.

Alternative Funding Models **KPMG proposes** -that the Participating Entity pay a reduced fixed fee and finance a portion of the program cost through a transaction fee-based funding model. Fixed fee payment reduced to 50 75% of implementation costs. A transaction fee of 1- 3 percent added to every purchase order processed. **Option 2** Value based funding model - Value levers R strategic sourcing, spend visibility, spend compliance, early payment discounts, improved P card usage , supplier payment method, process efficiency improvement.

Contract Transition and Flexibility **will work with the participating entity to assess.**

Functional Requirements

General Functionality - 1 Customization with medium level up effort , 7 configurations w/5 med 2 low loe, and 32 out of the box.

Supplier Portal - 4 configuration w/2 medium and 2 low level of effort, 1- 3rd party w/med effort and 18 out of the box

Supplier Enablement/Management 4 integrations w/med effort, 1 customization, 4 configurations with low level of effort, 1 not available, 2 third party with medium level of effort, 1 third party and integration with medium level of effort, and 30 out of the box.

Buyer Portal 5 configurations w/2 medium and 3 low effort, 1 configuration with medium Loe, and 9 out of the box

Need Identification 1 Customization with low effort, 1 configuration with low effort, and 5 out of the box

Request through Pay 40 out of the box, 1 n/a, 21 configurations with low and medium LOE, – **Purch Req**, 4 Configurations with 1 med and 3 low effort , 1 customization with medium level of effort, 1 third party with low level of effort comma 26 out of the box for **Wrkflw mgt**, 2 customizations with medium level of effort, 8 configurations with low and medium level of effort, 19 out of the box for **PO gen and mgt**, 6 customizations with 2 low and 2 medium and 2 high level of effort 21 out of box for **Pcard**, 1 configuration

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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w/low effort, 1 business process with low level of effort, One customization with low level of effort, 7 configurations with 1 low and 6 medium level of effort, and 14 out of the box for **Receiving**, 2 configurations with low level of effort, 9 out of the box for **invoicing**.
Catalog Capability 12 configurations w/medium (2) and low (10) LOE, 1 Not available, 27 OOBX
Sourcing/Bid Management 33 Configurations with medium and low level of effort , 2 third parties with low level of effort, 8 customizations with 1 medium and 7 low level of effort, 108 OOBX
Contract Management 3 customizations with low level of effort, 24 configurations w/low and medium LOE, Three Third parties with low level of effort , 58 OOBX
Vendor Performance 14 Configurations with low level of effort , 11 OOBX
Purchasing/Data Analytics, 1 customization with medium level of effort, 7 configurations with low level of effort, 1 in development with medium level of effort, 1 integration with medium level of effort, 27 OOBX

Technical Requirements

Availability Accessible 24 hours a day seven days a week hosting SLA uptime 99.8% outside of scheduled maintenance.

Accessibility Requirements Working towards meeting WCAG 2.0 level AA. Working with third party company to audit and value a platform VPAT completed in available upon request

Audit Trail and History All user actions and activities are registered logged in time stamped. Every transaction created every status change every movement to the next step in a workflow in every addition or deletion of a data item is logged. If audit trail must be activated for specific field the auditable checkbox can be marked corresponding to the field on the value a table.

Browsers Supported Internet Explorer all Microsoft supported versions , Microsoft Edge last three major releases, Chrome last three major releases, Firefox last three major releases.

User Accounts and Administration Application pages and functions are controlled by profiles , authorization, and perimeters. A perimeter can be geographic or functional , or a combination of both. User roles and user access are defined through administrative components. Only users with the appropriate profile can load a page or execute a function. Possible to limit the data access of business objects on a per user basis.

User Authentication Supports multiple authentication schemes; login password authentication, single sign on with saml 2, two factor authentication, reverse proxy II S agent. Password rules are fully customizable.

Federated Identity Management– supports SAML 2.0 protocols for Single Sign On

Data Conversion Conduct a data assessment. Data strategy will be established identifying the data conversion scope. Leverage ivalua tools. Combination of ivalua and participating entity resources perform data conversions which include methodology to perform several iterations in small batches to test and validate. Too Simple? Data cleansing not evident at the source or during testing.

Interface and Integration Integration capabilities with major ERP systems and standard integration with suppliers and 3rd party business services. Offer standard interface templates out of the box.

Office Automation Integration Word excel and PDF

Mobile Device Support Screen menus change from PC layout to mobile friendly layout.

Mobile Applications Mobile solution is not based on mobile app but mobile web solution

Data Ownership and Access Applies a single data classification to all customer data. Internally customer data is confidential and limited to a small number of individual individuals on a need to know basis.

Customers remain the data owner and data controller of all data and control it in accordance with their access control data retention and data classification policies. Through the term of contract customers can export data.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: KPMG
CATEGORY #(s): 1
DATE: 12/21/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Date Retention, Archive and Purge Considerations Customers decide what information is to be stored, how it is to be used, and how long it is retained. I value a does not delete or modify customer data unless requested by the customer , and only processes data in accordance with contractual obligations and customers configuration of their instances

Disaster Recovery Plan BC and Dr program is based on ISO I EC 22301 standard framework and is tested annually. Not clear if clients are involved with testing unless they are relevant stakeholders.

Solution Environments Development, acceptance, production.

Solution Technical Architecture Multi instance architecture delivers a logical single tenancy by isolating all customers data from each other. Application servers are in a discrete network segment. Database layer consists of database servers, installed in a discrete non Internet routable network segment. No Co mingling of any customer data between application instances and databases.

Solution Network Architecture Dedicated DMZ, network segmentation, dedicated URL, and site to site VPN which is a paid service. Intrusion detection system and intrusion prevention system monitors. Firewalls filter inbound and outbound connections to the Internet as well as between intra sites VLAN zones. VLAN partition various networks. Principle of least access. Monitoring logs unexpected network activity and notifies staff in real time via emails and text messages physical access control through identity control, badge access, interior and exterior video surveillance . Security guards 24 7365 dedicated locked racks on interruptible power supply with diesel generator redundant heating ventilation air conditioning firesafety inert gas all components are fully fault tolerant including uplinks storage chillers HVAC systems HV AC everything is dual powered.

System Development Methodology Open web application security project OWASP. Secure SDLC policy and procedures. New features are evaluated for security impact during design phase with regular code reviews peers and SA St tools. Tested for effectiveness during the QA process. Development process based on agile methodology with iterative approach. Penetration testing conducted prior to major software release by independent security firm. Cloud services are in accordance with NIST security focused configuration management of information systems guidelines. All application changes and updates are at the customer request and controlled by the customer they are performed behind the scenes for minor updates or through scheduled downtime for major updates.

Service Level Agreement SLA performance credits When performance falls below 99 point 8%. RTO 48 hours 8 hours 4 hours RPO 24 hours 24 hours 12 hours these are standard premium and platinum service levels and presumably additional cost

Security Requirements

Cloud Security Alliance (CSA) Compliance CAIQ completed

Security and Privacy Controls currently validating controls and safeguards against NIST SP 800 53 revision 4 moderate

Security Certifications ISO IEC 27001, SOC2 , ISAE 3402 Europe , annually audited for HIPAA. Not currently audited for PCI DSS compliance. Fedramp ready with our Gov cloud

Annual Security Plan Ivalua has built its security program and implemented an Information Security Management System (ISMS) in accordance with ISO-27001. The security controls deployed are in alignment with ISO/IEC 27001 and NIST SP 800-53 "Moderate" baseline requirements to address the information security risks. We are certified SSAE-18 (US) and ISAE3402 (Europe).

Secure Application and Network Environment Ivalua has implemented proactive security procedures, such as perimeter defense and network intrusion prevention systems to secure its perimeter. Dedicated DMZ, network segmentation, dedicated URLs, and Site-to-Site VPN (note: a paid service) are some of the other measures implemented to protect customer instances from cyber-attacks.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: KPMG
CATEGORY #(s): 1
DATE: 12/21/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Secure Application and Network Access Ivalua uses a variety of strong encryption and key management protocols, cyphers, and processes from encrypting data/files in transit and at rest

Data Security Ivalua Solution architecture leverages a multi-instance tenancy model on shared servers. Our model creates a very distinct boundary between the data of each client. Each client application instance runs under a dedicated application pool process with a client dedicated identity. This model also facilitates the ability to perform upgrades and maintenance on an individual basis without impacting other clients' instances.

Personally Identifiable Information Protection compliance with the GDPR

Security/Privacy Issue Occurrence Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours. Details, special cases, and additional terms can be discussed during discovery.

PII Data Actual/Attempted Access or Disclosure same as above

Security Breach Reporting same as above

Implementation Services Requirements

Project Management KPMG project management methodology an approach includes APP M overview toolkit and governance model which includes scope, schedule, budget, quality, resource, communications, risk, and issue management. Robust offering.

Project Implementation Methodology KPMG's Powered Procurement is a proprietary and accelerated Enterprise Business Transformation approach

Catalog Support Services To enable the correct catalogs within your Ivalua, KPMG takes a methodical approach in identifying the correct suppliers fit for punch-out and hosted catalogs. Our approach consists of the following: Vision, validate, construct, deploy, evolve.

Data Conversion Services KPMG overall data conversion from your legacy system consists of three broad steps extract, transform and load, data reconciliation. Initial data extract, mock data extract, production data extract, data cleansing and harmonization, transform and load process, quality assurance and reconciliation data load templates cognitive contract management optional.

Interface/Integration Development Services KPMG will use the Ivalua platform model to configure (rather than code-level customization) and includes its own workflow engine, document management support, SOA/web- service integration capabilities, template/field/form and related editing, security, reporting, collaboration, and third-party supplier/partner network connectivity at the core.

Organizational Change Management (OCM Services KPMG's approach to Organizational Change Management and Training (OCMT) is centered around engaging the right people, at the right time, with the right information. Robust methodology.

Training Services Our approach to training your organization's end users, system administrators, help desk staff, and suppliers to use Ivalua is centered on several key components; for instance: —An integrated organizational change management and training approach and methodology that drives adoption and aligns to the phases of the transformation —A Target Learning Model which builds on our experience and a robust Training Needs Assessment to deliver a robust approach to training—A collaborative approach to work with your organization and its project members to provide a strong and sustainable training solution—A blended learning approach for both internal and external stakeholder groups that helps raise end user confidence and reinforces increased retention and adoption—A comprehensive Train-the-Trainer (TTT) program to train your identified trainers, change agents, and super users so they are ready and able to deliver end user training to their colleagues—An emphasis on internal staff preparation via Ivalua Academy and knowledge transfer sessions to help enable a Post-Implementation Transition Plan that builds lasting knowledge of the Ivalua platform. KPMG approach aligns with our implementation plan.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 1

DATE: 12/21/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Help Desk Services The KPMG Service Desk will augment existing Help Desk capability by providing Case Management support for client Power Users via tickets raised through KPMG's ServiceNow ticketing system. Tickets will be assigned to Tier 1/Level 1 (L1) Support (Client i.e. your organization), Tier 2/Level 2 (L2) Support (KPMG), or Tier 3/Level 3 (L3) Support (eProcurement solution provider or Client IT Support) as applicable. KPMG/KPMG subcontractor can provide Tier 1/Level 1 support as well, which would be contracted by your organization. Defect resolution will include a root-cause analysis, solution explanation, testing, and deployment.

On-Site System Stabilization Support post go-live, post-implementation support/Hypercare will be provided to your organization by KPMG to address defects and transition to steady state run and operate mode for a period of three months. Post-implementation support will be a blend of on-site (implementation project team members) and off-site resources (KPMG Service Center for Help Desk Support).

Managed Services Requirements

Solution Support KPMG's Powered Evolution services help sustain your investment in the Target Operating Model (TOM) by keeping it refreshed and maintained after the post-implementation stabilization phase. This helps ensure that your processes continuously improve and extend capabilities and capacity as your business evolves. Robust offering.

Organizational Change Management (OCM Services Post implementation, our Organizational Change Management & Training (OCMT) practitioners help create a sense of consistency as technical changes arise. We do this by working with the implementation team to help maintain stability as the solution reaches a larger audience and as testing is conducted. Our OCM team works with Manage Services throughout the duration of Ivalua Hypercare, standard and / or enhanced support, Optional Service Packs or T&M.

Training Services KPMG will devise and implement a training program that will incorporate your organization's evolving policy and procedure changes and allow both Operations staff and general users to remain current and compliant with these policy and procedures, as related to the solution. Operations staff also need to be equipped with answers to "How do I?" questions that users might present.

Help Desk Services KPMG's ServiceNow ticketing system.

Transition Out Assistance Services Powered Evolution Managed Service Termination Framework - phased approach allows KPMG to hold formal toll gate discussions as check points – robust offering.

Other Available Resources Strategic Sourcing, Contract Performance Management, Localization support,

Video Demonstrations

- Supplier portal
- Solicitation and bid module
- Scoring options
- Contract linked to sourcing event
- Renewal reminders
- Clause library
- Workflow flexible and configurable
- Shop
- Analytics with ADHOC and Dashboard reporting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 1-Full Solution

DATE: 8/23/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Large company; good representation of 4 states and 3 local government initiatives
- Called out implementing Ivalua 7 out of past 9 projects
- Unsure if KPMG is consulting only
- Preconfigured solutions; do not allow unique procurement laws to be included
- Jargon with solutions, not very specific

2. Previous Projects

- Ohio is complete solution; no ROI identified
- Alabama very limited implementation primarily financial activities; too early to validate (go live 6/28/2021)
- Teachers retirement system of Texas is very limited in scope compared to statewide scope required, hasn't gone live yet still in implementation

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3. Subcontractors

- Ivalua is new to full solution implementation (2013) previously source to pay since 2000.

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4. Organizational Chart

- KPMG acting as project manager; significant customer requirement
- Implementation of Ivalua solution
- General descriptions, not specific to NASPO

5. Litigation

- Non Answer.
- Appears they are declining to disclose as requested

•

6. Financial Viability

- Did not provide D&B financial data but references a good credit rating from them. What is in the B&B report that is unfavorable that KPMG does not provide is as requested.
- Financial reports are not audited, brings accuracy into question; overly condensed and only for short period; high debt to partners.

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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 1/4/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

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Individual SME Comments:

General Principal and Requirements

- Proposing Ivalua Solution
- QUESTIONING – Option for hybrid reduced fee with transaction fee is not possible for all states
- QUESTIONING – What is anticipated throughout if 1-3% covers up to 75% of implementation fee
- QUESTIONING – Value based option show challenge to ROI
- POSITIVE– Routing workflow appears efficient
- QUESTIONING Is/can MWBE be broken out into subcategories or customized?
- QUESTIONING Search 360 appears to be level 2 punchout but uncertain if that is the functionality
- POSITIVE – document management across modules is very efficient
- QUESTIONING – Is FedRAMP ready the same as FedRAMP certified?

Functional Requirements

- QUESTIONING – Is every supplier even for low dollar purchase required to establish an account?
- QUESTIONING – Can Supplier portal import other ERP solution data
- QUESTIONING – can buyers be restricted to certain business practices?
- POSITIVE – Audi workflow is good. How long is it maintained?
- QUESTIONING – are hosted catalogs searchable withing the solution and not just independently?
- POSITIVE – Search 360 ability to consider punchouts in the search
- POSITIVE – Document versioning
- INTERESTING – Public portal can act similarly to current webpage activities
- POSITIVE – MS Word document synching seems a valuable tool to save time. Would like to see more on what that looks like
- POSITIVE – reporting seems to give the user many options

Technical Requirements

- POSITIVE – multiple authentication options
- QUESTIONING – Data conversion seems very tentative and non-committal to success, just explains a very broad set of all potential options
- QUESTIONING – What ERP systems are supported?
- QUESTIONING – WebKit is for iOS. How are PC devices supported?
- POSITIVE – different environments are needed to properly test

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 1/4/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- QUESTIONING (p.70) When will Ivalua be compliant with PCI-DSS for payment cards
- QUESTIONING – How long is the FedRAMP process to become authorized?

Security Requirements

- POSITIVE – limitations of access based on need
- POSITIVE – data at-rest and in-transit encrypted
- QUESTIONING – Customer data is limited, but customer should apply access controls. What responsibility does Ivalua have in a breach?
- QUESTIONING – What does Ivalua do in a breach situation aside from notification within 72 hours?

Implementation Services Requirements

- QUESTIONING – Unknown value of KPMG implementing.
- POSITIVE – Noted on time and within original budget
- POSITIVE – Stronger project management response
- POSITIVE – different levels and types of training identified
- QUESTIONING – Selecting which vendors to implement catalogs typically require a contract award
- QUESTIONING (p.98) 90% of tickets level one and solved within 1 hour. Does this demonstrate a challenge to client training quality?
- QUESTIONING – Imbalance of customer resources to Ivalua resources.
- QUESTIONING – very general process information. What percentage of clients achieve implementation on time and within original budget?
- POSITIVE – different levels and types of training identified
- QUESTIONING (p.98) 90% of tickets level one and solved within 1 hour. Does this demonstrate a challenge to client training quality?

Managed Services Requirements

- Standard services presented
- QUESTIONING – What data retention schedule

Video Demonstrations

- POSITIVE - Modules
- INTERESTING – FOIA request from the solution
- POSITIVE – repository for documents
- POSITIVE – Other third-party integration (which ones?)
- POSITIVE – Catalog Management
- POSITIVE – Roles
- POSITIVE – Workflows and notifications on dashboard
- POSITIVE – Good supplier data
- NEGATIVE – P2P information limits supplier access to RFPs?
- INTERESTING – Project types can be for individual low dollar quotes
- QUESTIONING – are Outlook addresses imported for SME's?
- QUESTIONING – how are suppliers not in the system notified and able to respond?
- POSITIVE – email templates are good

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 1/4/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- **NEGATIVE** – How are small businesses with technology challenges able to respond?
- **QUESTIONING** – Have SME expressed concern with challenges to evaluate, there are many steps and files to review?
- **QUESTIONING** – how are no definite quantity awards considered
- **POSITIVE** – contract templates
- **INTERESTING** – Parent child hierarchy
- **POSITIVE** – proposal pricing comes from vendor bid
- **POSITIVE** – Edit versioning is good
- **POSITIVE** – workflows triggered by sections edited are efficient
- **POSITIVE** – use of DocuSign
- **QUESTIONING** – Is punchout/hosted search Tier 2 supplier search
- **QUESTIONING** – do requisitions link to PeopleSoft data?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): CAT 1 STAGE 1

DATE: 08/24/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - KPMG and Ivalua - since 2013
 -
 -
2. Previous Projects
 - State of Ohio
 - State of Arizona
 - State of Alabama California Dept Transportation, Teachers Retirement of Texas
3. Subcontractors
 - Ivalua will be a subcontractor to KPMG
 -
 -
4. Organizational Chart
 - Project roles and responsibilities
 -
 -
5. Litigation
 - Yes. Not listed
 -
 -
6. Financial Viability
 - Unaudited balance sheets
 - Not formally rated by d & b
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Overall

Appendix B -31 exceptions to Maine T&Cs

- 28 exceptions to the NASPO ValuePoint T&Cs

- Added terms for Help Desk and Managed Services:

o Definitions

o Provider Services Personnel

o Term and Termination

o Disclaimer and Limitation of Liability

o Indemnification

o Cooperation; Use of information and State Materials

Page 180-187 Assumptions

General, pg. 181/182

o 1st bullet: Participating Entities will "contract directly with the eProcurement Solution provider for the software licenses and with KPMG for implementation services". CONCERN, this may not be possible with some States or other Participating Entities based on their laws.

o 4th bullet: pricing is "subject to five percent year-over-year increase". CONCERN, not all Participating Entities can agree to an automatic price increase. In some cases they may need to use a Term/Condition for price increases based on an index instead. NEGOTIATION, suggest negotiating this.

o 7th bullet: "KPMG assumes up to 25% travel". NOTE, pricing reflects this amount of travel expense.

NEGOTIATION, suggest having a means to reduce costs if a particular project does not need this much KPMG travel.

o 14th bullet: WEAKNESS... KPMG "may not be permitted to participate in a NASPO ValuePoint Administrative Fee or a State imposed administrative fee under this contract"

- Project Related, pg. 182-184

o 1st bullet: Fixed prices assume implementation periods of Small State=12 months, Medium State=15 months & Large State=24 months. CONCERN, this may make the prices between proposals not be comparable. Also, the time period for Small and Medium is too short.

o 2nd bullet: "Implementation plans provided assume 15 pilot agencies during each implementation. Any additional agencies/localization is out of scope and may be contracted by your organization as a change order." CONCERN, it is unrealistic to have

assumed the same number of agencies for each size of State. So the pricing is not realistic and also not going to be comparable to other proposals.

o 9th bullet: "any modifications to the out of the box functionality requiring custom code" is limited to only situations where there are "statutory requirements". CONCERN, there may be RFP/RTM req'ts that end

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up requiring "custom code" so suggest getting this language modified to include any changes necessary to comply with RFP/RTM reqts. NOTE, this assumption is repeated under reports (10th bullet, pg. 186) o 13th bullet: "Client will procure five environments". CONCERN, on pg. 63, "Solution Environments" it refers to 3 environments. Need to CLARIFY what is included in the pricing.

o 15th bullet "up to three supplier management questionnaires" will be configured. NEGOTIATION, suggest getting this number increased to five for Medium and Large State implementations.

o 16th bullet: "will configure up to five contract templates". NEGOTIATION, suggest getting this number increased to ten for Medium and Large State implementations.

o 17th bullet: "maximum of 25 configured fields". NEGOTIATION, suggest getting this number increased to 50 for Medium and Large State implementations.

o 19th bullet: "eProcurement system is considered the system of record for eProcurement supplier information". CONCERN, some Participating Entities may have to have the Finance System be the system of record, depends on the implementation. Suggest NEGOTIATING to strike this assumption.

o 24th bullet: "During hypercare" the Participating Entity will "perform Tier 1 support". "KPMG will act as Tier 2 support" and Ivalua "will act as Tier 3 support". NOTE, need to check this against the narrative regarding Implementation Services HELP DESK.

- Help Desk/Managed Services (pg. 184-185)

o 1st bullet: Participating Entities will be limited to 25 users that can submit tickets to the KPMG Service Desk. NEGOTIATIONS, suggest increasing this number for Medium and Large States.

o 3rd bullet: On-going help desk services assumes that the Participating Entity will provide "Tier 1 support". NOTE, need to check this against the narrative regarding Managed Services HELP DESK.

o 6th bullet: "assumes approximately 1% of the users will call/day with an average call duration lasting between 10 to 20 minutes". CONCERN, what about support for Suppliers? Are they considered "users"?

o 7th bullet: "20 to 35 calls/analyst/day is assumed (8:00 AM to 5:00 pm local time)". CONCERN, unclear how this metric fits with the "1% of the users" in the previous bullet. Also, what is meant by "local time"?

Also, same question as previous bullet regarding Suppliers.

o 9th bullet: End-user support numbers. WEAKNESS

§ the "Total end-users" count does not match the Cost Workbook req'ts.

§ The "At Go-live" numbers are too low

§ "Ramp-up" numbers based on quarters along with the implementation plan months in the Projects assumptions means Large doesn't get to 8000 users until end of 3rd year of implementation and just past 2 years for Medium and Small. This is not realistic.

o 10th bullet: WEAKNESS, Supplier support numbers for "Total Suppliers" should be 50,000 for each size State according to the Cost Workbook req'ts. Also the numbers are too low for "At Go-live".

o 13TH bullet: SLA metrics.

§ KPMG is only agreeing to two of the 10 Production SLAs, Catalog Onboarding/Maintenance and External Sources Onboarding.

§ KPMG is not agreeing to any of the Implementation SLAs

§ Ivalua is responsible any other SLAs and according to the Service Level Agreement section (pg. 67) they have their own "hosting and maintenance SLA".

§

- Reports/Conversion/Interfaces, pg. 185/186

o 1st bullet: Limits the number of reports for each size of State. NEGOTIATION, suggest increasing to at least twice the listed numbers.

o 16th bullet, pg.186: "only active suppliers, purchase orders, and contracts will be converted/moved".

NOTE, this conflicts with Implementation Req'ts Data Conversion Services, pg. 118-120, which states the "preliminary recommendation of the data conversions based on the req'ts state in the RFP" includes In-

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DATE: 12/20/2021

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DEPARTMENT/STATE: Purchasing North Dakota State University

process Requisitions, Approve Requisitions, Purchase Orders Transactions, Solicitation Data, Contract Data, Vendor Performance Data, User Account Data, Chart of Accounts Data and Historical Spend Data.

o 10TH BULLET: “any modifications to the out of the box functionality requiring custom code” is limited to only situations where there are “statutory requirements”. CONCERN, there may be RFP/RTM req’ts that end up requiring “custom code” so suggest getting this language modified to include any changes necessary to comply with RFP/RTM reqts.

- OCM/Training, pg. 186/187

o 4th bullet: Client required to do “analysis of historic purchasing data...” NEED TO CHECK OCM SECTION TO SEE IF THIS ANALYSIS IS INCLUDED.

o 5TH bullet: KPMG will leverage your organization’s current Learning Management System”. CONCERN, there will be some Participating Entities that do not have LMS’s. What will the impact be?

o 7th bullet: Limits the number of “Client end users”, “Key Technical Resources” and “Help Desk Administrators” to be trained. NEGOTIATIONS, suggest that getting these numbers increased.

o 8th bullet: TTT is limited to not “exceed three weeks”. WEAKNESS, this is too short a timeframe to learn the entire system and it will not fit into a phased implementation where training is divided among the phases.

General Principal and Requirements

Key Solution Functionality Elements

3-7	<ul style="list-style-type: none">• Single point of entry – a single initiation points for all procurement activity. –• Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway. –• Compliance – a technology solution that has business rules and controls “baked in” (See APSM). –• Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users. –• Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces. –• Integration – batch and Realtime with existing financial management and other core systems. –• Workflow – a configurable, rule/role-based approval automation. –	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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	<ul style="list-style-type: none"> • Document management – automated solution to create, transact and store documents. – • Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics. – • Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually. – • Transparency – provide public and internal visibility into purchasing activity and outcomes. 	
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User Experience

7-8	<p>Users have their own home page. Unique to their profile. Workers access their workflow from their homepage. Each user is given one or multiple roles in the system which is tied to a series of authorizations. This limits what the user can do, what they can see and determines workflow steps throughout the system.</p>	
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Bidder Best Practices and Roadmap

8-11	<p>New releases – delivered by R & D division twice a year. Client decides when to upgrade and with which major version. Latest technology – Achieved security status for being Fedramp ready. Updates are timely. Alternate approaches – best practices have been built in to the public sector tailored solution. Product Roadmap - Public Sector customer base is strong and growing, as such we continue to invest heavily in developing specific capabilities to meet Public Sector Procurement needs. We have a dedicated Public Sector team that interfaces with R&D to ensure necessary and innovative Public Sector requirements and functionality are prominently featured on the roadmap.</p>	
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Innovations and Value-Added Features/Services

11-13	<p>Available should they be of interest</p> <p>Help desk Advance Services Procurement Expenses – being submitted from workers. Expense stream handles the flow of claims. Vendor Master Management</p>	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Customizations/Extensions

11	Relies on configuration, not custom code. All coding changes on the Ivalua platform are part of the release cycles and therefore part of the baseline product.	
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Alternative Funding Models

11-12	Hybrid fixed fee – reduced price and pay per transaction Value based – internal saving	
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Contract Transition and Flexibility

13	They will work with entity to assess the above and other factors and mutually agree to transition	
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Functional Requirements

General Functionality

15		
15-16	Ivalua's single complete unified suite will provide participating organizations with a highly configurable, robust, and comprehensive e-Procurement Solution, purpose built for the public sector. Ivalua is a cloud based, SaaS solution RFP# 202102021 eProcurement Solutions and Services File 3 Ivalua Inc. CONFIDENTIAL © 2021 Ivalua, Inc. This document contains information confidential and proprietary to Ivalua. The information may not be used, disclosed, or reproduced without the prior written authorization of Ivalua. Page 16 and offers the most comprehensive, natively built Source-to-Pay suite in the market which includes Public Portal, Supplier Risk & Performance Management, Sourcing, Contract Management and P2P processes, standard integrations and extensive system administration and reporting capabilities	
GEN 15	Transaction print formulas are based on the layout of the page and may need additional effort	weakness

Supplier Portal

15-16	"free supplier portal where suppliers may perform self-registration and other activities with their customers" - "have unlimited suppliers with unlimited users registered to do business" - "register with basic information such as their tax identification number, email address, and company name to establish an account" then they "will have	
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	access to their supplier portal” to “manage all their activity with the organization from an integrated location” o Manage their account information, user roles & users o Submit contract usage reports o Respond to sourcing events o Manage/redline contracts o Upload catalogs o View orders o Create advanced shipping notices o Create invoices o View their performance o Collaborate on improvement plans	
SPR	Meets requirements	

Supplier Enablement/Management

17-23	2 step process. Create for user and then admin.	
	WEAKNESS, VDR-15: Duplicate registrations are not prevented at the time of registration. They are identified as part of workflow, if auto rejected, vendor is notified after the fact, not while completing the registration. Otherwise the State must resolve the duplicate. - POTENTIAL WEAKNESS, VDR-19, 20 & 24-27: State will have to license the 3rd party system for validating IRS TIN/Name. - POTENTIAL WEAKNESS, VDR-39: Response seems to indicate a "score carding" feature which may not provide the automated performance reporting on the metrics identified in this requirement.	weakness

Buyer Portal

23-26	Once user is logged in, they are directed to their homepage. Each dashboard is unique to each user. Each user is given a perimeter that shows their departments and commodities that they work with.	
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Need Identification

25	Each users action is driven by the entity data-driven dynamic workflow. Meets requirements	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Request through Pay

27-33	Did not address the requirements for external retail	
27-33	All purchases within the Ivalua solution will begin from a purchase request within the tool. These can be created from a catalog, automatically carrying over all item information, or from scratch. Requests can accommodate multiple types of requests ranging from goods and services, as well as deliverable-based purchases and subscriptions	
	Once the requisition is submitted, it will route through organization users for approval, where needed. Ivalua uses a combination of algorithms and user approval to navigate through the approvals that are necessary, as well as performing automated checks to verify if there are any issues. The organizations/agencies and public bodies will have the ability to define conditional logic to determine when and who should be approving each requisition. This makes our workflow dynamic, so they are automatically routed to the appropriate approvers. Additionally, different organizations and commodities can also trigger different workflows to accommodate for varying business processes, as well as trigger different workflows on goods vs. services purchases. Approvers will have a full audit trail of approval activity directly on their workflow screen, including any rejections and comments. They will also receive email notifications of workflow tasks pending their approval, as well as can receive reminders if they do not act. Ivalua workflows can also trigger real-time integrations to external systems, such as an ERP at a workflow step, such as checking if budget is available for the purchase.	
	Invoices can be created in multiple ways within the Ivalua solution • PO flip • From scratch • EDI/cXML transmission (for enabled suppliers) • OCR capability	
PRD 1-6	Yes	
PRD 7	Requires a manual step for future release of a PO once the date has passed.	weakness
PRD 8-12	yes	
PRD 13	There is no automated functionality that will include text or attachments based on a commodity or other field value.	weakness
WRK 1-28	Yes	
PO 1-14	Yes	
PO 15	Cannot have 2 versions of a printed PO	weakness
PO 16	Yes	
PO 17	No eFax	
PO 18-29	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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PC 1-7	Yes	
PC 8	On roadmap for 2022	weakness
PC 9-21	Yes	
RC 1-21	Yes	

Catalog Capability

33-35	<p>Technical Proposal response did not address the req'ts to "provide access" to "external internet retail or commercial markets of goods/services" or access to "non-contract Suppliers offering goods and services".</p> <p>System supports both "internal and external (punchout) catalogs".</p> <ul style="list-style-type: none"> - "view catalogs are limited to the user's organization scope" NOTE: scope = combination of Role/Authorizations/Perimeter/Commodity restrictions assigned to a user. - Suppliers can "self-service" manage their catalogs by uploading them to the system. Done via excel templates. After upload "system does an automated format check". - "routed through an approval process for an internal user to validate" with "side-by-side comparison of old vs. new pricing" - "internal users can also upload catalogs on a supplier's behalf" - "Search 360" <p>"item tags" to "provide visual indicators" on search results to "identify preferred, discounted, or emergency items". Tags can be 'prioritized'.</p> <ul style="list-style-type: none"> o "has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal lvalua catalog" 	
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Sourcing/Bid Management

33-42	Procurement types are identified based on the solicitation (BPM) type which drives which tabs and parts of the solicitation process are required. Throughout the solicitation module, tools to ensure transparency and drive competition are included to meet the organization's goals of finding the best product at the best value.	
	Suppliers to be invited to a solicitation can be captured by adding them through the suppliers' tab within the solicitation record. Suppliers can be automatically added to the invited suppliers list based on the commodity or commodities that were defined at solicitation set-up. Additionally, suppliers can be added by searching the supplier database	
	Suppliers can be automatically added to the invited suppliers list based on the commodity or commodities" and "can be added by searching the supplier database	

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	Pricing for the solicitation can be collected directly in the system via the item grid. Multiple item grid templates can be accommodated and applied automatically to the event based on event type, organization, or commodity. This will allow suppliers to enter their pricing in a structure format via the method that the user has chosen (ex. Unit price vs.% discount).	
SRC 1-24	Yes	
SRC 25	No check in/check out	weakness
SRC 26-65	Yes	
SRC 66	User cannot add unregistered vendors	weakness
SRC 67	Yes	
SRC 68	Does not support eFax	weakness
SRC 69-75	Yes	
SRC 76	The system does not OOTB provide capabilities to post to the "State's public procurement website	
SRC 77-151	Yes	

Contract Management

43-46	The contract record within Ivalua captures all aspects of contract information, documentation, activity, and performance within the single record. The tabs on the left, shown in figure 51 can capture the different areas that will consist of the contract record, including dates, items, documents, subcontractor information, among others.	
	Contracts can be created from a complete solicitation or from scratch.	
	MS WORD can be used for authoring contracts	
CNT 1-88	yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Vendor Performance

46-47	Over the life of the supplier, users can create performance assessments against their suppliers or contracts. All performance information is maintained within the supplier's profile for reporting, as well as can trigger alerts to users if a supplier is consistently performing poorly.	
	Performance assessments can be triggered manually or periodically. Templates for performance criteria are stored within Ivalua for users to respond to questions related to the supplier's performance and based on the weights of each question, will roll up a total score.	
	Ivalua provides the ability to track exceptions and collaborate with suppliers to address these exceptions. If a supplier scores poorly on a performance or risk assessment, exceptions can be created to inform the supplier of areas that need improvement. The exception documents the issue or non-conformance and the severity, tied to the triggering event (for example, contract, delivery, or invoice exception). The supplier is notified of the exception	
	Improvement plans provide a collaboration tool to help improve supplier performance at a granular level by creating tasks that will lead to overall supplier improvement	
VPE 2-12	System relies on "questionnaire" and users to respond to capture performance metrics. There is not automated capture of performance based on transactions processed or data	

Purchasing/Data Analytics

48-51	There are three different types of reporting with the Ivalua solution, ranging from simple excel extracts to data visualization dashboards. The system can, by default, report on all data stored within the system from across modules. Importing data from an external system can be accommodated. Ivalua has over 100 out of the box reports that are provided within our system, but additional reports can be configured during implementation or by super users. The different types are reports within Ivalua are detailed below.	
	Any browse page within Ivalua can become a report by utilizing powerful search and filter capabilities combined with the ability to extract pages into excel.	
	Queries are Excel based reports that are run via SQL statements in Ivalua's reporting module	
	Analysis reports provide data visualization to users in the form of charts, graphs, and pivot tables that can then be combined to create a dashboard view for any users.	

**STATE OF MAINE
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DEPARTMENT/STATE: Purchasing North Dakota State University

Technical Requirements

Availability

53	Meets requirements	
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Accessibility Requirements

53	response indicates that work is underway to become compliant but no information was provided to indicate when. - "is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance" - "is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance" - "accessibility audit and compliance are broken into 3 manageable areas, corresponding to very distinct user typologies (internal, external, and anonymous)," - "Ivalua has completed VPATs which can be provided upon request"	
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Audit Trail and History

53-54	Meets requirements	
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Browsers Supported

54	Meets requirements	
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User Accounts and Administration

54-57	Partially meets. Response did not address the req't to be able to delegate "administration responsibilities" of "specific functions and organizations" and did not properly respond to TECH-20.	
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User Authentication

57-58	Meets requirements	
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Federated Identity Management

58	Meets requirements	
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Data Conversion

59	No automated means to convert active solicitations and vendor performance from existing system.	
----	---	--

Interface and Integration

59-61	Meets requirements	
-------	--------------------	--

Office Automation Integration

61	Meets requirements	
----	--------------------	--

Mobile Device Support

61	Meets requirements	
----	--------------------	--

Mobile Applications

61	Not available. Need Web kit	
----	-----------------------------	--

Data Ownership and Access

62	Meets requirements	
----	--------------------	--

Date Retention, Archive and Purge Considerations

62	Meets requirements	
----	--------------------	--

Disaster Recovery Plan

62-63	Meets requirements	
-------	--------------------	--

Solution Environments

62	Training environment not included	
----	-----------------------------------	--

Solution Technical Architecture

62	Meets requirements	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Purchasing North Dakota State University

Solution Network Architecture

63	No training included – need to negotiate	Cost?
----	--	-------

System Development Methodology

66-67	Ivalua's development process is based on the Agile methodology with its iterative approach to software development and assessment	
-------	---	--

Service Level Agreement

67	Take exception to RFP SLA. Did not include their SLA	
----	--	--

Security Requirements

Cloud Security Alliance (CSA) Compliance

69	Meets requirements	
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Security and Privacy Controls

69	Ivalua is currently in the process of validating controls and safeguards against NIST SP 800-53 Revision 4 "Moderate" risk controls for FISMA compliance with our Commercial Cloud. Our platform is architected end-to-end to support maximum security for cloud software	
----	---	--

Security Certifications

69	Meets requirements	
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Annual Security Plan

69-74	Meets requirements	
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Secure Application and Network Environment

77	Meets requirements	
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Secure Application and Network Access

77-79	Meets requirements	
-------	--------------------	--

Data Security

79-81	Meets requirements	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Personally, Identifiable Information Protection

81-86	Meets requirements	
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Security/Privacy Issue Occurrence

81	Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours. Details, special cases, and additional terms can be discussed during discovery.	Concern 72 hours
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PII Data Actual/Attempted Access or Disclosure

86	Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours.	Concern 72 hours
----	--	---------------------

Security Breach Reporting

81	Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours.	Concern 72 hours
----	--	---------------------

Implementation Services Requirements

Project Management

83-101	Meets requirements except to negotiate to change the deliverable review/approval timeline	
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Project Implementation Methodology

101-112	Meets requirements	
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Catalog Support Services

112-115	Meets requirements	
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Data Conversion Services

115-123	<p>“will automate the various steps” using “Ivalua ETL/EAI module and using internal accelerators”.</p> <ul style="list-style-type: none"> - “Ivalua ETL module” to “perform data import, transformation and load”. - CONCERN... Recommended Data Conversions, pg. 118-120: The list on these pages conflicts with the Assumptions section (16th bullet, pg.186) states that “only active suppliers, purchase orders, and contracts will be converted/moved”. - OPTIONAL, Cognitive Contract Management (CCM): tool that will “read and ingest documents such as contracts, price lists, and catalogs” to extract/ 	concern
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Interface/Integration Development Services

123-127	<p>“have experience integrating Ivalua with leading financial and ERP systems” including SAP, PeopleSoft, CGI Advantage, among others”</p> <ul style="list-style-type: none"> - Experience “deploying a combination of batch and real-time” 	
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Organizational Change Management (OCM Services

128-138	Meets the requirements	
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Training Services

138-148	Meets the requirements	
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Help Desk Services

148-149	Meets requirements	
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On-Site System Stabilization Support

150-152	Services will only “address defects and transition to steady state run and operate mode”..	
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Managed Services Requirements

Solution Support

154-158	Generally, meets req'ts however response did not specifically speak to providing the services for "all Production and non-Production environments" as req'd in the RFP	
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Organizational Change Management (OCM Services)

159-160	Meets requirements	
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Training Services

160-162	Meets requirements	
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Help Desk Services

162-163	It is unclear whether KPMG would provide Tier 1 support or if the Participating Entity must provide that level.	
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Transition Out Assistance Services

163-165	Tasks/work meets req'ts however the timeline of 10 weeks does not meet the RFP req'd timing of continuing "for a period of up to six (6) months".	
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Video Demonstrations

-
-

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INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): Category #1 Stage 1

DATE: 08/19/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: -

Organization Qualifications and Experience

1. Overview of the Organization
 - Long standing professional services firm
 - Challenges and Trends
 -
2. Previous Projects – **Marked CONFIDENTIAL**
 - State clients
 - Explained methodologies
 -
3. Subcontractors
 - Ivalua is listed as a subcontractor
 -
 -
4. Organizational Chart
 - Supplied chart broken down by bidder, subcontractor and entity
 - Roles and descriptions were supplied
 -
5. Litigation
 - No litigation reported by bidder
 - Mentioned litigation is highly confidential
 -
6. Financial Viability -**Marked CONFIDENTIAL**
 - Supplied condensed balance sheets
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: KPMG
CATEGORY #(s): Stage 2 Category 1
DATE: 12/2/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments: The video demonstration for KPMG is the SAME as offered in the Ivalua response. The video shows the Ivalua solution, so I have copied the video notes over from the Ivalua response.

The narrative for this response is in a different FONT than the Ivalua response, but the CONTENT in some of the response sections is the same!

The Implementation Services Requirements section moving forward (Pages 85 thru 233) is different than the Ivalua response. These sections contain much more detailed information than the Ivalua response. The RTM for this response is the same response as Ivalua. I have copied over the notes from the Ivalua response here:

I believe that each of the concerns and verification topics need to be addressed or at least known to the entity. For example - CONCERN – Page 30 – “At the same time, the order is transmitted to the supplier through their email, including a PDF version of the order”. No other way to send order to supplier.

General Principal and Requirements

Key Solution Functionality Elements – PDF Page 4 thru PDF Page 7

- Single point of entry with landing page displaying profile information. Can search from this page.
- Offers workflow routing known as Smart Routing – PDF Page 5 has sample workflow chart.
- Can tailor the system to match each organizations compliance requirements.
- Offers portal to all users external and internal that will display dashboards to manage the tasks needing to be addressed.
- Marketplace can house hosted and punch out catalogs with searching across all catalogs
- Powerful Integration tool box
- Workflow is highly configurable containing over 50 different controls. PDF Page 6
- Document management with reporting capabilities across all modules
- Public portal is offered to view the source to pay activities without an account.

User Experience – PDF Page 8

- User has configurable homepage landing which helps the user in deciding what needs to be done. PDF Page 8 shows sample homepage
- Users access is role based and tied to “authorizations”. Can delegate workflows. PDF Page 9 shows delegate functionality screenshot.

Bidder Best Practices and Roadmap – PDF Page 9 thru PDF Page 11 – Same as Ivalua response notes copied over.

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): Stage 2 Category 1

DATE: 12/2/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Releases are performed twice a year and allows the client to choose which version and when to apply upgrades. Customers are in control of the upgrades
- Constant communication with customers to stay up to speed with new technologies.
- Work closely with customers to learn their best practices
- 60% roadmap comes from clients with 20% reserved for innovation and 20% for market trends.
- Areas of significant investment are Mobile, Invoicing, Contract Management, Supplier Risk and Security. PDF Page 10
- Leveraging new AI technologies. PDF Page 11
- Automated obligation tracking and management is being enhanced.
-

Innovations and Value-Added Features/Services – PDF Page 11 thru PDF Page 13 – Same response as the Ivalua response. Notes copied over.

- Offers Help Desk support. PDF Page 12
- 90% of tickets solved in an hour. PDF Page 11
- Advanced Services Procurement - Improvements to contingent labor PDF Page 12
- Expenses – Capture PCard transactions. PDF Page 12
- Vendor Master Management – Better manage vendor data. PDF Page 13
-

Customizations/Extensions – PDF Page 13 - Same response as the Ivalua response. Notes copied over.

- Client is responsible for when they go through an upgrade cycle.
- The platform relies on configuration not custom code.

Alternative Funding Models – PDF Page 11 thru PDF Page 15 –

- Offering 2 options for this section and numbers presented are representational only.
- Option 1 - Hybrid fixed fee plus transaction-based model. Fixed fee payment and/or transaction fee of 1-3%. PDF Page 14
- Option 2 – Value Based Funding Model – Self-Funding model. Table of examples provided on PDF Page 14 and 15

Contract Transition and Flexibility – PDF Page 15

- State this process is complicated and will work with our entities based on the terms in the awarded Master Agreement.

Functional Requirements – PDF Page 16

General Functionality – PDF Page 17 - Same response as the Ivalua response. Notes copied over.

- Full Source to Pay Solution – PDF Page 17
- Automated notifications
- Single Platform and configurable solution – PDF Page 17
- Offers native public site for posting – RTM line 7
- CONCERN - EPROC-GEN-6 – TAB 2 Line 10 – Can the system be integrated based on this response?
- CONCERN - EPROC-GEN-11 -TAB 2 Line 15 - Has a limit on a file type (executables) and states size limits do exist?
- CONCERN - EPROC-GEN-15 – TAB 2 Line 19 - PO is the only printing format that is printable?

Supplier Portal – PDF Page 17 - Same response as the Ivalua response. Notes copied over.

- Unlimited suppliers with free supplier portal.

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INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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CATEGORY #(s): Stage 2 Category 1

DATE: 12/2/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- After establishing an account, the supplier portal has a one stop shop on their homepage. PDF Page 18
- Self-manage users with roles when they set them up in the system. Account has system admin to manage supplier's account.
- CONCERN - EPROC-SPR-5 – TAB 3 Line 9 – Does the system notification get sent via email, or does supplier just have to monitor notifications on their supplier dashboard?

Supplier Enablement/Management – PDF Page 19 thru PDF Page 25 - **Same response as the Ivalua response. Notes copied over.**

- Enablement is 2 parts, public facing page to create an account, and “full enrollment” used to be fully onboarded –
- Sample supplier registration PDF Page 20
- Supplier Full Enrollment happens after workflow approval. The information required here is banking information and W9 documents. PDF Page 21
- Integrations can be designed to verify real-time profile information. PDF Page 21
- Can create their own user contacts. PDF Page 22
- Supplier accounts have document storage and tracking. PDF Page 22 and PDF Page 23
- Solution has supplier workflow. PDF Page 23
- Internal users (Buyers) can have access to search for suppliers. PDF Page 24
- Access to view the supplier record. PDF Page 24
- Suppliers maintain their own profiles, but changes can be put into workflow for approval by internal users.
- STRENGTH - Ability to have “changes” done on a registration get put into workflow.
- CONCERN - EPROC-VDR-32 – Line 61 – Supplier's response leads me to believe they did not understand the requirement. We asked if other agencies be put into workflow, not have data passed into other state systems?
- CONCERN - EPROC-VDR-36 – Line 65 – Need to release an RFI to remind suppliers to log in and update their registration?

Buyer Portal – PDF Page 25 - **Same response as the Ivalua response. Notes copied over.**

- This is the access point for procurement activities. Homepage Dashboard – PDF Page 26
- SSO can be a login and each user's dashboard are based on their user roles
- User roles are tied to authorizations and the user is assigned a “perimeter”. PDF Page 26
- CONCERN - EPROC-BPRT-7 – Line 81 – The requirement is for the Buyer Portal, but the response received is for the “vendor” portal?
- CONCERN - EPROC-BPRT-8 – Line 82 – Does not support daily summaries of buyer notifications.
- CONCERN - EPROC-BPRT-9 - Line 83 – Cannot provide link to external users due to security
- CONCERN - EPROC-BPRT-15 – Line 89 - Supplier notification needs to be handled through the RFI module?

Need Identification – PDF Page 27 - **Same response as the Ivalua response. Notes copied over**

- The solution has a single point of entry and can manage a request in several ways via “requests”.
- Options include request form, purchase, or exemption request, create a sourcing event or contract, or gather quotes. PDF Page 27

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DATE: 12/2/2021

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DEPARTMENT/STATE: State of Montana

Request through Pay – PDF Page 28 thru PDF Page 32 - Same response as the Ivalua response. Notes copied over

- Process starts with a “request” that will populate relevant requisition details. PDF Page 28
- Exceeding contracted amount could be triggered by the allocations grid. PDF Page 29
- Requisitions are submitted to workflow. PDF Page 29
- Once approved, the requisition is flipped to a purchase order. PDF Page 29
- CONCERN – Page 29 – “At the same time, the order is transmitted to the supplier through their email, including a PDF version of the order”. No other way to send order to supplier.
- Can flip purchase orders into receipts. Page 30
- Receipts are shown on the receipt page (PDF Page 31) and then the receipt is submitted to workflow. PDF Page 31
- Invoice will be created (PDF Page 32), and then payment can be applied to the invoice. PDF Page 32
- CONCERN - EPROC-PRD-1 – Line 102 - Response refers to Sourcing event from the requisition, but requirement is asking for need identification to Purchase Request?
- CONCERN - EPROC-PRD-15 – Line 116 – Does not support executables file type
- CONCERN - EPROC-PRD-37 – Line 138 – Capturing noncontract price for later analysis is not supported.
- CONCERN - EPROC-WRK-24 Line 189 – Can the PO, PR or change request be re-submitted after it was changed?
- CONCERN - EPROC-PO-17 – Line 212 – eFax submission of orders in not supported.
- CONCERN - EPROC-PO-26 – Line 221 - Additional configuration will be required for facilitate fiscal year end.
- CONCERN - EPROC-PC-1 thru EPROC-PC-4 – Lines 227 thru 230 – These PCard requirements are in the process of being developed.
- CONCERN - EPROC-PC-5 – Line 231 - Full administration of PCards is not available in the system
- CONCERN - EPROC-PC-6 – Line 232 – Pcard maintenance is not currently available but is anticipated for release in 2022.
- CONCERN - EPROC-PC-7 – Line 233 – Ghosted cards are not currently available but is expected to be released mid to late 2022
- CONCERN - EPROC-PC-8 thru EPROC-PC-21 – Lines 234 thru 247 – These requirements will require some kind of customization, configurable item, or integration.
-

Catalog Capability – PDF Page 33 - - Same response as the Ivalua response. Notes copied over

- Ability to view catalogs are limited to the user’s organization scope
- Search results landing screen – PDF Page 33
- Can shop via hosted or punch out catalogs. PDF Page 33
- Hosted catalog process can be done by supplier. Internal user can compare catalog versions PDF Page 34
- Users can use the search functionality to search and filter results. PDF Page 34
- Item tags to find preferred items
- Search punchout and hosted in the same search. PDF Page 35
- CONCERN - EPROC-CAT-32 – Line 317 – The ability to compare catalog item search results in NOT supported.

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CATEGORY #(s): Stage 2 Category 1

DATE: 12/2/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-CAT-34 – Line 319 – Additional functionality is required to compare items and will be based on number of punchouts required.

Sourcing/Bid Management – PDF Page 35 – KPMG uses “vendor” where Ivalua uses “supplier”. Same response as the Ivalua response. Notes copied over

- Wizard solicitation set up – PDF Page 36
- Supplier can be added several ways (commodity code selection, public site, etc.) – PDF Page 37
- Has Sealed Bid functionality
- Conditionality can be applied to questions.
- Item grid (pricing) has multiple set up options.
- Notifications to supplier about event and has access to public portal
- Suggest posting information to client's website and provide link to public portal to view full solicitation.
- Suppliers need to add open solicitations to their account to create a response. PDF Page 41
- Supplier can Management of Responses. PDF Page 42
- Users can monitor suppliers' activity and award events
- Can notify suppliers and create a contract from the solicitation. PDF Page 44
- CONCERN - EPROC-SRC-3 thru EPROC-SRC-9 and EPROC-SRC-11 – Lines 330 thru 336 and 338 – Responses to these requirements refers back to EPROC-SRC-2, Line 329 which did NOT require a response? **Attention to detail!**
- CONCERN - EPROC-SRC-14 thru EPROC-SRC-21 – Lines 341 thru 348 - Responses to these requirements refers back to EPROC-SRC-2, Line 329 which did NOT require a response? **Attention to detail!**
- CONCERN - EPROC-SRC-22 -Line 349 – The response talks about envelope bidding, but requirement talks about separate Cost and Technical sections?
- STRENGTH - Has no limit on number of suppliers being invited to an event.
- CONCERN - EPROC-SRC-68 – Line 395 – eFax is not supported
- CONCERN - EPROC-SRC-70 – Line 397 – This response does not address the requirement that states the eProcurement file of the event needs to be “complete” to meet public records laws. SRC 71 has this same response which meets that requirement.
- CONCERN - EPROC-SRC-83 – Line 410 – System does not support web conferences, but supplier offered the ability to upload the recorded conference. Do they support that file type?
- STRENGTH – Size limitations can be set up by system administrator
- CONCERN - EPROC-SRC-143 – Line 470 - Must start a new solicitation instead of cancelling award on bid and move to the next highest bidder?

Contract Management – PDF Page 45 - Same response as the Ivalua response. Notes copied over

- Wizard driven entry. PDF Page 45
- Information brought over from the contract header
- Alerts on documents uploaded to the document section – PDF Page 46
- Native authoring (Word) – PDF Page 46
- Subcontractors can be added.
- Can integrate with multiple eSignature tools. PDF Page 48
- CONCERN - EPROC-CNT-16 – Line 496 – Loading of external price list for contracts will need to be worked out to identify data elements. Additional cost possible?
- CONCERN - EPROC-CNT-52 thru EPROC-CNT-63 – Line 532 thru line 543 – The supplier has used the same response for all of these requirements, but the response does not mention the

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CATEGORY #(s): Stage 2 Category 1

DATE: 12/2/2021

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DEPARTMENT/STATE: State of Montana

requirement? Also see lines 555 and beyond as an example. These responses are duplicate but at least start with "this information".

- CONCERN - EPROC-CNT-66 – Line 546 – Response states alert could be posted to public portal, but requirement asks if it can be posted to state's procurement website.
- CONCERN - EPROC-CNT-67 – Line 547 – The response does not address the email notification listed in the requirement?

Vendor Performance – PDF Page 48 - **Same response as the Ivalua response. Notes copied over**

- System has supplier performance dashboard. PDF Page 48
- Allows ability to track a supplier's performance.
- Improvement plans provide a collaboration tool to help improve the supplier performance. PDF Page 49
- CONCERN - EPROC-VPE-3 thru EPROC-VPE-11 – Line 573 thru line 581 – The response to each of these requirements refers back to the response on line 572 which states vendor performance needs to be handled by a questionnaire.

Purchasing/Data Analytics – PDF Page 50 - **Same response as the Ivalua response. Notes copied over**

- System has 3 different types of reporting, Ad Hoc, Queries and Analysis
- Reports are compiled by running a search and exporting data to Excel.
- Analysis reports can be put on dashboard for view of any user.
- Offers 100 standard reports
- CONCERN - EPROC-PDA-5 thru EPROC-PDA-16 – Line 602 thru line 613 – A duplicate response was used to answer all of these requirements, but the response does not reference the reporting requirement? Can this supplier supply reports based on the listed requirement?
- CONCERN - EPROC-PDA-20 and EPROC-PDA-21 - Line 617 and 618 – This supplier currently does not have PCard functionality.
- CONCERN - EPROC-PDA-36 – Line 633 – This supplier currently does not have PCard functionality.

Technical Requirements – PDF Page 54 - **Same response as the Ivalua response. Notes copied over. KPMG provided screenshots where Ivalua did not in this section.**

Availability – PDF Page 55

- Meets requirements

Accessibility Requirements – PDF Page 55

- CONCERN – States they are committed to being Section 508-compliant as soon as possible.

Audit Trail and History - PDF Page 55

- Meets requirements

Browsers Supported – PDF Page 56

- Supports the most update browser versions

User Accounts and Administration – PDF Page 56 – 57 – **Narrative response is different**

- Supplied multiple authentication options. PDF Page 57
- Access is controlled by authentication. Pages in the system are controlled by users roles and permissions.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): Stage 2 Category 1

DATE: 12/2/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Supplied screen shot of authorization functionality. PDF Page 58
- Organization hierarchy supplied on PDF Page 59
- Workflow can be applied and is highly configurable.

User Authentication – PDF Page 59 – 60 - **Narrative response is different**

- Supports multiple authentications and password rules are fully customizable.

Federated Identity Management – PDF Page 60 - **Same response as the Ivalua response. Notes copied over**

- Meets requirements

Data Conversion – PDF Page 61 – **Narrative is different but matrix response is the same.**

- Meets requirements.
- CONCERN - EPROC-TECH-28 -Line 32 – Solicitation data conversion is NOT supported.
- CONCERN - EPROC-TECH-30 -Line 34 – Vendor performance data conversion is NOT supported.

Interface and Integration – PDF Page 61 – 62 - **Narrative is different but matrix response is the same.**

- Provided communication protocols and data formats that are supported.
- CONCERN – Did NOT identify all finance system/ERP's where their solution has existing interface/integration capabilities in the narrative.

Office Automation Integration – PDF Page 63 - **Same response as the Ivalua response. Notes copied**

- STRENGTH – Can import Word documents in the contract tool and break them into clauses
- Supports Word, Excel and PDF

Mobile Device Support – PDF Page 63 - **Same response as the Ivalua response. Notes copied**

- Meets requirements although response not very informative

Mobile Applications PDF Page 63 - **Same response as the Ivalua response. Notes copied**

- Based on a mobile web solution rather than a mobile application

Data Ownership and Access – PDF Page 64 - **Same response as the Ivalua response. Notes copied**

- Meets requirements

Date Retention, Archive and Purge Considerations – PDF Page 64

- Should be discussed at implementation.

Disaster Recovery Plan – PDF Page 64 – 65 - **Same response as the Ivalua response. Notes copied**

- Notification of data breach is 72 hours.
- CONCERN – Could have supplied more detailed information about this requirement

Solution Environments – PDF Page 65 - **Same response as the Ivalua response. Notes copied**

- CONCERN – Could have supplied more detailed information in the narrative but did list 3 environments that are offered with some offered at additional maintenance fees.

Solution Technical Architecture – PDF Page 65 - **Same response as the Ivalua response. Notes copied**

- Supplied application and environment architecture. PDF Page 66

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): Stage 2 Category 1

DATE: 12/2/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Application Architecture. PDF Page 66
- Supplied Database Architecture. PDF Page 67
-

Solution Network Architecture – PDF Page 67 - Same response as the Ivalua response. Notes copied

- Provided Ivalua Network Architecture. PDF Page 67
- Supplied data center locations. PDF Page 68
- Mentioned briefly monitoring and maintenance. PDF Page 68
- Can compare KPI's with SLA's

System Development Methodology – PDF Page 68 – 69 - Same response as the Ivalua response. Notes copied

- Defer to subject matter experts

Service Level Agreement – PDF Page 69

- Did not provide a copy of their SLA

Security Requirements – PDF Page 70

Cloud Security Alliance (CSA) Compliance – PDF Page 71

- Supplied the CAIQ as an attachment to their response.

Security and Privacy Controls – PDF Page 71

- CONCERN - Stated they are currently in the process of validating controls and safeguards

Security Certifications – PDF Page 71 - Same response as the Ivalua response. Notes copied

- CONCERN - Not currently audited for PCI-DSS compliance. Page 70
- Defer rest of response to Security SME.

Annual Security Plan – PDF Page 71 – Same response as the Ivalua response. Notes copied

- Uses Role Based Access Control, Secure Customer Data
- Mentioned Physical Security.
- Defer comments to Security SME

Secure Application and Network Environment – PDF Page 76 - Same response as the Ivalua response. Notes copied

- Supports 2 factor authentication
- Defer comments to security SME

Secure Application and Network Access – PDF Page 79 - Same response as the Ivalua response. Notes copied

- Lists Encryption and Protocols.
- Defer comments to security SME

Data Security – PDF Page 81 - Same response as the Ivalua response. Notes copied

- Secure Customer Data
- Network and Physical Security
- Applies single data classification to customer data

**STATE OF MAINE
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DATE: 12/2/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Offers Ivalua Access Control and Applicable Laws
- Data is encrypted and upon contract termination is destroyed.
- Defer to security SME

Personally Identifiable Information Protection – PDF Page 83 – Content same as Ivalua but in different order. Notes copied over.

- Meets requirements but will defer to Security SME

Security/Privacy Issue Occurrence – PDF Page 83 - Same response as the Ivalua response. Notes copied

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

PII Data Actual/Attempted Access or Disclosure - PDF Page 83 - Same response as the Ivalua response. Notes copied

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

Security Breach Reporting - PDF Page 83 - Same response as the Ivalua response. Notes copied

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

Implementation Services Requirements – PDF Page 84 – THIS SECTION IS DIFFERENT FROM IVALUA RESPONSE.

Project Management – PDF Page 85 thru PDF Page 103

- Program and Project Management Methodology is the tool that the KPMG team uses.
- PPM Framework chart on PDF page 85
- Listed Key Project Management Tasks PDF Page 86
- Provide both Scope and Schedule Management PDF Page 86
- Implementation Plan Development will help manage requested services.
- Provide an sample implementation plan PDF Page 94 thru PDF Page 103
- Offers Budget and Quality Management PDF Page 88
- Will team up with state entities using deliverables management
- Offers Resource, Staff and Communications Management tools. PDF Page 89
- Provide periodic status meetings and share status reports.
- Risk Management will be implemented to reduce risk
- Mitigation is key and they supplied list of topics to approach risk Management. PDF Page 91
- Issue Management is used to help solve issues quickly. PDF Page 92
- Project Management Deliverables were listed and they use a Project Manager to manage project

Project Implementation Methodology – PDF Page 103 thru PDF Page 114

- Uses the Vision, Validate, Construct, Deploy, and Evolve phases. PDF Page 104
- State experience in procurement enablement mention on PDF Page 105
- They described in detail each phase of the implementation mentioned above.

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DATE: 12/2/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Provided testing approach on PDF Page 109

Catalog Support Services – PDF PAGE 114 thru PDF Page 117

- Provided shopping screenshot on PDF Page 115
- Stated they support Punch out or hosted catalogs
- Suppliers can upload the catalogs from the portal. Files can be compared before approved.
- The 360 search is used to search across catalogs
- Uses the Vision, Validate, Construct, Deploy, and Evolve phases to identify the correct suppliers fit for a catalog in the system.

Data Conversion Services – PDF Page 117 thru PDF Page 125

- Initial Data Extract PDF Page 117
- Mock Data Extract PDF Page 118
- Production Data Extract PDF PAGE118
- Provide data cleansing and harmonization
- Transform and Load Process
- Quality Assurance and Reconciliation
- Provided roles and responsibilities. PDF Page 119
- Data Load Templates. PDF Page 122

Interface/Integration Development Services - PDF Page 125 thru PDF Page 130

- Provided table of each phase of an integration that included a description.
- Provided table of integration activities with the KPMG and the state entity responsibilities. PDF Page 127
- Provide list of integrations and Interfaces. PDF Page 128
-

Organizational Change Management (OCM Services) - PDF Page 130 thru PDF Page 140

- KPMG's "Make it" Methodology. PDF Page 132
- Supplied benefits of using above methods. PDF Page 133
- Provided a comprehensive view of the OCM services. PDF Page 133 – thru 138
- Offers TRIP – A tool used to analyze the readiness of an organization. PDF Page 138
- Listed additional optional tools PDF Page 139 and 140

Training Services - PDF Page 140 thru PDF Page 150

- Provided chart that explains their approach to training. PDF Page 141
- Target Learning Model, (TLM). PDF Page 142
- Collaborative approach as implementations requires process changes. PDF Page 143. First Paragraph
- Provided Training Plan for each Impacted Stakeholder. PDF Page 144
- Procurement Training Overview table on PDF Page 145
- Stakeholders Training table on PDF Page 146
- Train-the-trainer. PDF Page 147
- System Administrator training PDF Page 148
- Help desk and supplier training.
-

Help Desk Services - PDF Page 150 thru PDF Page 152

- 3 tier Help Desk Support Model. PDF Page 150

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DATE: 12/2/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Uses ServiceNow to enter tickets

On-Site System Stabilization Support - PDF Page 152 thru PDF Page 155

- Contains post implementation support combined with off-site resources.
- Exit criteria supplied on PDF Page 153
-

Managed Services Requirements - PDF Page 155

Solution Support - PDF Page 156 thru PDF Page 161

- Extensive information supplied by this supplier to this section of their response.
- Provided table of priority levels with a description of each PDF Page 160

Organizational Change Management (OCM Services) - PDF Page 161 thru PDF Page 162

- Provided a "Change Agent Network (CAN) screen shot on PDF Page 162

Training Services - PDF Page 162 thru PDF Page 164

- Service center change monitoring process. PDF Page 163
- Provided examples of training models. PDF Page 163 bottom of page

Catalog Support Services – PDF Page 164

- Offers hosted and punch out catalogs support

Help Desk Services - PDF Page 165

- Provided table of process on PDF Page 165
- CONCERN - EPROC-IMPL-3 thru EPROC-IMPL-5 – Tab 6 Line 6 thru line 8 – These requirements for help desk services are not available

Transition Out Assistance Services - PDF Page 165 thru PDF Page 167

- Provided "Power Evolution managed service termination framework" chart and table with explanation on PDF Page 166

Other Available Services - PDF Page 168 thru PDF Page 177

- Listed quite a few optional available services

Appendix A; Assumptions – PDF Page 182 thru PDF Page 189

Appendix B; Exceptions – PDF Page 190 thru PDF Page 223 – Red lining of NASPO documents.

Appendix C; Sample Implementation Plan - PDF Page 224 thru PDF Page 233

Video Demonstrations – This video submitted with this proposal is the SAME video used in the Ivalua response. I have copied over the notes from the Ivalua response. The video demonstrated an overview of the solution and provided information from both sides of the application.

Full Suite platform containing end to end procure to pay. Supplier Login screen has additional links to other services, FOIA request, public bid site, new supplier registration and help desk information. Supplier portal page has announcements, registration progress and many other widgets showing information about the vendor. Links on left takes supplier to registration information. Has change log for changes to registration. Links across top takes them to contracts,

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DATE: 12/2/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

bids, catalogs, invoicing and performance links. Buyer has landing page with to do lists and many other widgets and analytical reports. Links on right allow access to supplier registration, sourcing, contracts, etc. Across the top has links to the other modules they have access based on the roles assigned. Can search suppliers from the supplier landing screen. 360 supplier is available, and the left side of the landing page give the user access to each of the section of a supplier's registration. Bid Management module has search ability and project creation. Solution is wizard driven and has setup options on left side of screen. Has scoring capability and houses templates and libraries to aid in bid creation. Supplier can view bids without logging into their portal. If interested, can add themselves to the bid and log into their portal. Responses are wizard driven. The system allows for individual and consensus scoring of proposals. Can send out award notifications to suppliers by creating scenarios. Can create separate contract record or create a contract from a sourcing event. The creating contract process is wizard driven. Offers Word authoring of contracts and a library to house contract templates that can be used to create contracts. Can submit contracts into workflow approval. Has integration with DocuSign and other solutions. Buyers search for products via the procurement home page with is configurable dashboard. Can have hosted or punch out catalogs which are searched on with each search. Can put items in a "kit" search. Requisitions can be configured with budget information sent over from the ERP. Workflow can be applied to each requisition. Requisition and PO are linked in the system. Supplier logs in to their support to manage orders. Invoicing module has several invoice options. User can flip an invoice to a receipt which can be put into workflow. Supplier can see payment status in their customer portal. System does have analytics with 3 different options for reports including queries and data visualization.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - “Implementation and Development Services” Gold Partner of SAP (Ariba)
 - “Reseller” of SAP software.
2. Previous Projects
 - 5 listed. One university. One private. Three State or public entity. All fit within Category 1.
 - San Diego County, CA. Implemented Ariba public sector supplier and Contract mgt. and integrated it with Oracle.
 - University of Kentucky. Implemented SAP HCM, Finance, SAP Student Lifecycle Management, BW,SRM/PPS 7.0 and Analytics.
 - Sempra Energy. Implemented Ariba Contract mgt. and integrated to MS Dynamics ERP.
 - City of San Diego, CA. Implemented SAP Ariba procurement platform.
 - CA Dept. of Healthcare Services. Deployed SAP Ariba procurement platform.
3. Subcontractors
 - Vendor states it will not be utilizing subcontractors for this engagement.
4. Organizational Chart
 - Yes, Org. chart provided along with job descriptions
5. Litigation
 - Vendor states no litigation.
6. Financial Viability
 - DnB provided. Low to Moderate risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): 1

DATE: 12/15/2021

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Hybrid Cloud Solution.
- Product is SAP Ariba. Cloud Services with technical architecture of SaaS
- LSI Consulting is a Gold Partner and is submitting proposal as a part of the Partner Managed Cloud (PMC) who is offering the professional services portion of the proposal (implementation, long-term support, etc
- Really touts the Spend Management portion of SAP Ariba.
- LSI takes seven exceptions (pages 142 – 145), These will want to be reviewed carefully and negotiated should this offeror be in negotiations.
- There are 34 items in the “Assumptions” (page 140 – 141) that require CLARIFICATION or negotiation where many or most States could or would not agree. Examples are: #4 State must follow the LSI provided methodology to implement software, #6 – can’t revisit deliverables once they have been closed, #18 – Postponements and delays of scheduled events due to lack of State staff availability will likely result in an extended project schedule and/or additional fees, #12 –in case of sickness or vacation, the key State decision-makers will have an alternate assigned.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 21)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

1. Product/Solution components: pages 8 - 10

a. SAP Ariba Cloud-based. For eProcurement solution (Sourcing, Contracts, Procure to Pay, etc.)

- Single point of entry. Yes – Single Sign on.
- Smart routing. Yes

- Compliance. Yes
- Portal. Yes . “SAP Portal product portfolio”. Can obtain as:
 - as “SAP Enterprise Portal (on-premise)
 - on SAP BTP as SAP cloud Portal service
 - (portal-like) sap Launchpad service
- Open Marketplace Environment. Yes – uses the SAP Ariba Business Network (SBN) for business-to-business network (B2B) and use Spot Buy as the catalog solution.
- Integration. Yes. With the use of integration with out-of-the-box SAP's intelligent suite along with end-to-end business process.
- Workflow. Yes. “SAP Business Workflow enables the design and execution of business processes”
- Document management. Yes. “SAP Ariba Contract Management module can track, manage, and store documents”.
- Reporting, dashboards and data visualization. Yes. “SAP Ariba is delivered with native reporting and analytics, including numerous pre-packaged reports.”
- Configurable. Yes. “Configurable workflows to document templates” with “the flexibility to reflect state-wide or agency-specific rule-sets and processes
- Transparency. Yes - “Vendor Portal” built on SAP's Portal Services. “The offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data.” .

2. User Experience - pages 10 - 12

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
- Do not cover all the characteristics in the user experience explanation, but they do offer that “The interface has been designed with special attention to:
 - Minimizing clicks and number of steps
 - Seamless transition from mobile app to desktop with "follow-me" process from one another
 - Community help
 - Visual workflows, reminders and notifications
 - Bulk actions over many items (i.e. bulk receive purchase orders)
 - Integrations to facilitate multiple catalog search (items in the material master, inventoried items, MRO Supplies and contracted supplier catalogs), cost accounting and more”

3. Bidder Best Practices and Roadmap – pages 12 - 13

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

- “Quarterly Releases – Releases are delivered every quarter in February, May, August, and November each year. Individual products may be released on any or all of the quarterly dates. You should expect to receive advance communication of features and should allow time to prepare for impactful changes to your systems. “
- “Monthly Feature Deliveries – Major products may have an optional, no-impact release on harmonized monthly feature delivery weekends. As with the quarterly releases, each product has the option to release during any or all these windows. You should not need to prepare for or take action for the monthly feature deliveries. Changes delivered in a feature delivery should be virtually invisible to the end users. Many of our largest cloud products follow a harmonized release calendar.”
- Road Map is provided in an attachment.

4. Innovations and Value-Added Features/Services – pages 13 - 16

In addition to the stated requirement(s), the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

Yes . they give some past and present innovations.

- SAP Ariba has:
 - Launched the first online catalog for procurement.
 - Developed the first software to conduct reverse auctions.
 - Created the Ariba Network, the first business network that today is the largest, most global on the planet, with more than 2 million companies transacting nearly \$1 trillion in commerce on an annual basis.
 - Went live with Ariba Discovery, the first business matching service that like Match.com, connects buyers with needs to sellers who can fulfill them.
 - Ariba Spot Buy
- SAP FieldGlass.
- SAP Ariba Supplier Risk Management.

5. Customizations/Extensions – pages 17 - 20

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder’s base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder’s product roadmap submitted with the proposal.

• Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- SAP Ariba Application Extension Partners and Applications
- Help deliver new and innovative applications that augment SAP Ariba solutions. List of SAP Ariba App Extensions and our Partners:
 - **Spotline Inc.** Chatbot
 - **Seal Software.** Helps organizations gain visibility, control, mitigate risk and better manage their contracts o Seal Contract Discovery and Analytics helps organizations gain visibility, control, mitigate risk and better manage their contracts in conjunction with various SAP products including SAP Ariba. Seal’s AI powered engine extracts many types of data elements, and presents that data in an intuitive user experience. Seal integrates to SAP Ariba to load contracts and metadata directly into Ariba leveraging APIs. New and existing SAP

Ariba contract workspaces can be sent to Seal to clean up existing content and for many high-value use cases such as regulatory, risk, M&A, audit, etc.

- **CloudTrade** - Optimize your PDF Invoicing channel
- ISMS Applications. Provide compliance to suppliers for a healthy supply chain
- Keelvar Sourcing. The Keelvar Sourcing Optimizer Connector to send event data (suppliers & item master data) from SAP Ariba to Keelvar Sourcing Optimizer. Run, analyze and award complex or large events in Keelvar Sourcing Optimizer, then send awarded supplier data back to SAP Ariba Contracts.
- AppZen AI. Real-time accounts payable fraud and non-compliance detection
- Cordis.
 - Procure-to-Pay integration between SAP Ariba and Oracle
 - Add a layer of protection to personally identifiable information .
 - Digitize your supplier invoices into a single compliant e-invoice process o Intelligent Invoice Express (IIE) allows you to automatically capture and register purchase invoices in one application for verification, validation and efficient processing in Ariba Invoicing or ERP Accounts Payable, even for suppliers who are not yet on the Ariba Network (AN).
 - A prebuilt analytical dashboard for procurement using SAP Ariba and SAP ERP data o Category Manager Dashboard provides valuable insights and reporting, plus the ability to integrate aggregated data across Sourcing, Contracts, Spend, Performance and Risk. It provides a status for each project to manage the category of spend, including a display of all associated business documents.
 - Combine your catalog and non-catalog requests into the e-procurement process, Intelligent Content Capture.
- Fairmarkit.
 - Automatically get quotes for purchase requests from your existing suppliers.
 - Empower end users to competitively bid their purchases
- Vertex - Tax calculation during purchase requisition and invoice reconciliation o Vertex provides automated tax calculation during requisition & invoice reconciliation. During requisition, purchasing managers can view tax implications when approving or rejecting a purchase request and during invoice reconciliation.
- • Accenture - Intelligent chatbot for a simplified buying experience o Paula is an intelligent chatbot designed to modernize user's experience through a simple and intuitive process allowing organization to transform their tasks into value-added work..
- • EcoVadis - Sustainability ratings for procurement - Manage supplier risk and performance.
- • D&B- Proactively identify vendor financial stress to mitigate supply chain disruption.
- • APOS Systems - Live mode data connectivity for SAP Ariba o Live Data Gateway for SAP Ariba provides virtualized data connectivity to SAP Ariba data from SAP Analytics Cloud. Live Data Gateway can also serve data to SAP Data Warehouse Cloud, SAP HANA, and many others.
- • Nitor Relish Xbridge – Seamless SAP Ariba & Qualtrics XM for suppliers integration.
- Nitor Relish DATA ASSURE - Fully automatic supplier data validation in one step, without human interaction.
- • iCertis AI - AI from Icertis turns contracts into live documents connected to your business o Icertis is enabling SAP users to address previously intractable contract challenges. This includes digitizing legacy contracts and importing third-party contracts at scale, analyzing past negotiation history to gain insights for improvement, and deep data visualization.
- • Globality - Seamlessly Integrate Globality's Platform with SAP Fieldglass o Globality's AI Platform transforms sourcing of high-value, complex services by automating the demand creation, supplier identification, tendering, proposal evaluation, and SoW creation process through a self-serve, consumer-like solution. SoW data are automatically sent to SAP Fieldglass

6. Alternative Funding Models – Pages 20

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and

be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
 - Explain how each model would work;
 - Identify the benefits that Participating Entities and their suppliers would realize; and
 - Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

They do not offer any alternative funding models, but do recommend SAP Fieldglass app.

7. Contract Transition and Flexibility – page 20 - 21

LSI possesses an extremely high level of flexibility to transition from a state's current contract to a new contract or amendment".

B. Functional Requirements: pages 22 – 46

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40. **Currently the following applications are widely deployed and support the procurement functions of Ariba customers:**

- SAP Ariba Buying& Invoicing
- SAP Ariba Sourcing
- SAP Ariba Contracts
- SAP Ariba Supplier Lifecycle & Performance Management
- SAP Ariba Network
- SAP Fieldglass

- Uses Native Integration for integration of purchase requests.
- Supports all types of files and mentions a “really robust search engine” in many of the comments.
- “A super user will be granted broader access to the solution by assigning multiple roles” to access functionality across the solution and “provide administration capabilities across the solution or for specific functional areas”. Except for Guided Buying.
- #3 is marked as “partial”, which is not a choice in the codes. **Based on the notes it looks like they do not have the ability to integrate to post on the State's procurement website.**
- #38 is marked N/A, which is not a choice in the codes. **After reading the reply – it seems the answer is “N” as they do not comply with this.**
- For most of the items in 1 – 7 GPE offers use of their system, but these questions are about being able
- Many of the Comments state **“Standard Functionality”** (there are 22 of these). As a nonuser of ASP Ariba's system, I do not know what is “standard functionality” for that particular requirement. I believe that is why the instructions outline to *“describe how the identified tools/solution will meet the requirement. Include benefits or limitations.”* **Based on the vagueness and essentially a guess on my part, these lines won't be evaluated.**

2. Supplier Portal. Tab 3, SPR-1 through SPR-23.

- Ariba seems to have a good handle on the Supplier portal side and a understanding of what the suppliers need.
- SAP Ariba Business Network (SBN) for the supplier portal includes:
 - Ariba Business Network (aka Ariba Network, Ariba Supplier Network)
 - Ariba “Supplier Enablement Services” for the Network are included
 - Supplier Portal functionality across all customers, not specific to a State/Entity using Ariba
- #3 states suppliers can integrate their financial systems to Ariba Network. While the State will want supplier spend reports, **I am not certain about connecting to the system – for security reasons the State would want to look into this.**

- #7, 8, where allow supplier to access solicitations and to submit proposals... IBM responds that State APIs are available to post but suppliers will need to be directed to an external State website. **This is concerning – as this is a requirement of the eprocurement system.**
3. **Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43.
 - SAP Supplier Enablement Team will “design and develop the most effective enablement strategy” based on their “profile, PO and invoice volume, and spend”. Segment the “State’s vendor master data to effectively target/onboard suppliers in tiered waves”.
 - Provides IRS TIN/Name “verification capabilities”
 - For the Ariba Network, offers suppliers “user guides, FAQs, technical documentation, and free online seminars”.
 - Can have “account specific information” via a “supplier information portal embedded in the Ariba Network”.
 - Suppliers are able to self register and meet requirements 1 – 10
 - **It's not clear if the system accepts commodity codes**, as the answers given to the questions are not straightforward.
 - #18 - #27 are marked as “INT” and the State asks that the verification of the supplier items be done. **IBM's answer is they can validate the format, I am unsure if this will meet the requirement.**
 4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15.
 - The answer to #11 is of concern. The State can download any account information (data) as long as subscribed, but only within the functionality of their application. It doesn't answer the question if we can get the minimum items that are asked for in the requirement.
 5. **Need Identification.** Tab 3, NEED-1 through NEED-7.
 - The CF item does not seem to pose a problem. Other items seem to be standard within the software.
 6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11.
 - **PRD 4 – Doesn't seem to answer the Role question. They answer it with groups, but not by role.**
 - **PRD 15 and 16, WRK12, PO11 and 12 – Limit attachments to 100MB size limit, but can support any type of attachment.**
 - **PRD49 – Ariba uses UNSPSC (United Nations Standard Products and Services Code) – it seems much configuration will need to be done to work in State's chart of accounts.**
 - **PRD59 – is essentially not answered.** Gives “Standard Functionality supported and configurable”.
 - **WRK28 – only one user in Que at a time.**
 - **PC 6 – Comment that it's not supported; however, they list as “Available”.**
 7. **Catalog Capability -** Tab 3, CAT-1 through CAT-40.
 - **#3 - 3 channels that catalogs can be updated from: (1) Loaded directly by customer via CSV or CIF format, (2) Loaded by us acting as the catalog management service to the customer, (3) Self-loaded by the supplier via the Ariba Network.**
 - **#6 and 7. Catalogs are limited to 5,000 catalogs and there is a limit to 500,000 items in a catalog.**
 - **#19 – To enter Items of negative values is not an option.**
 8. **Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151.
 - **#2 – System has several solicitation templates to use; however, most all State's will want to use their AG approved templates and forms. Some such as the RFI are delivered out of the box, unsure if can configure.**
 - **#36, 52, 63, 70 – limited to 100MB**
 - **#76 – Ariba's system doesn't provide ability to post solicitation documentation unless manually done.**
 - **#138 – Ariba's system does not post award results to State's procurement website. It must be done manually.**
 9. **Contract Management.** Tab 3, CNT-1 through CNT-88.
 - **#45 – Ariba's system doesn't support read only format with redaction properties.**

- #52 through #62 – Ariba's system doesn't support posting of various items to State's public Contracts website. The State must manually post
10. **Vendor Performance** Tab 3, VPE-1 through VPE-25.
- VPE 21 – **CLARIFY** that the system provides this requirement as IBM says it does, because they comment that the best way is through scorecards, which in my mind is paper or a simple excel form. Maybe scorecards is a name of one of their forms. **If not, this does not meet the requirement.**
 - VPE 25 – **File size limit 100MB per attachment. – does not meet requirement.**
11. **Purchasing/Data Analytics** Tab 3, PDA-1 through PDA-37.
- PDA 1 – Ariba solutions comes with 250 pre-packaged reports.

c. Technical Requirements: pages 47 - 59

1. **Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*
- Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.*
- SAP offers a 99.5% system availability percentage during each month for production versions, with exception of **regularly scheduled and emergency maintenance. CLARIFY – How often is regular maintenance and during what hours and days. Additionally, how often in the past has SAP had emergency maintenance (example of how many times in one year?).**
2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
- Page 45. They state they will provide accessibility to customers upon request. **It seems the software does not come with accessibility requirements.**
3. **Audit Trail and History** RTM: Tab 4, TECH-1 through TECH-5.
- TECH 3 – 5 are “INT”; however, they repeat TECH 1 and do not explain/detail out how or why integration or interface is needed.
4. **Browsers Supported**
- The general web browsers are supported (Microsoft Internet Explorer, M Edge, M Edge Chromium, G Chrome, Firefox, and Safari). Microsoft Internet Explorer compatibility mode is not supported. No concerns.
5. **User Accounts and Administration** RTM: Tab 4, TECH-6 through TECH-20.
- TECH 12 – **Does not meet requirement.**
6. **User Authentication** RTM: Tab 4, TECH-21 through TECH-25.
7. **Federated Identity Management**
- Refers to a link. Page 50
8. **Data Conversion** RTM: Tab 4, TECH-26 through TECH-34.
- SAP plans to use “SAP's Activate Methodology”
 - Integration of legacy systems are extra cost 10
9. **Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60.
- “integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems.”
 - Real-time and/or batch integration
 - HTTPS using CSV interface
 - SAP Web services
 - REST APIs
10. **Office Automation Integration**
- Yes, they integrate with Microsoft products listed and others.

11. **Mobile Device Support** RTM: Tab 4, TECH-61.
 - Yes it can be accessed Mobily
12. **Mobile Applications** - TECH 62.
 - Nothing to add here..
13. **Data Ownership and Access**
 - State owns the data.
14. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63.
 - Data retention is governed by the active contract.
15. **Disaster Recovery Plan**
 - Meets requirements.
16. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67.
 - State would receive two environments by default: Test and Production.
 - Additional environments (i.e. Development, Quality Control/User Acceptance, Training) are additional charges.
17. **Solution Technical Architecture**
 - They described some tools and gave some “various” options for exchanging data between SAP Ariba and external system.
18. **Solution Network Architecture**
 - Diagram on page 57.
 - SAP Ariba solutions are offered and delivered in a true subscription-based model
19. **System Development Methodology**
 - Based upon Agile Scrum Development methodology.
20. **Service Level Agreement**
 - UNABLE to open embedded document.
- D. **Security Requirements:** pages 60 - 72
 1. **Cloud Security Alliance (CSA) Compliance**
 - SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines.
 2. **Security and Privacy Controls**
 3. **Security Certifications**
 4. **Annual Security Plan**
 5. **Secure Application and Network Environment**
 6. **Secure Application and Network Access** – Tab 5, SEC-1 through SEC-6.
 - Mentions backup policies.
 7. **Data Security** – nothing to add.
 8. **Personally Identifiable Information Protection** – nothing to add.
 9. **Security/Privacy Issue Occurrence** – nothing to add.
 10. **PII Data Actual/Attempted Access or Disclosure** – nothing to add.
 11. **Security Breach Reporting** – nothing to add.
- E. **Implementation Services Requirements:** pages 73 - 126
 1. **Project Management**
 - LSI provides a basic PM layout diagram on page 73 explanation of PM.
 - Very prescriptive in nature, almost regulatory.
 - Do not see a timeline
 - Does not address most of PM section in RFP.
 2. **Project Implementation Methodology**
 - Very prescriptive in nature, almost regulatory.
 - LSI would like that most SAP cloud implementations use the SAP Activate Cloud methodology. The SAP Activate Cloud methodology follows Agile principles and is well suited to cloud software implementation.
 - Sample role assignment charts are provided for deliverables (pages 79 – 81 and 83 and 88 – 90 and 93). Will want to review these for negotiations if are awarded a contract.
 - **Note:** There are many PM areas that should be reviewed in the Assumptions section (pages 140 – 141) of this proposal.
 3. **Catalog Support Services**

- Uses SAP Ariba Catalog management services or Spot Buy.
- The supplier is responsible for uploading catalogs on Ariba Network.
- Suppliers hosting content on their sites provide a catalog feed with links to their content as authenticated by Ariba Network. Both Level 1 PunchOut (Site and Aisle/category level) as well as Level 2 PunchOut (Aisle, Shelf, and Item level for cross-PunchOut search experience) are supported. SAP Ariba catalog management services manage the enabled catalogs including validation, cleansing, catalog activation and any subsequent refreshes. The catalog set-up includes setting up a catalog hierarchy. Enablement of Punch Out catalogs are available as an optional item for additional charges – Clarify charges.
- Doesn't address training staff or suppliers on catalog management roles.

4. Data Conversion Services

- 6 activities make up the conversion project:
 - Strategy
 - Analyze
 - Design
 - Build
 - Test/Implement
 - Deploy

5. Interface/Integration Development Services

- Pages 98-99 - *“LSI will recommend, design and deploy interfaces based on the best practices and the latest tools available with the SAP environment. In addition to technical assessment, we develop an **Interface Strategy document** that includes the general architecture of the Current and Future Landscape, describes various Interface types, file transfer and process of interface design and implementation.”*

6. Organizational Change Management (OCM Services)

- Explains their OCM method well and with diagrams. They seem to have done OCM before.
- Meets requirements.

7. Training Services

- Training is divided into two different but critical areas:
 - Project Team Training
 - End User Training

8. Help Desk Services – good.

- Page 117 - *“LSI will provide post implementation support / SAP Application Management Services (“AMS”) Services.”*
- Confusion on what LSI is providing and what SAP might be providing or if LSI is providing all.

9. On-Site System Stabilization Support

- LSI explains post go-live stabilization support and some of the help desk again, but don't seem to commit to the 3-month post go-live coverage requirement.

F. Managed Services Requirements: pages 127 - 131

1. Solution Support

- Yes seems to meet requirements

2. Organizational Change Management (OCM Services)

- They offer an hourly rate in their cost proposal, but do not offer any description of services. Unable to evaluate.

3. Training Services

- Meets requirements – point to Section E for description of services.

4. Catalog Support Services

- Provided at an hourly rate but separate from services from proposal. No description of services offered. Unable to evaluate.

5. Help Desk Services

- Meets requirements. – point to Section E for description of services.

6. Transition Out Assistance Services

- Sample transition plan offered. Would like to see a description of how they help transition out. Does not meet requirement.

G. Other Available Services: pages 131 - 138

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

- RTM: Tab 7, MNGD-1

- Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- SAP S/4 Financials Assessment.
- SAP Fieldglass

H. Video Demonstrations: page 139

- 44 minute demo.
- Some areas the author kept saying they would show more at the demo. Which is confusing since this is the demo.
- Looks very user friendly for Catalog purchasing of items.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (LSI)

CATEGORY #(s): 1

DATE: (09/22/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Gold Partner of SAP Software including SAP Ariba
 - Partner Managed Cloud Model – Choice of cloud?
2. Previous Projects
 - San Diego County - Ariba Supplier Lifecycle and Performance and Contracts Management
 - University of Kentucky - Ariba Contracts
 - Sempra Energy - SAP Ariba Contracts Management
 - City of San Diego - implemented the SAP Ariba procurement platform to modernize their legacy procurement processes.
 - Washington DC government - SAP Ariba On-Premise Software strategic move to the cloud with Ariba
 - California Department of Healthcare Services - Ariba procurement platform, including strategic sourcing and buying & invoicing solutions
 - Reference contact information facilitated through LSI...but did provide info
3. Subcontractors
 - Ariba
 -
4. Organizational Chart
 - Combined State and LSI project specific org chart
 - Roles defined
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B report dated 7/2021
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: LSI Consulting
CATEGORY #(s): 1
DATE: 12/23/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **SAP ARIBA** implemented by **LSI Consulting**. single point of entry
smart routing compliance portal open marketplace environment integration workflow document
management reporting configurable transparency

User Experience "Guided Buying" capabilities, - UX experts redesigned user's view to deploy a
platform adaptable on multiple platforms (desktop, tablets, mobile) •Minimizing clicks and number of
steps•Seamless transition from mobile app to desktop with "follow-me" process from one
another•Community help•Visual workflows, reminders and notifications•Bulk actions over many items (i.e.
bulk receive purchase orders)•Integrations to facilitate multiple catalog search (items in the material
master, inventoried items, MRO Supplies and contracted supplier catalogs), cost accounting and more
Bidder Best Practices and Roadmap **A configurable system** is out-of -the-box solution that allows the
owner to easily personalize certain aspects of the system, without the help of costly software
developers. Configurable software is flexible, scalable and can be continually shaped to meet
an organization's industry-specific and organization-specific needs. Configurable solutions carry
a much lower total cost of ownership. You don't pay for updates. **A customized system is**
developed specifically and only for one customer, locking that organization into a static
workflow that can only be changed by hiring cost prohibitive engineers to make updates to the
system's code. This increases the total cost of ownership exponentially. The system is
static and does not evolve with the industry. SAP® Ariba® Best Practices Center.

Innovations and Value-Added Features/Services •SAP Fieldglass•SAP Ariba Supplier Risk Management -
Customizations/Extensions SAP arriba application extensions and partners; spot line chat bot, seal
software, cloud trade, I SMS applications, kill var sourcing, app Zen artificial intelligence, core disc, fair
market, vertex, Accenture, echo vedis, Dun and bradstreet, APOS systems, nitor, iCertis artificial
intelligence, globality.

Alternative Funding Models **LSI CONSULTING** did not propose any

Contract Transition and Flexibility flexibility to transition from a state's current contract to a new contract
or amendment under the terms of a newly awarded Master Agreement and Participating Addendum.. SI
becomes a one-stop-shop for the participating State for software and services contracting. **Could not
open PDF**

Functional Requirements

General Functionality - 2 integration w/medium and low LOE, 1 not available, 1 partial requirement met
for posting solicitations on state website, 36 Out of the box.

Supplier Portal - 1 integration w/Medium Loe an API where suppliers can access a posted solicitation ,
and 21 out of the box, 1 business process to handle vendor complaints outside of the tool.

Supplier Enablement/Management 9 integrations w/med LOE and 34 out of the box.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Buyer Portal 15 out of the box
Need Identification 7 out of the box
Request through Pay 62 out of the box – Purch Req, 28 out of the box for Wrkflw mgt, 29 out of the box for PO gen and mgt, 21 out of box for Pcard, 21 out of the box for Receiving, 11 out of the box for invoicing.
Catalog Capability 1 not available items with negative dollar value, 39 OOBX
Sourcing/Bid Management Three not available, 1 partial sourcing bid management not displayed publicly, 147 OOBX
Contract Management 74 OOBX, One not supported 11 not available and must be performed manually. 2 Available however these are manual processes.
Vendor Performance 25 OOBX
Purchasing/Data Analytics 37 OOBX

Technical Requirements

Availability 99.5% system availability percentage during each month for production versions, with the exception of regularly scheduled and emergency maintenance.
Accessibility Requirements 301 549 is a European standard for digital accessibility.
Audit Trail and History logs are retained so long as the customer has an active contract with SAP.
Browsers Supported Apple Safari (64-bit)•Google Chrome (64-bit)•Microsoft Edge (32-bit)•Microsoft Edge Chromium (32-bit and 64-bit)•Mozilla Firefox (64-bit)•Microsoft Internet Explorer (32-bit) until December 31, 2021oNote: Compatibility mode isn't supported
User Accounts and Administration RBAC
User Authentication Customers may activate 2 factor authentications if they use SAML based authentication or ADFS for accessing the SAP Ariba Cloud Services.
Federated Identity Management– see user authentication above
Data Conversion LSI will leverage SAP's activate methodology however methodology was hard to determine as far as specific data conversion tasks.
Interface and Integration Using SAP ARIBA open APIs. Oracle and PeopleSoft and they also integrate with SAP?
Office Automation Integration Word excel and Powerpoint
Mobile Device Support the Ariba Mobile app to view, track, and approve purchase requisitions, nudge approvers, and access informative articles on the Exchange User Community, all from their mobile devices.
Mobile Applications IOS version 7. X, Android Kit Kat 4. 4 and lollipop 5.0
Data Ownership and Access Data retained so long as the contract is active however it's not clear how long they will keep data after termination
Date Retention, Archive and Purge Considerations Retains customer data for the life of this subscription in accordance with their terms and conditions
Disaster Recovery Plan Annual test does it include clients? Data centers appear to be SAP owned RPO 5 minutes. (RTO) to not exceed four hours. LSI Consulting leveraging SAP plan.
Solution Environments production and test; Extra charge for more environments
Solution Technical Architecture The native integration with SAP ECC and S/4HANA covers the full suite of SAP Ariba applications including Ariba Network Automation, SAP Ariba Buying and Invoicing master data and transactional interfaces as well as SAP Ariba Sourcing and SAP Ariba Contracts and direct materials management. This is accomplished by using the SAP Ariba Cloud Integration Gateway (CIG). The Cloud Integration Gateway provides a means of integrating SAP Ariba with SAP ERP products (S/4 and ECC6) without the use of middleware for delivery. Detailed architectural diagram provided.

**STATE OF MAINE
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Solution Network Architecture servers utilize a network infrastructure designed for scalability, reliability, and security. The SAP Ariba Operations team monitors and maintains the systems. Redundant load balancing and security firewall devices are inserted between each tier. Detailed architectural diagram provided

System Development Methodology Agile Scrum Development methodology. Product lifecycle management includes a quality control process that involves technical reviews automated and manual testing performance and stress testing.

Service Level Agreement A list of definitions In a separate document

Security Requirements

Cloud Security Alliance (CSA) Compliance CAIQ completed – could not access doc.

Security and Privacy Controls SAP Ariba is officially not certified for NIST 800-53

Security Certifications ISO 9001 – Quality Management System, ISO/IEC 27001 – Security Management System, ISO 22301 – Business Continuity Management System, BS 10012 Personal Information Management System, ISO/IEC 27018 – Code of Practice for Personally Identifiable information, ISO/IEC 27017 Code of practice for Cloud service information security, SOC 2 type II, Payment Card Industry Data Security Standard (PCI DSS), Good Practice Quality Guidelines and Regulations (GxP), Trusted Information Security Assessment Exchange (TISAX), FedRAMP authorized.

Annual Security Plan Annual security plan are internal facing documents

Secure Application and Network Environment SAP Ariba provides 24/7 monitoring from a Security operation center

Secure Application and Network Access SAP ARIBA uses a variety of strong encryption and key management protocols, cyphers, and processes from encrypting data/files in transit and at rest

Data Security Access based on leased privilege

Personally Identifiable Information Protection solutions are designed Business to business transaction, and do not support storing HIPAA/PII/Personal data

Security/Privacy Issue Occurrence incident response procedures are confidential, overview only

PII Data Actual/Attempted Access or Disclosure same as above

Security Breach Reporting same as above

Implementation Services Requirements

Project Management **LSI CONSULTING** will have leadership provided by the Program Sponsor, Engagement Lead and Project Manager who share responsibility for the successful delivery of the State implementation. •Clearly define project scope, responsibilities, and authority via the project charter and responsibilities matrix. •Finalize the project team resources and organizational chart •Implement the toolset and procedures for scope, risk and issue management •Establish communication protocols including status reporting and issue reporting •Create the project requirements traceability matrix framework •Prepare a Kick Off presentation to communicate PMO standards and expectations to the project team.

Project Implementation Methodology **LSI CONSULTING** will use the SAP Activate Cloud methodology. Extensive detail on this methodology.

Catalog Support Services **LSI CONSULTING** takes will use SAP Ariba catalog management service is a complete, end-to-end combination of proven technology, extensive domain expertise and expert services. Elements include: Supplier Road Mapping, Project Management, Electronic Catalog Enablement, Catalog Maintenance, PunchOut Catalog Enablement, Punch-Out Catalog Maintenance, and State & Supplier Helpdesk Support.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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CATEGORY #(s): 1

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DEPARTMENT/STATE: Maine

Data Conversion Services **LSI CONSULTING** data conversion project plan is broken down into six activities, which mirror the project phases; Strategy, analyze, design, build, test implement, deploy. Data cleansing appears to be the sole responsibility of the state because no tools were mentioned.

Interface/Integration Development Services **LSI CONSULTING** will develop and implement interfaces and integrations with legacy systems. **LSI** will recommend, design and deploy interfaces based on the best practices and the latest tools available with the **SAP environment**. **LSI will develop an Interface Strategy document** that includes the general architecture mn of the Current and Future Landscape, describes various Interface types, file transfer and process of interface design and implementation.

Organizational Change Management (OCM Services **LSI** consulting has a robust organizational change management road map. It has five phases; prepare, explore, realise, deploy, run post go live. A comprehensive strategy and communication plan will be created to drive the creation and delivery of effective messaging. This plan is a dynamic, living, and breathing document. It will be updated periodically to ensure the right communication is getting to the right stakeholders at the right time. The following principles lay the foundation for effective communication: •Message redundancy is related to message retention. •The use of several communication channels is more effective than the use of one single medium to convey a message. •Face-to-face communication is a preferred medium for providing a forum of dialogue with constituents. •The existing organization structure is oftentimes the best channel for disseminating information about the implementation. •Direct supervision is the expected and most effective source of organizationally sanctioned information. •Opinion leaders, who may not necessarily be organizational leaders, are effective change agents. •Information that is consistent and reinforces basic values and beliefs is effective in changing opinions and attitudes. •Personally relevant information is better retained than abstract, unfamiliar or general information

Training Services **LSI CONSULTING** Training is divided into two different but critical areas: 1. Project Team Training 2. End User Training approach aligns with our implementation plan. **LSI CONSULTING will leverage online** SAP Services courses. **LSI** will train State personnel with business expertise to conduct instructor led classroom training, virtual learning classrooms or deskside coaching for fellow employees. **LSI** will train State trainers in best practice training principles and familiarize them with the training content to be used by conducting tailored train-the-trainer workshops for each applicable area.

Help Desk Services The **LSI CONSULTING** These services were designed to complement our customers in house support team. Our service is easily adapted to integrate with State's support provider. **LSI's** Application Support Services offers application support across all modules. Support is made available at a predetermined rate, with guaranteed response time. End-users simply call a dedicated toll-free number, or enter their problem tickets over the web to receive direct access to consulting resources. Application Helpdesk support covers Level II Application Critical Support, and Level III Application Enhancement Support . Level III or Enhancement Support is designed for customers who want to expand the functionality of their current systems. Level III (Tier Three) support must be approved by Customer's Support Manager. The intention of Level III is to give Customer flexible and cost-effective access to consulting resources to continually improve Customer's SAP systems. Each level III request is **priced separately** and will be evaluated, quoted on a case by case basis, and must be approved by the customer. JIRA Work Management for Customer Care system

On-Site System Stabilization Support **LSI CONSULTING will run** Hypercare for 3-months post go-live. On site not clear.

Managed Services Requirements

Solution Support All of our Ariba customers run the latest release of our products. As part of our SaaS deployment model, we handle all maintenance packs, services packs, and product upgrades. Customers automatically receive patches and upgrades when they become generally available for no additional cost. We schedule releases during off-peak hours and weekends to minimize the impact of downtime. Many of

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DEPARTMENT/STATE: Maine

our largest cloud products follow a harmonized release calendar. Maintenance windows for cloud solutions are documented in the SAP Support Portal. **LSI** operates its Cloud Management Services, which involves an Information Technology Infrastructure Library (**ITIL**)-based Information Technology Service Management (ITSM) support model.

Organizational Change Management (OCM Services **LSI** can support the Organizational Change Management (OCM) Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. These OCM services can be provided at an hourly rate as detailed in our FILE 4 Cost Proposal.

Training Services **LSI can support the Training Services, as described in Section E. 7 Training Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. These training services can be provided at an hourly rate as detailed in our FILE 4 Cost Proposal.**

Help Desk Services **LSI** can support the Help Desk Services as described in Section E. 8 Help Desk Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. Please also see our response to 1. Solution Support, above, for more detail on these services..

Transition Out Assistance Services **LSI** can support Transition Out Assistance Services. Please see our confidential and proprietary sample transition plan, Transition Plan Sample_Confidential_LSI.pdf, embedded within this pdf response document as an attachment.

Other Available Resources SAP S/4 Financials Assessment, SAP Fieldglass (**why not part of standard offering?**)

Video Demonstrations

- Guided buying used laptop as an example
- Request → Approval → Order → Status → Receipt → Invoice → Payment → Financing
- Sourcing events – expiring contracts...templates
- Analyze → Plan → Source → Risk → RFx → Quality → Contract
- Contract wizard
- Supplier mgt through analytics
- Any state with SAP financials would find this product an easier integration

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1-Full Solution

DATE: 8/23/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Installing Ariba SAP
 - LSI is consulting role
 - Partner managed cloud; should consider liability and data security terms
 - Gateway to full SAP saturation
2. Previous Projects
 - Large list of clients; all but a few are municipalities/cities or smaller entities than full statewide scope
 - Provide examples, but no reference to ROI; provides limited value to spend the money for the services
 -
3. Subcontractors
 - No subcontractors; should be identifying SAP?
 -
 -
4. Organizational Chart
 - All work aside from highest level is done by Ariba and SAP resources
 - Job descriptions show limited responsibilities of LSI. Majority of work appears by States
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Research needed if LSI absorbs risk to project or defers to SAP or others. States should be aware of liability limits for prime vendors when acting as project managers but do not own solution
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 1/4/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- SAP Ariba Solution
- POSITIVE SAP Ariba Solution, SaaS
- POSITIVE SAP manages infrastructure
- QUESTIONING Spot buy catalog avenue to encourage off contract purchases.
- POSITIVE mobile platform focus
- POSITIVE End to end system, task management functions
- NEGATIVE Many value-added services, why not included in base products
- QUESTIONING Extension partners for functionality what relationship and liability is
- POSITIVE – Gold Partner for SAP
- QUESTIONING – GovOne Accelerator template benefits or restriction
- POSITIVE – SAP is widely used throughout the industry
- POSITIVE – Modules are beneficial to choose which are best
- QUESTIONING – Is vendor portal a barrier to entry for technology challenged small business
- QUESTIONING – SAP Fieldglass and Supplier Risk Management, using LSI as a third party to implement, and various application extension partners demonstrates a complex fragmented solution.

Functional Requirements

- POSITIVE – separate modules
- POSITIVE – Use of UNSPSC codes is preferred
- POSITIVE – Ariba is far reaching
- QUESTIONING – how simple is the network considering the size and effort needed to implement
- POSITIVE – Resources on page 30 seems interesting
- QUESTIONING – mention of approval workflows
- QUESTIONING – page 34 references guided buying, how does this influence the buyer
- INTERESTING – Need guidance seem very manipulative
- POSITIVE – Catalog features and attribute designations are good
- QUESTIONING – How do technologically challenged vendors submit a bid response?

Technical Requirements

- QUESTIONING – accessibility for differently-abled?

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 1/4/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- QUESTIONING – Has lack of browser compatibility mode created problems for customers?
- POSITIVE – Single sign-on and 2 factor is good and appears standard
- QUESTIONING - Organizational change management details are deferred in response
- POSITIVE – Mobile App has basic functionality of solution
- QUESTIONING – Is response page 53, mobile applications dated? iPhone should work on phones above 6s.

Security Requirements

- QUESTIONING – Mobile app does not work if MDM platform?
- NEGATIVE – continuous referral to sap policies for compliance is difficult to determine clear response
- POSITIVE – limited access to data is appropriate
- QUESTIONING (p.76) SAP does not handle HIPAA data, possible concern?
- POSITIVE – Secure systems in place

Implementation Services Requirements

- POSITIVE Good overview of project plan processes
- QUESTIONING – How is responsibility clarified with LSI and State for implementing. LSI places many obligations on the State in the proposal.
- POSITIVE Level 2 punchout is a very good attribute

Managed Services Requirements

- QUESTIONING – quarterly hours for monitoring, what is more are needed?
- NEGATIVE – Training at hourly rate
- NEGATIVE – Catalog Support Services at hourly rate
- NEGATIVE – Help desk services at additional cost
- QUESTIONING – Additional costs may challenge end user ROI

Video Demonstrations

- POSITIVE – SAP is large solution end to end
- QUESTIONING – Is guided buying only view available to buyers, would not like to be overly restrictive
- QUESTIONING – Is there a training session available for new users, solution appears complex
- POSITIVE Dashboard seems beneficial
- QUESTIONING – Data appears a great advantage to power users, can be overwhelming to casual users.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): CAT1 Stage 1

DATE: 08/24/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Reseller of SAP Software SAP Ariba
 - Uses partner managed cloud
 -
2. Previous Projects
 - Listed approx. 40
 - Government, Schools and Medical Centers
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - 5 major teams
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Overall

Exception to #7 of NASPO T' & C's

General Principal and Requirements

Key Solution Functionality Elements

8-10	Ariba is the solution	
	Single point of entry	
	Smart routing – dynamic workflow engine	
	Compliance – SAP s/4 HANA – you can manage regulations, track registrations and substance volumes, classify products and create compliance documents	
	Portal – SAP portal product	
	Open Marketplace Environment – users choose to have access to all of the available catalogs or just their own. Also has spot buy catalog solution available	
	Integration – holistic integration application	
	Document Management – module can track, manage and store documents that can help digitize the contracting process.	
	Reporting, dashboard, and data virtualization. – native reporting and analytics including-packaged reports	
	Configurable – highly configurable solution	
	Transparency – Vendor Portal streamline operations and engagement with your vendor community.	

User Experience

10-12	Guided buying	
	Multiple platforms. Designed to deliver a fast and ergonomic user experience.	
	Interface designed to minimize clicks, seamless transition from mobile to desktop app, visual workflows, bulk actions, and integration s to facilitate multiple catalog searches	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Bidder Best Practices and Roadmap

12-13	Quarterly releases advanced communication	
	Monthly features deliverable – virtually invisible to the end user	

Innovations and Value-Added Features/Services

13-16	SAP Fieldglass – External talent management, services procurement, worker profile management	
	SAP Ariba supplier Risk Management	

Customizations/Extensions

17	System cannot be customized but there are many extension partners available.	
----	--	--

Alternative Funding Models

20	Fieldglass option listed previously	
----	-------------------------------------	--

Contract Transition and Flexibility

20	High flexibility to transition from a state contract to a new contract.	
----	---	--

Functional Requirements

General Functionality

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

GEN	Same as IBM pg. 22-46	
	General functionality pg 22-24 meets requirements	
	Uses UNSPSC would need to crosswalk to users commodity code set	concern
GEN 4	Need to manually post solicitations to the state website	concern
GEN 5	Contracts are put on state's website through a link and only registered users would have access	concern

Supplier Portal

24-30	SBN Ariba Business Network. – Allows the state to load only contracts they want or those are members of the network. Ariba Supplier enablement. Supplier portal functionality across all users. Self service hosted creation and self-service hosted catalogs. Dashboard to manage catalog activity. Self service administration to define suppliers' rules. Link multiple accounts to a parent account. Mobile application to access orders, invoices, notifications, order/invoice graphs and can confirm customer orders.	
SPR 1-8	Yes	
SPR 9-10	Does not provide details.	concern
SPR 18	Response on to State partners	concern
SPR 19	Not supported partners. No detailed response to allow suppliers to submit admin fee payments.	concern

Supplier Enablement/Management

30	Meets requirements	
	SAP will design and develop the most effective enablement strategy based on profile, PO and invoice volume and spend. Provides IRS TIN/Name verification certification. Offers user guides, FAQ's, technical documentation and free online seminars.	
VDR 1-90	Yes	
VDR 11	Commodity codes would need a crosswalk	concern
VDR 12-18	Yes	
VDR 19	Doesn't address IRS/TIN but it is covered previously in the proposal	
VCR 20	Validates format only not addresses	concern

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Buyer Portal

31-34	Meets requirements	
-------	--------------------	--

Need Identification

34-35	Guided buying handled through the landing page. Other options for the casual user	
-------	---	--

Request through Pay

PRD 1-2	Yes	
PRD 3	Encumbrance happens when the requisition is created	
PRD 4-5	Yes	
PRD 6	System does not provide automated means to control combining purchases for multiple fiscal years	Weakness
PRD 7-12	Yes	
PRD 13	Attachments are limited to 100MB	weakness
PRD 14	Yes	
PRD 15	Attachments are limited to 100MB	weakness
PRD 16	Attachments are limited to 100MB	Weakness
PRD 17-22	Yes	
PRD 23	Does not allow user to add a discount percentage.	
PRD 24	There is workflow for individual forms	
PRD 25-32	yes	
PRD 26-32	Yes	
PDR 33	Changes can be made to orders and then routed using the same or different routing method	Positive
PRD 34-36	Yes	
PRD 37	Does not flag not cataract items for later analysis	weakness

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DEPARTMENT/STATE: Purchasing North Dakota State University

and 39	When non-identifying state matches are discovered – does not save for later analysis	
PRD 38	Yes	
PRD 53	Account info is bases on user's position.	weakness
PRD 54-61	Yes	
PRD 62	Does not allow to put other payment options on the PO except for invoicing. User may "possibly be able to change in the users interface"	weakness
WRK 1-9	Yes	
WRK 10	In order to limit override approvals, user must be removed form each affected step of the workflow	Weakness
WRK 11	Yes	
WRK 12	Attachments are limited to 100MB	weakness
WRK 13	Cannot approve/deny by line item	weakness
WRK 14	Once an approver makes a change it doesn't start over at the beginning of the workflow	weakness
WRK 15-28	Yes	
PO 1	Yes	
PO 2	Does not allow a PO to be created in one year and rolled into the next. The system makes you enter a time span?	weakness
PO 3-4	Yes	
PO 5	Cannot use state templates	weakness
PO 6-14	Yes	
PO15	Does not allow an internal and external version of the same order	weakness
PO16	Electronic signature is not available for orders	Weakness
Po 17	Attachments with PO's limited to 100MB	
PO 18-23	Yes	
PO 24	Only notifies vendor when orders are cancelled not approvers	weakness
PO 25-26	Yes	
PO27-29	Cannot create PO without a req.	Weakness
PC 1-2	Yes	
PC 3	Cannot prevent certain types of purchases on the P-card	weakness

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

PC 4-5	Yes	
PC 6	System is not set up to allow P-card users to update their own information	weakness
PC8-15	Yes	
PC 16	Can only see budget and encumbrance when a PO is created.	weakness
PC 17-21	Yes	
RC1-3	Yes	
RC 4	Must associate item with PO from the beginning	weakness
RC 5-15	Yes	
RC 16	Tolerances are defined on invoicing	weakness
Inv1	Yes	
Inv 2	Does not allow to control which vendors are able to submit electronic invoices	weakness
INV 3-7	Yes	
INV 8-11	Yes	

Catalog Capability

32-33		
CAT 1-5	Yes	
CAT 6-7	Limit of 5000 catalogs. Limit of Items per catalog is 5000,000	weakness
CAT 8-9	Yes	
CAT 10	Catalog items do not instructions on how to order them. They suggest customs forms to create a line on a req to sent for a quick quote from the vendor	weakness
CAT 11	Does not provide a means to obtain quotes with the ability to retain, review and accept quotes. Received from the catalog	
CAT 12-13	Does not have catalog capabilities for configurable products.	weakness
Cat 14-18	Yes	
Cat 19	No negative dollar catalog items	weakness
Cat20-40	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Sourcing/Bid Management

34-36		
SRC 1-22	Yes	
SRC 23	Access to system is based on user's license	
SRC 35	No check in . check out feature on the maintenance and management of forms. It is controlled by users that have the appropriate permissions	Weakness
SRC 36	Attachments limited to 100MB	weakness
SRC 37 -40	You don't update documents, you have to replace them. Ariba maintains the header details.	weakness
SRC 41-51	Yes	
SRC 52-53	Limit of attachments is 100MB and limit of 9 pages	Weakness
SRC 54	Supports UNSPSC	?
SRC 55-63	Yes	
SRC 70-71	Attachment limit 100MB	Weakness
SRC 72-75	Yes	
SRC 76	System does not provide to ability to post solicitation unless manually posted by a user	weakness
SRC 80	Did not answer if system maintains vendor information for future bids.	?
SRC 81	Does not allow to post solicitation amendments to the public website. Users have to manually post.	weakness
SRC 82-87	Yes	
SRC 88	Does not support this requirement	weakness
SRC 89-117	Yes	
SRC 118	Does not capture subcontract data	weakness
SRC 119	Yes	
SRC 121-123	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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CATEGORY #(s): 1 Stage 2

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DEPARTMENT/STATE: Purchasing North Dakota State University

SRC 120 & 125	User has to exit the system to Excel or use the pre-packaged reports.	weakness
SRC 126- 135	Yes	
SRC 136	Cannot award into a PO. Once PO is done, contract can be added to the system	weakness
SRC 137- 151	Yes	

Contract Management

36-38		
CNT 1	Yes	
CNT 2	Allows redlined version in the application or Word.	Positive
CNT3-6	Yes	
CNT 7- 10	No check-in/check out Replaces with new version	weakness
CNT 11	Yes	
CNT 12	Out of box support for DocuSign and Adobe Sign	weakness
CNT 13-22	Yes	
CNR 23	No check-in/check out Replaces with new version. See CNT 2	
CNT 26	Future	Future
CNT 27-37	Yes	
CNT 38	Does not identify subcontractors, reseller etc. Must be done by attachment	weakness
CNT 39-44	Yes	
CNT 45	Electronic procurement file publicly available is not supported	weakness
CNT 46	Strong search capabilities	positive
CNT 47-50	Yes	
CNT 52-62	Buyer to post any notice	weakness
CNT 65 - 66	Buyer to post any notice	
CNT67- 88	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Vendor Performance

42-44	Generally, meets requirements No specific detail in technical proposal except for general information on page 40.	
	Public posting of any data in the solution to the state site requires the use of a set of API's to create integration	weakness

Purchasing/Data Analytics

44	Meets requirements Reports can be displayed many ways. Chart or graph and added to personal dashboard. 3 step report creation 1. Select the report 2. Lay out the pivot table 3. Refine or filter the report	
----	---	--

Technical Requirements

Availability 47-59

47	Partially meets requirements SAP Cloud services stats 99.5% system availability	
----	--	--

Accessibility Requirements

47	Partially meets requirements Target web content accessibility guidelines lev A and AA and EN 301 549 Solutions are not fully optimized	
----	--	--

Audit Trail and History

48	Meets requirements	
----	--------------------	--

Browsers Supported

48	Partially supports the requirements. Did not address the requirements listed.	
----	--	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

User Accounts and Administration

48--49	Access is based on roles and permissions to determine what features a user can see and work with. Can inherit roles by being a member of a group.	
TECH 12	Dual login for dual roles	weakness
TECH 13	Only super user is administrator	weakness
TECH 16	Period doesn't deactivate after no activity for an amount of time.	weakness

User Authentication

49	Meets requirements except for state password requirements. User can log in 2 ways Regular authentication or single sign in. Customers can activate 2 factor logins. When single login is used, all password rules and changes are maintained by the state change policy.	
----	--	--

Federated Identity Management

50	Meets requirements	
----	--------------------	--

Data Conversion

50	Does not meet requirements. Did not discuss data conversion	
----	---	--

Interface and Integration

51	Meets requirement but needs clarification	
----	---	--

Office Automation Integration

51	Meets requirements	
----	--------------------	--

Mobile Device Support

52	Describes mobile app but did not address if the solution could be accessed on the mobile device	
----	---	--

Mobile Applications

52	See above	
----	-----------	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Data Ownership and Access

54	Meets requirements	
----	--------------------	--

Data Retention, Archive and Purge Considerations

54	Partially meets requirements. Does not archive	
----	--	--

Disaster Recovery Plan

54	Meets requirements	
----	--------------------	--

Solution Environments

55	Does not meet requirements Test and production to start. Extra cost for extra environment	
----	--	--

Solution Technical Architecture

55-57	Partially meets requirements. Did not provide required diagrams.	
-------	--	--

Solution Network Architecture

57-58	Meets requirements. details not provided	
-------	--	--

System Development Methodology

58-59	Meets requirements	
-------	--------------------	--

Service Level Agreement

59	Partially meets.	
----	------------------	--

Security Requirements

Cloud Security Alliance (CSA) Compliance

60	Meets requirements	
----	--------------------	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Security and Privacy Controls

60	Meets requirements through SOC	
----	--------------------------------	--

Security Certifications

60-62	Meets requirements except for HIPPA	
-------	-------------------------------------	--

Annual Security Plan

62	Could not access	
----	------------------	--

Secure Application and Network Environment

62-66	Meets requirements	
-------	--------------------	--

Secure Application and Network Access

66-68	Meets requirements	
-------	--------------------	--

Data Security

67-71	Meets requirements	
-------	--------------------	--

Personally, Identifiable Information Protection

71	Does not meets requirements. Not set up to handle HIPPA	
----	---	--

Security/Privacy Issue Occurrence

71-72	Meets requirements Did not commit to timelines	
-------	--	--

PII Data Actual/Attempted Access or Disclosure

72	Same as above Security/privacy	
----	--------------------------------	--

Security Breach Reporting

72	Same as above	
----	---------------	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Implementation Services Requirements

Project Management

73-75	Meets requirements but response is high level and did not address Leadership and staffing	
-------	---	--

Project Implementation Methodology

75	Meets requirements	
----	--------------------	--

Catalog Support Services

94	Partially meets requirements. We do the cleansing. SAP Catalog service includes Supplier road mapping, project management, electronic catalog, catalog maintenance, punchout catalogs enablement and state and supplier helpdesk support.	
----	---	--

Data Conversion Services

94-98	Meets requirements	
-------	--------------------	--

Interface/Integration Development Services

98	Meets requirements. we develop interface strategy document	
----	--	--

Organizational Change Management (OCM Services

99-109	Meets requirements	
--------	--------------------	--

Training Services

109-117	Meets requirements	
---------	--------------------	--

Help Desk Services

117	Meets requirements – not clear on what level of service	
-----	---	--

On-Site System Stabilization Support

126	Does not meet requirements.	
-----	-----------------------------	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Managed Services Requirements

Solution Support

127-130	Meets requirements	
---------	--------------------	--

Organizational Change Management (OCM Services

130	Unclear on what services are being offered.	
-----	---	--

Training Services

130	Meets requirements	
-----	--------------------	--

Catalog Services

130	Unclear what is available	
-----	---------------------------	--

Help Desk Services

130	Meets requirements	
-----	--------------------	--

Transition Out Assistance Services

131	Sample plan but no other details on what is offered.	
-----	--	--

Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Category #1 Stage 1

DATE: 08/19/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Value Added Reseller of SAP
 - Consulting Firm. Long standing
 - Covers large markets
2. Previous Projects – **Implementation Partner- Marked CONFIDENTIAL**
 - City, County and State clients
 - Higher Education clients
 -
3. Subcontractors
 - Bidder stated no subcontractors will be used
 -
 -
4. Organizational Chart – **Marked CONFIDENTIAL**
 - Supplied org chart
 - Supplied role names and responsibility information
 -
5. Litigation
 - No litigation was reported by the bidder.
 -
 -
6. Financial Viability
 - Supplied Dun & Bradstreet report snapshot
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Stage 2 Category 1

DATE: 12/03/21

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments: The video provided did show the functionality of the system, but at a very high level. It concentrated more on tips and lessons learned rather than getting deep into the functionality of the system. I got the impression this company wanted to provide a deeper explanation of the system when they offer a "demo" but not sure what that meant?

Some of the responses in the RTM are completed by stating "standard functionality" which does not show me they understand the requirement and can state that their solution can perform the requirement. Another issue is the vendor's response comments state an integration will be needed, but the "availability" on the RTM is labeled "A" which means out of the box. See example on Tab 3 Line 198 on suppliers RTM.

I am confident that the system can be offered to state clients but would feel that the concerns listed in these notes would need to be addressed/verified so clients and this supplier are clear on any discrepancies.

General Principal and Requirements – Page 8

Key Solution Functionality Elements – Page 8

- Offers the SAP Ariba Guided Buying with SSO
- Smart Routing is workflow that can be configured.
- Compliance helps track registrations.
- Portal provides access for employees
- Have open marketplace functionality with Spot Buy catalog solution to aid buyers in finding goods.
- Offers integration, workflow, document management and configurable dashboards.
- The vendor portal helps with the transparency requirements.

User Experience – Page 10

- Each module has configurable dashboards - Page 11
- Allows for mobile use to save time.

Bidder Best Practices and Roadmap – Page 12

- Presents both Quarterly and Monthly releases.
- Supplied 2 attachments embedded in the response document showing their expected road maps. These documents contain good information and could be very useful
- Best Practices Center service provides access to knowledge of best practices

Innovations and Value-Added Features/Services – Page 13

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- "Moving away from customized systems to configurable systems is the key to enable innovation"
Page 14
- Offers SAP Ariba APIs.
- Does offer some other tools that would be advantageous to the State. SAP Fieldglass and SAP Ariba Supplier Risk Management. Page 15
- Supplied Link to YouTube video explaining that SAP Fieldglass aids to develop external workforces. Can submit a SOW and then work with the vendor. Can integrate with existing systems.
- Supplied YouTube link to explain Supplier Risk Management. I tried to access the video but received a warning stating this is a "private video" – Page 16

Customizations/Extensions – Page 17 thru Page 20

- Supplied a well define list of extensions and partners. Page 17
- Chat bots, pdf invoices, integrations with Oracle, supplier data validation are some examples. I am just curious if these are included or offered at an additional cost.

Alternative Funding Models – Page 20

- SAP Fieldglass is offered with an option to pay as you go and only pay for what you use at the end of the month.

Contract Transition and Flexibility – Page 20 – 21

- Partner Managed Cloud (PMC) is a tool to offer expedition the legal review process.
- Referred to document titled LSI Partner Managed Cloud attachment which provided information on the benefits for using this tool.

Functional Requirements – Page 22

General Functionality – Page 22 thru Page 24

- Single platform for supplier and buyers
- Buying & Invoicing, Sourcing, Contracts, Supplier Lifecycle and Performance, Ariba Network and Fieldglass are the solutions listed.
- Profiles can be set up via an integration.
- User should configure their own dashboards to simplify the user experience.
- CONCERN - EPROC-GEN-11 – Line 15 - Did not address the ability to Import/Export attachments
- CONCERN - EPROC-GEN-13 – Line 17 - Did not address the ability to re-assign work to another user?
- CONCERN - EPROC-GEN-26 – Line 30 - The ability to track admin fees in not available with integration to state's ERP?

Supplier Portal – Page 24 thru Page 30

- Proposing the SAP Ariba Business Network (SBN) as the single point of entry.
- Landing page for all suppliers has access to all procurement related transactions.
- Offers Open, Smart, and Simple network services.
- Sourcing, contracts, catalogs, and invoice access for the suppliers.
- Supplier support with training tutorials and documentation.
- Has supplier mobile app functionality

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- CONCERN - EPROC-SPR-9 and EPROC-SPR-10 – Lines 13 and 14 - The comment response of "Partner" is not familiar to me?
- CONCERN - EPROC-SPR-18 and EPROC-SPR-19 – Lines 22 and 23 – One line is not supported and the other line the comment response of "Partner" is not familiar to me?

Supplier Enablement/Management – Page 30

- Buyers can manage the entire purchasing process.
- Offers a supplier enablement team
- Offer supplier education and training materials
- Help manage data collection.
- CONCERN - EPROC-VDR-19 thru EPROC-VDR-27 – Line 48 thru line 56 – The responses here are labeled as needing an “integration”, but I am not clear what integration is required?
- CONCERN - EPROC-VDR-31 thru EPROC-VDR-39 – Lines 60 thru line 68 - Concern - This is a duplicate response from requirements in this section. Does the system offer this requirement?
- CONCERN - EPROC-VDR-43 - Concern - This is a duplicate response from requirements in this section. Does the system offer this requirement?

Buyer Portal – Page 31 thru Page 34

- Can have a configurable landing page with a dashboard, or have a user experience a guidance in buying.
- User will log in using the same portal and what they see can be set up within their roles.
- Casual users purchase, complete forms and be linked to other solutions like ServiceNow
- Power users can have dashboards, run reports, manage records, and post solicitations.
- Provided screen shots on pages 33 and 34

Need Identification – Page 34 thru Page 36

- Guided Buying provides access to catalogs and state contracts and the vendor thinks this is the perfect solution to Need Identification.
- Can trigger workflows that can be configured.
- Can configure a landing page dashboard containing widgets to guide the user in the buying process.

Request through Pay – Page 36

- The narrative response from this supplier is very limited on information.
- Interpretation of Purchase Request – Could be a form or “request” that is filled out or could be the result of submitted a “shopping cart” that goes to a PR (purchase request or requisition) and then to a purchase order. See response in RTM line 106
- CONCERN - EPROC-PRD-15 – Line 116 - Attachment size limit is 100 MB per attachment
- CONCERN - EPROC-WRK-12 – Line 177 – Can you add comments, and can you control if comments go to the vendor?
- CONCERN - EPROC-WRK-14 – Line 179 - States the workflow will not be re-triggered. Would if we want workflow started again?
- CONCERN - EPROC-PO-3 – Line 198 – Response states requirement needs an integration, but “Availability” is marked with A which means out of box?
- CONCERN - EPROC-PO-6 – Line 201 – PO number is not configurable by the State.
- CONCERN - EPROC-PO-16 – Line 211 – Cannot electronically sign Purchase Orders
- CONCERN - EPROC-PC-6 – Line 232 – Pcard as part of the user’s profile is not supported.

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- CONCERN - EPROC-PC-10 – Line 236 - Availability states out of the box, but wouldn't this require an integration? Loading data from the bank.
- CONCERN - EPROC-RC-4 – Line 253 – Cannot record a receipt without a reference to a PO.

Catalog Capability – Page 36 – 37

- Cross- catalog search among the catalogs.
- Spot Buy catalogs for those items not found in other catalogs.
- CONCERN - EPROC-CAT-6 – Line 291 – Does not have an unlimited number of catalogs. 5000
- CONCERN - EPROC-CAT-7 – Line 291 – Does not have an unlimited number of items. 500,000
- CONCERN - EPROC-CAT-10 – Line 295 - Supplier availability states out of box but response is talking about custom forms - Should be labeled C for customization?
- CONCERN - EPROC-CAT-11 – Line 296 - Supplier availability states out of box but response is talking about custom forms - Should be labeled C for customization?
- EPROC-CAT-19 – Line 304 - Items with negative dollar value not supported
- CONCERN - EPROC-CAT-39 – Line 324 - This response is the same requirement in line 323. Does not address the publish announcement about new catalog requirement.

Sourcing/Bid Management – Page 37 thru Page 40

- SAP Ariba Sourcing is the solution name.
- Ariba Discovery is the supporting public posting.
- Integrates with SAP Ariba Contracts solution
- Configurable templates allow for agency process variations
- Has project management process – Page 39
- Side by side comparison
- Offered links for more information on Public Posting which is also contained in Section 10 Vendor Performance of their response. Page 40
- CONCERN - EPROC-SRC-15 – Line 342 - This response shows the functionality of qualified vendor lists and not if the Sourcing module can handle this solicitation type.
- CONCERN - EPROC-SRC-39 - The system assigned number is not configurable by the State
- CONCERN - EPROC-SRC-41 - Does it support Adobe Acrobat?
- CONCERN - EPROC-SRC-63 – Line 390 - The system has a 100-supplier limit for events
- CONCERN - EPROC-SRC-76 – Line 403 - Response does not state what means this information is to be posted? Integration? Line 404 states integration with that requirement?
- CONCERN - EPROC-SRC-102 – Line 429 - eSignature functionality is limited to contracts not sourcing events.
- CONCERN - EPROC-SRC-130 – Line 457 - The response references communication between buyer and supplier, but requirement is referencing evaluation panel members?
- CONCERN - EPROC-SRC-131 - The requirement references communication between the "buyer side" of the application, but the response references the supplier communication ability?
- CONCERN - EPROC-SRC-143 – Line 470 - I interpret this requirement as being able to "unaward" and awarded solicitation and then awarding it to the next responsive supplier. The response submitted does not address that requirement.

Contract Management – Page 40 thru Page 42

- SAP Ariba Contract Management is the solution proposed
- Offers both Contract Management and Administration

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- Bridges the sourcing process to the transactional procurement process.
- Contract can be published to SAP Ariba Buying and Invoicing and then leverage Guided Buying
- Leverage workspaces, templates, documents, and libraries
- Configure contract dashboards to help manage contracts
- Contains numerous pre-packaged reports
- CONCERN - EPROC-CNT-25 – Line 505 – Does the solution support Adobe Acrobat?
- CONCERN - EPROC-CNT-65 – Line 545 – Buyer cannot control which contracts or content is displayed on public site. Can the system use the contract status?
- CONCERN - EPROC-CNT-71 – Line 551 – The vendor's response did not address the administrative fee requirement. Only talked about updating prices on price file.

Vendor Performance – Page 42 thru Page 44

- SAP Ariba Supplier Lifecycle and Performance is the solution name.
- Supplier has self-service access to maintain data
- Centralized view of supplier's data
- Offers vendor performance tool.
- Can use API to display supplier performance.
- Can send surveys and system automatically scores the response.

Purchasing/Data Analytics – Page 44 thru Page 47

- SAP Ariba Reporting is the solution name.
- Reporting can be created with many data elements and displayed on personal dashboards.
- System offers pre-packaged reports across the solution.
- Offer Ad Hoc Reports. (Wizard driven)
- I liked that they copied a duplicate response on lines 602 thru 608 but bolded the requirement in the duplicate response that showed they could meet the requirements. This practice is better than "see requirement XXX".
-

Technical Requirements Page 47

Availability – Page 47

- Guarantee 99.5% availability.
- Offered example of their SLA

Accessibility Requirements – Page 47

- Offered link to a design guide of the system.

Audit Trail and History – Page 48

- Meets requirements

Browsers Supported – Page 48

- Listed browsers supported and noted compatibility mode is not supported

User Accounts and Administration – Page 48 – 49

- Based on roles and permissions and assignment to groups
- Common data is shared across modules automatically

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- CONCERN - EPROC-TECH-12 – Line 16 Dual sign-on via one account is not supported. Buyer/Supplier
- CONCERN - EPROC-TECH-16 – Line 20 - Deactivating an account is not automated.
- CONCERN - EPROC-TECH-17 – Line 21 – System does NOT display profile information, even under the user profile?
- CONCERN - EPROC-TECH-20 – Line 24 - This response does not address the searchable functionality that was mentioned in the requirement?

User Authentication – Page 49 – 50

- Offers regular authentication or single sign on
- Supplied password information policies

Federated Identity Management – Page 50

- Suppliers' response referred back to previous section, User Authorization section 6 Page 49-50

Data Conversion – Page 50

- Plan to leverage SAP's Activate Methodology which provides tools with rapid migrations.
- Supplied suggested role names and responsibilities.
- CONCERN - EPROC-TECH-26 – Line 30 - Legacy integration is provided as an extra cost

Interface and Integration – Page 51

- Stated 3 kinds of integration options, HTTPS, SOAP, and REST
- CONCERN - EPROC-TECH-57 – Line 61 - The supplier response refers to THEIR SLA. I thought the requirement was to address an SLA entered in the system.

Office Automation Integration – Page 51

- Meets requirements

Mobile Device Support – Page 52

- Uses the mobile "app" to perform system tasks and supplied list of features available with the app.

Mobile Applications – Pages 52 – 54

- Listed the operating system that the mobile app supports
- SAP Ariba mobile app is not certified with mobile device management (MDM) platforms. Page 53
- Listed security features offered by the app

Data Ownership and Access – Page 54

- Customer owns the data throughout the life of the subscription

Date Retention, Archive and Purge Considerations – Page 54

- Does not mention how the purge and archive functionality works in the narrative response.
- CONCERN - EPROC-TECH-63 – Line 67 – Does not provide detailed information about the purge process

Disaster Recovery Plan – Page 54 -55

- SAP Ariba uses a documented system recovery plan.

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- Would have been beneficial to share this documented plan?

Solution Environments – Page 55

- Narrative offered very limited information on environments proposed other than to mention test and production.
- CONCERN - EPROC-TECH-64 – Line 68 - This response does not address the "refresh" functionality

Solution Technical Architecture – Page 55 thru Page 57

- Solution is single platform with solutions natively integrated.
- The SAP Ariba Cloud Integration Gateway allows all the solution modules to be integrated.
- cXML language for document exchange.
- Offered information on integration to external systems. Page 56
- System shares servers.

Solution Network Architecture – Page 57 – 58

- Chart on page 57 shows network structure

System Development Methodology – Page 58 – 59

- Uses Product Lifecycle Methodology to help with development.
- Some changes are subject to change management procedures.

Service Level Agreement – Page 29

- Provided/referenced the embedded SLA offered in their response. 2 different versions.

Security Requirements – Page 60 – Most of my responses to this section I will need to defer to a security SME

Cloud Security Alliance (CSA) Compliance – Page 60

- Referenced the CAIQ document embedded in this response. Excel spreadsheet looks complete

Security and Privacy Controls – Page 60

- Not officially NIST 800-53 certified.
- Offered link to certification compliance Page 60
- Offered link to Attestation of Compliance.
- Defer rest of evaluation to Security SME

Security Certifications – Page 60 thru Page 62

- Current certificates available upon request. Provided link
- Offer link to Service Organization Controls (SOC) reports. Page 61
- PCI and DSS certified
- Provided link to current Attestation of Compliance
- Defer rest of evaluation to Security SME

Annual Security Plan – Page 62

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- SAP does not attach SOC reports with an RFP.
- Provided link to request SOC report

Secure Application and Network Environment – Page 62 thru Page 66

- Boundary Protection – Page 62
- Network logs are available
- Has firewall functionality
- Has security plans and policies
- Suggested to request the SAP Cloud Security Framework document for more detail – Page 64.
- Provide list of Maintenance tools – Page 64
- Defer rest of evaluation to Security SME

Secure Application and Network Access – Page 66 thru 68

- Uses encryption to protect information
- Leverages Secure Software Development (SDC)
- Suggested to request the SAP Cloud Security Framework document for more detail.
- Defer rest of evaluation to Security SME

Data Security – Page 68 thru Page 71

- Have established formal process to protect data – Page 68
- Data is encrypted. Page 69
- Moderate Business Impact Data is considered person contact information.
- Provided URL to their data policy and privacy statement. Page 69
- Defer rest of evaluation to Security SME

Personally Identifiable Information Protection – Page 71

- Not designed to handle HIPAA data including SSN, and Personal Banking information

Security/Privacy Issue Occurrence – Page 71

- Can provide general overview of their incident response but their full documentation is confidential. Page 71

PII Data Actual/Attempted Access or Disclosure – Page 72

- Response states “see our response to Section 9”

Security Breach Reporting- Page 72

- Response states “see our response to Section 9”

Implementation Services Requirements – Page 73

Project Management – Page 73 thru Page 75

- LSI Project Team is the lead for project management
- Starts with Prepare phase
- Kick off meeting will be held
- Each team responsible for their own team members

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- Should establish a project repository and the PMO will develop a project work plan Page 74
- Meetings are held to review status and discuss actions required.
- Uses traceability matrix

Project Implementation Methodology – Page 75 thru Page 94

- SAP Activate Cloud methodology is the solution used.
- Structured into 4 implementation phases. Page 75
- Prepare, Explore, Realize, and Deploy
- Activate Phases table on Page 76
- Process also contains 4 Quality Gates called Q-Gates. Page 76. Table Page 77
- Phase 1 explanation Page 78. Each Phase contains deliverables and work product and activities
- Phase 2 explanation Page 81. Contains deliverables and work product and activities
- Phase 3 explanation Page 84. These are divided into Sprints
- Phase 4 explanation. Page 90. Contains deliverables and work product and activities
- Post Go-Live/Hypercare Phase – Refers to section 9 On-Site System Stabilization Support. Page 126.

Catalog Support Services – Page 94

- Supports many catalogs.
- Can search across all catalogs.
- Level 1 and Level 2 are supported

Data Conversion Services – Page 94 thru Page 98

- Divided into 6 activities.
- #1 – Strategy Page 95
- #2 Analysis. Page 95-96
- #3 Design. Page 97
- #4 Build Page 97
- #5 Test/Implement
- #6 Deploy

Interface/Integration Development Services – Page 98 thru Page 99

- Happens during the Explore phase. Prerequisites listed on Page 99
- Realize phase requires deliverables. Page 99
- Referenced Interface Strategy Sample document. This document is embedded in the response.

Organizational Change Management (OCM Services – Page 99 thru Page 109

- Organizational Change Management Roadmap chart. Page 100
- Starts with Change Readiness Assessment. Page 100
- Timeline for above process on Page 101. Should take 4 weeks
- Next – Leadership/Sponsor /Alignment. Figure on Page 102
- Stakeholder engagement. Page 103
- Change Impact Analysis. Factors for this impact listed on page 104
- Communication Planning and Execution Page 105. Shows the goals and objectives.
- Samples of effective communication tools on Page 107
- Business Readiness. Model chart on Page 108 along with roles and definitions

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Training Services – Page 109 thru Page 117

- 2 different training areas, Project Team and End User trainings.
- Participated in SAP Ariba training first then attend the LSI project team training.
- Provided link to SAP training
- Provided list of contract roles on page 110
- Training Development Methodology chart on Page 111
- Activities during the design phase on Page 112
- Each phase lists the activities or requirements need to be performed.
- Train the trainer approach. Chart on Page 114
- List of training delivery options. Page 115
- Training and Readiness coordinators are available along with facilities.
- Self-Serve Training Guides and Resources. Page 117

Help Desk Services – Page 117 thru Page 126

- Provided chart of services provided on page 118
- Post implementation support is called SAP Application Management Services (AMS)
- Provides AMS Governance and Application Management Services. Page 119
- Offers Level 1, 2, and 3 Tiers 1, 2, and 3 Support. Tables on Pages 120 – 121
- Customer Care System Chart on Page 123
- Help Desk Responsibility Matrix on page 125 - 126

On-Site System Stabilization Support – Page 126 – 127

- 3-month post go-live phase for success.
- Works collaborative with project team and help desk.

Managed Services Requirements – Page 127

Solution Support – Page 127 thru Page 130

- Have 4 different Priority Level guidelines. Page 127
- Showed schedule used to escalate requests. Page 128
- Release strategy is quarterly and monthly
- Offered link to SAP Support Portal. Page 129
- Follows the ITIL and ITSM service and support modules. Page 129
- Referenced back to Section 8. Help Desk Services – Help Desk Responsibility Assignment Matrix. Page 125

Organizational Change Management (OCM Services) – Page 130

- Here is their statement for this section. “LSI can support the Organizational Change Management (OCM) Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. These OCM services can be provided at an hourly rate as detailed in our FILE 4 Cost Proposal.”

Training Services - Page 130

- Here is their statement for this section. “LSI can support the Training Services, as described in Section E. 7 Training Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. These training services can be provided at an hourly rate as detailed in our FILE 4 Cost Proposal.”

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Catalog Support Services – Page 130

- Here is their statement for this section. “LSI can support the Catalog Support Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. These services can be provided at an hourly rate as detailed in our FILE 4 Cost Proposal.”

Help Desk Services - Page 130

- Here is their statement for this section. “LSI can support the Help Desk Services as described in Section E. 8 Help Desk Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. Please also see our response to 1. Solution Support, above, for more detail on these services.”
- CONCERN - EPROC-IMPL-3 Tab 6 Line 6 – LSI does NOT recommend providing help desk contract information on every screen. This is a customization as well.

Transition Out Assistance Services – Page 131

- Reference embedded document titled ‘Transition Plan Sample Confidential’

Other Services Available – Page 131 thru Page 138

- Financial Systems Assessment
- Workforce Management
- Vendor Management System to Manage Projects and Services

Video Demonstrations

SAP Ariba is the solution that is being proposed with this response. The first step in the solution is Guiding Buying which helps the user decide what path to take for procurement. The access is given to users by roles and permissions and access to ordering certain items can be restricted to users. Can support any catalog, internal or external. Search feature results are from all catalogs across the solution. Can configure alerts on purchases and accounting information to show up on the requisition along with workflow. Once flipped to a PO, the user can request a change request on the order as this is now a PO that has already been sent to the supplier. The supplier receives an alert and then logs into his supplier portal. The supplier can create an invoice for the order. The AP staff for the state will receive an alert that the supplier has invoiced them for the order. The system from the accounts payable view has a landing page containing data generated for reports. The order can now be received by the AP person.

Sourcing – User has a landing page that can be configured with tiles of tasks need to be performed. Manager of user can assign or re-assign workloads of users. Events can be created from templates or copied from a previous event. Event can be awarded to multiple vendors and allows to create different award scenarios. Can view bid content, suppliers, reports, messages, and award content.

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Contract Management – Can configure their own landing page that will contain all information related to contracts. The creation of contracts is wizard driven and information is populated from the event. You can also use a template to create contracts. After contract creation, tabs available are overview, documents, tasks, team, message board and history. You can see the contract spend on the contract and enter tasks assigned to team members. Can sign documents electronically.

Supplier Management – Has a configurable landing page with tasks or reporting available. Allows to view and report on supplier performance. User can create supplier requests which contains custom fields, and templates can be used here as well. Can view supplier information in a 360 view.

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Optis

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Specialize in source-to-pay called “Frame by “Optis”
 - Consultants that leverage their partners to build a plan for your business needs.
2. Previous Projects
 - Listed 23 projects citing the various partners used for each project and what type of procurement piece was implemented.
 - The projects fit Category 1 for the partners, but the actual work is not done by Optis, as they seem to be the consultant that brings everyone together. **I am not certain Category 1 is the right fit for them.**
3. Subcontractors
 - The vendor states they do not rely on subcontractors.
4. Organizational Chart
 - **Not included. Says to refer to File 4 ?**
5. Litigation
 - The vendor states they do not have any.
6. Financial Viability
 - DnB provided – low to moderate risk.

**STATE OF MAINE
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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Optis Consulting

CATEGORY #(s): 1

DATE: (09/22/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - GEP Smart Unified Source to Pay software
 - ivalua
 - coupa
 - SAP Ariba
 - Not clear if all four solutions are proposed or a choice is needed. I would have expected a proposal for each solution.
2. Previous Projects
 - Over 35 previous projects with minimal descriptions
 - Reference contact information withheld until they are short-listed
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Org chart in the wrong file
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B report dated 7/2021
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Optis

CATEGORY #(s): 1-Full Solution

DATE: 8/23/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Consultancy company
 - No solution belongs to Optis, Proprietary Frame is not explained
 - Source to Pay specialty
 -
2. Previous Projects
 - Limited to Source to Pay?
 - Projects identified as images does not provide needed information.
 - Would consider Optis non-responsive to this section
3. Subcontractors
 - No subcontractors used
 - No identification of solution used, perhaps consultant role only
 -
4. Organizational Chart
 - Reference to File 4 that was not available
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Limited D&B data available US
 - Above average failure score D&B for Canadian Company
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Optis

CATEGORY #(s): Stage 1 Cat 1

DATE: 0825/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Focus, launch, perform
 - Consultancy to help select the right technology solution
 - Founded 2011
2. Previous Projects
 - County of Orange, Calif. City of Philadelphia, Vancouver Health
 - Ontario Power
 - Source to pay in private and public
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 -
 -
 -
5. Litigation
 - Not involved in any litigation currently
 -
 -
6. Financial Viability
 - D & B since 2018 – Not enough to report in areas
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: **Optis Consulting**

CATEGORY #(s): **Category #1 Stage 1**

DATE: **08/19/2021**

EVALUATOR NAME: **Tom Hastings**

EVALUATOR DEPARTMENT/STATE: **State of Montana**

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience – **Limited information**

1. Overview of the Organization
 - Consulting firm
 - Involved with 4 source to pay solutions
 - Founded in 2011
2. Previous Projects – **Information to be provided when bidder is shortlisted.**
 - Listed clients names but no other information
 - Counties, cities, states are clients
 -
3. Subcontractors
 - No subcontractors listed by bidder
 -
 -
4. Organizational Chart – **Bidder states this info is in file 4?**
 -
 -
 -
5. Litigation
 - No litigation was reported by the bidder
 -
 -
6. Financial Viability
 - Supplied Duns & Bradstreet – American and Canadian
 -
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Proactis

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 1996.
 - Development of Cloud-based procurement solutions
 - “WebProcure” name of solution. Business is solely procurement.
2. Previous Projects
 - 4 listed. All States. All fit nicely into Category 1.
 - State of Missouri. Implement the full suite of WebProcure
 - State of New York. Created eMarketplace to connect with their ERP (Peoplesoft)
 - State of Rhode Island. Implemented WebProcure for procurement and interergrated with their ERP financial system.
 - State of Connecticut. Chose WebProcure to replace their inhouse procurement application.
3. Subcontractors
 - Civicinitiatives
4. Organizational Chart
 - Yes, the org. chart is provided, but **the job descriptions are not.**
5. Litigation
 - The vendor states they do not have any.
6. Financial Viability
 - Provided highlights and 3 years of annual reports.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Proactis_Perfect Commerce

CATEGORY #(s): 1

DATE: 1/7/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- Solution is called WebProcure.
- COTS solution
- SaaS solution.
- Designed, built, and developed by public sector professionals specifically for state and local government users.
- Real time integration when using their enterprise-integration platform ProcureLink.
- Great graph on page 5 showing the layout of all the modules and who (buyer or supplier) has what.
- Requirements in the Matrix Proactis asked for more information or clarification. Note: Two question and answer periods were held.
- Many spelling and grammar errors.

A. General Principal and Requirements

1. Key Solution Functionality Elements – p. page 5 - 7

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources, and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts, and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

- In this section Proactis introduces their WebProcure system and all their modules with a brief description of what each does. They do not directly answer the Key Solution Functionality Elements above. The modules are:
 - Vendor Management
 - Solicitation Management
 - Contract Management
 - Request Management
 - Order Management
 - Invoice Management

- Analytics & Reporting
 - Supplier Portal
 - Public Components
- Single point of entry: Does not mention directly, although alludes to in its modules. Found in next section – page 8.
- Smart Routing: Does not mention directly, although alludes to in modules.
- Compliance: Yes – explained throughout modules.
- Portal: Yes – Supplier portal module.
- Open Marketplace Environment: Yes – Catalog Management module.
- Integration: Yes, real time integration when using their enterprise-integration platform ProcureLink.
- Workflow: Does not mentioned directly, although workflow is mentioned in a couple of the modules.
- Document Management: Possibly the Contract Management module. Need to **CLARIFY**.
- Reporting: Yes – Analytics & Reporting module.
- Configurable: seems to.
- Transparency: Yes, see graph on page 5 and the Public Components Module.

2. User Experience – p. page 7 - 9

The Solution must provide a user experience that is simple, direct, and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations, and contracts.
- Role-based functionality for drafting, review and approval, evaluator, and other processes.
- This section does speak to the single point of entry (page 8)
- Yes, have a portal.
- Intuitive in that each menu (of module) is arranged similarly to help with familiarity.
- Homepage can be customized.
- Mobile use – yes. Designed to fit tablet and smartphone formats. **Unsure yet, if have an app.**
- **Nothing discussed on Wizard-driven capabilities.**

3. Bidder Best Practices and Roadmap – p. page 10

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits, and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
- SaaS model so latest version, enhancements, and technology delivered to customer.
- Use a Lean-Agile approach to our software development lifecycle to ensure continuous development and improvement of WebProcure.
- Deliver releases approximately 6 - 8 times a year.
- Will provide a Strategic Account Manager (“SAM”) that will meet with your state team frequently for business reviews, discusses challenges and opportunities, and other ways to simplify and gain efficiencies.
- **A 3-year product Roadmap was not provided.**

4. Innovations and Value-Added Features/Services – p. page 11 - 16

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- Proactis partners with Civic Initiatives to support public procurement in three main areas.
 - Acquisition Support Services: Civic Initiative provides direct support of acquisitions events.
 - Instant-on Staff Extension
 - Workload and Backlog Analysis
 - Group / Individual Staff Training
 - Category Market Assessments
 - Full Solicitation Management
 - Strategic Procurement Transformation: *Increase program capacity to be a strategic asset.*
 - Program Benchmarking
 - Contract Portfolio & Spend Analysis
 - Policy/Process Redesign
 - Training & Certification Models
 - Contract Grant Management Programs
 - Procurement Automation Success: *Help procurement organizations assess their options and implement procurement automation in a way that emphasizes the business value and the opportunity for transformation.*
 - Automation Readiness Assessments
 - Solution Definition/Platform Selection
 - Implementation Planning/Execution
 - Marketplace Creation/Maintenance
 - Change Management & Onboarding
- Under innovative – Proactis has INSTANTmarkets. They explain it as: A Search Engine that *allows any authorized entity to post RFP/RFP solicitations or bid packages that are intelligently searchable by potential bidders. If an entity already has its own e-procurement system or bid board, the bids are automatically pulled from the entity's bid board on to the InstantMarkets platform. In addition, InstantMarkets also pulls all solicitations/bids from various federal government sites along with data such as location of performance that is relevant to the vendor community. This allows for total participation of all government entities in the county and availability of all bids in a single search engine to improve vendor discovery / participation. "A Google like search engine"*
- I like that the vendors do not need to have NIGP or UNSPSC or other commodity code knowledge to search.

5. Customizations/Extensions – p. page 17 - 18

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck, or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate, or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade, or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- WebProcure is a COTS solution. Proactis does state that it has been designed to allow it to be configurable and fully extensible without requiring code development. They point to the areas of platform, templates, and supplemental data fields of examples of such.

6. Alternative Funding Models – p. page 18

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

- No alternative funding proposed. They are open to discussion and options.

7. Contract Transition and Flexibility – p. page 18

- Proactis answers this in one sentence: *Proactis will allow existing customers to transition to the new Master Agreement and Participating Addendum should the terms extend greater benefit to our customers.*

B. Functional Requirements: pages 19 – 98

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40 and - p. 19 - 22

- 1-C-“Customization/Extension” and 1-ID “In Development”, 4 – TP”ThirdParty”
 - 1 – Medium
- Gen12 – Searching for attachments by file name. Proactis has marked this one as A and ID. **CLARIFY** what is in development.
 - GEN25 – in order to meet this requirement of sending from the State’s domaine’s, e.g., maine.gov, proper access must be granted WebProcure to use State’s email servers. **This could be a concern or potential problem for some State’s.**
 - Gen27 – **Marked as TP. But probably should be N as Proactis system does not provide the ability for administrative fee invoices to be created and disseminated automatically in accordance with the state's pre-determined billing cycle.**
 - Gen28 - **Marked as TP. But probably should be N as Proactis system does not provide functionality to track payment of supplier administrative fees, create second and final notices for unpaid fees, and create reports on state-determined collection metrics.**
 - Gen32 – **Partially** meets the requirement of required languages.
 - Gen36 – WebProcure supports (will integrate with) Esignature, **but does not** have it as part of their software. Additional fees apply for this.
 - Seem that the rest of the requirement are fully met.

2. Supplier Portal. Tab 3, SPR-1 through SPR-23 and - p. 23

- 1-C-“Customization/Extension”, 1-TP-“Third Party”
 - 2 – Medium
- An inline narrative **was not provided** in the technical proposal.
 - Vendor Management module is used.
 - Many of the deliverables are marked with “integrated suppliers” **CLARIFY** difference of what integrated suppliers vs. suppliers can do and what is meant by integration.
 - Suppliers self-register on registration page on the State’s website and maintain their profiles thereafter.
 - SPR 18 – Proactis asked for further context/information to answer this. **CLARIFY**
 - SPR 19 – system needs a third party to be able to submit administrative fee payments.
 - SPR 23 – System does not have the ability to let suppliers initiate a contract change from within the system.

3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43 and p. 24 - 29

- 6-“INT-Integration/interface”, 1-“C-Customization/Extension”

- b. 1 – High
 - WebProcure gives vendors the ability to self-register 24/7 directly from State's website using Proactis's white-label, java applets. The State defines the data fields, documents, requisite information, and process flow.
 - VDR 19 – 27: A majority of them require integrating a third party to automatically verify the IRS TIN/Name, Debarment status, licensure with state, state tax registry, OFAC list, and SOS certs.
 - VDR 43 – will require a high level of customization to obtain pre-qualification functionality to control access to be able to bid on specific categories of goods/services. Currently the workaround is to add "gating" questions.
 - Rest of requirements seem met.
- 4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15 and - p. 30 - 32
 - a. 1-"INT-Integration/interface"
 - BPRT 2 – "The eProcurement Buyer Portal must, for State employees, provide secure login capabilities." May require integration, Proactis's solution supports single sign-on for secure authentication of State employees.
 - Meets rest of requirements in the Buyer Portal arena.
- 5. **Need Identification.** Tab 3, NEED-1 through NEED-7 and - p. 33 - 35
 - a. 1-"INT-Integration/interface"
 - b. 1 – Medium
 - NEED 5 – Requires Integration. *"Checking stock levels or availability would require integration with 3rd party solutions. Users have the ability to search contracts, create informal (quick quote) or formal solicitations or search the catalog for goods/services at contract rates."*
 - Meets the rest of requirements in Need Identification.
- 6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11 and - p. 36 - 54
 - a. 6-"INT-Integration/interface", 6-BP "Business Process", 7-"C-Customization/Extension", 1-ID "In Development", 1-INT-"Integration/interface", and 10-N"Not Available"
 - b. 2 – Medium, 13 - High
 - **PRD 3** - Proactis system unable to create PO to not be dispatched, but they can integrate with the State's ERP system and then not dispatch the PO once created.
 - **PRD 7** – Meeting this requirement is contingent on upon the State's ERP system.
 - **PRD 8** – Did not answer. **CLARIFY**
 - **PRD 9** - Purchase requests for similar items cannot be combined into a single purchase order.
 - **PRD 19** – Partially meets the requirement.
 - **PRD 46 and 47** – Can support State's chart of accounts, but must be integrated from State's ERP over to the Proactis system.
 - **PRD 57** – The solution supports user-defined request types. However, the different types do not dynamically create different supplemental fields.
 - Meets rest of the PRD requirements
 - **WRK 5** – Solution does not meet deliverable (does not restrict purchase order creation into a new biennium).
 - **WRK 27** - Solution **does not have/ meet requirement** of workflow based on request type.
 - Meets rest of the WRK requirements
 - **PO 9** – Partially meets requirement. Can not support organization level field configuration.
 - **PO 26 – 28:** BP on these *"A request by an authorized user requiring no approval automatically creates a PO."*
 - Meets rest of the PO requirements
 - Can manage user Pcard data in the system.
 - System complies with PCI standards.
 - **PC 8 – 21: Other than PC16. Requirements not met.** *"PCard reconciliation would occur in the ERP."*
 - **RC 16:** Partially met. System can over receive, but does not enforce a commodity, dollar, or percentage tolerance.
 - **RC 19 – Not met.** Routing approval occurs with the invoice

- **RC: 21: Not met.** System does not handle unit of measure conversions.
 - Meets rest of the RC requirements
 - Integrated suppliers can electronically deliver invoices via EDI, cXML, etc.
 - Meets rest of the INV requirements
- 7. Catalog Capability** - Tab 3, CAT-1 through CAT-40 and - p. 55 - 63
- a. 1-BP “Business Process”,
 - CAT 6 and 7 - There is no limit to number of catalogs or items within catalogs.
 - CAT 14 – can enter zero-dollar amounts.
 - **CAT 19** – System does not meet requirement through ability to enter a negative dollar value; instead, it’s a workaround of creating credit memos.
 - Meets most of all the Catalog Capability requirements.
- 8. Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151 and - p. 64 - 79
- a. 5-TP-“Third Party”, xx-CF “Configuration Item”, 2-BP “Business Process”, and 7-“C-Customization/Extension”,
 - b. 6 – Medium
 - SRC 12 – 13: A third party solution (reverse auction and surplus auction) is required to meet this requirement.
 - **SRC 34 – Does not meet requirement.** Solution does not contain Version control to track changes to documents, terms/conditions, and templates.
 - **SRC 43 - Does not meet requirement.** The solution does not provide the ability to temporarily or permanently re-assign work between users within the defined organizational hierarchy.
 - **SRC 65 - Does not meet requirement.** System does not automatically eliminate duplicate e-mail addresses from the Supplier e-mail list.
 - **SRC 82 - Does not meet requirement.** The solution does not provide the ability for users authorized to access the solicitation to create documents, notes, and attachments (any size or type) to a solicitation that are for internal purposes only (e.g., administrative changes) which (1) will not create an Addenda/Amendment to the solicitation; (2) will not publish to the state's public procurement website and (3) will not send electronic notifications to suppliers.
 - **SRC 82 - Does not meet requirement.** The solution does not have the ability to have the system hide the name of the suppliers;
 - Meets most of the remaining SRC requirements.
- 9. Contract Management.** Tab 3, CNT-1 through CNT-88 and - p. 80 - 90
- a. 1-TP-“Third Party”, 1-N “Not Available”, 3-“C-Customization/Extension”,
 - b. 3 – Medium
 - **CNT 6 – 7: Does not meet requirement.** Software does not contain version control to track changes to documents and templates; and Check-in/out capabilities for maintenance/management of documents and templates with audit history of changes.
 - **CNT 9 - Does not meet requirement.** Software does not contain the capability to identify templates and contracts that include documents, terms/conditions and specifications that have been updated.
 - CNT 12 – Solution does not have ESignature, but will integrate with Esignature third party solutions.
 - CNT 41 – **Proactis does not answer.** Asks for more information.
 - Remaining CNT requirements are met.
- 10. Vendor Performance** Tab 3, VPE-1 through VPE-25 and - p. 91 - 93
- a. 2- C Customization/Extension”, 1-TP-“Third Party”, 3 – BP “Business Process”,
 - b. 1 – Medium
 - **VPE 10: Fees** and invoiced payments would need to be pulled from TP and put into system to be tracked for KPIs.
 - **VPE 14 and 15: Does not meet requirement.** Software does not support offline templates. They offer a workaround of an informal event could be created to solicit this feedback.
 - **VPE 17: Does not meet requirement.** Software does not provide cure templates for contracts that are in default based on the performance issues.

- **VPE 18 :** It seems the State will manually need to update the specific contract; whereas the Contractors can perform the uploads.
- **VPE 20: Does not meet requirement.** Software does not provide the ability to send notifications to the buyer/analyst when contract items are ordered without using the contract number.
- **VPE 25:** There is no size limit for any safe file type attachments.
- **Meets most of the remaining VPE requirements.**

11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37 and - p. 94 - 98

a. 1- INT"Integration/interface"

- **Meets all of the PDA requirements with one requirement requiring an integration.**

C. Technical Requirements: pages 99 - 125

1. Availability. pages 99 - 100

The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- **Yes – they explain their availability well and seem to meet. A bit of concern with the 8 hours recovery time as an object. This seems like a bit long.**

2. Accessibility Requirements. page 100

The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.

- **Meets the requirement.**

3. Audit Trail and History RTM: Tab 4, TECH-1 through TECH-5 and - p. 101 - 102

- **Ad hoc reporting module is a good module for viewing audit info.**
- **Meets these requirements.**

4. Browsers Supported - p. 103

- **Chrome 70 or newer**
- **Firefox 68.4 or newer**
- **Microsoft Edge 80 or newer**
- **Internet Explorer 11 (NOTE: As of August 2021, Internet Explorer 11 is no longer being supported by Microsoft.)**
- **Safari 13 or newer**

5. User Accounts and Administration RTM: Tab 4, TECH-6 through TECH-20 and - p. 103 - 104

- **Meets these requirements.**

6. User Authentication RTM: Tab 4, TECH-21 through TECH-25 and - p. 105 - 106

a. 1- BP"BusinessProcess", 1-"C-Customization/Extension"

- **TECH 21: State's Requirement - The eProcurement Solution should provide 2-factor authentication capabilities. Concern as WebProcure single sign-on. Doesn't discuss 2-factor.**
- **TECH 25: Currently doesn't have this requirement. – provide capability to automate acceptance and tracking off user acceptable use agreements and electronic notice...**

7. Federated Identity Management – Pages 49 – 50 and - p. 107

- **For single sign-on, WebProcure uses Ping Identity's Federation Server to connect with the State's authentication service using standard SAML message platforms.**

8. Data Conversion RTM: Tab 4, TECH-26 through TECH-34 and - p. 107 - 109

a. 1-"INT-Integration/interface", 1-"C-Customization/Extension",

b. 5 – Medium, 2 High

- **Bulk upload tools.**
- **They provide a data conversion / migration tasks of responsibilities of parties' chart (page 107) – Would want to review in negotiations.**

9. Interface and Integration RTM: Tab 4, TECH-35 through TECH-60 and - p. 110 - 113

a. 19-"INT-Integration/interface"

- b. 19 – Medium
 - Meets all matrix requirements either out of box or by integration.
 - WebProcure is ERP agnostic capable with real-time integration with use of ProcureLINK (powered by webMethods).
- 10. **Office Automation Integration** RTM: Tab 4, TECH-61 and - p. 114 - 115
 - Supports Microsoft Word products.
- 11. **Mobile Device Support** RTM: Tab 4, TECH-62 and - p. 116 - 117
 - Yes, a responsive design framework, but no application.
- 12. **Mobile Applications** - TECH 62 and - p. 118
 - Accessible from any mobile device or tablet with internet connection; however, no application.
- 13. **Data Ownership and Access** - p. 118
 - Proactis states that the ownership of all data within the system is at all times the States.
- 14. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63 and - p. 118 - 119
 - Proactis does not archive or purge State data.
- 15. **Disaster Recovery Plan** - p. 120
 - State they maintain a plan.
- 16. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67 and - p. 120 - 121
 - The SaaS subscription provides two environments:
 - Production
 - UAT / Training
 - Proactis maintains the following environments; however, these environments are not customer accessible.
 - Development
 - QA
- 17. **Solution Technical Architecture** - p. 122 - 123
 - Webprocure is a Java based application
 - XML data formats
 - CSV (Comma Separated Values)
 - Tab separate file
 - Microsoft Excel
 - xCML and xCBL (commerce eXtensible Markup Language and XML Common Business Library)
 - EDI (Electronic Data Interchange)
 - Communication data file types
 - FTP over secure 3-DES VPN tunnel
 - Secure FTP or SFTP
 - SCP or secure copy protocol
 - Secure HTTP or HTTPS
- 18. **Solution Network Architecture** - p. 123 - 125
 - WebProcure is hosted in the US at a Flexential facility. The facility is Tier 1 hosting providers with five-level security defenses, including biometric scanning and 24/7 internal and external video.
- 19. **System Development Methodology** - p. 125
 - Use agile methodology for software development.
 - Customers get an opportunity to review the updates in the UAT environments.
- 20. **Service Level Agreement** - p. 125
 - Proactis states: "...will work with each Participating Entity to mutually agree to a SLA framework that governs each agreement in proportion to the scope of work. Holistically, Proactis supports this framework."
- D. **Security Requirements:** p. pages 126 - 136
 1. **Cloud Security Alliance (CSA) Compliance**
 - CAIQ completed.
 2. **Security and Privacy Controls** partially provide the requirement of meeting the NIST SP 800-53 requirements.
 3. **Security Certifications** – Only meet two certificates of the 9 provided in the RFP. However, list many others they do have. Page 126

4. **Annual Security Plan** Discussed the annual security plan and they can partially provide the requirement of meeting the NIST SP 800-53 requirements.
5. **Secure Application and Network Environment** - nothing to add.
6. **Secure Application and Network Access** – Tab 5, SEC-1 through SEC-6.
 - Requirements in this section are met.
7. **Data Security** – Proactis utilizes a primary and secondary data center (500 miles apart). They list many additional failsafe measures they feel aid data security (pages 131-134)
8. **Personally Identifiable Information Protection** – say they have and provide a link.
9. **Security/Privacy Issue Occurrence** – nothing to add – say they have.
10. **PII Data Actual/Attempted Access or Disclosure** – nothing to add – say they have.
11. **Security Breach Reporting** – nothing to add – say they have.

E. Implementation Services Requirements: 137 - 211

- **Project Management** p. 137 – 192
 - PM process well defined. A typical PM.
 - Key aspects of the Proactis' project management methodology include, among others, these primary critical components:
 - Project Planning
 - Project Tracking, Oversight
 - Change Control/Configuration Management
 - Communication Management
 - Issues Management
 - Document Management
 - Schedule Management
 - Subcontractor Management
 - Proactis states they developed a preliminary Project Workplan and attached it. The workplan covers 2/4/2019 to 7/22/2020. Their dates are outdated. The time range of a 1.5 years may work for small project. They have it marked as a "Simple Project Plan".
 - Did a great job providing the staffing plan and key positions with resumes to identify skills and qualifications, etc.
 - Outlined responsibility roles and activities in a graph (pages 156 – 160). **Should mark this area for review for negotiations as needed.**
- **Project Implementation Methodology** p. 193 - 198
 - Use iterative and agile methods and the Kanban methodology.
 - The PM implementation approach is standard.
 - Implementation methodology is outlined in phases with key tasks/deliverables under each:
 - Project Planning
 - Solution Design
 - Solution Build
 - Test Readiness
 - Solution Deployment
 - Transition
- **Catalog Support Services** p. 199 - 200
 - Yes, can supply. Key work steps and deliverables in the implementation phase include:
 - Supplier and spend assessment to identify and prioritize contracts as potential for hosted or punchout catalog
 - Conversion plan for catalog data (i.e., contract line item or legacy catalogs)
 - Creation of hosted catalogs
 - Setup/configuration of punchout sites
 - On-boarding and training of suppliers to prepare them to manage catalog content
 - Training of State support staff to assume catalog management duties
- **Data Conversion Services** p. 201
 - Can provide. Has upload tools to help in data conversion and migration of legacy data.

- **CLARIFY.** Nothing is straightforwardly addressed on the cleansing of data; however, in looking at the matrix provided on data conversion (page 201) it looks like the State is possibly responsible for this (*Develop data extract from existing system*).
- **Interface/Integration Development Services** p. 202 - 203
 - ProcureLINK is utilized to integrate numerous systems.
 - WebProcure is capable of real-time integration with a variety of external systems and ERPs.
 - The data formats that are supported by WebProcure are as follows:
 - XL (Extensible Markup Language)
 - CSV (Comma Separated Values)
 - Tab separate file
 - Microsoft Excel
 - XCML and xCBL (commerce eXtensible Markup Language and XML Common Business Library)
 - EDI (Electronic Database Interchange)
 - WebProcure typically utilizes the following communication conduits for the exchange of the aforementioned data file types:
 - FTP over secure 3-DES VPN tunnel
 - Secure FTP or SFTP
 - SCP or secure copy protocol
 - Secure HTTP or HTTPS
- **Organizational Change Management (OCM Services)** p. 203 - 205
 - Proactis discusses the customers and processes that will be impacted by OCM services and how it will affect them.
 - They provide a framework of the key processes in OCM.
 - There is no discussion about how the actual implementation, assessments they will use, type of OCM (i.e., Prosci) using, analysis tools to be used, etc. to provide the OCM.
- **Training Services** – p. 205 - 208
 - Training needs assessment – will meet and work with State to customize a training plan. Training will be provided at multiple points during the process.
 - Training plan –
 - Typically begins with broad based training sessions for large groups (remote web-based), they do offer onsite, but recommend remote. State data (live) will be used.
 - Train the trainer plan program suggested next.
 - Train the system admins
 - Train the supplier management admin.
 - Attached an example of a full system training plan along with hours (page 206)
 - Training materials - they provide online training portal with a FAQ section , learning videos, and interactive tutorial videos.
 - Suppliers can for help or use the online training portal.
- **Help Desk Services** - Tab 6 IMPL 1 – 5 and – p. 208 – 210
 - 1-ID-“In Development”, 1- INT”Integration/interface”
 - Client-facing support is available:
 - Mission critical: 24/7.
 - First level support: Monday- Friday, 8:00 a.m. to 8:00 p.m. EST, excluding holidays.
 - Online context sensitive help that includes video tutorials is available for both the State and its suppliers.
 - Meets first three matrix requirements.
 - IMPL3 - Chat tool not available yet. A system update is promised “sometime” in the near future.
 - IMPL5 – **CLARIFY** – do not seem to fully answer.
- **On-Site System Stabilization Support** – p. 211
 - Proactis will provide the 3 months post project stabilization support.
 - Additionally they will assign to the State a Customer Operations Manager (COM) and a Strategic Account Manager (SAM) for the lifecycle of the Contract.

F. Managed Services Requirements: page 212

- Proactis has marked this section as N/A. This would indicate that none of the below services are being offered after implementation. **This may be Concerning.** **Note:** Maine has called this a requirement, but do state: *Bidders may propose to provide any of the following services separate from the services proposed in the implementation section of this RFP.*

1. **Solution Support**
2. **Organizational Change Management (OCM Services)**
3. **Training Services**
4. **Catalog Support Services**
5. **Help Desk Services**
6. **Transition Out Assistance Services**

G. Other Available Services: RTM: Tab 7 MNGD-1. Page 213

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- **The inline narrative is not provided**
- The matrix is completed; however, MNGD-1, **they do not meet the requirement.** They will consider a third party performing the monitoring of their system using an independent response time measurement service vs. handling it internally (**this would result in extra costs**).

H. Video Demonstrations: Page 214

- Yes, provided. It was a bit clunky in accessing it, as Proactis provided a PW and seven different videos that made up the demonstration. The PW needed to be entered for each video. Not as professionally presented as others. Once inside and watching
- Total time 53:23 minute demo, which was beyond the 45-minute maximum length requirement (page 47 of RFP)
- Demonstrated Missouri and RI's website, which was nice to see how another State uses the system.
- Was set up sequentially in how a typical procurement might take place and was able to view screens.
- Solution look seems outdated.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Perfect Commerce)

CATEGORY #(s): 1

DATE: (09/22/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Proactis
 - Procure-to-Pay suites
 - Sourcing and Supplier Relationship Management
 - Forrester **Now** Tech Supplier Risk and Performance Management
 - WebProcure COTS SaaS solution
2. Previous Projects
 - State of Missouri - MissouriBUYS - **implementing** WebProcure's full end-to-end eProcurement solution
 - State of New York- PeopleSoft
 - State of Rhode Island - WebProcure eliminated redundant software applications in use, interfacing with their ERP financial system
 - State of Connecticut - standardized e-sourcing technology
 - Links to these states were more illustrative of the projects work done
3. Subcontractors
 - Civic Initiatives, LLC
 -
4. Organizational Chart
 - Org chart not specific to project
 - Roles not defined
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Annual reports with financial statements for 2020-2018
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Perfect Commerce
CATEGORY #(s): 1
DATE: 12/27/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **WEBPROCURE** (by proactis) designed, built, and developed by public sector professionals specifically for state and local government users. This source-to-pay (S2P) system incorporates industry best practices for the public sector. Available as a Software-as-a-Service (SaaS) solution, WebProcure is capable of real-time integration with a variety of external systems and ERPsvia our enterprise-integration platform ProcureLINK. Modular platform offers

- vendor management,
- solicitation management,
- contract management,
- catalog management,
- request management,
- order management,
- invoice management,
- analytics and reporting,
- supplier portal
- public components.

User Experience Single point of entry home page supports customization for personal as well as organizational dashboards

Bidder Best Practices and Roadmap **A Configurable off the Shelf (COTS) solution, which is designed and delivered as a SaaS model.** deliver releases approximately 6 -8 times a year.

Innovations and Value-Added Features/Services partner, Civic Initiatives, the State can benefit from numerous value-added services - Acquisition support services, strategic procurement transformation, procurement automation success. InstantMarkets a new generation of bids and contracts search engine,

Customizations/Extensions **WEBPROCURE** highly configurable and fully extensible without requiring complex code development. WebProcure enables business process and facilitates additional user capabilities through workflow rules in the different application modules. Templates are used throughout the solution to serve as a consistent and approved structure for users to perform an activity efficiently.

Alternative Funding Models **Proactis is open to additional funding models and will engage with each potential buyer on an account-by-account basis when specific detail is known.**

Contract Transition and Flexibility Proactis will allow existing customers to transition to the new Master Agreement and Participating Addendum should the terms extend greater benefit to our customers.

Functional Requirements

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General Functionality - 2 third parties w/low LOE, 38 Out of the box (3 hybrid - customization, in development, third party).
Supplier Portal – 2 customizations w/med LOE, 21 out of the box (1 hybrid _ 3rd party)
Supplier Enablement/Management 1 customization w/high LOE, 6 INT w/Low LOE, and 26 out of the box.
Buyer Portal 15 Out of the box (1 hybrid - INT).
Need Identification 1 INT w/med LOE and 6 out of the box
Request through Pay 2 biz process w/low LOE, 3 configurations w/2 low, 1 med LOE, 5 INT w/low LOE, 52 out of the box(3 hybrids) – **Purch Req**, 1 custom w/low LOE, 1 in DEVP w/med LOE, 26 out of the box for **Wrklflw mgt**, 3 biz process w/low LOE, 1 custom w/med LOE, 25 out of the box for **PO gen and mgt**, 1 INT w/low LOE, 13 N/A (consider it ERP function), 7 out of box for **Pcard**, 1 biz process w/low LOE, 2 custom w/med LOE, 18 out of the box for **Receiving**, 1 INT w/low LOE, 10 out of the box for **invoicing**.
Catalog Capability 1 biz process w/low LOE, 39 OOBX
Sourcing/Bid Management 2 biz process w/low LOE, 7 custom w/low(2) and med(5) LOE, 5 3rd party w/low LOE, 137 OOBX
Contract Management 3 custom w/med LOE, 1 not available (ERP function), 1 3rd party w/low LOE, and 83 OOBX
Vendor Performance 3 biz process w/low LOE, 2 custom w/low(1) and med(1) LOE, 1 3rd party w/low LOE, and 19 OOBX
Purchasing/Data Analytics 1 INT wlow LOE, 36 OOBX

Technical Requirements

Availability system availability percentage ?????? current Recovery Time Objective is less than 8 hours.
UPS, redundant HVAC, fire suppression , physical security
Accessibility Requirements designed with Section 508 standards in mind; Web-Based Intranet and Internet Information Applications Standards (section 1194.22)
Audit Trail and History audit engine logs all user activity including changes at the field level with date and time stamps. WebProcure's **automated** audit tool also provides a **manual** audit feature to capture events like phone calls and emails, which occur outside of the system. ad hoc reporting module provides a quick and easy way for you to view audit information.
Browsers Supported • Chrome 70 or newer
• Firefox 68.4 or newer
• Microsoft Edge 80 or newer
• Internet Explorer 11 (NOTE: As of August 2021, Internet Explorer 11 is no longer being supported by Microsoft.)
• Safari 13 or newer
User Accounts and Administration hierarchical structure for assigning roles and permissions to multiple organizations and users within each organization. Access is controlled at the top, starting at the enterprise level, where enterprise-level users determine appropriate access levels to a set of agencies and their respective users. Each module has associated roles, permissions, and scope parameters.
User Authentication username and password or via single sign-on (SSO). Passwords must be at least 8 characters in length, must be a mix of upper-case letters, lower-case letters, numbers, and special characters, and must not be the same as any password used within the past five (5) generations. For SSO, we use Ping Identity's Federation Server to connect with the State's authentication service using standard SAML message platforms
Federated Identity Management– see user authentication above

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Data Conversion variety of bulk upload tools to aid in data conversion and the transfer of legacy data. Bulk upload import tools include data related bill to / ship to addresses, contracts, solicitations, and vendors. Bulk upload tools allow our customers to collect or export data from existing data sources and format them into an easy to use Excel file. The Excel file can then be uploaded into WebProcure by a system administrator.

Interface and Integration WebProcure is ERP agnostic. data formats supported by WebProcure are as follows:

- XML (Extensible Markup Language)
- CSV (Comma Separated Values)
- Tab separate file
- Microsoft Excel
- xCML and xCBL (commerce eXtensible Markup Language and XML Common Business Library)
- EDI (Electronic Data Interchange)

Office Automation Integration supports Microsoft Office suite products

Mobile Device Support WebProcure built within a responsive design framework accessible from any mobile device or tablet with an Internet connection.

Mobile Applications Currently, there are no apps required to access any of the WebProcure modules.

Data Ownership and Access at all times and will always remain vested in the State. At no time will Proactis have title to data provided by the State, wherever located. The State has access within numerous areas of the solution to download its data on demand without cost.

Date Retention, Archive and Purge Considerations Proactis does not archive or purge State data. If specified and mutually agreed to in writing, Proactis IT Operations will execute against the policy retention schedules on behalf of the State to ensure compliance

Disaster Recovery Plan disaster recovery plan designed to combat any number of eventualities which might interrupt service. WebProcure is hosted in both a primary and secondary data center with full replication between locations and a distance of more than 700 miles between each data center. In the event of a system failure that requires implementation of our disaster recovery plan, the applications can be transferred to the secondary location and recovered. In the event of a complete site failure where a disaster has been declared, utilizing VMware's Site Recovery Manager (SRM), Proactis will stand up the production application servers, synchronization of file share data will stop, and the servers will be taken out of read only mode so they are available to the application. Databases will mount the latest snapshot from the replication manager and will be brought online. The Proactis disaster recovery process is regularly tested (with clients?) and audited to ensure compliance with published and audited disaster recovery procedures, and as part of our ISO 27001 certification.

Solution Environments two (2) instances: Production and UAT/Training environments. development and QA instances are not customer accessible.

Solution Technical Architecture WebProcure is a java based application developed for cloud deployment. flexible scalability depending on transaction capacity with the ability to scale to each customer's current and future growth rates. servers are load balanced using redundant Cisco ACE Load Balancers. utilizes established, standard, distributed information exchange mechanisms like web services, SOAP (Simple Object Access Protocol), XML over HTTP, SMTP, and IMAP to achieve this form of secure and reliable data interchange.

Solution Network Architecture hosted in the United States at a state-of-the-art hosting facility operated by Flexential, which is a Tier 1 hosting providers with five-level security defenses, including biometric scanning and 24/7 internal and external video. The data centers are more than 500 miles apart. They are compliant with numerous information security

**STATE OF MAINE
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standards including SSAE 18 Type II standards which ensures our solution offering demonstrates established control objectives and effectively designed control activities. We have front-to-back fault tolerance and redundancy built into our system. From routers and switches, to servers, to power sources, everything is redundant in the environment. We replicate data across a secure data connection between our primary and secondary data centers utilizing block level duplication on our SAN solution. Our current Recovery Time Objective is less than 8 hours. Our systems can be rolled back to any point in the preceding 30 days with our EMC Recover Point appliance. File level replication and storage has a snapshot every 2 weeks and is saved for 6 months. Database snapshots (deltas) happen daily with two full backups (level 0) every week. These policies apply to applications servers, databases and file shares.

System Development Methodology Agile methodology for all software development. Customers get an opportunity to review the updates in our UAT environments.

Service Level Agreement Proactis will work with each Participating Entity to mutually agree to a SLA framework that governs each agreement in proportion to the scope of work.

Security Requirements

Cloud Security Alliance (CSA) Compliance CAIQ completed – Do you have the capability to restrict the storage of customer data to specific countries or geographic locations?- NO

Security and Privacy Controls maintains a comprehensive security plan that comports with ISO 27001 and ISAE 3402 standards which encompass many of the NIST SP 800-53 requirements. To illustrate Proactis' compliance with ISO 270001 and ISAE 3402 standards, Proactis conducts annual, independent third party audits and certifications. Upon request from a Client, Supplier is willing provide independent third party audit reports and/or certifications for ISO 27001 and ISAE 3402 SOC 1, Type 2 annually.

Security Certifications

- ISO27001
- PCI DSS
- ISAE 3402
- SOC 1 Type II
- SOC 2 Type II
- SOC 3 Type II
- NIST 800-53
- ITAR
- SSAE 18
- HITRUST CSF
- EU-US Privacy Shield framework

Secure Application and Network Environment addresses issues such as: which ports and services are required to support access to systems holding Customer data and limiting access to these points; firewalls; internet protocol specification for source and destination; authentication procedures; logical segregation; encryption; packet filtering; activity logging within the product and for the system infrastructure; implementation of security fixes and patches; data privacy; disaster recovery; business continuity; penetration and vulnerability testing; and access control. The Proactis mobile device policy is part of the Proactis security plan, and under this policy and the associated procedures Customer data is not accessible via mobile and portable devices.

Secure Application and Network Access secure data transmission protocols including SSL protocols, public key authentication, signing and encryption in relation to the WebProcure SaaS solution and the solution infrastructure. As a SaaS solution we do not have direct access to Customer systems/networks. Proactis supports modern standard such as TLS 1.2 and TLS 1.3. We allow no

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Maine

non-encrypted traffic to be used in conjunction with our services. Integration data will normally be provided using either in-built web API's, SFTP or site to site VPN connectivity.

Data Security Proactis replicates data across a secure data connection between our primary and secondary data centers utilizing block level duplication on our SAN solution, and has a recovery point objection (RPO) of 30 minutes and a recovery time objective (RTO) of no more than **six hours (8?)** which support our business continuity plan.

Personally Identifiable Information Protection control objectives managing the security of personal data, access controls of information systems, and a robust privacy policy. Proactis' solutions are designed to require only the minimum personal data necessary to operate the solutions.

Security/Privacy Issue Occurrence Customers will be notified about security or privacy issues which involve their particular solution and/or service as soon as **reasonably possible** after Proactis has confirmed a security or privacy event has occurred.

PII Data Actual/Attempted Access or Disclosure same as above

Security Breach Reporting same as above

Implementation Services Requirements

Project Management **PROACTIS** projects are conducted according to a structured, well-defined, phased project life cycle.

- Project Planning
- Project Tracking, Oversight
- Change Control/Configuration Management
- Communication Management
- Issues Management (workflow)
- Document Management (workflow)
- Schedule Management
- Subcontractor Management

Proactis developed a preliminary project workplan. **One size fits all?** RACI chart outlines the activities and responsibilities in each phase of each solution workstream of the project. Extensive Representative Personnel Qualifications provided.

Project Implementation Methodology **Proactis** methodology utilizes iterative and agile methods for delivery, and structured risk and change management for the project management. Our product development organization utilizes highly optimized Kanban methodology enabling consistent delivery of products meeting customers' demands on time while continuously adapting to change on a weekly basis.

Catalog Support Services **Proactis** During the implementation phase of the project, our catalog enablement team will provide the services necessary for the initial launch of the marketplace. These services include the creation, loading, management, and maintenance of hosted catalogs and punchout sites. Key work steps and deliverables in the implementation phase include:

- Supplier and spend assessment to identify and prioritize contracts as potential for hosted or punchout catalog
- Conversion plan for catalog data (i.e. contract line item or legacy catalogs)
- Creation of hosted catalogs
- Setup/configuration of punchout sites
- On-boarding and training of suppliers to prepare them to manage catalog content
- Training of State support staff to assume catalog management duties

Data Conversion Services **Proactis** can provide assistance with both data conversion and data migration.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Perfect Commerce
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DATE: 12/27/2021
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DEPARTMENT/STATE: Maine

Interface/Integration Development Services **Proactis** will work in conjunction with the customer to determine what interfaces and integrations are necessary for each particular project and will also assist in those integrations. The majority of the transaction interchanges take place through the integration platform ProcureLINK. ProcureLINK utilizes established, standard, distributed information exchange mechanisms like web services, SOAP (Simple Object Access Protocol), XML over HTTP, SMTP, and IMAP to achieve this form of secure and reliable data interchange.

Organizational Change Management (OCM Services **Proactis** The first and most significant incorporation of OCM activities is during implementation, where OCM processes are embedded in tasks related to process design, configuration, report development and of course training. OCM framework; stakeholder management, change impacts, communication, change readiness, knowledge and training, sustainment.

Training Services **Proactis** During the discovery sessions we will perform a detailed walkthrough, or demonstration, of all the system modules with the relevant core team members. Proactis begins with broad based training sessions used to train large numbers of users. We will conduct as many web-based training sessions as is necessary to adequately train the anticipated 100+ users. In our experience, remote web-based training sessions are the most effective way to deliver end user training to a large number of end-users, but we can also conduct on-site, inperson trainings provided logistical constraints allow. All training exercises will be conducted on a live training environment with State data, which is by far the most effective hands-on learning experience. Trainees will be guided through customized training activities based on the State's business processes. Train-the-Trainer program has proven to be the most effective method to encourage customer ownership and system usage.

Help Desk Services Ongoing help desk support is available for both **buyers and suppliers** who interact with the State via our solution. Client-facing support is available 24/7 for mission critical items. First level procurement support is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Standard Time, excluding holidays. All support staff, including Level 2 Development, is located at our US headquarters in Virginia. Support is accessible via email, telephone, and our on-line support ticketing system Help Desk

On-Site System Stabilization Support **Proactis** will provide resources as necessary to support a stabilization period of 3 months post project implementation. **Onsite not clear.**

Managed Services Requirements

Solution Support **N/A**

Organizational Change Management (OCM Services **N/A**

Training Services **N/A**

Help Desk Services **N/A**

Transition Out Assistance Services **N/A.**

Other Available Resources **None provided**

Video Demonstrations

- Reporting Dashboards - Data Analytics (chart types)
- Show me and try me help feature (voice over)
- Vendor registration includes upfront acceptance of state's T&Cs.
- Solicitations – formal(sealed bids) and informal , templates, Q&A for RFPs, awarded RFP can be generated into contract.
- Contracts – net new, result of awarded RFP,
- Request for PO
- Invoicing

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce (Proactis)

CATEGORY #(s): 1-Full Solution

DATE: 8/23/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - WebProcure solution
 - Configurable COTS solution
 - Contract lifecycle solution
 - Role based solution
2. Previous Projects
 - State of Missouri; full statewide implementation; 2015, not yet fully implemented
 - New York shopping platform with Peoplesoft prior financial operations
 - Rhode Island statewide implementation
 - CT statewide solutions
3. Subcontractors
 - Civic Initiatives; consultant specializing in Public Procurement
 -
 -
4. Organizational Chart
 - Good linear representation of Proactis and Civic Initiatives sharing responsibility
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Financial reports in British Pounds
 - US business appears to be about 20% of worldwide business
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce (Proactis)

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 1/9/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- Uses WebProcure platform, COTS
- QUESTIONING-Vendor identity is unclear, perfect commerce, proactis, web procure, ProcureLINK, etc.
- POSITIVE-Modules are good. Can solution be only for certain ones or only for all?
- POSITIVE-Web Access makes easily available, App?
- QUESTIONING-The look and feel is very industrial looking
- INTERESTING-releases 6-8 times a year requires end user to test quite often
- QUESTIONING-civic initiatives at additional cost? Does this complicate the vendor/customer relationship?
- QUESTIONING-instant markets as third party or within team?
- POSITIVE-Templates are good

Functional Requirements

- QUESTIONING-Is vendor registration restrictive to where it could be a barrier to entry
- POSITIVE-Vendor KPI is a valuable tool if it is accurate
- QUESTIONING-Can data be exported from another source or solution?
- QUESTIONING-How are contracts negotiated? Versioning of edits available
- QUESTIONING-How are promotional price items available to buyers
- POSITIVE-Attributes (buy local, etc.) are presented well in shopping platform
- POSITIVE- Workflow appears functional for approvals
- NEGATIVE-No identification if level 2 catalog search available
- QUESTIONING (pg.67)-Select, remove or add vendors during bid creation is not an open bid
- QUESTIONING-Vendor performance is good, but based on what data?
- POSITIVE-the scheduling of reports is convenient

Technical Requirements

- POSITIVE-Data center infrastructure
- POSITIVE-SSO for ease of access
- QUESTIONING-Mobile functionality limited? Based on pg.116 direction not to use mobile devices as primary device.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce (Proactis)

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 1/9/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Security Requirements

- POSITIVE-ISO certifications and standards
- QUESTIONING-RPO 30 mins, RTO 6 hours, how frequently utilized?
- POSITIVE-Data encryption at rest and in transit is preferred
- NEGATIVE-PII attempted access, will notify "as soon as reasonably possible" is not a comfortable position for the customer.

Implementation Services Requirements

- POSITIVE-Detailed project plan information provided
- POSITIVE-Meeting planning considers normal business obligations
- QUESTIONING-Activities and responsibilities (p.156) seem imbalanced with overabundance of state responsibilities
- QUESTIONING-Resumes have no names but specific work experience. Noncommittal appearance by bidder in not identifying that.
- POSITIVE-End user training appears beneficial, videos did not demonstrate such level of personal activity.

Managed Services Requirements

- Not Applicable

Video Demonstrations

- POSITIVE-Web Procure is cloud online solution
- INTERESTING- Modules, help has a great deal of information, impersonal
- QUESTIONING-Vendor Data platform seems like a word heavy form style
- POSITIVE-Appears solution can be customized for end user
- POSITIVE-Bid Board seems intuitive
- POSITIVE-Contract board and bid board connectivity is efficient
- NEGATIVE-Format of site is aged, could have a better presentation
- POSITIVE-Solicitations both formal and informal are good
- POSITIVE-Converting solicitation to contract is efficient
- POSITIVE-Request module provides clear information
- QUESTIONING-How are invoices entered, roles?
- POSITIVE-Scanning pdf invoices is a very good function
- POSITIVE-Scheduling reports is good

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): Stage 1 Cat 1

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 1996 Sole focus is cloud based solutions for public and private
 - Solution is WebProcure
 -
2. Previous Projects
 - State of Missouri
 - State of New York
 - State of Rhode Island
3. Subcontractors
 - Civicinitiaves – focus on procurement assessment and transformation support
 -
 -
4. Organizational Chart
 - Org chart provided. Shows both Proactis and civicinitiatives
 -
 -
5. Litigation
 - No current or closed cases in the past 5 years
 -
 -
6. Financial Viability
 - 2018,2019,2020 annual reports
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual SME Comments:

Overall

General Principal and Requirements

Key Solution Functionality Elements

5	This source-to-pay (S2P) system incorporates industry best practices for the public sector. Available as a Software-as-a-Service (SaaS) solution, WebProcure is capable of real-time integration with a variety of external systems and ERPs via our enterprise-integration platform Procure LINK.	
	Vendor Management	
	Solicitation Management	
	Contract Management	
	Catalog Management	
	Order Management	
	Invoice Management	
	Analytics & Reporting	
	Supplier Portal	
	Public Components	

User Experience

8-9	single point of entry to create new transactions.	
	The homepage can be customized	
	Because menu selections within each module are arranged similarly, knowing one module promotes familiarity with all other modules.	
	WebProcure was designed using responsive web design methods allowing the application to natively fit different tablet and smartphone formats. Rather than developing a standalone app, the responsive design enforces user roles and promotes security.	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Bidder Best Practices and Roadmap

10	6-8 releases per year	
	Proactis will provide a Strategic Account Manager (“SAM”) who will work closely with you and meet with your team frequently to conduct business reviews and discusses challenges and opportunities you may have which we can support within the business.	

Innovations and Value-Added Features/Services

11	Acquisition Support Services	
	Strategic Procurement Transformation	
	Procurement Automation Success	

Customizations/Extensions

17	While WebProcure is a Commercial off the Shelf (COTS) SaaS based solution, we’ve designed it to be highly configurable and fully extensible without requiring complex code development	
	From a platform perspective, WebProcure enables business process and facilitates additional user capabilities through workflow rules in the different application modules. These workflow rules are built dynamically based on the properties of the State’s business document (e.g. solicitation pre-addenda, contract approval, requisition approval based on a specific commodity, etc.). Workflows can be serial or parallel.	
	Templates are used throughout the solution to serve as a consistent and approved structure for users to perform an activity efficiently. Our registration template is 100% customizable to capture vendor data and documentation unique to the State	

Alternative Funding Models

18	Did not offer	
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Contract Transition and Flexibility

18	Proactis will allow existing customers to transition to the new Master Agreement and Participating Addendum should the terms extend greater benefit to our customers.	
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Functional Requirements

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

General Functionality

19	Available as a Software-as-a-Service (SaaS) solution, WebProcure is capable of real-time integration with a variety of external systems and ERPs via our enterprise-integration platform Procure LINK. As a modular, role-based solution, WebProcure offers a number of flexible implementation alternatives which affords our customers the ability to solve their immediate needs all while ensuring expansion according to the future needs of their departments and agencies.	
	Vendor Management, Solicitation Management, Contract management, Procurement, Invoice management, Reporting and Analytics	
GEN 1-10	Yes	
GEN 11	No size restriction on attachments	strength
GEN 12-19	Yes	
GEN 20	Can match any version of commodity codes that the user is using	strength
GEN 21-26	Yes	
GEN 27-28	Would need third party to do administrative fee invoicing	weakness
GEN29-31	Yes	
GEN 32	Only English and French for languages	weakness
GEN 33	Yes	
GEN 34	SOM elements of the solution support future dating. Did not say what elements	weakness
GEN 35-40	Yes	

Supplier Portal

?	?	
SPR 18-23	No vendor compliant tool, Not native foundation to accept pay and No supplier request method for contract changes in tool	weakness

Supplier Enablement/Management

24	Supplier enablement begins with vendor registration. WebProcure provides vendors the ability to self-register 24/7 directly from your website using our white-label, java applets. The State defines the data fields, documents, requisite information, and process flow. While vendors provide basic business information, contact information,	
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DEPARTMENT/STATE: Purchasing North Dakota State University

	business certifications and licensure, commodity/service category codes using NIGP or UNSPSC as well as any unique State data elements.	

Buyer Portal

30	State users can access the WebProcure buyer portal directly by logging in via the login banner on the State's website or through single sign-on using the State's authentication service. The homepage can be tailored to include personal dashboards specific to the user and their role.	
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Need Identification

33	Within each module menu, users simply navigate to create, view current, view historical or review/award (solicitations). With a single entry point to the application, the user is able to manage their request in a variety of ways.	
	Once the user submits their request, it follows a pre-defined approval path based on the State's business rules, the phase of procurement, the commodity being requested, and the type of request. Requests, solicitations, contracts and invoices all have dynamic approval paths based on the State's business rules	

Request through Pay

36	allows users to create multiple types of purchase requests, including catalog, round trip (punchout), and off-catalog requests. Catalogs can be generated for all contracts within WebProcure,	
	Requests can trigger contract release requests, generate orders, or begin a sourcing event.	
	WebProcure provides a central location for buyers to create, monitor, modify, and/or receive against purchase orders (POs). Buyers enjoy an easy, user friendly means to view existing State of Maine (NASPO ValuePoint) 39 © Proactis 2021 purchase orders, identify their status, print vendor details, review PO approval mapping, copy purchase orders to create new requests, view the order history, print, and if necessary, cancel an order or create a change order. WebProcure provides users the ability to sort and filter orders by a variety of PO attributes.	
	Users access a receiving list to enter order receipt information	
	WebProcure provides users with multiple way to create an invoice. Invoices can be created by buyers on behalf of a vendor incorporating	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): 1 Stage 2

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DEPARTMENT/STATE: Purchasing North Dakota State University

	one or more purchase orders. Alternatively, invoices can be created by the vendor via the secure portal incorporating one or more purchase orders. Regardless of who creates the invoice, it will be routed and approved based upon established business rules. Buyers can also create payment vouchers for non-purchase order items or issue credit memos for returns	
PRD 22	Jaspersoft is used for data analytic and reporting	

Catalog Capability

55	The WebProcure catalog shopping experience allows users to easily search hosted catalogs or punch-outs by any number of criteria such keyword, commodity, supplier, manufacturer, part number, contract, etc.	
	The advanced catalog is comprised of two primary elements: end user search manager and catalog manager. With search manager, requesters are able to find and compare goods and services across all suppliers in a unique guided experience, whether within a multi-supplier catalog or on an approved supplier's website.	

Sourcing/Bid Management

64	WebProcure features complete solicitation creation for formal (sealed) and informal (quick quote) requests such as RFPs, RFQs, and ITBs as well as bid evaluation, scoring and award. Dynamic workflow is available at pre-issue, pre-addendum and pre-award phases. Solicitation management supports multi-round evaluations as well as two envelope bid types to separate technical from pricing evaluations.	
	Sealed bids are stored in our lockbox until their official close while informal quotes can be reviewed and awarded at any time.	
	Prior to being finalized, the award recommendation can be routed for approval. Once approved, the award notification can be published to the winner, those not selected, or both.	
	Once published, the award report will appear on the State's public bid board. The solicitation can then be converted either into a contract or a request that will result in a purchase order.	
SRC 12	Reverse auction not available	weakness
SRC 34-35	Tracking changes to document and check in/check out are future versions	weakness
SRC43	Workload assignment is a future version	weakness

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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SRC 83	Third party for audio conference	weakness
SCR 117	Hide name of suppliers if a future version	weakness

Contract Management

80	The WebProcure Contract management solution provides users the ability to create and manage contracts, contract documents, and contract approvals for each organization all within a central repository.	
	Key capabilities of contract management are as follows: • Centralized visibility to all contracts, documents and attachments. • Unlimited contract types. • Templates based on contract type. • Support for contract amendments with version history. • Approval workflow for creation and amendments. • Supports request for amendments for those without permission to edit directly. • Full revision history. • Standard and custom notifications and reminders for both buyer and vendor. • Contract board for posting public contracts. • Supports diversity allocation by dollar or percentage. • Ability to flip a solicitation award automatically into a contract. • Hyperlink to original solicitation for historical reference. • Digital signature ready with DocuSign for both buyer and vendor signature. • Support for master contracts, Contract scorecards for performance evaluation. • Authorization to use applied to lower agencies/departments. • Single click ability to generate a procurement profile of all related documents	

Vendor Performance

91	WebProcure provides a Key Performance Indicators (KPI) framework to collect and manage vendor performance through customer-defined scorecard criteria. The scorecard provides the ability to create and assign KPIs to both vendor and buyer users	
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Purchasing/Data Analytics

94	WebProcure provides a robust business analytics platform for users to transform transactional data into interactive reports and dashboards. The solution is delivered with standard reports built from years of experience in working with customers. WebProcure also offers ad-hoc reporting capabilities using a drag and drop report builder as shown below.	
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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BIDDER NAME: Perfect Commerce

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Technical Requirements

Availability

99	Our current Recovery Time Objective is less than 8 hours. Our systems can be rolled back to any point in the preceding 30 days with our EMC Recover Point appliance. File level replication and storage has a snapshot every 2 weeks and is saved for 6 months. Database snapshots (deltas) happen daily with two full backups (level 0) every week.	weakness
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Accessibility Requirements

100	WebProcure was designed with Section 508 standards in mind. In support of Web-Based Intranet and Internet Information Applications Standards (section 1194.22), WebProcure enables access for people with vision impairments who depend on external assistive products to access computer-based information.	
-----	--	--

Audit Trail and History

101	WebProcure robust audit engine tracks and records all activities throughout the system, thereby ensuring full transparency into the procurement process. The audit engine logs all user activity including changes at the field level with date and time stamps.	
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Browsers Supported

103	Meets requirements	
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User Accounts and Administration

103	WebProcure provides a hierarchical structure for assigning roles and permissions to multiple organizations and users within each organization. Access is controlled at the top, starting at the enterprise level, where enterprise-level users determine appropriate access levels to a set of agencies and their respective users. Each module has associated roles, permissions, and scope parameters.	
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User Authentication

105	Users authenticate with WebProcure utilizing a username and password or via single sign-on (SSO). Passwords must be at least 8 characters in length, must be a mix of upper-case letters, lower-case letters, numbers,	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Perfect Commerce

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	and special characters, and must not be the same as any password used within the past five (5) generations. For SSO, we use Ping Identity's Federation Server to connect with the State's authentication service using standard SAML message platform	
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Federated Identity Management

107	a single login to access all authorized components.	
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Data Conversion

107	WebProcure has a variety of bulk upload tools to aid in data conversion and the transfer of legacy data. Bulk upload import tools include data related bill to / ship to addresses, contracts, solicitations, and vendors. Bulk upload tools allow our customers to collect or export data from existing data sources and format them into an easy to use Excel file. The Excel file can then be uploaded into WebProcure by a system administrator.	
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Interface and Integration

110	WebProcure is ERP agnostic. It is capable of real-time integration with a variety of external systems and ERPs via our enterprise-integration platform ProcureLINK powered by webMethods. ProcureLINK utilizes established, standard, distributed information exchange mechanisms like web services, SOAP (Simple Object Access Protocol), XML over HTTP, SMTP, and IMAP to achieve this form of secure and reliable data interchange. Data can also be exchanged (import or export) via batch flat files for legacy systems or systems that are not capable of real-time distributed transactions like web services. The data formats that are supported by WebProcure are as follows: • XML (Extensible Markup Language) • CSV (Comma Separated Values) • Tab separate file • Microsoft Excel • xCML and xCBL (commerce eXtensible Markup Language and XML Common Business Library) • EDI (Electronic Data Interchange) WebProcure typically utilizes the following communication conduits for the exchange of the aforementioned data file types: • FTP over secure 3-DES VPN tunnel • Secure FTP or SFTP • SCP or secure copy protocol • Secure HTTP or HTTPS	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Office Automation Integration

114	WebProcure provides various locales throughout the system to attach documents, download documents (e.g. solicitations, contracts, orders, invoices), and import and export transaction data then utilize this data in numerous ways including within the reporting module and WebProcure's audit engine. Each of the locales supports Microsoft Office suite products. For example, within the solicitation module, solicitation line items, bid tabulations, and evaluation scores can be exported to Excel for distribution to a wider team or further analysis and then reimported for addition review and analysis. Finally, if necessary, data can be cut and pasted into text fields throughout the system to streamline content creation	
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Mobile Device Support

116	Accessible from mobile device but no App	weakness
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Mobile Applications

118	Accessible from mobile device but no App	weakness
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Data Ownership and Access

118	Ownership of any and all data provided by the State whether existing in electronic, magnetic or any other tangible or intangible form that is uploaded, collected, stored, held, hosted, located or utilized within the system is at all times and will always remain vested in the State.	
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Date Retention, Archive and Purge Considerations

118	Proactis does not archive or purge State data	weakness
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Disaster Recovery Plan

120	Proactis maintains a comprehensive disaster recovery plan designed to combat any number of eventualities which might interrupt service. WebProcure is hosted in both a primary and secondary data center with full replication between locations and a distance of more than 700 miles between each data center.	
	The Proactis disaster recovery process is regularly tested and audited to ensure compliance with published and audited disaster recovery procedures, and as part of our ISO 27001 certification.	

Solution Environments

120	As part of the SaaS annual services grant, customers are afforded two (2) instances: Production and UAT/Training environments.	
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Solution Technical Architecture

122	WebProcure is a java based application developed for cloud deployment. WebProcure allows for flexible scalability depending on transaction capacity with the ability to scale to each customer's current and future growth rates. Capacity and scalability can be expanded by simply attaching additional hardware to the servers. Proactis monitors both database and server processing capacity on a continual basis. Our applications are scalable, both vertically (add more memory/processing power to the servers running the apps) and horizontally (add more servers to the application).	
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Solution Network Architecture

123	Tier 1 hosting providers with five-level security defenses, including biometric scanning and 24/7 internal and external video. The data centers are more than 500 miles apart. They are compliant with numerous information security standards including SSAE 18 Type II standards which ensures our solution offering demonstrates established control objectives and effectively designed control activities.	
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

System Development Methodology

125	Proactis uses an Agile methodology for all software development. All customer requirements implemented by the development team begin their lifecycle as ideas entered on our customer portal.	
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Service Level Agreement

126	Proactis will work with each Participating Entity to mutually agree to a SLA framework that governs each agreement in proportion to the scope of work. Holistically, Proactis supports this framework	
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Security Requirements

Cloud Security Alliance (CSA) Compliance

126	Meets requirements	
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Security and Privacy Controls

126	Proactis has developed, implemented and maintains a comprehensive security plan that comports with ISO 27001 and ISAE 3402 standards which encompass many of the NIST SP 800-53 requirements. To illustrate Proactis' compliance with ISO 270001 and ISAE 3402 standards, Proactis conducts annual, independent third party audits and certifications. Upon request from a Client, Supplier is willing provide independent third party audit reports and/or certifications for ISO 27001 and ISAE 3402 SOC 1, Type 2 annually. Additionally, specifications around Proactis information security protocols can be found in the attached, completed CAIQ document.	
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Security Certifications

126	Proactis and/or our data centers hold the following certificates: • ISO27001 • PCI DSS • ISAE 3402 • SOC 1 Type II • SOC 2 Type II • SOC 3 Type II • NIST 800-53 • ITAR • SSAE 18 • HITRUST CSF • EU-US Privacy Shield framework	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Annual Security Plan

127	Proactis has developed, implemented and maintains a comprehensive security plan that comports with ISO 27001 and ISAE 3402 standards which encompass many of the NIST SP 800-53 requirements. To illustrate Proactis' compliance with ISO 27001 and ISAE 3402 standards, Proactis conducts annual, independent third-party audits and certifications. Upon request from a Client, Supplier is willing provide independent third-party audit reports and/or certifications for ISO 27001 and ISAE 3402 SOC 1, Type 2 annually.	
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Secure Application and Network Environment

128		
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Secure Application and Network Access

Data Security

128	Proactis employs secure data transmission protocols including SSL protocols, public key authentication, signing and encryption in relation to the WebProcure SaaS solution and the solution infrastructure. As a SaaS solution we do not have direct access to Customer systems/networks. Proactis supports modern standard such as TLS 1.2 and TLS 1.3. We allow no non-encrypted traffic to be used in conjunction with our services. Integration data will normally be provided using either in-built web API's, SFTP or site to site VPN connectivity	
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Personally, Identifiable Information Protection

134	Proactis' solutions are designed to require only the minimum personal data necessary to operate the solutions. Given the nature of the solutions offered, Proactis does not require personal data of the type considered to be special categories of personal data (as defined in the GDPR), nor HIPAA data, nor Federal PII. Personal data used in the solutions is akin to that typically presented on a business card.	
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DEPARTMENT/STATE: Purchasing North Dakota State University

Security/Privacy Issue Occurrence

135	Customers will be notified about security or privacy issues which involve their particular solution and/or service as soon as reasonably possible after Proactis has confirmed a security or privacy event has occurred. Communications will be constructed for effective dissemination of information and issued to the appropriate persons in each Customer organization if the point of contact is explicitly designated by that Customer. Communications may include the following types of information (i) a description of the nature of the data breach including where possible, the categories and approximate number of data subjects concerned; the categories and approximate number of data records concerned; (ii) who made the unauthorized access or use or received the unauthorized disclosure; (iii) a description of the likely consequences of the data breach; (iv) a description of the measures taken or proposed to be taken to address the data breach, including, where appropriate, measures to mitigate its possible adverse effects; and/or (v) a description of measures intended to implement a permanent repair to any identified issues. For any ongoing incidents, communications will be provided at regular intervals.	
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PII Data Actual/Attempted Access or Disclosure

135	See above	
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Security Breach Reporting

136	See above	
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Implementation Services Requirements

Project Management

138	Key aspects of the Proactis' project management methodology include, among others, these primary critical components: • Project Planning • Project Tracking, Oversight • Change Control/Configuration Management • Communication Management • Issues Management • Document Management • Schedule Management • Subcontractor Management	
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	The centerpiece is the development and on-going maintenance of the project management plan (PMP). This plan provides a clear articulation of the overall objectives, scope, and strategy associated with the project effort. It documents the deliverables, key constraints, assumptions, and dependencies that frame the project.	
	Very detail project plan and responsibilities	

Project Implementation Methodology

194	Project Planning Develop and validate a detailed project plan; validate project schedule; commit project resources; formalize project goals; conduct risk assessment and mitigation analysis; kick-off communication; and project cadence. Solution Design Validate that the solution will meet business requirements; identify gaps and resolutions; document functional and technical specifications; administer change management; and ratify the end-state system. Solution Build Creation of technical developments, configuration, processes, and documentation required to support the defined solution; including test plans and supplier onboarding. Test Readiness Validate technical and process solutions which support business requirements, as well as, begin preparation for the training and deployment phases. Solution Deployment Enable solution through technical deployment, end user training, and supplier enablement. Transition Monitor solution as against key performance indices (KPIs); transition project to steady state teams; and document lessons learned	
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Catalog Support Services

200	The overall goal of our catalog enablement team is to initiate catalog use, making it easy for stakeholders to view and order materials online, with less human interaction and with improved accuracy. Together, with stakeholders, we will develop a catalog strategy with the goal of increasing catalog usage and the number of catalogs, year over year, with a goal of increasing spend under contract. In summary, the key on-going functions of the supplier enablement team post-implementation include: • In conjunction with the State, develop an ongoing catalog strategy and define catalog roadmap • Work with suppliers to receive and validate catalog content • Create and load new punch out and hosted catalogs • Perform testing on new catalogs • Maintain existing catalogs • Order	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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	form set up • On-board new suppliers • Provide inbound e-mail and call support • Perform approved maintenance on existing supplier data	
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Data Conversion Services

201	See matrix	
	This process allows for the conversion and migration of both meta data such as titles, descriptions, active dates, vendors, contract amounts, etc. as well as any related attachments such as scanned images, insurance certificates, performance bonds, etc. The data migration and conversion tasks are shared between the Proactis implementation team and the customer's subject matter experts, IT staff and data "owners". The matrix below describes the standard distribution of responsibilities:	

Interface/Integration Development Services

202	The majority of the transaction interchanges take place through the integration platform ProcureLINK. ProcureLINK utilizes established, standard, distributed information exchange mechanisms like web services, SOAP (Simple Object Access Protocol), XML over HTTP, SMTP, and IMAP to achieve this form of secure and reliable data interchange. WebProcure is capable of real-time integration with a variety of external systems and ERPs	
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Organizational Change Management (OCM Services

203	See chart	
	Managing Stakeholders	
	Identifying Changes and Impacts	
	Planning and Executing Communication	
	Assessing Change Readiness	
	Ensuring Sustainment of an Innovation	

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Training Services

205	Mostly web based training, can conduct on-site training	
	Train the trainer	
	See chart for list of training and how long they take.	
	Suppliers can call us directly for help related to WebProcure. We also provide material to suppliers that contains step-by-step instructions on how to review and respond to bids and purchase orders; how to manage the supplier user profiles; and how to create invoices. Suppliers can also access the following training materials online: • Computer Based Tutorials • Video recordings of instructor lead training sessions	
	For all future releases, a full set of release notes explaining new functionality and enhancements will be made available to our customer's prior to the release date. When there is significant functionality in a release, the State will be offered a training session in addition to the release notes	

Help Desk Services

209	Ongoing help desk support is available for both buyers and suppliers who interact with the State via our solution. Client-facing support is available 24/7 for mission critical items. First level procurement support is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Standard Time, excluding holidays. All support staff, including Level 2 Development, is located at our US headquarters in Virginia.	
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On-Site System Stabilization Support

211	As part of our standard implementation methodology, specifically the transition phase, Proactis will provide resources as necessary to support a stabilization period of 3 months post project implementation. This resource(s) will monitor and facilitate system setup and configuration changes; issue assessment and resolution; system performance and stability monitoring; and system use assessment	
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Managed Services Requirements Solution Support

212	N/A	
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Organizational Change Management (OCM Services)

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Training Services

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Help Desk Services

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Transition Out Assistance Services

Video Demonstrations

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): Category #1 Stage 1

DATE: 08/19/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: - Response says PROACTIS

Organization Qualifications and Experience – Consulting Firm

1. Overview of the Organization
 - Founded in 1996 with over 1100 clients
 - WebProcure
 -
2. Previous Projects
 - State clients – provided links to some websites
 - Partner projects – State clients
 -
3. Subcontractors
 - Civic Initiatives – CPPO and buyer resources
 -
 -
4. Organizational Chart
 - Suppled org chart
 - Did not supply role names or explain responsibilities for each role
 -
5. Litigation
 - Bidder stated no litigation to report.
 -
 -
6. Financial Viability
 - Submitted annual reports instead
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Perfect Commerce - PROACTIS
CATEGORY #(s): Stage 2 Category 1
DATE: 12/10/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments: The video that was supplied was very helpful. This response was acceptable except for the vendor stated that section F was not applicable? It would be beneficial if the list of concerns listed were addressed so we could accurately be scored.

Again, I believe the requirements where verification is needed should be requested as this will help improve this suppliers solution. I have given an example below where it stated they could meet the requirement, and then the next requirement which is similar in nature states it is external to the system:

- CONCERN - EPROC-GEN-26 – Line 30 - Tracking admin fees has been a difficult requirement to meet. This response seems too vague to guarantee they can meet the requirement. **Next requirement (below) it was stated admin fees is external to the system, so how can you report on them from the system in this requirement?**
- CONCERN - EPROC-GEN-27 and EPROC-GEN-28 – Lines 31 and 32 - Admin fees invoicing is external to the system.

General Principal and Requirements – Page 5

Key Solution Functionality Elements – Page 5 thru Page 7

- WebProcure is the solution name.
- ProcureLINK is the enterprise-integration tool.
- Modular, role-based solution.
- Provided list of all components on Page 5 of response

User Experience – Page 7 thru Page 9

- All modules integrate with each other.
- Home page can be either personal or organizational dashboards. Can view multiple dashboards from the home page. Page 8
- Wizard-driven functionality when entering data. Page 9

Bidder Best Practices and Roadmap – Page 10

- Deliver releases 6-8 times a year.
- STRENGTH - Provides a Strategic Account Manager (SAM) who will work closely with the state team on business reviews and discuss challenges and efficiencies.

Innovations and Value-Added Features/Services – Page 11 thru Page 17

- Civic Initiatives is a tool used to provide value-added services. Page 11

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DEPARTMENT/STATE: State of Montana

- Supports the State in 3 main areas of focus.
- #1 – Acquisition Support Services – Direct support of acquisitions events. Page 12
- #2 – Strategic Procurement Transformation - Find difference between procurement and purchasing
- #3 – Procurement Automation Success – Helps implement procurement automation.
- InstantMarkets is a new generation of bids and contracts search engine.
- Vendors and contractors can search keywords in the bid search engine. Page 15
- Provided example of this functionality in Figure 2 Page 17

Customizations/Extensions – Page 17 thru Page 18

- Expansion of additional capabilities in the areas of platform, templates, and supplemental data fields. Page 17
- Platform (workflow) and templates are mentioned as possible areas of improvement. Page 18

Alternative Funding Models – Page 18

- Here is the response for this section – “Proactis is open to additional funding models and will engage with each potential buyer on an account-by-account basis when specific detail is known.” Page 18

Contract Transition & Flexibility – Page 18

- Here is the response for this section – “Proactis will allow existing customers to transition to the new Master Agreement and Participating Addendum should the terms extend greater benefit to our customers. “

Functional Requirements – Page 19

General Functionality – Page 19 thru Page 23 – **Inserted “screen shots” of their RTM response into the narrative response.**

- Supplied table of solution modules available in WebProcure on Page 19
- STRENGTH - EPROC-GEN-3 – Line 7 – Departments can post bids from their departments separately from other departments.
- CONCERN - EPROC-GEN-12 – Line 16 – Search across system for attachments by file name is in development.
- CONCERN - EPROC-GEN-20 – Line 24 - Licensing for supporting version of the commodity code set in the ERP is the responsibility and cost of the state.
- CONCERN - EPROC-GEN-26 – Line 30 - Tracking admin fees has been a difficult requirement to meet. This response seems too vague to guarantee they can meet the requirement. **Next requirement (below) it was stated admin fees is external to the system, so how can you report on them from the system in this requirement?**
- CONCERN - EPROC-GEN-27 and EPROC-GEN-28 – Lines 31 and 32 - Admin fees invoicing is external to the system.
- CONCERN - EPROC-GEN-32 – Line 36 - Our solution supports English and French today. Additional languages can be added at an additional cost per language.
- CONCERN - EPROC-GEN-38 - Line 42 - “Proactis has many different subscription methods depending on customer and situation. Exhibit 3 provides various scenarios that we will address” Not sure what Exhibit 3 is?

Supplier Portal – Page 23 - **Inserted “screen shots” of their RTM response into the narrative response.**

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CATEGORY #(s): Stage 2 Category 1

DATE: 12/10/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-SPR-18 – Line 22 - The supplier portal does not allow vendors to respond to complaints.
- CONCERN - EPROC-SPR-19 – Line 23 - The supplier portal does not allow vendors to submit administrative fee payments.
- CONCERN - EPROC-SPR-23 -Line 27 - Suppliers do not have the ability to initiate a contract change from the supplier portal.

Supplier Enablement/Management – Page 24 thru Page 30. **Inserted “screen shots” of their RTM response into the narrative response.**

- Vendors can self-register.
- State is notified on new registrations and can approve or reject the record.
- Changes on certain fields in the vendor registration can trigger workflow and needs to be approved.
- Vendors can perform all procurement functions via their portal.
- Module provides supplier performance.
- Listed capabilities of Vendor Management on Page 25
- CONCERN - EPROC-VDR-14 - Line 43 - Supplier users have unique accounts with unique login credentials. Can the system support multiple user accounts?
- CONCERN - EPROC-VDR-23 thru EPROC-VDR-27 -Line 52 thru line 56 - The response is a duplicate for the multiple lines of requirements. It appears this is handled with an integration, but what happens when a vendor is self-registering?
- CONCERN - EPROC-VDR-41 – Line 70 - The requirement states automated email notification, but response states a manual process of searching and then sending email.

Buyer Portal – Page 30. **Inserted “screen shots” of their RTM response into the narrative response**

- Buyer logs on via link or single sign on.
- Landing page can be a personal dashboard specific to a user. Page 30

Need Identification – Page 33 thru Page 35 - **Inserted “screen shots” of their RTM response into the narrative response**

- Provided example of step-by-step procurement path in figure on page 33

Request through Pay – Page 36 thru Page 55. **Inserted “screen shots” of their RTM response into the narrative response**

- Provided list of types of purchase requests.
- Provided list of terms used with a description of each term. Page 36
- Requests can also trigger many other options like3 orders, contracts, or sourcing event. Page 37
- Provided Purchase Order Status & Actions, Page 38 and Order Receipt information. Page 39
- Provided Invoicing information on page 40
- CONCERN - EPROC-PRD-8 – Line 109 – Here is the response when asked about collaboration with other users. “This is a very broad requirement spanning requests for orders, solicitations, contracts, invoices. Further clarity is desired.”
- CONCERN - EPROC-PRD-9 – Line 110 - Combining like item purchase request into a single order is NOT supported.
- CONCERN - EPROC-WRK-5 – Line 170 - Our solution does not currently restrict purchase order creation into a new biennium.

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CATEGORY #(s): Stage 2 Category 1

DATE: 12/10/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-WRK-6 – Line 171 - This response does not address the by pass requirement?
- CONCERN - EPROC-WRK-27 – Line 192 - Does not currently support workflow based on request type.
- CONCERN - EPROC-PO-5 – Line 200 - The response does not address the requirement to configure purchase order templates.
- CONCERN - EPROC-PO-9 – Line 204 – “we currently do not support org level field configuration”
- CONCERN - EPROC-PO-15 – Line 210 – Do you support the ability to print versions of orders?
- CONCERN - EPROC-PC-5 -LINE 231 – Does not support ability to limit spend on a PCard.
- CONCERN - EPROC-PC-8 thru EPROC-PC-21 – Lines 234 thru 247 - These requirements are not supported and vendor response is “PCard reconciliation would occur in the ERP”
- CONCERN - EPROC-RC-3 and EPROC-RC-4 – Lines 252 and 253 – Does not support the ability to create a receipt with a PO.
- CONCERN - EPROC-RC-19 – Line 268 – Does not support receipt workflow approvals. Vendor stated this happens at the invoice approval step.
- CONCERN - EPROC-RC-21 – Line 270 – Does not support conversion of PO unit of measure to inventory unit of measure.

Catalog Capability – Page 55 thru Page 64 - **Inserted “screen shots” of their RTM response into the narrative response**

- Can search both hosted and punch-out catalogs with maintenance being the responsibility of the vendor.
- Offers 2 catalog options – Standard and Advanced catalogs
- Search manager capabilities listed on page 56
- Catalog manager helps control vendor catalogs. It also aids the vendor in managing their catalog.
- CONCERN - EPROC-CAT-34 – Line 319 - States the search results for hosted vs.punchout are not similar
- CONCERN - EPROC-CAT-38 – Line 323 – Only the State catalog can be made accessible without a login?

Sourcing/Bid Management – Page 64 thru Page 80 - **Inserted “screen shots” of their RTM response into the narrative response**

- Wizard-like tool is used to set up solicitations – Page 64
- Bids are posted to State’s website
- Have vendor activity report
- Has evaluation capabilities.
- Solicitation Management capabilities listed on Page 67 and 68
- CONCERN - EPROC-SRC-12 – Line 339 - Reverse Auction is offered outside of the system.
- CONCERN - EPROC-SRC-13 and EPROC-SRC-14 – Lines 340 and 341 – A third party solution is required for Surplus Auction and Surplus Sealed Bid.
- CONCERN - EPROC-SRC-28 – Line 355 – The response given here (editing a solicitation) does not address the online collaboration requirement.
- CONCERN - EPROC-SRC-34 and EPROC-SRC-35 – Lines 361 and 362 – These requirements are not currently available and are planned on a future enhancement. (Version control and check in/ out functions
- CONCERN - EPROC-SRC-40 – Line 367 - This response talks about award recommendations but the requirement is asking for solicitation fields?

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- CONCERN - EPROC-SRC-43 – Line 370 - Workload assignment is a planned future enhancement.
- CONCERN - EPROC-SRC-65 – Line 392 - Does not support elimination of duplicate email addresses.
- CONCERN - EPROC-SRC-75 – Line 402 – Opt out of notifications will require an enhancement to the solution
- CONCERN - EPROC-SRC-82 – Line 409 - The ability to create documents for internal purposes only is not supported but is being considered for a future enhancement
- CONCERN - EPROC-SRC-102 – Line 429 - Response "Suppliers who authenticate to their portal can submit bids" does not address the eSignature requirement
- CONCERN - EPROC-SRC-117 – Line 444 – Ability to hide the name of the suppliers in not currently supported but is planned in a future enhancement.
- CONCERN - EPROC-SRC-130 and EPROC-SRC-131 – Lines 457 and 458 - Does not support online collaboration requirement. Offered a business process suggestion like TEAMS and then upload the file to the solution.
- CONCERN - EPROC-SRC-138 – Line 465 – Response does not state if information can be posted to state website?
- STRENGTH - EPROC-SRC-143 – Line 470 – Ability to perform award reversals and award to another vendor

Contract Management – Page 80 thru Page 91 - **Inserted "screen shots" of their RTM response into the narrative response**

- Listed contract management abilities on Page 80
- Wizard like process to enter contracts. – Figure on page 81
- Contracts are posted to the contract board – Page 82
- Capabilities of Contract Management listed on Page 82
- CONCERN - EPROC-CNT-6 and EPROC-CNT-7 – Lines 486 and 487 – Version control and check in/out capabilities are planned for a future enhancement.
- CONCERN - EPROC-CNT-9 – Line 489 – Identify templates and contracts that have been updated is planned for a future enhancement.
- CONCERN - EPROC-CNT-14 – Line 494 - This response appears to be referencing contract approval and not the esignature process
- CONCERN - EPROC-CNT-16 – Line 496 - This response states price list can be uploaded to supplier profile, but can price file be loaded to the contract as line items?
- CONCERN - EPROC-CNT-38 – Line 518 - This response does not address the ability to have detailed information of subcontractors on the contract record.
- CONCERN - EPROC-CNT-39 – Line 519 - Subcontractor payments cannot be tracked on a specific contract.
- CONCERN - EPROC-CNT-40 – Line 520 – This response shows this vendor is not clear on the requirement. This is asking for process to track spend on contracts.
- CONCERN - EPROC-CNT-41 – Line 521 – Vendor is not clear that SWAM is Small, Women-owned or Minority owned.
- CONCERN - EPROC-CNT-72 – Line 552 - Solution does not automatically calculate the admin fee assessed to a contract.
- CONCERN - EPROC-CNT-85 – Line 565 - This response does not address the ability to imitate an order from a CONTRACT?

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Vendor Performance – Page 91 thru Page 94 - Inserted “screen shots” of their RTM response into the narrative response

- Uses KPI framework to collect and manage vendor performance.
- Supplier scorecard example shown on Page 91
- CONCERN - EPROC-VPE-14 – Line 584 – Office templates are not supported.
- CONCERN - EPROC-VPE-15 – Line 585 – Office templates are not supported.
- CONCERN - EPROC-VPE-17 – Line 587 – Cure templates for contracts not currently supported but is considered for a future enhancement.
- CONCERN - EPROC-VPE-20 – Line 590 - Notification to buyer when items are ordered without using contract number is not supported. Future enhancement.
- CONCERN - EPROC-VPE-23 – Line 593 - The response does not address notification to the buyer. It is talking about sending notifications to the vendor which is requirement EPROC-VPE-24

Purchasing/Data Analytics – Page 94 thru Page 99

- Has drag and drop report builder as shown on Page 94
- Can refine the resulting data.
- Can be put on personal or organizational dashboards

Technical Requirements Page 99

Availability – Page 99 thru Page 100

- Listed failsafe measures on Page 99
- Listed 5 levels of security on page 100

Accessibility Requirements – Page 100

- Meets requirements

Audit Trail and History – Page 101 thru 103 - Inserted “screen shots” of their RTM response into the narrative response

- Provided an example of audit report on page 101
- Ad hoc reporting can be used to view audit information.

Browsers Supported – Page 103

- Meets Requirements

User Accounts and Administration – Page 103 - Inserted “screen shots” of their RTM response into the narrative response

- Has roles, permissions, and scope parameters.
- Workflow can be configured
- CONCERN - EPROC-TECH-12 – Line 16 - This response states ability for 2 accounts for 2 separate people. The requirement is asking for same account to have dual sign on.

User Authentication – Page 105 - Inserted “screen shots” of their RTM response into the narrative response

- Meets log in requirements

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DATE: 12/10/2021

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DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-TECH-25 – Line 29 - End user acceptable use agreements in not currently supported

Federated Identity Management – Page 107

- Meets requirements

Data Conversion – Page 107 - **Inserted “screen shots” of their RTM response into the narrative response**

- Provided a data conversion/migration tasks table on page 107
- CONCERN – Does the system allow for converting data to the new system that allows for “attachments” to be moved over?

Interface and Integration – Page 110 - **Inserted “screen shots” of their RTM response into the narrative response**

- ProcureLINK is the solution that handles the integrations.
- Provided the data formats that the system supports on Page 110
- CONCERN - EPROC-TECH-53 – Line 57- further discussion is needed to be able to override integration of a specific transaction
- CONCERN - EPROC-TECH-58 – Line 62 - the system does not have the ability to track financial data on the contract record

Office Automation Integration – Page 114 - **Inserted “screen shots” of their RTM response into the narrative response**

- Meets requirements

Mobile Device Support – Page 116 - **Inserted “screen shots” of their RTM response into the narrative response**

- No apps required.

Mobile Applications – Page 118

- Does not recommend using a mobile device as a complete replacement

Data Ownership and Access – Page 118

- The State owns the data

Date Retention, Archive and Purge Considerations – Page 14 - **Inserted “screen shots” of their RTM response into the narrative response**

- Does not archive or purge State data.
- CONCERN - EPROC-TECH-63 – Line 67 - States can archive records but does not purge data.

Disaster Recovery Plan – Page 120

- Site Recovery Manager (SRM) is the solution tool.

Solution Environments – Page 120 - **Inserted “screen shots” of their RTM response into the narrative response**

- Offers 2 environments with the TEST environment configured to reflect the production one.
- Can the UAT environment be wiped and then production copy over to TEST?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce - PROACTIS

CATEGORY #(s): Stage 2 Category 1

DATE: 12/10/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Solution Technical Architecture – Page 122

- Offered chart on page 122 showing structure
- Provided data formats listed on pages 122-123

Solution Network Architecture – Page 123

- Listed failsafe measures on Page 124

System Development Methodology – Page 125

- Agile methodology
- Process end result is an update in a future release.

Service Level Agreement – Page 126

- System supports this framework

Security Requirements - Page 126

Cloud Security Alliance (CSA) Compliance – Page 126

- Supplied the CAIQ as an attachment

Security and Privacy Controls – Page 126

- Meets requirements

Security Certifications – Page 126

- Provided list of certificates

Annual Security Plan – Page 126-127

- Will provide third party audit reports upon request
- Defer rest of comments to security SME

Secure Application and Network Environment – Page 127 – 128

- Will provide third party audit reports upon request
- Defer rest of comments to security SME

Secure Application and Network Access – Page 128 -129 - Inserted “screen shots” of their RTM response into the narrative response

- Meets requirements

Data Security – Page 131 thru 134

- System offers redundancy.
- Provided failsafe measures.
- Provided security architecture on page 132
- Defer rest of response to security SME

Personally Identifiable Information Protection – Page 134

- Provided link to Proactis privacy policy - <https://www.proactis.com/us/policies/privacy-policy/>
- Access defined by roles and permissions
- More in depth information is in item 44 in their response.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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CATEGORY #(s): Stage 2 Category 1

DATE: 12/10/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Security/Privacy Issue Occurrence – Page 135

- Provided a list of communication types
- Defer rest of response to security SME

PII Data Actual/Attempted Access or Disclosure – Page 135 – 136

- Defer rest of response to security SME

Security Breach Reporting – Page 136

- Defer rest of response to security SME

Implementation Services Requirements – Page 137

Project Management – Page 137 thru Page 193

- Provided overview chart on Page 138
- Extensively covered each phase of the project management
- Project Planning – Page 138 – 140
- Project Tracking, Oversight – Page 141
- Change Control/Configuration Management – Page 141 – 142
- Communication Management – Page 142 – 143
- Issues Management – Pages 143 – 145
- Document Management – Pages 145 – 147
- Schedule Management – Pages 147 – 148
- Subcontractor Management – Pages 148 – 150
- Project Workplan – Pages 150 – 156 – Provided project screenshots
- Activities & Responsibilities – Page 156 thru 160
- Provided Personal Qualifications- Page 161 thru 193

Project Implementation Methodology – Page 193 thru Page 199

- Provided Foundational Principles and Fundamental Guidelines. Page 193
- Implementation Methodology – Page 194
- Explained each phase of the implementation.

Catalog Support Services – Page 199

- Supplied catalog chart reference on page 199
- Suppliers can use portal to upload files
- Offered post-implementation functions on page 200

Data Conversion Services – Page 201

- Provided table of Data Conversion/Migration tasks on page 201 - 202

Interface/Integration Development Services – Page 202

- Provided data formats that are supported on page 202
- Provided communication conduits on Page 202
-

Organizational Change Management (OCM Services) – Page 203

- Provided framework illustration chart on Page 203

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- Listed key processes on pages 204 and 205

Training Services – Page 205

- Provides end user training.
- List of standard courses listed in table on page 206
- Listed department specific training on page 207.
- Additional services information provided

Help Desk Services – Page 208 - Inserted “screen shots” of their RTM response into the narrative response

- Provided information on Help desk support
- Provided information on Application on-line support
- CONCERN - EPROC-IMPL-4 – Tab 6 line 7 - Currently does not support live chat tool

On-Site System Stabilization Support – Page 211

- Offer support after implementation for 3 months

Managed Services Requirements – Vendor state the NONE of the sections below are applicable?

Solution Support

Organizational Change Management (OCM Services

Training Services

Help Desk Services

Transition Out Assistance Services

Other Available Services

- CONCERN - EPROC-MNGD-1 – Line 4 Tab 7 - Does not currently support third party measurement service.

Video Demonstrations

Proactis Public Sector is named in the video demonstration and the solution name was WebProcure. The videos were presented in sections and I have entered my comments per section in the notes below.

Solution introduction – Web based system using roles and permissions for access. The system is a one platform system with access to each of the modules. Has across the solution search functionality from the help “home” page. Provides tutorials on this page where the user can learn how the functionality works by the system showing you and then the user can try it. Support contact information is supplied on this page.

Public Components and Supplier Management – Used the State of Missouri and the State of Rhode Island as examples in this section. Showed how a vendor can self register. The data in this section is fully customizable. The fields can be set up to validate the data that the vendor enters. Uses the “now or later” functionality to help vendors complete parts of the registration at a later time. Record gets submitted to workflow for approval. Has a bid board and contract board link from the registration landing page. Contracts and bids compiled in the solution are automatically displayed on the vendor page. On the

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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buyers side, the user can create or view invitations and can manage or view vendors records. System checks for duplicate vendor records. Offers supplier score cards

Solicitations – Has formal and informal bid types. No limit on the types of solicitations and each type has different sections. Bids sections include header, requirements, questionnaire, attachments, item specs, suppliers and summary. Category section denotes which vendors get added to the bid. Templates are compiled and the information is brought into the bid based on the bid type. The user can pick and choose what sections of the template applies to the bid. Bid goes through the approval stage and approver will receive email. You can also create a solicitation from a request that goes through the approval process. Showed the process that a vendor needs to complete in order to submit a response. Award process can be by item or can create evaluation teams. CAN REVERSE the bid award! Can generate a contract from the solicitation.

Contracts – Can create new or contracts from a bid. Supports master contract functionality. Sections offered are Header, Notifications, Contract Clauses, Catalog Items, Attachments and Authorization. Has the ability to use templates for the contract type. Can add custom fields and make them required. Can use custom notifications and pull from the library. Clauses can be added from the library and can set up to edit or not to edit them. Can submit contract into approval workflow. Supports eSignature but did NOT show that process.

REQ PO – This section talks about the request and purchase order process. It starts by searching for an item and view the search results which can be configured by the State. Request gets flipped to a PO and user can attach accounting codes. Can add custom fields and submit to approval workflow. User can look at their orders they placed. Orders can be sent to vendors in many ways. User can do a receipt against the purchase order. Vendors receive emails about all orders and can collaborate with the State.

Invoicing – 2 ways to create invoices, the buy side, or the supply side. Vendors can create a invoice from a PO. User can create an invoice on behalf of the vendor. The invoice section contains header, invoice items, attachments, invoice matching and summary sections. Can import invoices and can create credit memos and invoice vouchers.

Reporting Dashboards – Data analytics is this part of the solution. Can create personal or organization dashboards. Can create your own reports or create those already set up in the system. Has drag and drop functionality. Can use charts which helps with visual data. Can schedule and export reports.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: PeriscopeHoldings

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2001
 - “ePro” – Periscope’s eProcurement solution.
 - Affiliated with NIGP
2. Previous Projects
 - 5 projects listed. All States. All fit well into Category 1
 - State of Arkansas. Implemented ePro and interfaced with SAP
 - State of Oregon. Implemented ePro
 - State of Illinois. Implemented ePro and interfaced with SAP
 - Commonwealth of Massachusetts. Implemented ePro
 - State of New Jersey. Implemented ePro and interfaced with CGI
3. Subcontractors
 - The vendor states they perform prime on 100% of their projects, but can sub-contract with companies such as CGI, Accenture, PCG, Deloitte, Civic Initiatives, Guidehouse, and more.
4. Organizational Chart
 - Yes, the org. chart is provided, but **the job descriptions are not.**
5. Litigation
 - The vendor states they do not have any.
6. Financial Viability
 - Provided audited summary.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): 1

DATE: 1/3/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- Solution is called Periscope EPro
- SaaS solution and COTS.
- One Stop Shop. Modular in nature. Can implement one or all modules.
- Page 60 "ePro™ was created as an enterprise-class, end-to-end public procurement solution by public procurement professionals."
- Page 116 "AWS is Periscope's strategic partner for hosting services."

A. General Principal and Requirements

1. Key Solution Functionality Elements – p. page 2 - 27

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls "baked in" (See APSM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a "catalog of catalogs" like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.
- Single point of entry: Yes – both suppliers and agency users have single point of entry. Also supports SSO.
- Smart Routing: yes, can also create rule based fields.
- Compliance: Yes – worked with public sector agencies for past 20 years so able to meet and build in.
- Portal: Yes – Supplier portal workbench and a separate single portal for agency user s to manage.
- Open Marketplace Environment: Yes – Unlimited number of catalogs and can add all type (punchout, open market, internal contract catalogs)
- Integration: Yes many – page 7
- Workflow: Yes. Well explained
- Document Management: Yes pg 26
- Reporting: Yes. Pg 27
- Configurable: yes pg 27
- Transparency: Yes, meets requirements. Page 27

2. User Experience – p. page 28 - 37

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
- Initial screen: Yes, allows users to personalize through Homepage/dashboards – users can individualize their dashboard.
- Intuitive: Yes, Clean look with a left navigation bar for quick access and a regular and an advanced Search option.
- Wizard driven: Yes, page 31 *“Periscope ePro provides guided user processes and functionalities based on role, organization, and record type.”*
- Portal: Yes, page 31 *“The six colored boxes on the Homepage change based on the user's role and display the number of documents for each status that requires the user's attention and/or action. These boxes highlight the document statuses that are most important to the user based on his/her role.”*
- Mobile use: yes, can support mobile use.
- Workload Mngt: Yes, page 35 *“ePro enables authorized users to access procurement records (requisitions, bid solicitations, purchase orders, etc.) and reassign them to another user within the organization, department, or location.”*
- Role Based functionality: Yes, page 35 – *“Periscope ePro provides standard roles (department user, basic purchaser, accounts payable, auditor, super users, and multiple administrative roles) with the ability to assign unique privileges to each user. The role and privilege within the assigned organization and department will define the actions a user may take in the procurement process. Roles and privileges will enable users to create and maintain documents, conduct audits with view-only rights, complete approvals, participate in evaluations, and more. Multi-organization access is granted to users as part of their overall user profile. This access is granted by Internal Administrators, a role that provides administrative privileges across all organizations.”*

3. Bidder Best Practices and Roadmap – p. page 38 - 45

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits, and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
- Provide Enhancements...: Yes. Very focused on Govt.
- Solution latest Technologies: System is highly configurable. – page 38 *“and during the implementation process, we will ensure that the system administrator(s) are comfortable making changes. We implement with client sustainability in mind so that a client does not have to come back to us for most modifications. However, at times we realize enhancements are necessary. Periscope is accustomed to providing product enhancements to meet new legislation or new business initiatives”*
- Use Agile methodology
- Updates Timely: Page 39 – 4 new releases a year.
- 3-year Roadmap: Design a roadmap around user's business needs. They have a fully thought-out roadmap!

4. Innovations and Value-Added Features/Services – p. page 46 - 53

In addition to the stated requirementGEs, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- Periscope is offering the following optional innovation and value-add services (Services are explained on pages 46-53):
 - Periscope Supplier Network (PSN) & S2G Supplier Experience
 - ePro™ For Locals
 - Periscope Reconciler
 - Payment Gateway within ePro
 - Sustainability - Ecovadis
 - Grants Management
 - NIGP Consulting Services
 - Strategic Sourcing
 - Equity Diversity and Inclusion
 - SAP Experts - Phoenix Team
 - Procurated

5. Customizations/Extensions – p. page 54

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck, or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate, or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade, or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- Agile method which allows for enhancements to be applied at a rapid pace.
- Will sit down with customer and discuss. The roadmap is published 1 year ahead of schedule so State may align with their needs

6. Alternative Funding Models – p. pages 55 - 57

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.
 - Periscope mostly explains how if you apply their entire solution where and with what modules you will save money, efficiency, etc.
 - They also offer an administrative fee collection process. (Page 57)

7. Contract Transition and Flexibility – p. page 58

- Yes, Periscope answers this with: *"Periscope will work with any existing clients to provide them the best contract options at the time of renewal or when their current contract has exceeded extensions. Ultimately, we let our clients determine what the best path forward is for them. We have transitioned clients from one contract vehicle to another without any issues or interruption in service."*

B. Functional Requirements: pages 61 – 99

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. **General Functionality.** Tab 2, GEN-1 through GEN-40 and - p. 61
 - a. 2- N "Not Available"
 - b. 2 - Extreme
 - **Gen 6** (Purchase/Data Analytics must integrate with the State data warehouse and State BI reporting tool; to provide access to all transaction...) - **Doesn't meet requirement.** *"This functionality is on the future roadmap for Periscope."*
 - **Gen 31** (The eProcurement Solution should provide the capability to translate web and application pages into foreign languages including but not limited to Spanish, French, Chinese, German, Russian, Japanese, Italian) - **Doesn't meet requirement.** *"Periscope ePro does not provide translation capabilities, but is open to language exploration, as needed."*
 - Rest of GEN requirements are met.
2. **Supplier Portal.** Tab 3, SPR-1 through SPR-23 and - p. 23 and pages 61-62
 - a. All "A" and "L"
 - Meets all of the SPR requirements.
3. **Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43 and p. 62-63
 - a. 7-"INT-Integration/interface"
 - b. 7 – Medium
 - **VDR 3** – Marked as "A" but will require Integration. **CLARIFY.**
 - **VDR 19 – 27:** Integration marked on many of these for tax, SOS etc.
 - Meets rest of requirements.
4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15 and - p. 64
 - a. 1-BP "Business Process", 1-"INT-Integration/interface"
 - **BPRT 12:** (Search capability for - Performance metrics information (e.g. On-time delivery)) – **Doesn't meet requirement.** *"Search capabilities do not currently include supplier performance data as a search criterion, as our supplier Performance module allows each customer to configure performance criteria and rating approaches differently. However, supplier performance data is visible from the supplier profile listed in the search results and can be utilized in the Business Intelligence tool"*
 - Meets rest of requirements.
5. **Need Identification.** Tab 3, NEED-1 through NEED-7 and - p. 64-65
 - a. All "A" and "L"
 - Meets all of the SPR requirements.
6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11 and - p. 65-72
 - a. 20 - N "Not Available", 2 - BP "Business Process", 2 -"INT-Integration/interface"
 - b. 5 – Medium, 19 - High
 - **PRD 11:** (The eProcurement Request Development functionality should provide the ability for end users to configure a standard purchase request for recurring purchases with the option to establish an automatic schedule to submit the purchase request for processing.). **Doesn't meet requirement.** *"ePro does not currently support this functionality. We will consider this as part of our Product Roadmap for future enhancement."*
 - **PRD 59:** (The eProcurement Request Development functionality should provide the functionality to alert users when a date (e.g., Delivery date, bid open date) is selected that is a non-work day. To support this, include details of calendar functionality.). **Doesn't meet requirement.** *" This functionality is not supported in ePro. Periscope will consider it for future enhancements as part of our product roadmap. When selecting a date within the transactions, a visual calendar is displayed enabling users to see weekends and weekdays being selected. "*

- **WRK 10:** (The eProcurement Workflow Management functionality must record the specific user that provided the approval and if the approval rule was Role based, then remove the pending approval action from the accounts of all other users in the same approval group.) **Doesn't meet requirement.** " *Approvers are not able to perform this action...only Creator can initiate this process.* "
 - **WRK 13:** (The eProcurement Workflow Management approvals functionality should be configurable to allow approvers to either approve or deny a request in total or by individual line items with approved items going forward.) **Doesn't meet requirement.** " *The functionality to approve at a line-item level is not supported in ePro and has not been identified by our other state and local government customers as a necessity. Periscope will consider it for future enhancements as part of our product roadmap.* "
 - **PC 8 - 21** (Pcard functionalities). **Doesn't meet requirement.** " *Pcard reconciliation capabilities are not supported. Periscope is open to evaluating this need and determining if can fit into our product development roadmap. We are also open to a 3rd party integration if outside solution supports it.* "
 - **RC 3 and 4** (Recording receipts for POs not in solution and associate to the receipt of PO at a later time). **Doesn't meet requirement.** " *On the outset, this request is not best practice and we would strongly discourage allowing receipts without a PO. A receipt must be linked to a Purchase Order within the solution. Periscope would be interested in a use case to determine if this is something we are willing to put on our product roadmap.* "
 - **INV 8** (The eProcurement Invoicing functionality should provide the capability to send an email notification to a supplier with comments and relevant attachments for rejected invoices. For electronic invoices, rejection transaction should be transmitted to the supplier.). **Doesn't meet requirement.** " *This functionality is not supported in ePro. Periscope will consider it for future enhancements as part of our product roadmap.* "
 - Meets rest of requirements.
- 7. Catalog Capability -** Tab 3, CAT-1 through CAT-40 and - p. 73-75
- **CAT 19** – marked as "A", but states " *ePro Marketplace currently does not supports the ability to enter negative line items for things such as trade ins, credits, etc. However, negative line items may be added to a requisition, purchase order and invoice.* " **Doesn't meet requirement.**
 - Meets rest of requirements.
- 8. Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151 and - p. 76-87
- a. 1 - N "Not Available", 2 – C – "Customize", 1 - BP "Business Process"
 - b. 2 – Medium, 1 - High
- **SRC 4** – **Doesn't meet requirement.** EPro does not support a Two Step ITB.
 - **SRC 13** – **Doesn't meet requirement.** EPro does have some auction functionality but not specific surplus auction.
 - **SRC 14** – **Doesn't meet requirement.** EPro does have some auction functionality but not specific surplus sealed bid.
 - **SRC 144** – Partially meets requirement.
 - Meets rest of requirements.
- 9. Contract Management.** Tab 3, CNT-1 through CNT-88 and - p. 87 - 91
- a. 2 - BP "Business Process"
 - b. 1 - High
- **CNT30** – **Workaround needed.**
 - Meets rest of requirements.
- 10. Vendor Performance** Tab 3, VPE-1 through VPE-25 and - p. 91
- Meets all VPE 1 - 25 requirements.
- 11. Purchasing/Data Analytics** Tab 3, PDA-1 through PDA-37 and - p. 92 - 99
- a. 1-N "not Available"
 - b. 1 - High
- **PDA 37:** (The eProcurement Purchasing/Data Analytics functionality should have the ability for fixed price, item type contracts to compare contract items to non-contract items available in the eProcurement marketplace for price analysis.). **Doesn't meet requirement** " *ePro does not currently support this requirement, but we are very interested in further exploring the specific use*

cases for this functionality and identifying an innovative solution. Periscope looks forward to working with the State to develop a mutually agreed upon solution for this requirement. “

- Meets rest of requirements.

C. Technical Requirements: pages 100 - 144

1. Availability. pages 100

The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- Periscope directs us to their SLA for days/times. It's important to note for Negotiations (should they take place) that Periscope wants their Implementation, ongoing support, and operations to be governed by their standard SLA's, but will consider in negotiation.
- Looking at their SLA attachment – 99.9 %.

2. Accessibility Requirements. Page 100

The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.

- Yes, meets requirements.

3. Audit Trail and History RTM: Tab 4, TECH-1 through TECH-5 and - p. 100

- **Tech 4** (Procurement Solution must provide for an authorized user to override approval rules) – Not available – Doesn't meet requirement; however, they mark it as available in the software. **CLARIFY**
- **Tech 5** (The eProcurement Solution should provide a user transaction history across all entities, delineated by entity ID) . They can customize; however, they mark it as available in the software. **CLARIFY**
- Rest of requirements met.

4. Browsers Supported - p. 101

- Yes, meets requirements.
- Page 101 – “ Our products and all their features are designed to be browser and operating system agnostic and work best on all the latest manufactures' supported browsers. Thus, it will look and function the same if the user is on a Windows, Android, Apple, or another device; and with Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari browsers.”

5. User Accounts and Administration RTM: Tab 4, TECH-6 through TECH-20 and - p. 102 - 103

a. 1-N “Not Available”, 1-BP “Business Process”

b. 1 – Medium, 1 - High

- SuperUser Roles (page 102):
 - Organization Administrator
 - Internal Admin.
 - Vendor Admin.
 - Accounts Payable Superusers
 - Department Access Superusers
 - Basic Purchaser (BP Supervisor)
- Standard User Roles (page 102):
 - Basic Purchaser / Buyer
 - Audit inquiry Role
 - Department Access
 - Accounts Payable
 - Supplier
- Can also create roles for users (Market place User Roles (page 103)
- Tech 12 (The eProcurement Solution should provide capability for entities that have both buying and supplier accounts to have dual sign-on via one account) – Periscope does not meet this

- requirement *“Periscope does not support this. A government agency may have Seller and Buyer accounts BUT they are separated by unique login information and access”*
- Tech 16: Marked as “A” in the system, but the answer alludes to customizing They can customize; however, they mark it as available in the software. **CLARIFY.**
 - Tech 18 – BP – Periscope doesn’t send emails, but does log information. Requirement not met.
 - Rest of Tech requirements met.
6. **User Authentication** RTM: Tab 4, TECH-21 through TECH-25 and - p. 104
- Tech 25 (The eProcurement Solution should provide capability to automate acceptance and tracking of end user 'acceptable use' agreements and provide electronic notice to users to "renew/reaccept" on a scheduled basis (e.g. annually, bi-annually) as part of the login process). *“Periscope does not support this and would consider it as a future enhancement”*: Not available – Doesn’t meet requirement; however, they mark it as available in the software. **CLARIFY**
 - Rest of requirements met.
 - Page 104. *“Periscope SSO is based on SAML 2.0 specifications. SAML 2.0 is supported by several well-known IdPs listed below that can be used to set up SSO with ePro™. Other SAML-based IdPs can also be used but have not been tested and verified by Periscope. Some of our successful SSO integrations include:*
 - • Active Directory Federation Services (ADFS) 2.0 and 3.0
 - • OneLogin
 - • Okta
 - • Auth0
 - • Salesforce.”
7. **Federated Identity Management** – p. 105
- Page 105. *“Periscope SSO is based on SAML 2.0 specifications. SAML 2.0 is supported by several well-known IdPs listed below that can be used to set up SSO with ePro™. Other SAML-based IdPs can also be used but have not been tested and verified by Periscope. Some of our successful SSO integrations include:*
 - • Active Directory Federation Services (ADFS) 2.0 and 3.0
 - • OneLogin
 - • Okta
 - • Auth0
 - • Salesforce.”
8. **Data Conversion** RTM: Tab 4, TECH-26 through TECH-34 and - p. 105
- a. 9 - Extreme
- All are marked at an extreme level of complexity, but they are also marked at already “A” available. Most all can be done, but Periscope highly recommends against. See Tech26 response – *“Periscope provides tools to convert data from legacy systems, and has done so with other clients. However, we strongly advise against wholesale conversion of legacy data, as implementation of a new eProcurement solution is an opportunity to start fresh. Data conversion of unnecessary data simply clogs the new system in many cases. Our recommendations for what data should/shouldn’t be migrated are outlined below.”*
 - This may give an impression of Periscope not being well versed in data conversion.
9. **Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60 and - p. 106
- a. 1-INT-“integration/Interface”,
- b. 26 - Extreme
- Concern: Again – all these (TECH 35 – 60) are marked as extreme level of complexity which gives an impression of Periscope not being well versed in data conversion. **CLARIFY** – was this intentional because much of the requirements seem to be able to be met?
 - Tech 50 – Partially meets requirement
10. **Office Automation Integration** RTM: Tab 4, TECH-61 and - p. 109
- TECH 61 – *“ePro supports document formats created in Microsoft Word, Microsoft Excel, and Microsoft PowerPoint”*
 - **CLARIFY** – was the E “extreme” intentional because the requirement(s) seem to be able to be met.
11. **Mobile Device Support** RTM: Tab 4, TECH-62 and - p. 111

- TECH 62 – “ePro and its modules (Marketplace) are built to be screen size responsive and can be utilized on all devices that can access a browser and internet.”
 - **CLARIFY** – was the E “extreme” intentional because the requirement(s) seem to be able to be met
12. **Mobile Applications** - p. 111
- Yes, meets requirements
13. **Data Ownership and Access** - p. 112 - 114
- Can't find anything on State owning the data – doesn't meet requirement. They did discuss ways to access the data.
14. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63 and - p. 114
- Page 114 – “Periscope’s ePro solution, by default, maintains information in perpetuity. However, Periscope can configure it to meet State-specific retention policies.”
 - TECH 63 – “ePro provides the ability to archive data from a production environment while keeping the data available for reporting on historical data.”
 - **CLARIFY** – was the E “extreme” intentional because the requirement(s) seem to be able to be met.
15. **Disaster Recovery Plan** - p. 115
- Yes, has a full plan.
16. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67 and - p. 116
- a. 2- Extreme
- **CLARIFY** – was the E “extreme” intentional because the requirement(s) seem to be able to be met
 - AWS is Periscope’s strategic partner for hosting services.
 - 3 environments are deployed - UAT, Training, and Production – Partially meets requirement missing development.
17. **Solution Technical Architecture** - p. 117 - 125
- Meets the requirements for what they gave us in their statements such as adhering to NIST 800-53 standards, SOC II, and PCI-DSS Audits; however, Periscope will not provide technical network information without a non-disclosure agreement.
18. **Solution Network Architecture** - p. 126
- Meets requirements
 - Amazon Web Services (AWS) hosted
 - Each ePro client segregated in their own virtual private clouds to ensure absolute isolation between clients.
 - All system interoperability between Periscope and clients is executed via HTTPS and TLS 1.2.
 - Failover availability in separate zones on the opposite side of the country.
 - Databases solely US based cloud storage and separate from other databases
19. **System Development Methodology** - p. 126
- Yes. Meets Requirements.
20. **Service Level Agreement** - p. 130 - 144
- Page 130 – Periscope states: “Periscope’s implementation and ongoing support and operations will be governed by Periscope’s standard SLAs, provided as part of our proposal, to align the State’s SaaS offering with those provided to all other customers. Periscope is willing to negotiate the addition of certain elements with the State if awarded this RFP.”
 - I do not see where they addressed the State/NASPO SLA – did not meet this portion of the requirement.
- D. **Security Requirements:** p. pages 145 - 155
1. **Cloud Security Alliance (CSA) Compliance**
 - Didn’t provide either report. Doesn’t meet requirement.
 2. **Security and Privacy Controls** nothing to add.
 3. **Security Certifications** nothing to add.
 4. **Annual Security Plan** nothing to add.
 5. **Secure Application and Network Environment** nothing to add.
 6. **Secure Application and Network Access** – Tab 5, SEC-1 through SEC-5.

- SEC 5 and 8 - Do not meet requirement(s)
 - Meets remaining requirements.
7. **Data Security** – nothing to add.
 8. **Personally Identifiable Information Protection** – nothing to add.
 9. **Security/Privacy Issue Occurrence** – nothing to add.
 10. **PII Data Actual/Attempted Access or Disclosure** – nothing to add.
 11. **Security Breach Reporting** – nothing to add.

E. Implementation Services Requirements: 156 - 207

1. **Project Management**
 - They layout PM responsibilities.
 - All their PM's are PMP certified with public sector experience. They give names and bios of possible PM's.
 - Standard PM process.
 - Meets requirements
2. **Project Implementation Methodology** p. 177 - 186
 - Meets requirements
 - 4 phases: Project Setup/Analysis, exploration/design, system implementation/configuration, and postimplementation go live and support.
3. **Catalog Support Services** p. 187
 - Yes. Will tackle onboarding current Contracts first. Then communicate with suppliers.
 - Suppliers can use Periscope's supplier enablement team to assist them throughout life of the Contract with the State. **CLARIFY – is there a cost to the provider or state.**
 - 4 different types of catalogs that are handled differently – page 188 – 189
 - Hosted catalog
 - Internal catalog
 - Punchout catalog
 - Integration to the online retail marketplace
4. **Data Conversion Services** p. 190
 - Work with State to create a data migration plan. A typical plan includes:
 - • Supplier data
 - • Contract header data
 - • Contract items (descriptions, pricing, unit of measure, etc.)
 - • Organizational data, including agencies and departments
 - • Departmental bill to/ship to addresses
 - • User data, including role assignments
 - It looks like the State is responsible for data cleansing and extracting.
5. **Interface/Integration Development Services** p. 191 - 192
 - Yes – can integrate across multiple financial systems
 - Page 192 – *“The State will be responsible for providing technical resources with expertise on the financial and other State systems. These resources will use the XML produced by the Periscope ePro™ Integration module and process it in such a way as to post data into the receiving system. Periscope will work with those resources to confirm the design and to test the resulting functionality.”*
6. **Organizational Change Management (OCM Services)** p. 192 - 205
 - Meets requirements.
 - Discusses / explains typical OCM fundamentals.
 - A big plus - Page 193 *“Periscope uses Prosci's ADKARR Model of individual change to support, supplement and reinforce our OCM approach.”*
7. **Training Services** – p. 198 - 203
 - Yes, meets requirements.
 - A very impressive Training plan to include:
 - Micro-learning videos
 - E-Learning & Simulations

- Virtual instructor-led training
- Instructor-led training

8. Help Desk Services - Tab 6 IMPL 1 – 5 and – p. 204 - 207

- IMPL 1 – 5 Meets all requirements
- IMPL 5 - Periscope utilizes Zendesk to support tickets submitted by the State.

9. On-Site System Stabilization Support – p. 207

- Yes, Meets requirements.

F. Managed Services Requirements: page 208 - 248

1. Solution Support

- Releases are at scheduled times throughout the year.
- Allow twenty days to test before deployment and can submit issues to the Zendesk. **_Unsure if this is standard time or if more time should be allowed.**
- Meets Requirements

2. Organizational Change Management (OCM Services)

- Yes, meets requirements. Same as OCM notes above.

3. Training Services

- Yes. A very impressive Training plan to include:
 - Micro-learning videos
 - E-Learning & Simulations
 - Virtual instructor-led training
 - Instructor-led training

4. Catalog Support Services

- Yes, meets requirements. Refer to implementation section of OCM services page 187.

5. Help Desk Services

- Yes, meets requirements. Refer to implementation section of OCM services page 204.

6. Transition Out Assistance Services

- Yes, they will work with the customer based upon the agreed upon SOW.

G. Other Available Services: RTM: Tab 7 MNGD-1. Page 248

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- MNGD1: Application performance - near real time.
- MNGD1: Use an external **solution (Pingdom, one of the top services available)** to monitor average response time from across the United States 24 hours a day.
- **Note: Keep subcontractor in mind for negotiation purposes.**
- For further services they refer us back to the Value-add services section which has: Periscope is offering the following optional innovation and value-add services (Services are explained on pages 46-53):
 - Periscope Supplier Network (PSN) & S2G Supplier Experience
 - ePro™ For Locals
 - Periscope Reconciler
 - Payment Gateway within ePro
 - Sustainability - Ecovadis
 - Grants Management
 - NIGP Consulting Services
 - Strategic Sourcing
 - Equity Diversity and Inclusion
 - SAP Experts - Phoenix Team
 - Procurated

H. Video Demonstrations: Page 249

- 43-minute demo. Well done and addressed the full system beginning to end.
- Serve 8 states and over 1,000 locals
- Understand that every Government Entity is unique.

- Nice look to dashboard
- Like how can view mine or others as a master role (example State Procurement Office) Will help us help them.
- Bolded sections are state defined fields.
- Can compare products / suppliers

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Periscope Holdings)

CATEGORY #(s): 1

DATE: (09/22/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- ePro™, Periscope's proprietary eProcurement solution (SaaS)
- public portal- find suppliers, view current solicitations and state contracts, expirations and spend against those contracts
- tool that central procurement, agency end-users, and local governments use - while providing appropriate controls
- affiliated with the National Institute of Governmental Purchasing
- Periscope Supplier Network
- Winner of the NASPO Bronze Cronin Award
-

2. Previous Projects

- State of Arkansas – ARBuy - vendor management, solicitations, CLM, and Marketplace.
- State of Oregon - OregonBuys - full Procure-to-Pay functionality including requisitions, solicitations, purchase orders, contracts, vendor management, receiving, invoice matching/processing integrates with State financial system FMS supporting budget validation, vendor/supplier management, invoice/receiving and payment processing
- State of Illinois - BidBuy eProcurement - requisition, bid/solicitation, catalog, Supplier Punchout shopping and purchase order, change order, extension, and amendment functions
- Commonwealth of Massachusetts – COMMBUYS - Supplier Registration and Supplier Enablement with an integration to the State's Department of Revenue taxation system Sourcing; Contract Management; Catalog searching; Catalog Ordering; Requisitions; Purchase Orders; Business Intelligence Enhanced Business Intelligence
- State of New Jersey - requisitions, solicitations, purchase orders, contracts, vendor management, receiving, invoice matching/processing, integrating to the State financial system

3. Subcontractors

- CGI for this project due to ERP affiliation with Maine
- Accenture, PCG, Guidehouse, Deloitte, Civic Initiatives used elsewhere

4. Organizational Chart

- Combined state and Periscope Org chart specific to project
- Roles not defined
-

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5. Litigation

- None

-

-

6. Financial Viability

- No D&B or financial statements. Only a summary

-

-

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Periscope
CATEGORY #(s): 1
DATE: 12/28/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **PERISCOPE EPRO** (by Periscope) developed modules, built within ePro for a seamless connection, but also designed to function as a "stand-alone" solution. Single point of entry smart routing rule based fields to direct users to the appropriate module, compliance portal open marketplace environment integration with multiple ERP's like CGI, Ellucian, B2G now, work day, ASAP, ecovadis, Tyler technologies, new world systems, sun gard, Oracle, PeopleSoft.

User Experience Allows user personalization of their initial screen based on their needs or use of the Solution. Home page and dashboards search feature on central search bar, advanced search, guided process and functionality based on role organization and record type, status action boxes, recent documents, alerts and notifications, mobile access, workload management, role based functionality.

Bidder Best Practices and Roadmap government focus: 100%. an agile development framework. schedule allows 4 new releases a year with sprints, In 2020 we further developed enhancements in a PCI compliant P-card vault, improved integration with a Contract Lifecycle Management module, and delivered a new ePro module called Reconciler - a supplier report and fee payment portal. 2021 road map goals; enhanced catalog loading and shopping enhanced supplier fee administration, enhanced business intelligence. Road map focus areas beyond 2021; predictive intelligence, guided buying, enhanced user experience, and Self-funded Experience

Innovations and Value-Added Features/Services

- Periscope Supplier Network (PSN) & S2G Supplier Experience
- ePro™ For Locals
- Periscope Reconciler
- Payment Gateway within ePro
- Sustainability – Ecovadis
- Grants Management
- NIGP Consulting Services
- Strategic Sourcing
- Equity Diversity and Inclusion
- SAP Experts - Phoenix Team
- Procurated **Pricing TBD based on level of desired integration.**

Customizations/Extensions Periscope will sit down with the customer and understand their business needs, and first see if there are processor methodologies in the current toolset that may provide the best outcome. If a new enhancement is the best solution, Periscope will provide a quote and timeline to add the request in the next available release. Also, we will work with the customer to lay out a change management plan in which to implement best practice procedures within their organization to successfully incorporate the new functionality.

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Alternative Funding Models **Periscope** (risk-sharing of convenience fees), also referred to as a self-funded approach, would allow the State to obtain the new eProcurement system at no cost
Contract Transition and Flexibility **Periscope** will work with any existing clients to provide them the best contract options at the time of renewal or when their current contract has exceeded extensions. Ultimately, we let our clients determine what the best path forward is for them. We have transitioned clients from one contract vehicle to another without any issues or interruption in service.

Functional Requirements

General Functionality - 1 N/A on translation, 39 Out of the box

Supplier Portal – 23 out of the box

Supplier Enablement/Management 7 INT w/med LOE, and 36 out of the box.

Buyer Portal 1- biz process w/low LOE, 1 INT w/low LOE, 14 OOBX.

Need Identification 7 OOBX

Request through Pay 2 biz process w/med LOE, 2 INT w/low and med LOE, 2 N/A, 56 OOBX – **Purch Req**, 2 N/A approver override, and line-item veto, 26 out of the box for **Wrkflw mgt**, 29 OOBX for **PO gen and mgt**, 13 N/A (wow), 7 out of box for **Pcard**, 2 N/A, 19 OOBX for **Receiving**, 1 N/A rejected invoice notification, 10 out of the box for **invoicing**.

Catalog Capability 40 OOBX

Sourcing/Bid Management 1 biz process w/low LOE, 2 custom w/med LOE, 2 N/A 2 step ITB and hiding supplier name, 1 3rd party w/low LOE, 145 OOBX

Contract Management 2 biz process w/low LOE, and 88 OOBX

Vendor Performance 1 N/A and 24 OOBX

Purchasing/Data Analytics 1 N/A and 36 OOBX

Technical Requirements

Availability **see SLA**

Accessibility Requirements We provide regularly updated accessibility compliance certification through our Voluntary Product Assessment Template (VPATs). With new feature releases, our software is tested for web accessibility standards with the Rehabilitation Act Federal ICT Accessibility / Section 508, W3C Accessibility Initiative, and WCAG 2.1 Level AA (which exceeds Section 508's standards). Our Quality Assurance program utilizes both the WAVE and ANDI toolsets, along with randomized keyboard testing.

Audit Trail and History **Auditing Event Tracking**

- User ID
- Date/time of change
- Information that was changed
- Outcome of an event
- NIST 800-53 (Rev 4) security-related events
- Other information the State requires can be developed

Additional Administrator Capabilities include:

- Ability to set inclusion or exclusion of events based on policy and operating requirements
- Export logs in text format based on UTC
- Generate reports based on ranges of dates and times
- Audit data only accessible by authorized users •
- No deletion or modifications permissions
- Logs reporting user access errors and exceptions
- Workflow consents are tracked as well as any changes

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Browsers Supported Windows, Android, Apple, or another device; and with Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari browsers.

User Accounts and Administration Role based; super user, standard user, marketplace user, agency user, supplier user

User Authentication • Active Directory Federation Services (ADFS) 2.0 and 3.0 • OneLogin • Okta • Auth0 • Salesforce

Minimum Password Length At least 7 characters

Maximum Password Length At least 7 characters

Enforce Alphanumeric Passwords Enabled always

User Password Lifetime Days 90 days or less (maximum)

Password Reuse Prevention 4 times or less

Maximum Login Attempts before Lockout 6 attempts or less

Lockout Period 30 minutes or more

Federated Identity Management– see user authentication above

Data Conversion our approach focuses on migrating **ONLY** that data necessary to support core business functions in the new system at go-live. **Historical data should be accessed outside** of the new eProcurement system (e.g., in a data warehouse, etc.).

Interface and Integration ERP's such as Oracle, CGI, SAP, and PeopleSoft

Office Automation Integration Microsoft Office suite of products (.docx, xlsx, pptx, etc. – and previous versions) are considered a standard for business automation and used for digital transformation. also accept Adobe products and other standard transformation file formats such as RTF, JPG, XML, & CSV for uploading, attaching, and linking for business documentation.

Mobile Device Support Periscope utilizes responsive web design rather than unique applications for each device type. **Would have to see it.** iOS, Android, etc.

Mobile Applications look and function the same if the user is on a Windows, Android, Apple, or other devices; and with Google Chrome, Firefox, Microsoft Edge, or Apple Safari browsers.

Data Ownership and Access Not clear whether the state owns the data or not. What makes our offering different is that we deliver using the powerful concepts of domains and topics. Domains and Topics are the layers that hide the complexities of a relational database structure of tables, rows, and columns. The process of creating domains using the BI domain builder maps the technical representation of purchasing data for example and creates a 'wrapper' with documentation in business language that an end-user can understand. End-users can then access this business 'wrapper' (domain) to get at the data they need the most. It is through this mechanism that our BI offering delivers on ad hoc functionality. The **following diagram (where?)** provides a visual of this 'abstraction layer that takes the inherent technical nature of a database schema and simplifies for the delivery of ad-hoc reporting. Published domains come with standard system language.

Date Retention, Archive and Purge Considerations Periscope's ePro solution, by default, maintains information in perpetuity. However, Periscope can configure it to meet State-specific retention policies.

Disaster Recovery Plan Periscope's Contingency Plans and Disaster Recovery Plans (CP / DRP) are designed to mitigate the risk of system and service unavailability by providing written solutions for the prompt and effective continuation or resumption of mission-critical services in the event of an incident or disaster. During the Notification and Activation Phase, initial actions are taken to detect and assess the damage inflicted by a disruption to the Periscope Platform. Based on the assessment of the event, the CP / DRP may be activated by the Disaster Recovery Team. Also, **AWS** has independently audited disaster recovery and business continuity plans for **AWS** headquarters & support services.

Solution Environments Production, Training, and UAT

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DEPARTMENT/STATE: Maine

Solution Technical Architecture Periscope ePro strictly adheres to the NIST 800-53 standards and are certified annually via a FISMA audit as well as SOC II and PCI-DSS audits. Periscope solutions are hosted with Amazon Web Services (AWS) with each ePro client segregated in their own virtual private clouds to ensure absolute isolation between clients. All system interoperability between Periscope and our clients is executed via HTTPS and TLS 1.2. All Buy Speed™ modules are written with Java technology. ePro™ supports both SOAP and REST web service formats and easily integrates with many standard systems.

Solution Network Architecture described in part above in solution tech archit.

System Development Methodology Agile Software Development Framework as the standard for all development efforts.

1. Project Initiation/Definition–Discovery, Estimation, SOW, High level Requirements
2. Risk Assessment
3. Functional User Requirements (User Stories)
4. Technical and Architectural Systems Design
5. System Programming or Customized Off the Shelf (COTS) Software Development/Acquisition
6. Quality Assurance
7. Documentation and Training
8. Systems Testing and Acceptance
9. Installation
10. Maintenance / Application Sunset

Service Level Agreement Periscope's implementation and ongoing support and operations will be governed by Periscope's standard SLAs, provided as part of our proposal, to align the State's SaaS offering with those provided to all other customers. Periscope is willing to negotiate the addition of certain elements with the State if awarded this RFP. Severity levels and credits.

Security Requirements

Cloud Security Alliance (CSA) Compliance adhere to the NIST 800-53 standards and are certified annually via a FISMA audit as well as SOC II and PCI-DSS audits. We are confident that the control families in the CAIQ are already addressed by these audits.

Security and Privacy Controls Our solutions capture data and content for the procurement space. As such it has elected to follow the NIST methodology to develop and put in place NIST best practices as it relates to a process and technical controls. Periscope performs an annual FISMA compliance audit administered by an independent third party to ensure that we maintain the appropriate security posture for a medium categorized offering. The audit confirmed that the hosting environment satisfied the required technical controls as specified within NIST 800-53 revision 4 for a moderately categorized SaaS solution.

Security Certifications

certified FISMA, SOC II-Type II, and PCI-DSS compliant.

Secure Application and Network Environment Periscope Platform is architected as a 3-tier application with a clear separation between the web, application, and database layers. The application layer will only accept requests through the web tier over specific protocols and ports. In addition, when hosted, Periscope secures the environment to ensure that perimeter devices such as firewalls and IDS are configured correctly to allow only recognized and valid connections. Our Tier III data center provides for a completely redundant and continually operating facility that has a 99.9% uptime track record. It is a carrier-neutral environment with 24 / 7 security and engineering staff.

Secure Application and Network Access ePro is hosted with AWS. Access to the system is restricted via VPN authentication, AWS Identity management, and ssh keys. Application access is secured with SSL (port 443) certificates supplied by the customer or issued through AWS route 53. No customer Hypervisor

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Periscope
CATEGORY #(s): 1
DATE: 12/28/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

settings are in place. Virtualization is controlled with Terraform and is version controlled. The system is scanned for vulnerabilities by Rapid7 and patched as available. Meraki IDS is in place to detect and mitigate external threats to the network., Being hosted in AWS, physical access is limited to AWS personal as outlined in the following link. <https://aws.amazon.com/compliance/data-center/controls/> As our clients are hosted in AWS, we leverage Cloud trail <https://aws.amazon.com/cloudtrail/> This gives visibility into API calls and console access logging each transaction and associating it to a specific user. System access logs are maintained and reviewed for tracking users, IP, time, and exact commands that are executed. All employees are vetted with background and reference checks.

Data Security The Periscope data classification system is based on the concept of the need to know. Personally Identifiable Information Protection Periscope Solutions do not have PII information as a part of its data set.

Security/Privacy Issue Occurrence Our service level agreements are designed to accommodate the handling of all issues, including Security and Privacy Issues. **Responded to this as if a system outage occurred.**

PII Data Actual/Attempted Access or Disclosure Periscope Solutions do not have PII information as a part of its data set.

Security Breach Reporting Our service level agreements are designed to accommodate the handling of all issues, including Security and Privacy Issues. **Responded to this as if a system outage occurred.**

Implementation Services Requirements

Project Management **PERISCOPE** project management approach begins with a shared understand and shared goals. If we get that piece right, we have significantly improved the project's potential for exceeding expectations. Implementation plan , project deliverables , phase one project set up in process analysis, phase two exploration and design, phase three system implementation and configuration, phase four go live and go live support. Staffing plan; Project director project manager business lead technical lead organizational change manager hosting and infrastructure team supplier enabled enablement and marketplace onboarding customer success and support team

Project Implementation Methodology **same as above with a business process inventory added.**

Catalog Support Services primary and initial focus will be on suppliers that have a statewide contract and then shift to other suppliers doing business with the state wishing to do so.

- Supplier categorization and prioritization
- Marketing and communication
- Registration
- Marketplace catalog uploads and/or punchout enablement
- Ongoing guidance and support

Data Conversion Services approach focuses on migrating only that data necessary to support core business functions in the new system at go-live. Historical data should be accessed outside of the new eProcurement system (e.g., in a data warehouse, etc.).

Interface/Integration Development Services **Periscope** designed to support the unique integration needs of state governments, particularly as it relates to the need to provide integration capabilities to multiple financial systems. Interface needs, interface design, interface configuration and unit test.

Organizational Change Management (OCM Services **Periscope** OCM approach is focused on the organizational change management elements of communication, stakeholder engagement, and resistance management. The objective is to provide key stakeholders with the information and tools needed to successfully transition to the new ways of working. Engage stakeholders, communicate vision, highlight benefits, various channels, repeat messages, preferred senders, manage resistance, monitor and measure.

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Training Services **Periscope** training approach and program has been developed so that it can be delivered in multiple formats. This approach caters to the different learning needs and requirements of impacted employees. Microlearning videos, elearning and simulations, virtual instructor LED training, and instructor LED training.

Help Desk Services

- Online support portal and ticketing system to report and track issues: Available 24 hours a day, 7 days a week; monitored during Business Hours (Monday-Friday 8am - 7pm Eastern excluding Periscope holidays);
- Ability to contact call center to report technical and functional issues during Business Hours;
- An easily accessible frequently asked question list and a technical and functional team available during Business Hours;
- Non-Business Hours response to tickets reported as Severity Level One issues;
- Ability to review responses to and update issues in the Online Support Portal;
- Ability to access online functional help tools such as quick reference guides and online video tutorials; and
- Ability to view all functional issues reported by the Customer in the Online Support Portal.

On-Site System Stabilization Support **Periscope** will provide a sufficient, appropriate combination of on-site and remote resources to support the State for ninety (90) days after the final, full implementation

Managed Services Requirements

Solution Support **Appears to be a repeat of implementation section.**

Organizational Change Management (OCM Services **Appears to be a repeat of implementation section.**

Training Services **Appears to be a repeat of implementation section with exception of a training plan example.**

Help Desk Services **Appears to be a repeat of implementation section.**

Transition Out Assistance Services In the event that a customer transitions away from our solutions, Periscope stands ready to assist in order to provide an effective transition. Our experience is that such a transition can take various forms and require different levels of involvement: some customers require simply a copy of their data, whereas other customers have requested additional services to assist with data translation to a new vendor. As such, Periscope works with each customer to identify needs, scope accordingly, and develop a specific SOW for the delivery of identified services.

Other Available Resources Other available services are included in Periscope's Innovation, Value-Add Section. Periscope is offering the following optional innovation and value-add services:

- Periscope Supplier Network (PSN) & S2G Supplier Experience
- ePro™ For Locals
- Periscope Reconciler
- Payment Gateway within ePro
- Sustainability – Ecovadis
- Grants Management
- NIGP Consulting Services
- Strategic Sourcing
- Equity Diversity and Inclusion
- SAP Experts - Phoenix Team
- Procurated

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CATEGORY #(s): 1

DATE: 12/28/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Video Demonstrations

- Landing page based on role
- Workflows
- Note section to collaborate internally
- Bid lockbox
- Contract templates
- Rate suppliers with Procurated
- Email from app to external suppliers
- Digital signature – DocuSign and Adobesign
- Shopping card for pcards
- Biz intelligence reporting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): 1-Full Solution

DATE: 8/23/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- 8 states, 1000 cities as clients
- Work with buyer and supplier
- Ensure buyers receive the right bids. May be beneficial, but may also be a liability should an anticipated vendor not get notification
- Proprietary Solutions
- Supplier Network may be a conflict of interest if contracts are competitively bid
- Product is "ePro"
-

2. Previous Projects

- Large Client list provided; many cities, municipalities
- Good examples of results from their solution, not fiscal results though
- Some examples are full solutions, others partial
- Focus on revenue generating model; not all states utilize administrative fees

3. Subcontractors

- CGI is systems integrator (project manager?)
- Identified numerous subcontractors but only spoke with any description to CGI (Accenture, PCG, Guidehouse, Deloitte, Civic Initiatives, and more)
-
-

4. Organizational Chart

- Org Chart evenly distributes between state resources and vendor
- Lacking description what each role responsibility
-

5. Litigation

- None
-
-

6. Financial Viability

- Revenue almost entirely based on subscription model
-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): Cat 1 Full Solution, Stage 2 Proposed Services

DATE: 1/9/22

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- Periscope platform presented
- POSITIVE-single sign on
- NEGATIVE-Very small font, difficult to read
- QUESTIONING- Is solution customizable
- NEGATIVE-redefining terms such as clouds and blanket detract
- POSITIVE-Good showing different ERPs can integrate into
- QUESTIONING-White paper regarding PeopleSoft integration provided excessive information but was good to see.
- POSITIVE-Screen personalization is good
- POSITIVE-State Action boxes are a nice function
- QUESTIONING-Does supplier network create a barrier to entry?
- NEGATIVE-concerned about periscope additional income model with suppliers accessing other bids as potential conflict of interest
- QUESTIONING-If locals can use ePro at no additional cost, that alludes that other vendors are required to pay for access. If so, it is an absolute deviation from open and accessible bid opportunities.
- QUESTIONING-Periscope annual SaaS fee for reconciler seems to demonstrate a significant fee-based structure imposed to users for Periscope's solution
- NEGATIVE-is ECOVadis as a third party is at another additional cost, this time to both suppliers and clients
- NEGATIVE-Consulting services is yet another additional cost.
- QUESTIONING-How does Procured compared to Periscope which seems duplicative

Functional Requirements

- POSITIVE- developed for procurement initially
- QUESTIONING-Periscope has the term "ePro" trademarked?
- QUESTIONING-How are informal transactions addressed if Suppliers not awarded a formal contract
- POSITIVE-Level 2 punchouts identified
- INTERESTING-Reverse auction functionality
- POSITIVE-Notification of intent to award and non-award is a time saving function
- INTERESTING-Brief description of protest process is interesting but would need to know more
- QUESTIONING-Are contract negotiations versions retained in system throughout process?

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DATE: 1/9/22

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Technical Requirements

- QUESTIONING-no reliability percentage provided
- POSITIVE-Roles are preferred to control access to system
- NEGATIVE-Periscope places data migration almost completely on customer
- POSITIVE-Good description of various reports available
- NEGATIVE-Disaster declaration suspends SLA, when services may be needed the most, Periscope may not be available

Security Requirements

- NEGATIVE-Disaster declaration suspends SLA, when services may be needed the most, Periscope may not be available

Implementation Services Requirements

- Project Management is SCRUM
- POSITIVE-Thorough description of project management approach

Managed Services Requirements

- INTERESTING-No names on resumes
- Training seems more heavily invested in online than in-person

Video Demonstrations

- Only public sector, 8 states
- Integrate to ERP solutions
- Modular, can stand alone
- Supplier Data is customizable
- Bids and solicitations detailed options
- Workflow approvals are good before being publicly viewable
- Can bids be locked as sealed until a certain date and time
- Contract templates, collaborate internally or external edits
- Can send email from the solution
- Changes versioned for audit
- The interface is basic but professional looking, blocky
- Diversity attributes showing in the shopping results is good
- Complex catalog support is a good functionality
- Purchase orders is attentive to details, workflows are good
- Integration for payment the pulls back status is good
- Reporting is good, ad hoc is a good option, dashboard that are customizable
- PO list has very small text and lots of white space
- Integration is very generalized as described- basic steps applicable to any implementation
- Good mention of training, generalized discussion

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s): Cat 1 Stage 1

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Focus on public sector
 - Epro – eprocurement solution
 -
2. Previous Projects
 - Client list provided with schools, health systems and cities
 - State of Arkansas, State of Oregon, Commonwealth of Mass
 -
3. Subcontractors
 - Periscope serves as prime on 100% of projects
 - Uses CGI Managed Service
 -
4. Organizational Chart
 - Included
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Provided audited summary stating D & B reports are not accurate
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Periscope
CATEGORY #(s): 1 Stage 2
DATE: 12/20/2021
SME/EVALUATOR NAME: Stacey Winter
DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual SME Comments:

Overall

General Principal and Requirements

Key Solution Functionality Elements

2-27	Both the supplier community and agency users have a single point of entry	
	A rules engine that electronically guides users down the appropriate procurement pathway.	
	Compliance -our solutions have evolved to changing processes, regulations, and technology demands. A	
	Periscope delivers what we call State eProcurement "Clouds". This cloud is truly a single portal that seamlessly connects each and every part of the procurement lifecycle for both buyers and suppliers. Buyers have the ability to track every single process and click directly to associated documents and historical information for each procurement phase	
	Marketplace enables an unlimited number of catalogs (punchouts level 1 and 2, external cooperative contracts, hosted catalogs loaded by the Supplier or State and other agencies publicly sourced and publicly shared catalogs) to be stored.	
	Periscope has provided proven integrations to State systems across our different customers and customer needs	
	Authorized users, typically an Organization Administrator manage approval workflow configurations. This role restricts their privileges to only their own agency. If a transaction triggers both an inherited (statewide or multi-org) approval workflow and a local workflow rule (meaning both apply based on their rules), then the transaction document would need to go through both approval paths. However, it should be noted that local government/co-op members are typically set up as "standalone organizations". That means that they do not inherit statewide approval paths from the State. Therefore, those approval workflows "inherited" by state agencies do not apply to standalone organizations. Users can be added to an approval path for special routing, and users can proxy to other users for vacation/absentee situations. Approval paths can be inherited and can be grouped logically to work conditionally and together. Users with administrative authority can edit approval paths.	
	provides an enterprise-level procurement solution enabling automated processes and a central location to store all records and documents. Based on	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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CATEGORY #(s): 1 Stage 2

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SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	State / Agency defined business processes, ePro can automate steps guiding users through procurement activities. T	
	provides reports and dashboards using data collected throughout the procurement process. Every field within ePro, including State Defined Fields, may be used when creating published reports, ad-hoc reports, and dashboards.	
	we offer extensive configurability through our solution to support unique processes and needs	

User Experience

28-37	Allows user personalization of their initial screen based on their needs or use of the Solution	
	Users can personalize dashboards in several ways: • They can select their individual dashboard from among a list of published dashboards. • An administrator can select default dashboards for each role type. • Users with ad hoc report creation privileges can build their own custom dashboards and leverage them on their ePro™ user homepage.	
	The left navigation bar provides access to your documents by type (e.g., purchase orders)	
	Controlled procurement processes guide a user through the electronic steps/milestone of the ePro solution. Processes such as supplier registration, transaction creation to completion, approval paths, etc. ensure process protection	
	The six colored boxes on the Homepage change based on the user's role and display the number of documents for each status that requires the user's attention and/or action. These boxes highlight the document statuses that are most important to the user based on his/her role.	
	ePro has been designed to support mobile use delivering different screen size options	
	ePro enables authorized users to access procurement records (requisitions, bid solicitations, purchase orders, etc.) and reassign them to another user within the organization, department, or location.	

Bidder Best Practices and Roadmap

38-45	We work on an agile development framework with sprints, to ensure our customers receive enhancements in a timely manner.	
	Our current schedule allows 4 new releases a year	
	before the final production release. In this manner, the customer knows exactly what will be available to them, and provide any feedback required before going into production.	

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Innovations and Value-Added Features/Services

46-53	Periscope is offering the following optional innovation and value-add services: • Periscope Supplier Network (PSN) & S2G Supplier Experience • ePro™ For Locals • Periscope Reconciler • Payment Gateway within ePro • Sustainability - Ecovadis • Grants Management • NIGP Consulting Services • Strategic Sourcing • Equity Diversity and Inclusion • SAP Experts - Phoenix Team • Procurated	
	Who can use these services?	concern

Customizations/Extensions

54	If a new enhancement is the best solution, Periscope will provide a quote and timeline to add the request in the next available release. Also, we will work with the customer to lay out a change management plan in which to implement best practice procedures within their organization to successfully incorporate the new functionality.	
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Alternative Funding Models

55	Periscope has developed a range of proven subscription, licensing, financing, and delivery options, including perpetual license with annual support, financing of a perpetual license, Software-as-a-Service (SaaS), and risk-sharing of convenience fees and revenue generated by the eProcurement solution. This last option (risk-sharing of convenience fees), also referred to as a self-funded approach, would allow the State to obtain the new eProcurement system at no cost and would provide a plethora of additional services that states typically do not have the resources for	
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Contract Transition and Flexibility

58	Periscope will work with any existing clients to provide them the best contract options at the time of renewal or when their current contract has exceeded extensions	
----	---	--

Functional Requirements

General Functionality

61	Meets requirements	
GEN 6	No integration with state data house	weakness
GEN 12	Only searches attachments	weakness
GEN 20	Only keeps current version of commodity codes. does not sync with Finance and override	weakness

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GEN 32	No foreign languages	weakness
GEN 34	No future dating	weakness
GEN 36	CLM is only choice for e-signature	weakness

Supplier Portal

61-62	Meets requirements	
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Supplier Enablement/Management

62-63	Meets requirements	
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Buyer Portal

64	Meets requirements	
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Need Identification

64-65	Meets requirements	
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Request through Pay

65-72	ePro™ provides an easy-to-use, guided shopping experience of all State-enabled catalogs for authorized users by allowing the State to configure which catalogs (state contracts, cooperatives, punchouts, Periscope's Open Market Network Catalogs) are displayed and available for purchasing. The smart design of ePro's™ Marketplace encourages users to buy from prioritized contracts (local suppliers, small businesses, veteran-owned businesses, etc.), prior to shopping from other catalogs or going out for open market sourcing. This prioritization is achieved by placing identified catalogs higher in the search results	
PRD 8	Can't communicate within organization. Goes across whole state.	weakness
PRD 11	Cannot set up reoccurring or standing orders	weakness
PRD 33	Changes to an order are done as a change order and not on a requisition.	weakness
PRD 52	Account fields cannot be split by quantity. only by dollar or percent	weakness
WRK 10	Does not allow authorized approvers to override specific approvals	weakness
WRK 13	Cannot approve all line items	weakness

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WRK 14	Approver cannot make a req.	weakness
PO 17	System does not email PO' Supplier gets an email to into the system and get the order	weakness
PC 3	System cannot track "unable to use a p-card"	weakness
PC 5	Users cannot manage p-card themselves	weakness
PC 8	Does not have p-card recon	weakness
RC 16	Cannot load electronic advance shipping notice	weakness
INV 8	Cannot send email notification to supplier when invoice is rejected	weakness

Catalog Capability

73-75	Meets requirements	
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Sourcing/Bid Management

76-87	Solicitation documents enable buyers in ePro™ to conduct all types of solicitations, including reverse auctions. Bids can be converted from approved requisitions, carrying over data from the requisition eliminating redundant data entry, copied from a previous solicitation, reducing rework, or created from scratch. Buyers complete bids by: 1. defining the solicitation process, 2. indicating the relevant dates, 3. creating the item(s) that can be bid upon, 4. identifying suppliers to notify, and 5. attaching the appropriate documents, terms, conditions, instructions, etc.	
SRC 28	System does not have collaboration tools with solicitations	weakness
SRC 35	No check in/check out	weakness
SRC 64	Suppliers cannot sign up for a notification when a contract is re-solicited	weakness
SRC 65	Does not eliminate dup email addresses	weakness
SRC 67	Suppliers must be registered to add themselves to a solicitation	weakness
SRC 75	Vendors cannot opt out of notifications for a specific solicitation	weakness
SRC 78	Cannot post an alert about a solicitation	weakness
SRC 83	Does not have web-conferencing	weakness
SRC 117	Cannot hide suppliers name on evaluation	weakness
SRC 120	Cannot export response/score data	weakness
SRC 130	Does not have collaboration tool	weakness

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SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

SRC 133	Does not notify the buyer after approval of an award	weakness
SRC 143	Cannot cancel a fully awarded contract and award to another supplier	weakness
SRC 146	Does not notify non-awarded suppliers	weakness
SRC 151	No U of M conversion	weakness

Contract Management

87-91	<p>“has the ability to tabulate solicitations after solicitation opening and apply preferences based on supplier categories.” (pg. 88) - “drafting contract documents (using stored templates and clauses), conducting electronic negotiations, obtaining signatures, creating reports, tracking supplier performance.” (pg. 88) - Contract approvals: “Power users can override the approval workflows as needed” (pg. 89) - “can configure, monitor, complete, and enforce milestones... workflows or tasks” (pg. 89) - “supports electronic signatures via DocuSign™” (pg. 90) - STRENGTH, “user may define the Supplier Fees associated with that contract”. o “may be defined as flat percent across all line items” o “flat percent with a max fee cap for the payment period” o “flat fee” o “auto-calculated fees are then assigned to the supplier to pay using Periscope’s Reconciler module” o Suppliers “may also add additional spend on a contract that occurred outside ePro”</p>	
-------	--	--

Vendor Performance

91	Does not provide performance reporting	weakness
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Purchasing/Data Analytics

92	Meets requirements	
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Technical Requirements

Availability

100-144	Meets requirements	
	System available 99.99%	

Accessibility Requirements

100	Meets requirements	
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Audit Trail and History

100	Partially meets requirements	
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Tech 4	Authorized user cannot override approval rules.	weakness
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Browsers Supported

101	Meets requirements	
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User Accounts and Administration

102- 103	Meets requirements	
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User Authentication

104	Meets requirements	
-----	--------------------	--

Federated Identity Management

105	Meets requirements	
-----	--------------------	--

Data Conversion

105	Supplier migration is not included in the proposal	weakness
-----	--	----------

Interface and Integration

106	Meets requirements	
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Office Automation Integration

109	Meets requirements	
-----	--------------------	--

Mobile Device Support

111	Meets requirements	
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Mobile Applications

	Does not meet – no mobile apps	
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Data Ownership and Access

112- 114	Partially meets – did not discuss ownership of data	weakness
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Date Retention, Archive and Purge Considerations

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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114	Meets requirements	
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Disaster Recovery Plan

115	Meets requirements	
-----	--------------------	--

Solution Environments

116	Meets requirements	
-----	--------------------	--

Solution Technical Architecture

116	Meets requirements	
-----	--------------------	--

Solution Network Architecture

117-125	Partially meets	
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System Development Methodology

126	Meets requirements	
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Service Level Agreement

130-144	Did not review or accept the state SLA	
	CONCERN, pg. 134 (pg. 4 of 14 in SLA): The available days/times in SLA states M-F, 6am-7pm MT" but in the Implementation Req'ts, Help Desk section (pg. 204 & 205) it states "M-F, 8AM7PM ET". - Attachment A-2, pg. 141 (pg. 11 of 14 in SLA): Positive is that SLA does cover Prod, Training, UAT and Demo environments. - WEAKNESS, Attach A-2, Sev 2, pg. 142 (pg. 12 of 14 in SLA): The "Events" listed would have been Severity 1 in State SLA.	

Security Requirements

Cloud Security Alliance (CSA) Compliance

145	Did not provide either the CAIQ or a report "documenting compliance with CCM".	
-----	--	--

Security and Privacy Controls

145	Meets requirements	
-----	--------------------	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Security Certifications

145	Partial - did not list certifications	
-----	---------------------------------------	--

Annual Security Plan

145	Periscope will not provide the req'd details without "execution of a non-disclosure agreement	
-----	---	--

Secure Application and Network Environment

147	Meets requirements	
-----	--------------------	--

Secure Application and Network Access

150	Meets requirements	
-----	--------------------	--

Data Security

151	Meets requirements	
-----	--------------------	--

Personally, Identifiable Information Protection

153	Meets requirements	
-----	--------------------	--

Security/Privacy Issue Occurrence

153-154	Meets requirements	
---------	--------------------	--

PII Data Actual/Attempted Access or Disclosure

154	Response did not address the req't of responding to PII actual/attempted access.	
-----	--	--

Security Breach Reporting

154	Meets requirements	
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Implementation Services Requirements

Project Management

156-177	Periscope understands the importance of status reporting, deliverable management, issue management, and risk assessment and mitigation for the delivery of a successful project. Embracing our methodology foundation	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Purchasing North Dakota State University

	component of Collaborative Decision Making; during the initial Project Set-Up, we discuss each of these items with the client to ensure an agreed-upon approach for documentation and communications for the project	
	Timeline is too aggressive	concern

Project Implementation Methodology

177-186	Meets requirements	
---------	--------------------	--

Catalog Support Services

187-189	Meets requirements except they do not create catalogs for suppliers/state	concern
---------	---	---------

Data Conversion Services

190	Meets requirements	
-----	--------------------	--

Interface/Integration Development Services

191-192	Meets requirements	
---------	--------------------	--

Organizational Change Management (OCM Services

192-198	Meets requirements	
---------	--------------------	--

Training Services

198-203	Meets requirements	
---------	--------------------	--

Help Desk Services

204-207	Meets requirements	
---------	--------------------	--

On-Site System Stabilization Support

207	Meets requirements	
-----	--------------------	--

**STATE OF MAINE
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DEPARTMENT/STATE: Purchasing North Dakota State University

Managed Services Requirements
Solution Support

208- 248	Meets requirements	
-------------	--------------------	--

Organizational Change Management (OCM Services

213- 219	Meets requirements	
-------------	--------------------	--

Training Services

220- 240	Meets requirements	
-------------	--------------------	--

Help Desk Services

243- 246	Meets requirements	
-------------	--------------------	--

Transition Out Assistance Services

246- 247	Meets requirements	
-------------	--------------------	--

Video Demonstrations

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s): Category #1 Stage 1

DATE: 08/20/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Created in 2001
 - Growth Strategy
 - Extensive information supplied in this section
2. Previous Projects
 - Many state clients
 - City and Local Polysubs
 - Hospitals
3. Subcontractors
 - CGI
 - Accenture
 - PCG, Guidehouse, Deloitte, Civic Initiatives
4. Organizational Chart
 - Org chart supplied
 - **NO explanation of roles or descriptions.**
 -
5. Litigation
 - Bidder stated no litigations exist.
 -
 -
6. Financial Viability – **Marked CONFIDENTIAL**
 - Stated that Duns & Bradstreet reports are not accurate
 - Provided Audit Summary
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: **Periscope**

CATEGORY #(s): **Stage 2 Category 1**

DATE: 12/20/2021

SME/EVALUATOR NAME: **Tom Hastings**

DEPARTMENT/STATE: **State of Montana**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments: *The video supplied with this vendors response provided a high-level explanation of how the system operates. I found it very similar in nature to what I am used to seeing in a system.*

I can tell in this response that this vendor does have experience in working with State governments. I think that the "concerns" addressed in my notes are things that should be addressed, and those requirements listed as possible "enhancements" should be implemented. Some of the requirement responses did not "fully" address the entire requirement.

They supplied extensive information in the Implementation and Managed Services section of their response, but I did find that most of the information in these 2 sections are the same.

General Principal and Requirements – PDF Page 15

Key Solution Functionality Elements – PDF Page 15

- SSO for entry. Both the supplier and the user log in from the same page
- State can enter user defined fields to help navigate where the user needs to be.
- Meets "baked in" requirement.
- Access for both the buying and supplier users by using the same portal.
- Can configure landing page dashboards
- Listed what buyers and suppliers can manage on PDF Page 18
- Meets open marketplace requirements like search across catalogs.
- Can compare prices that are a result of a search
- Included a sample ePro/Peoplesoft Integration Whitepaper on PDF Page 21 thru PDF Page 38
- Meets the requirements of the workflow – PDF Page 39
- Meets the requirements of document storage PDF Page 26 – 27
- Meets the reporting requirements - PDF Page 40
- Meets the configurable requirements – PDF Page 40
- Meets the transparency requirements – PDF Page 40

User Experience – PDF Page 41 thru Page 51

- Solution can configure homepage/dashboards – PDF Page 41
- Can do dashboards by role and user can do individual dashboards. Users with correct permissions such as ad hoc reporting can build dashboards as well
- Guides users with left navigation bar.
- Offers central search bar at the top of the landing page.
- Advanced search is also available – PDF Page 43
- Guided buying is used by the State of Nevada.
- Status Action Boxes on dashboards and last documents can be displayed – PDF Page 45
- Has reminder functionality on the toolbar

**STATE OF MAINE
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RFP #: 202102021

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BIDDER NAME: Periscope

CATEGORY #(s): Stage 2 Category 1

DATE: 12/20/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Can access via mobile and provides workload management. PDF Page 48
- Role based functionality – PDF Page 48 and 49

Practices and Roadmap – PDF Page 51 thru Page 59

- 100% of focus is on government. PDF Page 51 paragraph one
- State of Nevada example is how the ability to provide enhancements. PDF Page 51
- Periscope Products are for Government – PDF Page 51 middle of page
- 2021 Release Timeline – PDF Page 52
- Can participate on Customer Advisory Board, product team travels the US to gain system issues, and they study procurement trends to obtain feedback.
- Provided 2021 Roadmap Goals - PDF Page 52 and 53
- Product direction based on 5 major procurement questions. PDF Page 53
- Provided roadmap for the next 3 years. PDF Page 53
- Roadmap design. PDF Page 54
- Roadmap goals. PDF Page 55

Innovations and Value-Added Features/Services – PDF Page 59 thru Page 67

- Provided list of optional innovations on PDF Page 59
- Explained details related to each of the services.
- Periscope Supplier Network is offered at no cost.
- S2G Supplier Registration Process – PDF Page 61
- Periscope Reconciler – PDF Page 62. Allows a tool to manage administrative fees.
- Grants Management – PDF Page 65

Customizations/Extensions – PDF Page 67

- Development follows the Agile method, enhancements applied at a rapid pace. PDF Page 67
- Customers benefits from this approach on PDF Page 67 at end of page

Alternative Funding Models – PDF Page 68 thru Page 69 – **MARKED CONFIDENTIAL**

- Self-funded model provides the added benefits listed on PDF Page 68 - 69
- One funding model will provide resources to manage areas listed on PDF Page 69 thru page 70

Contract Transition and Flexibility – PDF Page 71

- Will provide best contract options. Have transitioned clients without interruption in service.

Functional Requirements – PDF Page 72

- Provided ePro Solution chart on PDF Page 72
- Accomplishes procurement transformation on PDF Page 73

General Functionality – PDF Page 74

- SaaS solution with unlimited users.
- CONCERN - EPROC-GEN-6 – Tab 2 Line 10 - integrate with State data warehouse is not currently supported.
- CONCERN - EPROC-GEN-12 – Tab 2 line 16 - Only mentions searching attachments in CLM? Can you search attachments in reqs, orders, solicitations, etc?
- CONCERN - EPROC-GEN-15 – Tab 2 Line 19 - This response states forms can be printed. Can you print reqs, Purchase orders, solicitations, etc?

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-GEN-22 – Tab 2 Line 22 - This response addresses the keyword search for commodity codes, but what about keyword search for all components?
- CONCERN - EPROC-GEN-32 – Tab 2 line 32 - Does not currently support translating into foreign languages
- CONCERN - EPROC-GEN-35 -Tab 2 Line 39 - **This response does not address the library requirement?**

Supplier Portal – PDF Page 74

- Portal is for suppliers to maintain many business tasks and requirements.

Supplier Enablement/Management – PDF Page 75

- These services are offered in Periscope's alternative funding model.
- Suppliers can self-maintain the data within their portal
- Offers a pre-qualified supplier list
- Typically, data is loaded into ePro from the data in the ERP.
- CONCERN - EPROC-VDR-15 – Tab 3 Line 44 - Only checks duplicate registration on SSN or EIN?

Buyer Portal - PDF Page 76

- Homepage allows buyer to all sections of the solution that require attention.
- Can update their user profile, view alerts and access other features from the homepage.
- Screen shot of buyers' portal on PDF Page 77
- CONCERN - EPROC-BPRT-3 – Tab 3 line 77 - This response is for requirement BPRT-4? We need to know if user has access to their profile information?
- CONCERN - EPROC-BPRT-9 – Tab 3 line 83 - The response does not address the secure link to an external individual.
- CONCERN - EPROC-BPRT-12 – Tab 3 Line 86 - Supplier performance cannot be access using the search feature.

Need Identification - PDF Page 77

- The need starts with the creation of a requisition which can then determine the procurement method.
- Can add custom fields that can help drive the workflow approvals.

Request through Pay - PDF Page 78 thru Page 85

- Sample request through pay table is offered on PDF Page 79
- Fig 4.7 Request to Pay Graphic on PDF Page 79
- Fig 4.8 Marketplace Workflow on PDF Page 80
- Market place shopping across all the catalogs. PDF Page 80
- Can prioritize what catalogs users need to utilize and compare search results.
- Fig 4.10 is the Periscope's Marketplace. PDF Page 81
- Workflow and approvals are configurable
- Orders go to Pos and then can create a receipt on that order.
- Solution offers Invoicing and other Payment options with configurable workflows.
- PCards can be used for placing orders. PDF Page 84

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INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Periscope

CATEGORY #(s): Stage 2 Category 1

DATE: 12/20/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Solution offers invoice matching and credit memos functionality along with subcontractor payment tracking.
- ePro Integration module is offered and explained on PDF Page 85
- CONCERN - EPROC-PRD-11 – Tab 3 Line 112 - Currently does not support standard purchase request for recurring purchases.
- CONCERN - EPROC-PRD-59 – Tab 3 Line 160 – Alerting users when a non-work date is selected is not currently supported.
- CONCERN - EPROC-WRK-10 – Tab 3 line 175 – Allow authorized approvers to override/bypass workflow is not currently supported.
- CONCERN - EPROC-WRK-13 – Tab 3 Line 178 – Allowing users to either approve or deny a request is not supported. Will consider this in future enhancements.
- CONCERN - EPROC-PO-16 – Tab 3 Line 211 - Does not support electronic signatures on approved orders.
- CONCERN - EPROC-PC-8 thru EPROC-PC-19 – Tab 3 Lines 234 thru 245 – These requirements are tied to credit card reconciliation which is NOT supported.
- CONCERN - EPROC-PC-21 – Tab 3 Line 247 - The ability to assign another user as a "proxy" to perform reconciliations actions on a Pcard in not supported.
- CONCERN - EPROC-RC-3 – Tab 3 Line 252 – Does not support recording receipts for POs not in the system
- CONCERN - EPROC-RC-4 – Tab 3 Line 253 – Does not support recording receipts without a reference to a purchase order.
- CONCERN - EPROC-RC-20 – Tab 3 Line 269 - The data provided from the ASN does not auto populate in the receiving screens
- CONCERN - EPROC-INV-8 – Tab 3 Line 280 – Does not support the ability to send an email to a supplier containing information about a rejected invoice.

Catalog Capability - PDF Page 86 thru Page 88

- Has one search capability with no limit of catalogs to be loaded.
- Lists of capabilities on PDF Page 87
- Listed benefits of their Marketplace – PDF Page 87
- Offers multiple options for establishing catalogs – PDF Page 88
- CONCERN - EPROC-CAT-19 – Tab 3 line 304 - Concern - Does not currently support negative dollar value as it is only available on Req, PO, or invoice

Sourcing/Bid Management - PDF Page 89 thru Page 100

- Listed states that have implemented this solution. PDF Page 89
- All solicitation documents are linked together in the system.
- Screenshot of managing a solicitation on PDF Page 90
- Has bid document management listed on PDF Page 91
- Integrated with Periscope Supplier Network
- Offers special solicitation types frequently used by state government. PDF Page 92 - 93
- Notification for solicitations PDF Page 94
- Suppliers can send responses and they can be evaluated in the system. PDF Page 96
- Awards can be made in system and can create a contract or one time PO. PDF Page 99
- Bulk notifications. PDF Page 100
- CONCERN - EPROC-SRC-4 – Tab 3 Line 331 - System does not support Two-Step ITB

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- CONCERN - EPROC-SRC-83 – Tab 3 Line 410 – Does not support web conferencing capabilities
- CONCERN - EPROC-SRC-102 – Tab 3 Line 429 - Does not support eSignature of a submitted response.
- CONCERN - EPROC-SRC-117 – Tab 3 Line 444 - Does not support the ability to hide name of suppliers from evaluators.
- CONCERN - EPROC-SRC-133 – Tab 3 Line 460 - The buyer needs to be an approver in a workflow step to be notified of an approver step?
- CONCERN - EPROC-SRC-138 – Tab 3 line 465 - Response addresses supplier receiving email about notification of award, but requirement is for posting award results to website.
- CONCERN - EPROC-SRC-140 – Tab 3 Line 467 - Response does not address if notifications contain that supplier was disqualified? Only states email lists awarded suppliers?
- CONCERN - EPROC-SRC-141 – Tab 3 line 468 - Response addresses multiple distributors, but requirement is asking if a non-award notification is sent?
- CONCERN - EPROC-SRC-143 - Tab 3 Line 470 - Response addresses the awarded contract or PO. The requirement is asking if the SOLICITATION can be cancelled and awarded to a different supplier.
- CONCERN - EPROC-SRC-146 – Tab 3 Line 473 - Responses does not state if a non-award email is sent?
- CONCERN - EPROC-SRC-147 – Tab 3 Line 474 - Response addresses the re-solicitation of information, but does not address the ability to post notice?

Contract Management - PDF Page 100 thru Page 104

- Contract Management workflow figure on PDF Page 100
- Offers contract creation, clause library and reporting functions.
- Contract Workflow and archival capabilities.
- Can track spend on contracts. PDF Page 103 – Financial Management
- Offers amendments process, eSignature, and the ability to define contract supplier fees. PDF Page 103
- CONCERN - EPROC-CNT-9 – Tab 3 Line 489 - Response does not address if system identifies if templates and contracts have been updated?
- CONCERN - EPROC-CNT-21 – Tab 3 Line 501 - Response does not address if system has user defined contract fields or error warnings?

Vendor Performance - PDF Page 104

- Based on “ticket” functionality sent to the supplier.

Purchasing/Data Analytics - PDF Page 105 thru Page 113

- Business Intelligence Solution is the solution name.
- Used to analyze the purchase data
- Offers numerous benefits listed on PDF Page 105
- Offers Analytical Reporting
- Spend Analysis Reports are included and listed on PDF Page 105-106
- Cycle Time reports and listed on PDF Page 106
- Offers Workload Management, Contract Usage, Financial Management, Supplier, Ad Hoc Reporting
- The solution also offers dashboards as a reporting tool. PDF Page 108

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DEPARTMENT/STATE: **State of Montana**

- Offers Multi-Org Reporting. PDF Page 112
- CONCERN - EPROC-PDA-37 – Tab 3 Line 634 – Does not support ability to compare contract items to non-contract items in the Marketplace

Technical Requirements – PDF Page 113

Availability – PDF Page 113

- Stated this requirement will be governed by the standard SLA provided as part of this proposal.
- Provided an attachment link but was not operational for me.

Accessibility Requirements – PDF Page 113

- Seems to meet requirements

Audit Trail and History – PDF Page 113-114

- Listed compliance tools and administrator capabilities
- CONCERN - EPROC-TECH-4 – Tab 4 Line 8 - States the ability to override approval rules in not supported

Browsers Supported – PDF Page 114

- Meets req

User Accounts and Administration – PDF Page 115 -116

- Offered list of SuperUser and Standard User roles on PDF Page 115
- Listed Marketplace user roles for agency and suppliers on PDF Page 116
- “Degree of functionality increases over time” PDF Page 116
- CONCERN - EPROC-TECH-12 – Tab 4 Line 16 - System does not support dual sign on accounts via one account
- CONCERN - EPROC-TECH-18 – tab 4 Line 22 – System does not provide emails to users when changes are made to their account.

User Authentication – PDF Page 117

- Offers SSO capabilities.
- Supplied Login and Password Security Policy on PDF Page 117
- CONCERN - EPROC-TECH-25 – tab 4 Line 29 - System does not support automation of end user agreements

Federated Identity Management – PDF Page 118

- Meets requirements

Data Conversion – PDF Page 118

- Suggest only migrating that data necessary to support core business functions in the new system.
- CONCERN- Their RTM makes suggestions on what data to convert, but it should be the state's decisions.

Interface and Integration – PDF Page 119 thru 122

- Experience with multiple ERP systems
- Vendor account data on PDF Page 119

**STATE OF MAINE
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DEPARTMENT/STATE: State of Montana

- Transactions Processing is done with the financial system. PDF Page 119
- Offered definitions of pre-encumbrance and encumbrance on PDF Page 120
- Supplied typical Requisition and Purchase order configurations on tables on PDF Page 121
- Supplied status and message auditing process.
- CONCERN - EPROC-TECH-43 – Tab 4 Line 47 - Inventory update and checking integration would need to be scoped out.

Office Automation Integration – PDF Page 122

- Meets requirements

Mobile Device Support – PDF Page 124

- No app required. Periscope uses web design.

Mobile Applications - PDF Page 124

- Meets requirements

Data Ownership and Access - PDF Page 125 – 127

- Same information supplied on PDF Pages 105 thru Page 113 of this vendors response.

Date Retention, Archive and Purge Considerations - PDF Page 127

- Can configure to meet the State's needs
-

Disaster Recovery Plan - PDF Page 128

- Meets requirements

Solution Environments - PDF Page 129

- Provide UAT, training, and production environments
-

Solution Technical Architecture - PDF Page 130

- Uses Java technology PDF Page 130
- Supplied Software Development Lifecycle Policy – PDF Page 131 thru Page 139

Solution Network Architecture - PDF Page 139

- Meets requirements

System Development Methodology - PDF Page 139 thru Page 142

- Uses a Software Development Life Cycle process. PDF Page 139
- Supplied steps and roles for above mentioned process. PDF Page thru Page 142

Service Level Agreement – **MARKED CONFIDENTIAL**

- Provided sample of their SLA- PART 2 Document PDF Pages 2 thru Page 15

Security Requirements – PART 2 Document – PDF Page 16

Cloud Security Alliance (CSA) Compliance - PART 2 Document – PDF Page 16

- Adhere to the NIST 800-53 standards
- Defer any further comments to the Security SME

**STATE OF MAINE
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DEPARTMENT/STATE: State of Montana

Security and Privacy Controls - PART 2 Document – PDF Page 16

- Put into place the NIST best practices.
- Defer any further comments to the Security SME

Security Certifications - PART 2 Document – PDF Page 16

- Certified FISMA, SOC II-Type II, and PCI-DSS compliant.
- Defer any further comments to the Security SME

Annual Security Plan - PART 2 Document – PDF Page 16

- Strictly adhere to NIST 800-53 standards.
- Defer any further comments to the Security SME

Secure Application and Network Environment - PART 2 Document – PDF Page 18 thru Page 21

- High desire to protect all clients
- Must use multi-factor authentication for certain types of data
- Defer any further comments to the Security SME

Secure Application and Network Access - PART 2 Document – PDF Page 121

- Hosted with AWS
- Defer any further comments to the Security SME
- CONCERN - EPROC-SEC-1 – Tab 5 line 5 – System does not support capability to track usage to detect a new device
- CONCERN - EPROC-SEC-4 – Tab 5 line 8 - System does not support use of persistent cookies

Data Security - PART 2 Document – PDF Page 22 thru Page 24

- Apply need to know concept
- Seems to meet requirements
- Defer any further comments to the Security SME

Personally Identifiable Information Protection - PART 2 Document – PDF Page 24

- States their solution does not have PII information as a part of its data set

Security/Privacy Issue Occurrence - PART 2 Document – PDF Page 24

- States their SLA is designed to accommodate the handling of all issues.
- Defer any further comments to the Security SME

PII Data Actual/Attempted Access or Disclosure - PART 2 Document – PDF Page 25

- States their solution does not have PII information as a part of its data set

Security Breach Reporting - PART 2 Document – PDF Page 25 thru Page 26

- States their SLA is designed to accommodate the handling of all issues.
- Defer any further comments to the Security SME

Implementation Services Requirements - PART 2 Document – PDF Page 27

Project Management - PART 2 Document – PDF Page 27 thru Page 48

- Based on experience in implementing the ePRO solution with other states

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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BIDDER NAME: Periscope

CATEGORY #(s): Stage 2 Category 1

DATE: 12/20/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Provided an implementation plan and defined roles and responsibilities
- Provided a table of estimated time to spend on projects. PDF Page 31
- Provided a Project Organization Chart listing roles and experience starting on PDF Page 32
- Project Organization Chart with roles on PDF Page 46

Project Implementation Methodology - PART 2 Document – PDF Page 48 thru Page 57

- Implementation project phases on PDF Page 49
- Explained in detail each phase of the project

Catalog Support Services - PART 2 Document – PDF Page 58 thru Page 60

- Provided supplier enablement process. PDF Page 58
- State Communication plan
- Supplied definitions and differences of each catalog option. PDF Page 59 -60

Data Conversion Services - PART 2 Document – PDF Page 61

- Data conversion is based on the experience they have

Interface/Integration Development Services - PART 2 Document – PDF Page 62

- Experience with integration across multiple financial systems.
- Explained the process for implementation of interfaces or integrations.

Organizational Change Management (OCM Services) - PART 2 Document – PDF Page 63 thru Page 69

- Service consists of elements of communication, stakeholder engagement and resistance management.
- Creating Change Readiness – PDF Page 65
- Change Curve Exit Criteria – PDF Page 67
- Sponsorship is the greatest overall contributor to the project success

Training Services - PART 2 Document – PDF Page 69 thru Page 75

- Training Plan - PDF Page 70
- Training Approach & Modalities – PDF Page 71
- User based Training Summary – Tables on PDF Page 71 thru 74
- [Link provided to training plan in the Managed Services Requirements Section](#)
- Provided other links to more training resources – PDF Page 74

Help Desk Services - PART 2 Document – PDF Page 75 thru Page 78

- Provided information on services offered and explained levels of support.
- [Same information is offered in the Managed Services Requirements section.](#)

On-Site System Stabilization Support - PART 2 Document – PDF Page 78

- Provides support 90 days after full implementations

Managed Services Requirements - PART 2 Document – PDF Page 79

Solution Support - PART 2 Document – PDF Page 79 thru Page 84

- Meets requirements

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: **State of Montana**

Organizational Change Management (OCM Services) - PART 2 Document – PDF Page 84 thru Page 91

- Same information supplied on PDF Page 63 for the implementation Services Requirements

Training Services - PART 2 Document – PDF Page 91 thru Page 114

- Same information supplied on PDF Page 69 for the implementation Services Requirements
- Contains sample and confidential project training plan starting on PDF Page 96

Help Desk Services - PART 2 Document – PDF Page 114 thru Page 117

- Same information supplied on PDF Page 75 for the implementation Services Requirements
- CONCERN - EPROC-IMPL-4 – Tab 6 Line 7 - Response does not address the live chat tool requirement?

Transition Out Assistance Services - PART 2 Document – PDF Page 117

- Meets requirements

Other Available Services – PDF Page 119 thru Page 127

- Once the scope of work is established for additional offerings, Periscope can develop accurate costs.

Video Demonstrations

This solution can be implemented in a full solution or can be done by module. The video is broken up into the categories that are listed below.

Public Facing Side of Application – Suppliers register here and can log in from this page. State users also log in here and the landing page has the options available to the user based on the roles and permissions assigned to them. Has left side icon navigation to gain access to correct module.

Requisition process is the starting point and the result of this could be a solicitation or a purchase order. Information carries from the requisition to the solicitation. Build the bid, submit to workflow, add suppliers and post electronically. Solution offers tabs across the top of the screen when building a bid. Suppliers can open FORMS associated with the bid and fill them out as part of their response. Workflow is based on the criteria that is entered by the state. Can evaluate the bid response in the system.

Contract Management – Can have contract tied to bid. This solution offers building the document, review rounds, and eSignature application. Solution has access tabs across the top of the application. Also provides different “statuses” of contracts. Can send out the contract to multiple parties right from the contract record. Can perform amendments and renewals.

Marketplace – List of all catalogs including, state catalogs, and punch out catalogs. The system provides a search across all catalog functionality. Can refine the search results and then can compare items. Orders start with requisition, then the approval process. It transitions into a PO and then gets sent to the supplier. The system that can use the receipts process where the user can receive the items in the system. An approval process can be implemented and then it goes to the invoicing process. The invoice will be finalized, and workflow can then be applied.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): Stage 2 Category 1

DATE: 12/20/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Reporting – User can access “canned” reports or authorized users can build ad hoc reports. The solution also offers dashboard reporting as well. Can use a workflow dashboard to track workload.

Reconciler Tool – This can be used to help track the spend on contracts. It allows to set up a percentage fee and can use fee exclusions applied to certain lines items. The system allows the vendor to log into his portal and see what fees they are responsible for from the supplier portal. They can pay the admin fees or any other fees and can select multiple payment options.

S2G Tool – This is a tool that allows the supplier to interact with the state governments. Bids, catalog management, and sales reports are some examples.

The last part of the video provided information on implementation services.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysoft

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2002.
 - Sysoft's "Smartprocure" system
 - **There is not much information provided on their system**, although they mention much experience among their team members.
2. Previous Projects

6 previous projects listed. All State or public entities. **Work type is listed, but no further details are listed. Unable to tell if projects fall into Category 1.**

 - City of Norfolk. Spend Analytics, Contract Management
 - Hillsborough Community College. eProcurement, Vendor portal, Proposal Evaluation & Bid Management, Vendor performance Monitoring, and Contract Management
 - Saint Paul Public Schools. eProcurement, Vendor portal, Proposal Evaluation & Bid Management, Vendor performance Monitoring, and Contract Management
 - Florida State College at Jacksonville. eProcurement, Vendor portal, Proposal Evaluation & Bid Management
 - **? maybe State of VA (they don't list the entity).** Spend Analytics, Contract Management.
 - Luzerne County Human Services Division. Contract Management.
3. Subcontractors
 - The vendor states no subcontractors.
4. Organizational Chart
 - No, an organization chart is not provided. Instead a bulleted outline of is given. **No job descriptions are provided.**
5. Litigation
 - The vendor states they do not have any litigation.
6. Financial Viability
 - Provided DnB. Moderate risk.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Sysoft)

CATEGORY #(s): 1

DATE: (09/22/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - SaaS based business intelligence and data analytics software services for Contract Management, Supply Chain, Investment Banking, Aerospace, Pharmaceutical, and other industries
 - open architecture
 -
2. Previous Projects
 - City of Norfolk - Spend Analytics, Contract Management
 - Hillsborough Community College- eProcurement, Vendor portal, Proposal Evaluation & Bid Management, Vendor performance Monitoring, and Contract Management
 - Saint Paul Public Schools - eProcurement, Vendor portal, Proposal Evaluation & Bid Management, Vendor performance Monitoring, and Contract Management
 - Florida State College at Jacksonville– eProcurement, Vendor portal, Proposal Evaluation & Bid Management
 - Luzerne County Human Services Division- Contract Management
 - No Project descriptions
3. Subcontractors
 - None
4. Organizational Chart
 - Org chart in text form
 - No roles defined
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B report dated 12/31/2000
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysoft

CATEGORY #(s): 1-Full Solution

DATE: 8/23/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Very broad statements, marketing in nature
 - Identify full category suite of contract lifecycle
 - Promotes blockchain; currently not well understood technology for state procurement risk
 - Unclear if Sysoft has established its capacity to perform
2. Previous Projects
 - Projects are not at full state complexity level
 - Lacking description of application or successes
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Just provided the Board of Directors. No reference to team to manage projects
 - Lack of identifying any employees
 - No position descriptions
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Moderate Risk
 - moderate risk category
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysoft

CATEGORY #(s): Cat 1 Stage 1

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Started in 2002
 - Provides SaaS based business intelligence and data analytics
 -
2. Previous Projects
 - City of Norfolk
 - Hillsborough Community College, Luzerne county Human Services
 - Saint Paul Public Schools, Florida State College at Jacksonville, Michael Bevis
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - List of names, no org chart
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B number provided
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysoft

CATEGORY #(s): Category #1 Stage 1

DATE: 08/20/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Limited Information

Organization Qualifications and Experience –

1. Overview of the Organization
 - Started in 2002
 - Mentioned qualifications of staff
 -
2. Previous Projects
 - City and college clients mentioned
 - Government and county clients
 -
3. Subcontractors
 - Bidder stated no subcontractors will be used.
 -
 -
4. Organizational Chart
 - No chart set up
 - Did not explain role names and responsibilities
 -
5. Litigation
 - Bidder stated no litigation to be reported.
 -
 -
6. Financial Viability
 - Supplied Dun & Brad
 -
 -

CATEGORY 1 – Full Solution

INDIVIDUAL EVALUATION NOTES (Subject Matter Experts)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Autocene

CATEGORY #(s): 1

DATE: 8/18/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 7-13)

- Deployment in Public Sector limited to 2 Agencies in Massachusetts and a few small Gov't customers.
- Staff assigned doesn't give a sense that there is deep experience working with public procurement outside of Massachusetts.
- NOTE: pg. 20 of the Solutions/Services shows that their "eProcurement Software" is only sourcing. They do not list anything for Request-to-Pay functionality. **NOTE:** this company might prove to be a better fit in Category 2, but they are not in Category 2.

2. Previous Projects (pg. 14-18): Note, no State projects provided.

- Projects show developing and deploying applications with their Autocene platform. Does not demonstrate deploying a Full Suite eProcurement solution with any of the previous projects and only in Massachusetts are there examples of projects related to procurement.
- **Mass DCAMM:** a database/application to capture/manage M/W/Vet architecture firms. Not a Full Suite eProcurement system/deployment. Screenshots/text on pg. 24 indicates that the tool is doing some sort of solicitation definition/posting for projects.
- **Mass DCAMM:** another portal/database of contractors. Not a Full Suite eProcurement system/deployment.
- **Superior Court CA:** Juror applications. Not a Full Suite eProcurement system/deployment.
- **City of San Jose OEA:** some text cut off hidden behind the screenshots but was able to highlight then copy/paste the hidden text. Project automated "10 different compliance processes w/ integration to existing Oracle CPMS system and included dashboards/reports. Not a Full Suite eProcurement system/deployment.

3. Subcontractors (pg. 19)

- No subcontractors

4. Organizational Chart (pg. 19)

- Org chart doesn't give any real insight to the company other than it shows that they are primarily a software development company. Does not "include the project being proposed" as required by the RFP.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Autocene

CATEGORY #(s): 1

DATE: 8/18/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

5. Litigation (pg. 19)
 - No litigation
6. Financial Viability (pg. 19)
 - Did not/will not provide the required D&B financials report.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Autocene

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Business automation. Microsoft Stack (SQL) server
 - Provided detailed examples of implementation strategy.
 -
2. Previous Projects
 - 4 states, Canada province, large cities. Construction contract compliance.
 - Mass. Example details bid posting and response (construction). Evaluation.
3. Subcontractors
 - None listed
 -
 -
4. Organizational Chart
 - Small vendor
 -
 -
5. Litigation
 - None reported.
 -
 -
6. Financial Viability
 - Private
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: B2BEnable

CATEGORY #(s): 1

DATE: 8/19/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Has customers of proposed solution in "public and private sector industries". (pg. 3 & 44)
- Company has a comprehensive management and support approach for projects/customers, "customer-centric management process". (pgs. 3, 5/6)
 - i. Article on pg. 6 indicates the company had "inception in 2014"
- Based on solution description and experience, *concerned that this proposal may be a better fit for Category 2 instead of 1, but they are not in Category 2..*

2. Previous Projects: Note, no State or Local Gov't projects provided.

- **Dept of Veteran Affairs OIT** (pg. 7, 13):
 - i. Project appears to be in progress rather than completed ("are rolling out", "will enhance", "will help")
 - ii. Scope is for a Marketplace to "identify and select the right IT solutions and contractors".
 - iii. Reference (pg. 13) shows Contract Dates of Sept 2016-March 2017, so may not be an active engagement. Also shows that scope was for "electronic market research that had weighted scores and included sandboxes" and "platform implementation, Training and Ongoing support".
 - iv. *Not a Full eProcurement Suite implementation.*
- **Dept of Veteran Affairs OSDBU**, (pg. 8-10, 13):
 - i. This is *NOT an example of a Previous Project*. It is an example of a "SOW issued by VA OSDBU" using the proposed solution
 - ii. However, it does imply that OSDBU is using some aspect of the Sambuq sourcing component.
 - iii. Reference (pg. 13) shows Contract Dates of June 2017 – Dec 2017, so may not be an active engagement. Also shows that scope was for "electronic procurements that weighted scores and included sandboxes" and "platform implementation, Training and Ongoing support".
 - iv. *Not a Full eProcurement Suite implementation.*
- **Public Consulting Group** for Florida and New Hampshire (pg. 11, 13):
 - i. Private Sector company that has Florida and New Hampshire projects

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: B2BEnable

CATEGORY #(s): 1

DATE: 8/19/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- ii. Sambuq is used to “administer and analyze surveys” to “PCG “State and Local Customers”.
 - iii. Reference (pg. 13) shows Contract Dates of Feb 2019 – April 2019, so may not be an active engagement. Also shows that scope was for “electronic assessments for the Child Welfare Applications” with “weighted scores” that PCG had as projects for Florida and New Hampshire.
 - iv. *Not a Full Suite eProcurement implementation.*
- **Gov’t of Australia Digital Transformation Agency-CMP** (pg. 12, 14):
 - i. Information provided does not indicate how long the solution has been in place.
 - ii. Scope is for “cloud marketplace” for sellers to provide “cloud computing solutions and associated services”.
 - iii. Reference (pg. 14) shows that the project started in Dec 2020 and is on-going. Also shows that the scope is for a “cloud marketplace include cloud offerings”.
 - iv. *Not a Full Suite eProcurement implementation.*
- 3. Subcontractors
 - No subcontractors
- 4. Organizational Chart
 - Organization Chart is more of a company org chart and does not “include the project being proposed” as required by the RFP.
 - SME position does not describe having procurement expertise/experience.
- 5. Litigation
 - No litigation.
- 6. Financial Viability
 - “Low Risk” in all categories except “Financial Stress”
 - Financial Stress at “Moderate”, “Limited time in business” note is a concern.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: B2BEnable

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Technical Leadership / Security management
 -
2. Previous Projects
 - VA eprocurement
 - State government child welfare assessments (subcontractor)
 - Austrailia – master contract for cloud offerings
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Structure only – individuals not identified
 -
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 - Low risk on D&B. Limited information. No financials available.
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Cobblestone

CATEGORY #(s): 1

DATE: 8/20/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Has provided "enterprise contract management" solutions since 1995.
 - "CobbleStone's mission is to provide the most advanced, cost-effective, and user-friendly committal management software applications" (pg. 3). Concerned that the proposed solution is not a Full Suite but really should be Category 2, but they are not in Category 2.
2. Previous Projects
 - No previous project provided.
 - References do not include any States, only Local Gov't.
3. Subcontractors
 - No information provided about subcontractors.
4. Organizational Chart
 - Organization Chart is more of a company org chart and does not "include the project being proposed" as required by the RFP.
5. Litigation
 - No litigation
6. Financial Viability
 - Did not provide D&B report.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Cobblestone Software

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Very brief description.

Organization Qualifications and Experience

1. Overview of the Organization
 - 20+ years with contract management software.
 - Procurement/solicitation management tool.
2. Previous Projects
 - Local government only – electric systems.
 -
3. Subcontractors
 - Not stated.
 -
 -
4. Organizational Chart
 - Sales structure is as big as IT and implementation.
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Not included.
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Appian)

CATEGORY #(s): 1

DATE: 8/20/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 6/7)
 - Deloitte serves “44 US States and D.C.”
 - “Deloitte has been serving the Public Sector for over 50 years”
 - “ALM Intelligence's best in class in for Management Systems and Enabling Tools for Procurement Operations Consulting in 2020”
 - “Deloitte is the right partner because we offer a well-informed point of view based on a successful track record of implementing contract management solutions across the nation.”
 - Concern that this proposal is for “contract management accelerators” which may not be a Full Suite eProcurement solution (Category 1). *It may be that this should be a Category 2 proposal.*
2. Previous Projects
 - **Air Force Contracting Information Technology** (pg. 8):
 - i. Deloitte implemented “Appian planform to migrate 4000+ contracting users”.
 - ii. *Not a Full Suite eProcurement implementation.*
 - **Defense Information System Agency** (pg. 9):
 - i. “Deloitte partnered with Appian to develop and deliver the IDEAS application”
 1. “handles transactions from purchase request receipt and creation through contract closeout.”
 2. “managers both DISA's telecom acquisition process and traditional contracting process”
 3. “manages all aspects of procurement work from pre-award to award and post-award activities”
 4. “replaced 12 separate legacy systems”
 - ii. “Deloitte provided functional experts, testers, and designers to support”
 - iii. “Deloitte provides 24x7 system support”
 - iv. *Unclear whether this is a Full Suite eProcurement implementation.*
 - **Texas Department of Public Safety** (pg. 9/10):
 - i. Deloitte implemented Appian “as the primary Contract Management System”
 1. “Contract Library Management”
 2. “Contract Administration”
 3. “Contract Compliance Functionality”

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Appian)

CATEGORY #(s): 1

DATE: 8/20/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

4. "Reporting"

ii. Not a Full Suite eProcurement implementation.

- **United States Department of Veteran Affairs** (pg. 10):

- i. Deloitte "developed two tools on Semantic Open Source Software" platform.
 - 1. Performed ETL procedures to load files/data sources into "a centralized repository" and provide "custom, role-drive workflow"
- ii. Deloitte "developed the Supply Technical & Evaluation Procurement" tool to manage/evaluate supplier quote sheets.
- iii. Deloitte "developed the National COVID Response Tool" to submit requests, managers approve requests and track procurements for supplies and inbound warehouse shipments.
- iv. "custom reporting and data analytics capabilities"
- v. "credentialing and 2-Factor Authentication"
- vi. *Not an Appian implementation. Not a Full Suite eProcurement implementation.*

- **Navy Program Executive Office for Enterprise Information Systems** (pg. 10):

- i. Deloitte "developed a solution based on Appian-based acquisition solution".
- ii. "Requirements to Award Process Tool", "implementation of COTS software" for "Navy's NEST Ordering Tools".
- iii. "Resource Planning Tool", "will provide the ability to managed the spend plan using structured data hierarchy and central data repository, workflows, and reports".
- iv. "Vendor Simulator", "developed a tool in Appian to enable internal simulated" system integration testing for "inbound and outbound XML transmission".
- v. *Not a Full Suite eProcurement implementation.*

3. Subcontractors

- Appian (pg. 11)

- i. Capabilities "to achieve true digital transformation"
- ii. "Build Apps"
- iii. "No-code integration to connect" across "databases, cloud services and legacy systems"
- iv. Application development environment/company. *Does not list any eProcurement solutions/tools.*

4. Organizational Chart (pg. 12 – 16)

- Org chart is focused on the Project as required by the RFP.
- Includes "Procurement Subject Matter Expert(s)"
- "SCRUM" focus, Appian Designer ("Programmer/Developer", pg. 14) and Implementation Lead ("Provides the methodology/approach to building the solution", pg. 15) *imply that the proposed solution has a development aspect to the solution and may not be COTS.*

5. Litigation

- "In the past five (5) years, there have been no judgments against Deloitte Consulting, and we have been involved in three (3) such legal actions brought against Deloitte"

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Appian)

CATEGORY #(s): 1

DATE: 8/20/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Consulting". The 3 legal actions did not involve eProcurement implementations and were all "dismissed". (pg. 17)

6. Financial Viability

- "Low Risk" in all categories except "Financial Stress"
- Financial Stress, "Moderate Risk". May be due to the 11 UCC Filings by the State of Delaware.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Appian)

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Deloitte implements Appian
 - Focus on contract management life cycle – is this full service?
2. Previous Projects
 - Public sector – state and federal
 -
3. Subcontractors
 - Appian
 -
 -
4. Organizational Chart
 - Detailed position list with responsibility.
 -
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Coupa)

CATEGORY #(s): 1

DATE: 8/20/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Coupa is “highly recognized by leading Industry Analysts including Gartner, Forrester, and Spend Matters” and “serve over 2,000 companies and agencies around the world providing visibility on end to end source to procure processes” (pg. 2)
- Deloitte has “more than 12,000 practioners within our Public sector practice” and “more than 10 years of teaming with Coupa” (pg. 8)
- “Deloitte is Coupa’s leading system implementation partner” (pg. 8)
- Coupa implementation, our undisputed leadership position is proven with over \$60+ billion from Deloitte clients going through Coupa with 380+ Coupa practitioners (pg. 9)
- ALM Rated IN top quadrant for Sourcing/Procurement and Communications/OCM consulting (pgs. 9 & 10).

2. Previous Projects: Note, no State or Local Gov’t projects provided.

- **USPS** (pg. 11):
 - i. Deloitte implementation of Coupa eBuy+ (P2P capabilities).
 - ii. Post go-live (may not have been Deloitte effort) “USPS onboarded 65,000+ USPS employees to adopt a state of art procurement platform that includes 130+ catalogues and processes \$10B spend annually.”
 - iii. *Does not appear to have been a Full Suite eProcurement implementation.*
- **American Red Cross** (pg. 11/12):
 - i. “Deloitte team implemented Coupa’s source-to-pay technology and standardized processes” for \$535M spend.
 - ii. Post go-live (this may not have been Deloitte effort) “this helped the Red Cross achieve 78% contract compliance” in four months” and “increase early pay discount opportunities by 46%”.
 - iii. *Does not appear to have been a Full Suite eProcurement implementation.*
- **Brandeis University** (pg. 12):
 - i. Deloitte implemented “Coupa as a Procure to Order (P2O) solution”.
 - ii. Replaced “current marketplace solution” and “provided the capability to onboard new suppliers”.

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iii. *Not a Full Suite eProcurement implementation.*

- Molex Electronic Solutions (pg. 12/13): Deloitte implemented “a comprehensive S2P system” with “Coupa, SAP, MuleSoft”. “21 integrations”, 3 “robotic process automation” developments and “70+ hosted and punchout catalogs”. *Not clear if the S2P was the full Coupa suite being proposed or only a portion of it.*
- American Airlines (pg. 13): Deloitte “worked closely with American”, does not say that Deloitte implemented Coupa. Description seems to be a consulting engagement to leverage Coupa not implement it. *Not a Full Suite eProcurement implementation.*

3. Subcontractors

- Coupa: Customers “have used the platform to bring more than \$2.3 Trillion of cumulative spend under management, which we estimate has resulted in more than \$26 billion of customer savings to date” (pg. 14). NOTE: Figure 5 list of “Deloitte Coupa Clients” does not include any State or Local gov’ts.

4. Organizational Chart

- Organization chart is oriented on the scope of the RFP; “we have developed a recommended resourcing model to include practitioners with Coupa-specific experience, extensive knowledge of the source to procurement lifecycle and past experience serving various public sector clients”. (pg. 16)
- Figure 7 shows both a Leads and Analyst positions for each workstream as well as the Integration and OCM areas. (pgs. 17/18)

5. Litigation

- “In the past five (5) years, there have been no judgments against Deloitte Consulting, and we have been involved in three (3) such legal actions brought against Deloitte Consulting”. The 3 legal actions did not involve eProcurement implementations and were all “dismissed”. (pg. 19)

6. Financial Viability

- “Low Risk” in all categories except “Financial Stress”
- Financial Stress, “Moderate Risk”. May be due to the 11 UCC Filings by the State of Delaware.

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DATE: 10/26/21

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Individual SME Comments:

Overall/General

- Coupa is a Full Suite solution
- Technical proposal reads as if Coupa is the Prime and Deloitte is the sub, with Coupa doing most of the work to implement. (see PDF pgs. 27-28) and Supplier Enablement (PDF pgs. 36-38).
- They cut/paste answer from SC RTM into this RTM, so some responses have been pasted into the wrong row (see SRC-42 thru 47). Also see SRC-90 where the reference "SC" for South Carolina.
- System has file attachment size limit of 100MB across all areas of the system.

General Principal and Requirements

Key Solution Functionality Elements

- Routing, PDF pg. 14: STRENGTH, Coupa search checking catalogs, forms, Coupa Open Buy (punchout items), Policies & punchout site names. This is very comprehensive functionality.
- Compliance, "buying policies", PDF pg. 14: CONCERN, unclear whether "policies" means an actual policy document/text or if it is a rule (e.g. SQL statement) written into the application.
- Open Marketplace, PDF pg. 15-16: CONCERN, Coupa Open Buy (Open Marketplace) is a feature giving access to Amazon Business and Catalogs/Punchouts outside of State loaded/controlled content. Pg. 16 bullet refers to "Control access" but need to determine whether this is granular enough to meet State restrictions. Also note last sentence of 5th paragraph (pg. 15) refers to using "commodity-based workflows" to prevent purchase of items that don't comply with rules. Concerned whether the rules can be specific enough to capture restricted purchases.
- Integration, PDF pg. 16:
 - o Open Architecture
 - o Support all ERP systems
 - o Use industry standards with sFTP and REST-based APIs.
- Workflow, PDF pg. 16/17: STRENGTH, "can have a flag on the requisition escalating approval to a different approval chain".
- Reporting/Dashboards/Visualization, PDF pg. 17-18:
 - o NOTE: this functionality is "included in the subscription to Coupa, at no additional cost". Need to make sure that the Cost Workbook does not show costs for this.
 - o Coupa Analytics is for "advanced analytics" and is "additional purchase". NEED TO Negotiate this module into the scope if awarded.
- Configurable, PDF pg. 18: STRENGTH, "no Coupa or third-party services needed to configure our system after implementation".

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User Experience

- Mobile Optimization, PDF pg. 20: STRENGTH, mobile app "included at not additional charge".
- Workload Mgmt Functionality, PDF pg. 20: STRENGTH, system has specific "User Reassignment feature" to reassign tasks/docs to other users.
- Role-Based Functionality, Content Groups, PDF pg. 21: CONCERN, Access to contracts is done with Content Groups. So to allow specific Agencies to have access will have to create Content Groups for every Agency and associate users to that Group. Not as efficient for setup/admin as just authorizing Agencies to use a Contract.

Bidder Best Practices and Roadmap

- Solution Releases, PDF pg. 21: CONCERN, "auto-update train"
 - o States will be required to take new releases and cannot control when they take them.
 - o "updates for the current version every two weeks"
 - o "major releases 3 times/year"
 - o Daily updates, "Coupa will update both sandbox and production instances at the same time".
- Use of Latest Technology, PDF pg. 22: STRENGTHs AI capabilities that stand out
 - o Fraudulent Spend Detection
 - o Contingent Worker Resume Matching
 - o Spend Data Classification

CONCERN, the list of "AI/Machine Learning" references what appears to be several different modules (e.g. Risk Insights, Supplier Insights). Need to make sure these are included in the proposed scope/pricing.
- Alternative Best Practices, PDF pg. 23: Deloitte "IndustryPrints, which contain industry-specific, enterprise-wide business models". CONCERN whether this implementation practice will fit Public Procurement and if not, will Deloitte's practice of using it cause difficulties in implementation since it is their standard practice.
- Cost Reduction, Deloitte's Procurement Central Delivery Model, PDF pg. 24-25: CONCERN, this appears to be an outsourcing service where State let's Deloitte do the sourcing for them. Need to see if they have incorporated it into the proposed scope. This was not part of the RFP scope.

Innovations and Value-Added Features/Services

- PDF pg. 26-27: The Application Managed Services, Help Desk Services and Supplier Enablement Services will be of value to some States/Entities. Suggest negotiating these into an award if Deloitte/Coupa move forward.

Customizations/Extensions

- PDF pg. 27: NOTE: "functionality is delivered either OOTB or using standard configuration". Need to look at **RTM** to confirm that they did not respond that anything required customization.

Alternative Funding Models

- PDF pg. 28-29:
 - o 1. Supplier Funding: Deloitte gets a transaction fee, uncapped.

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- 2. Value Based Funding: Deloitte does sourcing for the State/Entity with base fees, risk fees and performance fees.
- 3. Working Capital Funding: State/Entity charges "user fees" to "agencies and constituents" into catalogs & contracts.

Contract Transition and Flexibility

- PDF pr. 32: NOTE, Deloitte misunderstood the RFP scope here. They assumed that this is to transition existing contracts into the NASPO Master Agreement/PA. Did not understand that this RFP reqt was for transitioning contracts into the eProc system.

Functional Requirements

General Functionality

- PDF PG. 35: Coupa Cloud is hosted on AWS.

RTM

- WEAKNESS, GEN-3: Public posting of Solicitations to State's website is not included. Must set up an API integration. Also NOTE that the Technical proposal references "Deloitte's Robot Process Automation (RPA) bot library" as a means to automate "public posting". But this Deloitte feature is not identified as included in the proposal.
- WEAKNESS, GEN-5: Public posting of Contracts to State's website is not included. Must set up an API integration.
- POTENTIAL WEAKNESS, GEN-10: While the "advanced searches on any data element" does make every field searchable it does not make the basic "keyword search" look at every field and the response did not address whether the State could alter the 'keyword search' logic to look at additional fields.
- WEAKNESS, GEN-11: Attachments are limited to 100MB in size.
- WEAKNESS, GEN-15: System does not provide in-application Print of transactions other than 'screen print'. Users would have to export to Excel/CSV to print.
- CONCERN, GEN-16: The response describing that "all components of the Coupa application" share "the same user interface and home page", concern how much the State will be able to revise main application/navigation screens (not transaction screens) and the home page to be South Carolina specific.
- POTENTIAL WEAKNESS, GEN-21: Response seems to be saying that the State would be responsible to maintain the set of commodity codes that will be used in the system. However, the last sentence of the response to GEN-23 saying that "commodity codes can be pulled directly from the ERP... using a standard integration..." seems to be saying that Coupa could automate commodity code updates by pulling from VISION.
- WEAKNESS, GEN-23: The State will not be able to choose which vendor name field would be used throughout the system.
- WEAKNESS, GEN-25: Outbound emails from the System will show a Coupa "from" email domain, not a State email address. This may cause problems with situations like getting 'black listed' for sending out broadcast emails like solicitation notifications and some vendors may not realize that the State is contacting them with System emails.
- WEAKNESS, GEN-27: This response did not address the requirement but the response to GEN-28 does state that the system does not create invoices.

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- WEAKNESS, GEN-28: Admin fee tracking would be done on the Vendor account record. Should be the vendors' contract record instead.
- POTENTIAL WEAKNESS, GEN-34: System only provides future/effective dating on "certain objects".
- POTENTIAL WEAKNESS, GEN-35: System does not provide a "comments library" for standardized comments, however can define "drop down options of standard content" for comment fields.
- WEAKNESS, GEN-38: Coupa is a "subscription based solution with a limited number of users". Need to negotiate this to unlimited users if possible.

Supplier Portal

- PDF pg. 35: Supplier accounts in Coupa are shared across all Coupa customers. The Supplier Portal is a standard/common portal across all Coupa customers.

RTM

- POTENTIAL STRENGTH, SPR-1: "Coupa Supplier Network", State/Entity suppliers may have access to business with other Coupa clients from their State/Entity eProcurement account.
- WEAKNESS, SPR-5: Vendor notifications will NOT be viewable/presented to the vendor when they are in their account. They only get them by email.
- CONCERN, SPR-6: Not clear what the response means with "would not be visible" on the CSP in regards to this req't to allow vendors access to solicitations. But it may mean that suppliers can only access invited solicitations from their CSP account. NOTE: response to BPRT-1 implies that they can "request" access from their CSP account.
- CONCERN, SPR-7: The CSP "common page" may not provide a means to only present State/Entity solicitations or have State/Entity branding.
- TECH-10, GAP: Response did not address the req't for 'least privilege' control of assigned roles.
- NOTE, SPR14: Deloitte/Coupa didn't understand that this req't was to integrate with the State/Entity financial system to obtain/present data from the ERP.
- WEAKNESS, SPR-15: Suppliers will only have access to "their historic data" for analysis, not historic data across the entire system.
- NOTE SPR-19: Deloitte/Coupa did not understand that the requirement was for suppliers to be able to submit admin fee payments to the State.

Supplier Enablement/Management

- PDF pg. 35: CONCERN, "We never charge supplier fees" however in Supplier Portal section (PDF pg. 36) there is the statement "suppliers gain access to a low-cost, high-volume order channel". This sounds like there is a cost to Suppliers to be part of the Coupa Supplier Network.
- PDF pg. 37: STRENGTH, as part of free Coupa Supplier Portal/Network "manage catalog content, retrieve customer orders, create advance shipping notices, and create and manage invoices".
- PDF pg. 37: STRENGTH, Coupa Supplier & Catalog Enablement Accelerator toolkit. Based on our implementation experiences over many clients, this toolkit prepares your implementation team with a process overview for enabling suppliers in Coupa, a methodology for selecting which suppliers to enable, factors to consider when deciding on catalog type for each supplier, and steps to follow when enabling those suppliers.
- PDF pg. 3: STRENGTH, Support Health dashboard provides single view across risk, performance, external feeds and scorecards.

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RTM

- STRENGTH, VDR-1: Option to have the email Suppliers receive include a table of all solicitations they've been invited to in a single email, instead of separate emails, with individual links to each solicitation.
- POTENTIAL WEAKNESS, VDR-3 through 11: Supplier registration may be generic/standard and not modifiable to meet State specific needs. May have to use the RPM form to capture any information that the standard OBN registration does not capture/require.
- CONCERN, VDR-15: The process of approved RPM data going to ERP and after that "record is then imported back into Coupa as a new supplier". This sounds like the supplier won't exist in the Coupa modules until ERP sends it back to Coupa. What if the State process is to only have suppliers sent to ERP if they are to be paid.... how would a supplier for bidding only get active in Coupa?
- POTENTIAL WEAKNESS, VDR-30: Based on the response, it appears that the State cannot create supplier accounts. Also, State can only maintain the data captured by the RPM, not the data in the OBN registration.
- WEAKNESS, VDR-33: System does not have an "automated means" for suppliers to get their User ID or reset their password. They complete a form and a "customer admin team" person must do the work.
- POTENTIAL STRENGTH, VDR-39: The "Supplier Health dashboard" that displays "transactional performance" may automatically present the performance on the metrics listed in this requirement.
- WEAKNESS, VDR-40: System does not provide a means for suppliers to "sign up for e-mail notification when a specific contract is to be re-solicited".

Buyer Portal

- PDF pg. 39: STRENGTH, you can add logos, branded color, configure home page content.

RTM

- STRENGTH, BPRT-4: The capability to configure "personalized dashboards" by "the user's role".
- POTENTIAL WEAKNESS, BPRT-7: Response here seems to say that the system notifications/alerts are not provided as "on-screen in the portal" when they login. However the response to CAT-39 discusses an "Announcements" feature the seems to be what was required with BPRT-7.

Need Identification

- PDF ppg. 40: STRENGTH, "configurable forms" that can ask for more detail about catalog items or gather info for non-catalog items. Forms can be specific to a group of users ("content groups").
- PDF pg. 40: POTENTIAL STRENGTH, Coupa Open Buy feature provides access to supplier punchouts from suppliers in the Coupa Supplier Network that are not registered with the State. PDF pg. 47: "Open Buy is not an online marketplace and depends on existing pre-negotiated contracts with customer punchout suppliers." **NOTE/CONCEN: the "pre-negotiated contracts" seem to be contracts with Coupa, not the State or other Coupa customers.**

RTM

- No issues on individual req'ts.

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Request through Pay

- PDF pg. 41/42: POTENTIAL WEAKNESS, Coupa expect to do budget checking by loading budget data from ERP into Coupa instead of integrating for the check to the ERP.
- PDF pg. 41: STRENGTH, Coupa's "full-service contingent workforce management" (CCW) functionality is to support services purchasing is not a common feature in the industry. NOTE: on PDF pg. 44 there is a tool called "Maestro", that is an "add-on", which is described as being for "complex services". Need to see if this "CCW" tool is the same thing to determine what is/isn't in scope for services procurement.
- PDF pg. 44: CONCERN/NEGOTIATIONS, THE "Coupa Services Maestro" tool for "complex services" is NOT included in the proposal and is available as "add-on". Suggest negotiating this 'in'.
- Invoicing: Meets all **RTM** req'ts.

RTM

- WEAKNESS, BPRT-15: System does not provide the specific required functionality of "manually" initiating "broadcast email notifications". You have to set notifications up by "tasks or reminders".
- CONCERN, PRD-2: Based on the details about the various Coupa modules (Exhibit A doc), there is a separate module for Goods vs. Complex services. So users may not be able to put goods and services on the same Requisition.
- CONCERN, PRD-4: Regarding "Content Groups" and associating each contract to "specific content groups", this may mean that a Contract Officer will have to create a Content Group outside/separate from setting up the Contract instead of setting it up directly inside the contract.
- WEAKNESS, PRD-8: System approach to "standard collaboration" of using "Tags" does not meet the requirement of collaboration among 'users needing the same product/service'.
- POTENTIAL WEAKNESS, PRD-10: System appears to not provide capability to have "State standard and Agency/organization specific templates purchase requests". Appears that all templates are available to all organizations.
- WEAKNESS, PRD-11: System does not support a purchase request with an "automatic schedule".
- POTENTIAL WEAKNESS, PRD-12: System may not have the capability to include "standard" or "state agency/organization specific terms and conditions" on purchase requests and resulting purchase orders.
- WEAKNESS, PRD-13: Requisition attachmentse are limited to a size of 100MB.
- STRENGTH, PRD-15: System allows you to control who internally can access files attached to a requisition.
- POTENTION STRENGTH, PRD-18: The "@mention" feature "enabling customers to bring other people into the conversation".
- WEAKNESS, PRD-19: System does not provide a means to have "State Agency/organization specific purchase request fields". All fields are 'Statewide'.
- WEAKNESS, PRD-23: System does not provide a means for a user to enter/apply a discount to a line item on a requisition. Discounted values must be pre-determined/stored on the Contract or the catalog.
- WEAKNESS, WRK-6: System does not provide means to define approval "by-pass" rules. System only provides a manual means for a "permissioned user" to by-pass other approvals.
- **WEAKNESS, WRK-7: System does not provide a means to do "Parallel approvals". So "mutiple-path" workflows are not supported.**

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- STRENGTH, PO-2: The capability for a PR to create "pending orders" for future fiscal years.
- WEAKNESS, PO-5: System does not provide for multiple PO templates to provide "state standard and state agencies/organization specific" templates. Custom fields to address all agency/org needs to into one PO template.
- WEAKNESS, PO-8: Terms and Conditions on a PO would have to be done as a manual attachment.
- POTENTIAL WEAKNESS, PO-16: System does not support DocuSign on POs, does support it on Contracts. Uses "final approvals" as the electronic signature.
- STRENGTH, PO-18: The "Liquid" tool that allows control the "layout and look-and-feel" of POs.
- WEAKNESS, PO-19: Change Orders cannot be initiated by changing the Purchase Request/Requisition. Can only change Orders.
- STRENGTH, PO-25: The system provides a "Soft Close" and "Fully Close" feature that may give the State significant flexibilities.
- POTENTIAL WEAKNESS, PO-27 & PO-28: System may not provide a means to create an order without creating a requisition.
- NOTE, RC-3: While response does not indicate that the req't to record receipts without a PO is met, the response to RC-4 does indicate that it is supported.
- "STRENGTH, RC-10:
 - o The functionality for returns is strong.
 - o System provides some form of Credit Memo capability.4"
- WEAKNESS, RC-21: System does not provide a means to "convert" PO unit of measure to an "inventory unit of measure".

Catalog Capability

- PDF pg. 47: NOTE, "Coupa's Advantage Suppliers" are the suppliers that Coupa has "negotiated savings" and provide punchouts in Open Buy.

RTM

- POTENTIAL WEAKNESS, CAT-7: The limit of 1 million line items may impact some of the State's very large suppliers who cannot or are not currently providing Punchout sites.
- NOTE, CAT-13: Coupa did not appear to understand the requirement.
- STRENGTH, CAT-15: The pricing options available are comprehensive with some options beyond what was required.
- WEAKNESS, CAT-17: System does not provide catalog item images. Must put links in the item description for users to navigate to.
- WEAKNESS, CAT-20: System does not provide a means to use Punchouts to get quotes.
- STRENGTH, CAT-24: The capability for suppliers to ""load catalogs into Coupa via EDI"" would allow suppliers to automate submission and loading of hosted catalogs.
-
- CONCERN, CAT-24: the response to CAT-2 indicates that a ""catalog manager"" will do catalog approving however CAT-2 response indicates that ""a Buyer"" would approve catalogs"". It is not clear who will be reviewing/approving catalogs."
- WEAKNESS, CAT-28: The system does not provide end users with an "onscreen listing/organization of catalogs".
- WEAKNESS, CAT-33: Catalog search results can only prioritize "certain suppliers". System does not have capability to prioritize specific contracts.

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- CONCERN, CAT-34: Setting up punchout catalogs as "punch-in" catalogs may only work if the punch-out suppliers modify their respective website. So the value may be limited since those punchout suppliers are usually reluctant to take on this work.
- WEAKNESS, CAT-38: The system does not provide a means for catalogs to be searched without logging into the system.

Sourcing/Bid Management

- PDF pg. 47: CONCERN, it is not clear what is being proposed from Deloitte with the reference to their "bot library" for public posting of solicitations on the State website. NOTE that SPR-7 indicates that "Events that are flagged to be publicly available are listed on a common page in the Coupa Supplier Portal (CSP)" which is Coupa's common (across all customers) public posting location.
- PDF pg. 48: STRENGTH, system provides means to "identify opportunities for new sourcing events" by finding where same items/services are being purchased across the State/Entity.
- PDF pg. 48: STRENGTH, the capability to define projects and 'link events' to projects'.

RTM

- "POTENTIAL STRENGTH, SRC-2: The system ""recommends new savings opportunities"" from ""ongoing transactional spend".
- CONCERN (SRC-2): Response refers to this module as a "new application", so concerned that it may not be mature yet."
- STRENGTH, SRC-12: System provides "Dutch Auctions" capability in addition to reverse auction.
- POTENTIAL WEAKNESS, SRC-28: The "message board" is specifically for communication with suppliers, not "solicitation participants". The "@mention" feature in "the comments field" is not described as if it's a collaboration tool but simply a notification tool instead.
- WEAKNESS, SRC-33: Standard T&Cs would have to be in an attachment rather than a library or template concept.
- WEAKNESS, SRC-35: System does not provide check-in/check-out capability for documents, T&Cs or templates.
- CONCERN, SRC-36: The use of solicitation templates to have a set of specifications seems like a workaround. If you needed the same specification on different solicitation types then you might have to create multiple templates for every combination of specification and solicitation type.
- POTENTIAL WEAKNESS, SRC-37: System does not provide an option to automatically update sourcing templates when standard documents, terms/conditions or specifications are associated with the template and when the standard version is modified.
- WEAKNESS, SRC-41: MS Office and Adobe Acrobat would be used outside the system to author solicitation documents and then have to be manually added to the Solicitation in the system.
- NOTE, SRC-43: Response does not address the requirement to allow reassignment of work, however the response to SRC-44 seems to be for this req't.
- NOTE, SRC-44: Response does not address the requirement to allow reassignment of work, however the response to SRC-45 seems to be for this req't.
- POTENTIAL WEAKNESS, SRC-47: Solicitations themselves do not have workflow/approval capabilities. Response seems to require adding extra work to the sourcing process by creating "a

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Form which contains the information need to make the assessment" and that form is workflowed/approved.

- WEAKNESS, SRC-49: System only provides "sequential approval" capability, parallel approvals not supported.
- WEAKNESS, SRC-52: File size limit of 100MB.
- POTENTIAL WEAKNESS, SRC-76: The response seems to indicate that the State would be responsible for setting up a manual process to post the Coupa "public-facing URL" on the State's website. Response to SRC-54 that refers to a system provided link that provides access to an "Event information tab" may mean that the "public-facing URL" might not give access to the full solicitation details/documents.
- POTENTIAL WEAKNESS, SRC-78: Coupa OOTB does not have means to publicly post alerts on the States' website.
- WEAKNESS, SRC-80: System does not have the capability to "gather basic Vendor information" when they download or view the public posting of a solicitation
- WEAKNESS, SRC-81: The system will not provide a means to post amendments to the State's public procurement website. So even though there will be a "public-facing URL" (see SRC-76) that the State could place on it's website, there isn't anything provided additionally by the System that the State could post to indicate that an amendment had been issued.
- "CONCERN, SRC-83: Will the pre-bidding period"" functionality conflict with State procurement practices? Pre-bidding status allows suppliers to ""fill out questionnaires"" and ""send an initial response"".
- Also see SRC-98."
- WEAKNESS, SRC-89: System does not provide a means to load Excel file of Q&A as a means of entry. Can only make the Exel file an attachment.
- WEAKNESS, SRC-90: The system does not provide an OOTB capability to publicly "post all questions and answers".
- POTENTIAL STRENGTH, SRC-111: The capability to assign Evaluators "specific sections or documents" to review.
- WEAKNESS, SRC-112: Publishing a "list of participating suppliers" is a manual process to create the list and to publish it too.
- WEAKNESS, SRC-117: System does not allow hiding of vendor names from Evaluators.
- NOTE, SRC-120: Response did not address the requirement to be able to export "response" data, only discussed exporting scores. However, response to SRC-125 does indicate that they can be "exported".
- WEAKNESS, SRC-129: Attachment file size limit of 100MB.
- WEAKNESS, SRC-130: System does not provide a "collaboration or meeting function" for evaluation panel members.
- WEAKNESS, SRC-131: System does not provide a "collaboration or meeting function" for Buyer, Agencies and Mangarers.
- POTENTIAL WEAKNESS, SRC-135: Response seems to be saying that you cannot award the same lines or lots or all to multiple Suppliers.
- WEAKNESS, SRC-138: The only reference to this "implementation partner" concept is the "bot library" feature that Deloitte that is mentioned, without detail, in the Tech Proposal, PDF pg. 47
- WEAKNESS, SRC-139: System does not provide any form of Award notification to any Suppliers. Buyer will have to do this manually, outside the system.
- WEAKNESS, SRC-140: System will not send notification to disqualified suppliers. Buyer has to do this outside the system.

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- WEAKNESS, SRC-129: System will not send notification to non-award suppliers. Buyer has to do this outside the system.
- WEAKNESS, SRC-144: System does not provide a means to email notification to Agency representatives about an Award.
- WEAKNESS, SRC-145: System does not provide a means to email notification to non-awarded vendors about an Award.
- WEAKNESS, SRC-146: System does not provide a means to email notification to non-awarded vendors about an Award.
- WEAKNESS, SRC-147: The only reference to this "implementation partner" concept is the "bot library" feature that Deloitte that is mentioned, without detail, in the Tech Proposal, PDF pg. 47
- POTENTIAL WEAKNESS, SRC-148: System does not "lock and encrypt" responses for cancelled solicitations.
- WEAKNESS, SRC-150: The list of available (OOTB) user alerts about "actions to be taken on a solicitation" is limited.

Contract Management

- PDF pg. 50: STRENGTH, the capability to define projects and link contracts to projects.
- PDF pg. 50: NOTE, the 'feature' described of suppliers collaborating on contract authoring is actually being done outside the system by download/upload of MS Word documents that are worked outside of the system.

RTM

- WEAKNESS, CNT-10: System has a limit on the size of attachments of 100MB.
- WEAKNESS, CNT-20: Contracts cannot have the same number as the associated solicitation.
- POTENTIAL STRENGTH, CNT-25: Contract authoring with MS Word. NOTE: response says "is available", so this integration to MS Word may not be included in the pricing.
- WEAKNESS, CNT-27: System does not have the capability to specify which users "are allowed to view" each attached contract documents.
- POTENTIAL WEAKNESS, CNT-28: The system appears to not have a clear capability to establish contracts with a "pool of vendors" where you could then send a SOW and get quotes.
- WEAKNESS, CNT-32: Attachment limit of 100MB.
- WEAKNESS, CNT-34: "does not provide the ability to prevent backdating of a contract". Have to use workflow to catch the situation.
- WEAKNESS, CNT-38: File size limit 100mb.
- POTENTIAL WEAKNESS, CNT-39: Response seems to indicate that the system does not have OOTB functionality for loading subcontractor payment information to a contract.
- GAP, CNT-43: The Technical Proposal section for CLM (PDF pgs. 49/50) do not describe any Deloitte (implementation partner) plans/commitment to "provide the process for releasing contract information/data".
- GAP, CNT-45: The Technical Proposal section for CLM (PDF pgs. 49/50) do not describe any Deloitte (implementation partner) plans/commitment to "provide the process for releasing contract information/data".
- GAP, CNT-64: The Technical Proposal section for CLM (PDF pgs. 49/50) do not describe any Deloitte (implementation partner) plans/commitment to provide "public contract list" functionality or search of the list.

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- GAP, CNT-65: The Technical Proposal section for CLM (PDF pgs. 49/50) do not describe any Deloitte (implementation partner) plans/commitment to provide "public contract list" functionality or search of the list.
- WEAKNESS, CNT-66: Posting of contract alerts on the State's procurement website is not supported.
- POTENTIAL WEAKNESS, CNT-85: System does not have the capability to initiate an order directly from a Contract. Users must create a requisition and reference the Contract to be able to create an Order.
- WEAKNESS, CNT-88: The system does not provide a means to have one contract with different pricing for different organizations.

Vendor Performance

- PDF pg. 50: CLARIFICATION, is performance information available for Suppliers on the Open Buy part of the Coupa Network?
- PDF pg. 51: STRENGTH,
 - o the Supplier Health page and associated performance presentation/tracking is very comprehensive.
 - o the functionality includes Cure letter and improvement plan capabilities as part of the vendor performance functionality with the ability to "assigne recommendation-related tasks" both internally and to the supplier.
- PDF pg. 52: STRENGTH, the "Coupa Risk and Performance Management (RPM)" allows the State/Entity to establish KPIs for risk assessment/tracking that are specific to the State/Entity.
- NOTE, VPE-14: Response did not address the req't to be able to "create scorecards, charts and graphs" however the response to VPE-13 does describe "configurable scorecards" and the video demo did show charts and graphs as well.
- POTENTIAL WEAKNESS, VPE-20: System does not have a means to recognize contract items being ordered without referencing the contract number and alert the buyer/analyst responsible for the contract.
- WEAKNESS, VPE-25: System has limit of 100MB per attachment.

Purchasing/Data Analytics

- PDF pg. 53/54: NOTE, the "Coupa Reports" module/tool is "included as a part of its eProcurement platform" but there is also a "Coupa Analytics" tool mentioned (bottom of PDF pg. 54) that provides advanced reporting/analytics that is an "optional add-on" (see PDA-1) but is reference in several RTM responses (e.g GEN-6, CNT-28, VPE-21, PDA-1) that make it seem to be needed. NEGOTIATION, so suggest negotiating this module into the proposal at no additional cost.

RTM

- CONCERN, PDA-1: "Optional Add-On" so it is probably not included in the proposed scope/pricing?
- WEAKNESS, PDA-32: System does not provide any means to publish reports to an external (outside Coupa) website. State would have to do manual processes to take pre-run/scheduled report results and post to the State website.

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Technical Requirements

Availability

3rd para, PDF pg. 56:

- Meets req't.
- STRENGTH, Coupa has strong infrastructure with failover/redundant hardware and hardware replicated "in realtime" to another "Availability Zone".

Accessibility Requirements

PDF pg. 57:

- Partially meets req'ts
- "Coupa is also working towards section 508 accessibility requirements"
- Coupa has adopted WCAG v2.0 Level AA and is "continuously applying accessibility requirements in our processes". However currently, "Fully Supports or Partially Supports conformance levels" for P2P and Expense offerings. So partial compliance but may be sufficient for specific State/Entity regulations.

Audit Trail and History

PDF pg. 58: Meets req'ts.

Browsers Supported

PDF pg. 59:

- Meets req'ts
- CONCERN, Coupa only tests the system with IE and Firefox browsers. Chrome, Safari and Edge are not used which are the more commonly used browsers in Public Sector.

User Accounts and Administration

PDF pg. 60:

- Meets User Acct/Admin req'ts except response did NOT address req't to be able to delegate Admin role to agencies.

RTM

- POTENTIAL WEAKNESS, TECH-12: System does not provide a 'one account' feature for user that is both a buyer and a supplier. User must have two accounts.

User Authentication

PDF pg. 61/62:

- Meets all req'ts except 2FA, must rely on States's SSO setup. NOTE: Non-State entities (e.g. Local Gov'ts) would not be likely to be in the States' SSO system.
- STRENGTH, can require Suppliers to do 2FA. Interesting that system can do this for Suppliers but not non-State users in the system.
- NOTE: "P-cards" are identified as part of the "centrally responsible" user profile data. Need to see what the responses are to the **RTM** req'ts on PCard admin.

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RTM

- POTENTIAL WEAKNESS, TECH-21: System does not provide two factor authentication. Must use the "State's identify management solution" for this. This would not address non-State entity users.
- NOTE, TECH-23: The password rules are standard across all of Coupa and may not fit each State's specific rules/policies.

Federated Identity Management

PDF pg. 63: Meets req'ts

Data Conversion

PDF pg. 63/64:

- Meets req'ts.
- CONCERNS that may need to be negotiated:
- Migration limits of "50,000 supplier accounts and 300 contracts" for a State including it's agencies. However, responses to TECH-27 thru TECH-29 indicates that "All legacy" Reqs, POs, Solicitations and Contracts can be loaded.
- If "integration is in scope", "smaller subset of data" of "up to 500 total records across system configuration areas".

Interface and Integration

PDF pg. 64/65:

- GAP, system does not provide real-time integration capabilities. Can be 'near real-time' based on scheduling. "Coupa's standard integrations run on a polling schedule". Typically "transaction data" is on "an hourly basis."

RTM

- While there are not specific issues for the Integration **RTM** req'ts (TECH-35 thru 60) there are questions on what specific interfaces/integrations are included in the proposal scope/pricing and there are some detailed req'ts which were not fully addressed.

Office Automation Integration

PDF pg. 65: Meets req'ts.

Mobile Device Support

PDF pg. 65: Meets req'ts.

Mobile Applications

PDF pg. 66: Coupa does have a mobile application for iOS and Android. Meets req'ts.

Data Ownership and Access

PDF pg. 66-67: Meets req'ts

- CONCERN (also noted F. Managed Services Reqs, Transition Out Assistance Service, PDF pg. 144), regarding the 60 day period from Contract expiration to get Data from the system. Suggest negotiating this for a longer period to make sure the State/Entity has time to validate that they got all of the data and that it is usable.

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Date Retention, Archive and Purge Considerations

PDF pg. 67: Meets req'ts.

Disaster Recovery Plan

PDF pg. 67-68: Meets req'ts.

- NOTE: If this proposal moves forward, suggest requiring submission of the 10 Coupa policies/processes that are referenced for their Disaster Recovery and Business Continuity Plan so there is complete documentation for review by any potential using Entity.
- PDF pg. 68: STRENGTH, extrement robust infrastructure backup/redundancy/recovery capabilities
 - o "application and data is replicated across multiple Availability Zones (AZ) and Regions".
 - o production data replicated across "two different storage arrays"
 - o hard drive snapshop image taken "every hour"
 - o "11 nines" of availability
 - o "System recover" is fully automated.
 - o Server failure, automatic trigger of new compute instance w/software, configuration and connection to primary or backup EBS storage
 - o Primary database failure, "automated redirect" to backup replica.

Solution Environments

PDF pg. 69: GAP, proposal only includes a Production and Sandbox environment. Testing, Training and post-go live configuration work is done in the Sandbox environment.

- Additional environments are available "for an additional charge".
- Should this proposal go forward, suggest Negotiating two additional environments, if needed/desired by the State/Entity, at no extra cost.

RTM

- WEAKNESS, TECH-64 thru TECH 67: Coupa relies on a single "Sandbox" environment to address testing, training and trying new configurations. This is not a 'best practice' in that conflicts between testing and training schedule will occur and the configurations/data brought into the environment for testing is likely to impact Training. ALSO, responses did not address the req't for testing/training to refresh to "remove test and training data and update with relevant production data".

Solution Technical Architecture

PDF pg. 69: Meets req'ts. Strong technical architecture

PDF pg. 70:

- Web Tier: modsecurity, NGINX
- App Tier: Ruby on Rails, phusion
- DB Tier: MySQL
- Hosting/Storage: AWS
- CONCERN (pg. 70), Coupa can "collect unique market benchmarks" from it's multiple tenants. NEGOTIATION, should this proposal move forward suggest making sure that Coupa does not have access to State/Entity data that they shouldn't have access to.

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Solution Network Architecture

AWS Hosting Locations, PDF pg. 75-78: Meets req'ts. Strong architecture.

System Development Methodology

PDF pg. 79/80: Meets req'ts. Strong, mature methodologies.

Service Level Agreement

PDF pg. 81: GAP

- "Best effort is made to maintain flexibility with unique customer SLA requirements, Coupa is unable to guarantee full compliance to the Exhibit 2: Model SLA document at this time".
- Coupa SLAs are standard across all their customers. Need to negotiate to have "unique customer SLA requirements".
- NOTE, Coupa uptime SLA won't fail unless entire system is down.
- Severity Level response times are "based on the level of support contracted". The only support level info provided is for "Premium Support" (Fig. 16) and which only commits "Initial Response" and "Query Response" times, not resolution. Also the times are too long for State business operations.

Security Requirements

Cloud Security Alliance (CSA) Compliance

CSA Compliance: Meets req't.

Security and Privacy Controls

PDF pg. 83: Meets RFP req'ts but...

- Coupa uses NIST controls as guidance, and is not fully compliant.
- AWS Cloud (hosting) validated by 3rd party for NIST 800-53.
- Coupa is FedRAMP Moderate Ready, expect full certification by end of 2021.

Security Certifications

PDF pg. 84: Meets RFP req'ts

Coupa Certs

- SSAE 18 Type 11 SOC 1 & SOC 2
- ISO 27001
- TUV Rheinland Cloud Cert
- PCI DSS
- HIPAA ePHI protections provided
- CSA STAR self-assessment

AWS, designed/managed in alignment w/

- SSAE 18 SOC 1, SOC 2 & SOC 3
- FISMA, DIACAP, FedRAMP
- DOD CSM Levels 1-5
- PCI DSS Level 1

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Annual Security Plan

PDF pg. 85-88: Meets RFP req'ts

- "Coupa will comply with the Lead State and Participating Entities' requirements for an Annual Security Plan"
- "Deloitte will work with Coupa to develop the supporting security strategy and security plan".

Secure Application and Network Environment

PDF pg. 89-91: Meets RFP req'ts.

- Very mature security controls for the application and environment.

Secure Application and Network Access

PDF pg. 92/93: Meets RFP req'ts.

- Very mature access controls.

Data Security

PDF pg. 94-96: Meets RFP req'ts

- NOTE, "Use of Customer Data" (PDF pg. 96) by default Coupa can use derived aggregated quantitative data but States/Entities can "choose not to participate".
- NOTE, "Disposal of Customer Data", Coupa deletes customer data 60 days after contract/agreement termination/expiration. Suggest NEGOTIATING an increasing in the number of days, especially in termination cases where 60 days may not be enough time with all of the activity that may be going on with a termination.

Personally Identifiable Information Protection

PDF pg. 97/98:

Meets RFP req'ts

- NOTE, suggest during Negotiations to confirm that any fields added by a State/Entity that are considered PII can be protected.

Security/Privacy Issue Occurrence

PDF pg. 98/99:

Does not meet these specific req'ts but does have a comprehensive practice.

- Notification within 24 hours instead of req'd 2 hour notification
- No commitment to 48 hours present exposure/assessment or 4 calendar day to resolve.
- NOTE, as a SaaS Coupa has a single "Incident Response Plan"/approach for all of it's customers. So not likely to change. If awarded, suggest this section be called out to States/Entities to review for fit to their own specific req'ts.

PII Data Actual/Attempted Access or Disclosure

PDF pg. 100/101:

Does not meet these specific req'ts but does provide protection compliant with HIPAA & GDPR

- Notification within 72 hours instead of req'd 2 hours.
- NOTE, this is another topic that suggest recommending States/Entities review for compliance with their specific requirements.

Security Breach Reporting

PDF pg. 101/102:

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Does not meet these specific req'ts but does have a comprehensive security reporting practice.

- Notification within 72 hours instead of req'd 2 hours.
- NOTE, this is another topic that suggest recommending States/Entities review for compliance with their specific requirements.

Implementation Services Requirements

Project Management

PDF pg. 104:

- Project Mgmt approach is mature.
- Project timelines are unrealistic (too short) for the implementation scenarios (Small, Med, Large). Notice that the Build/Unit Test times include
 - o creating Integrations (see Fig. 25, PDF pg. 114)
 - o conducting multiple Conf Room Pilots (CRPs) and adjusting the design (PDF pg. 116)
- COSTS Assessment, the proposed scenario pricing may be understated if based on these timeline. NEED TO REVIEW ANY COST ASSUMPTIONS.

Project Timeline SMALL, PDF pg. 105:

- overall 36 weeks (9 months) to go-live... too aggressive/short for a Full Suite deployment
 - o 4 weeks for Design across all modules
 - o 10 weeks for Build/Unit Test
 - o 6 weeks for all testing with 3 weeks for UAT across all modules
- Training not called out, but all looks like 3 weeks is allowed before Go-Live.

Project Timeline MEDIUM, PDF pg. 106:

- overall 52 weeks (13 months) to go-live... too aggressive/short for a Full Suite deployment
 - o same 4 weeks for design across all modules as with Small
 - o Build/Unit Test is 12 weeks, which is only 2 weeks longer Small
 - o 13 weeks for all testing with 4 weeks for UAT, which is only 1 week more than Small
- Training not called out, but all looks like 7 weeks is allowed before Go-Live.

Project Timeline LARGE, PDF pg. 106:

- overall 60 weeks (15 months) to go-live... too aggressive/short for a Full Suite deployment
 - o 10 weeks for design across all modules
 - o Build/Unit Test is 15 weeks, only 3 weeks more than Medium and 5 weeks more than Small
 - o 16 weeks for all testing with 4 weeks for UAT, only 3 weeks more than Medium
 - o Training not called out, but all looks like 4 weeks is allowed before Go-Live which is less 3 weeks less than Medium and only 1 week more the Small

Project Org Structure, Fig. 20 &21, PDF pg. 109:

- Proj Team & responsibilities do fit Full Suite implementation.
- COST Assessment/Negotiation ideas
 - o Suggest not letting the Project Executive to be part of the costs for the project. This is Corporate level person without day-to-day project involvement.
 - o Suggest negotiating OCM to be a priced option so States/Entities have the option to use other resources instead of Deloitte staff.

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State/Entity Staff, Fig. 22, PDF pg. 111:

Good list of what a State/Entity should plan to have for project staffing.

Governance Approach, Fig. 23, PDF pg. 112:

NEGOTIATION, need to make sure that the specified Governance structure is not 'required' by Deloitte since this will vary among States/Entities.

Status Reporting, Fig. 24, PDF pg. 112/113:

STRENGTH, the adoption scorecard may be a very effective tool for the State/Entity. Will need to learn more about the metrics, how they are measured and potential to add some specific metrics that a State/Entity may want.

Project Implementation Methodology

PDF pg. 113-119:

Mature implementation methodology however the approach and amount of work identified doesn't align with the example Timelines provided in the previous section.

- "Hybrid agile approach" (pg. 114)
- Utilize "use-cases" from previous implementations (pg. 1140)
- Iterative Build with CRPs (pg. 116)
- "hybrid agile approach to handle testing" (pg. 116)

Iterative Test Types, Fig. 29, PDF pg. 117:

- WEAKNESS, no Performance Testing which has proven to be an issue with a number of State implementations of many systems.
- NEGOTIATION, there are 8 different recommended "test types". Suggest locking in that all test types are included in the proposed costs. Also negotiate adding Performance Testing at no additional cost.

Deploy/Hypercare, PDF pg. 118:

STRENGTH, "Dress rehearsals" for cutover are not a common practice in the industry. This is a good Risk management practice.

Catalog Support Services

Fig. 33, PDF pg. 120: Meets RFP req'ts

- NEGOTIATION, move this to Optional work to allow for situations where the State either does the work themselves or contracts with another outside entity to do the work.

Data Conversion Services

PDF pg. 121: Meets RFP req'ts.

Interface/Integration Development Services

PDF pg. 122-124: Meets RFP req'ts.

- Mature capabilities that offers csv and web call options as scheduled or near-realtime.

Organizational Change Management (OCM Services)

PDF pg. 124-126:

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- Meets req'ts at basic level... not enough detail to determine strength. However ALM Intelligence named Deloitte "a global leader in Communications and Change Management Consulting".
- COST ASSESSMENT, suggest looking to having OCM area be set up as Optional for those situations where a State/Entity wants to use other (internal or other 3rd party) resources for OCM. There would still need to be an OCM lead from Deloitte to work with these other resources in that situation.

Training Services

PDF pg. 126-130: Meets RFP req'ts with some additional Strengths.

Training Strategy, PDF pg. 127:

STRENGTH,

- Incorporating looking at existing State/Entity training programs/practices is a good practice to not only potentially leverage them but to also make sure eProc training is coordinated.

Initial Deployment, PDF pg. 128:

CONCERN/NEGOTIATION

- The limits of "10 State staff" and "20 live webinars" for Suppliers are too low to support a Statewide/Entity-wide implementation. Especially for the Medium & Large State scenarios.
- Need to get more into the scope/cost approach without increasing costs.

Training Deliv Methods, PDF pg. 128:

- NOTE, Use of "training channels" is limited to "25% of state's employee counts".
- Need to be certain what is meant by "employee" here to be able to understand what this limit number this translates to.
- NEGOTIATION, if this means to full count of all employees in a State/Entity, then this might be an area for cost reduction if State/Entity needs less than 25%.

Training Format, PDF pg. 129:

STRENGTH,

- "Cohorts/Office Hours" concept is not commonly included in these types of plans and reflects maturity of training approach. NOTE, though is is not clear whether the "trainers" or "SMPs" to staff this would be Deloitte staff or State/Entity staff.

Post Deployment Training Resources, PDF pg. 129:

CONCERN/NEGOTIATIONS

- Proposal limits Functional Training Guides to "two 15-minutes videos or guides". This is not enough to cover all of the functional areas for a Full Suite implementation.

Help Desk Services

PDF pg. 131-134:

- NOTE: Response to this section and the Help Desk section of F. Management Services Req'ts is for Coupa Help Desk support. Deloitte has it's own Help Desk service offering that is documented in Section G. Other Available Services (PDF pg. 149-150)
- State/Entity to provide Level 1 & 2 Help Desk support, Coupa would provide Level 3. (PDF pg. 132). NOTE, Coupa Level 3 is generic/standard Coupa, not the State/Entity specific implementation of Coupa.

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Approach/Methodology, PDF pg. 131:

- GAP, the statement that Coupa meets "**RTM**: Tab 6, IMPL-1 through IMPL-5" is not correct.
- IMPL-3 & 4 require live chat tool for all users but the Coupa tool is only for Suppliers
- IMPL-5, the response did not address the req't to integrating Deloitte/Coupa ticketing system with State IT Help Desk system. Response instead talked about the "multi-level support services" that are available.

Coupa's Support Features, PDF pg. 131/132:

WEAKNESS, for State/Entity side Help desk offering is only for Level 3 and only for 10 users can call the Help Desk and they have to be "Coupa certified" users.

Issue Severity Levels, PDF pg. 133:

WEAKNESS

- Issues are "prioritized by the Coupa team", so State/Entity does not get to specify priority
- Severity definitions for 1-4 do not fit the SLA model that was in the RFP.

Customer Satisfaction, PDF pg. 134:

WEAKNESS, no direct measuring or asking of Customer Satisfaction. Coupa uses "renewal rates and add on licenses" and tracking "snapshots" of customer spend metrics to assess customer satisfaction.

RTM

- "IMPL-1, Help Desk Services for ""buying and supplier users"":
 - o STRENGTH: Application screens give users access to ""Ask an Expert community forum"", ""Take a Tour step by step guide"" and ""Coupa Community"".
 - o CONCERN: The provided Help Desk services appear to mostly be 'generic'/common Coupa support, not specific for the State/Entity customer implementation."
- IMPL-2, Response to the req'ts describes standard Coupa training offerings but does not specifically indicate what is included in the Proposal for Help Desk training. However, the Technical Proposal document (Section E. Implementation Req'ts, 7. Training Services, PDF pg. 126-130) does provide details on what is included.
- POTENTIAL WEAKNESS, IMPL-3 & 4: Coupa's "live chat tool" is only for Suppliers. There isn't an equivalent for the State/Entity user side.

On-Site System Stabilization Support

PDF pg. 135/136:

Meets RFP req'ts but suggest NEGOTIATION to identify the number of on-site resources included.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Coupa)

CATEGORY #(s): 1

DATE: 10/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Managed Services Requirements

Solution Support

PDF pg. 138-142:

- Overall, meets RFP req'ts.
- NOTE: Response to this section is for Coupa Help Desk support. Deloitte has it's own Application Managed Services offering that is documented in Section G. Other Available Services (PDF pg. 148-149)
- Note that support is focused on the shared Coupa SaaS environment and there is not a great deal of focus at the specific Customer level except for Customer Account Managers and Customer Value Managers (PDF PG. 140-141), these positions respond to customer requests for support rather than being proactively dedicated to a customer engagement.

Technical Activities, PDF pg. 141:

- Managed Services does NOT include support for "System integrations and scheduled reporting/ETLs" set up during implementation. These are "maintained by the customer".
- Coupa maintenance windows "can last up to three hours". NEGOTIATIONS, suggest locking down what hours of the day are established for these "three hours".

RTM

- POTENTIAL WEAKNESS, MNGD-1: Coupa does not have an "independent response time measurement service". Coupa self-monitors/reports.

Organizational Change Management (OCM Services)

PDF pg. 142:

Meets RFP req'ts with caveat that Deloitte needs "scope of such OCM services needs" to be able to provide a "targeted OCM plan".

Training Services

PDF pg. 143:

Meets RFP req'ts with caveat that Deloitte needs "a discussion" to "define and develop a training and continuous improvement plan".

Catalog Support Services

PDF pg. 143:

Meets RFP req'ts with caveat that Deloitte needs to "work with the Lead State and Participating entities to choose" the services needed.

Help Desk Services

PDF pg. 143:

Help Desk services offered have issues. See notes from Section E. Implementation Req'ts, 8. Help Desk Services, PDF pg. 131

Transition Out Assistance Services

PDF pg. 144-146: Meets RFP req'ts.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- CONCERN, regarding the 60 day period (PDF pg. 146) from Contract expiration to get Data from the system. Suggest negotiating this for a longer period to make sure the State/Entity has time to validate that they got all of the data and that it is usable. NOTE: this same 60 day data extract language is in the Technical Req't's section (see Data Ownership and Access, PDF pg. 67-68).

Video Demonstrations

- o No additional notes from above.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Coupa)

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Deloitte implements Coupa
2. Previous Projects
 - Joint implementation with ERPs
 - Public and private sector
 -
3. Subcontractors
 -
 -
 -
4. Organizational Chart
 - Detailed position list with responsibility.
 -
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte (Coupa)

CATEGORY #(s) 1:

DATE:

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Coupa - Unified Business platform. SAAS – subscription-based
Full source solution combines multiple Coupa modules

Requirements Traceability Matrix (RTM)

- Single point of entry for modules.
- Detailed RTM provided – complete.
-
-

General Principal and Requirements

- Key Solution Functionality Elements: Browser-based platform. Marketed as configurable by business users without programming requirements / low complexity implementation. General functionalities – most marked as Out of the box. Some exceptions for integrations to stated State Procurement website posting and existing state data warehouse and BI reporting. Purchasing, payment, supplier directory, catalogs, punchout; logistics and inventory control; reporting dashboard and multiple options. Sandbox and Production environments with simultaneous updates for fix/enhancements.
- User Experience. Intuitive UI marketed. Workflows can be structured to match organization's departments, roles, approvals, delegations; guided buying process; "surfacing preferred products and services to alert employees to discounted pricing and advantageous terms."
- Bidder Best Practices and Roadmap
- Innovations and Value-Added Features/Services: Home page content, price comparisons, reviews and "Ask expert" categories(?). AI/Machine learning for fraud spend detection, data classification, search recommendations.
- Customizations/Extensions
- Alternative Funding Models

Functional Requirements

- General Functionality – Clarification question on future dating. Response notes contract docs can be future dated. I don't think future dating of production workflows is a problem.
Lacks comment requirement – notes configurable.
Subscription-based 100% SAAS solution / Integrates with DocuSign and Adobe sign.
Public posting – Coupa provides link to content but doesn't generate direct posted content for a state website.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Real-time transactions, with scheduled imports from external systems at hourly or daily intervals as configured (Note: this is standard third-party approach.)

- Supplier Portal – modules are Coupa Open Business Network, Coupa Platform and Coupa Sourcing (and Coupa LCM for contract modifications); Marked low complexity to configure. COPN allows suppliers to create catalogs (for state's admin approval), receive and process POs, manage invoices, manage punchout. Bid management including notifications of opportunities and submissions through Coupa Sourcing. Sourcing events would be published to Coupa Sourcing.
 - Supplier financial data does not integrate with states ERP live – data be transferred by API or flat file from ERP to Coupa.
 - Vendor complaints is configurable only.
 - ASNs can be entered by suppliers; some integration for automating ASN possible.
- Supplier Enablement/Management. — Native functionality for supplier setup and review in RPM module. Third-party integration (Low) would be needed for automated validation. Configuration by supplier manager for notifications (no code). Native audit reports in UI – others can be configured by Coupa support.
 - Supplier health dashboard for tracking performance.
 - I'm unclear if suppliers can have a master profile that is common to their state customers or if their portal for Maine is the same information in their profile for Washington DC. (file 3 p. 36).
- Buyer Portal – dashboard for buyer. Provides access to required views (Coupa Sourcing and Coupa Platform). System alerts through push notifications. Browser, email mobile app approvals permitted. User profile and workflow for PIA would be configured by implementation partner.
- Need Identification – Rates process as being consumer like. Items available for purchase can be restricted to user level, authority. Approval chains set up based on conditions, authority, cost. (Rated low level configuration.) Available contract parameters managed by business user.
- Request through Pay. (Coupa Procurement module). Pretty significant configuration required here based on state workflows.
 - EPROC-PRD-11 No automated schedule for purchases, but requisitions can be copied and resubmitted. Library Concept of Standard Specs – configurable item. (low)
 - Price discounts during req. Tiered pricing, early pay discount, etc. can be built into contract pricing and automatically applied during the shopping/requisition processes.
 - EPROC-PRD-27 listed as A, but not indicates custom field. (trade-in item values)
 - EPROC-PRD-40 Search functionality could be hindered for punch-out if accurate catalog is not supplied back to Coupa.
 - Centralized and desktop receiving permitted at line or PO level.
- Catalog Capability: Integrated for hosted items. Punchout option search option available with Coupa Open Buy configuration (see above – search quality depends on catalog load to Coupa by vendor); punchout to Amazon Business. XML transfer to punchout and return data.
 - **PROC-CAT-36** response doesn't align with requirement – **needs clarification.**
 - **PROC-CAT-38** – Catalog search without login is **not responsive**. It claims best practice for security, but in public contracts the pricing is not confidential and if segregated from the ordering function, it should not be a security issue.
 - Catalog maximum is 1 million items. (This would require punchout for MRO vendors for example.)

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EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Sourcing/Bid Management – Capacity for listed sourcing types. Questionnaire driven, or template (Coupa forms). In-flight changes will require manual workflow to update solicitation documents.
 - Routing/Approvals will require configured form.
 - **EPROC-SRC-63:** Module limits notification of an event to 300. This may be insufficient for compliance with state registered bidder list requirements — how can more recipients be accommodated. **Needs clarification.**
 - **EPROC-SRC-117** – not compliant to hide supplier names in the evaluation. **(Can this be waived from requirements?)**
- Contract Management
 - **EPROC-CCNT-72** – No native functionality to calculate and track admin fees. How would fees be invoiced? Offer notes custom data fields to track data only. **Needs clarification.**
- Vendor Performance
- Purchasing/Data Analytics – User configurable. All requests met.

Technical Requirements

- Availability – 99.99% uptime in 2020
- Accessibility Requirements – Not full 508. Working toward compliance. WCAG 2.0
- Audit Trail and History – Native functionality. Permanent record that can be retrieved for audit. Comments can be removed during transactions.
- Browsers Supported – Major browsers used. Not extensions required. Mobile responsive design.
- User Accounts and Administration – Setup and ongoing user management at customer level with Coupa training.
 - **EPROC-TECH-12** – **Not compliant.** Single user accounts-only supported for compliance and access security. **Needs clarification.**
 - **EPROC-TECH-14** – permissioned users can act on behalf of another user; notifications provided of action.
 - Common access credential for all Coupa modules.
- User Authentication – **EPROC-TECH-23:** 8 or 12 character p/w with lockouts and complexity requirements. **Doesn't state special characters, only alpha and numeric. Needs clarification.**
 - Option to require suppliers to use 2MFA for portal access.
- Federated Identity Management - Connects to states 2MFA. LDAP, Microsoft AD. SAML 2.0.
- Data Conversion – Can be performed. Process to be developed with Implementation Partner and Customer.
- Interface and Integration – ERP integration touted as plus – Coupa updated with master files to provide common accurate records rather than duplication.
- Office Automation Integration - Native
- Mobile Device Support. Notes mobile friendly for approvals, expense tracking.
- Mobile Applications – Native browser-based.
- Data Ownership and Access – lead state and PAs own proprietary data. Close of contract – all data provided in CSV during 60-days end of contract; after 60 days Coupa not contractually maintaining data. Certifies data destruction.
- Date Retention, Archive and Purge Considerations - Customer data stored for Coupa contract life. Policies to be established regarding archiving, retention.
- Disaster Recovery Plan – Detailed. Multiple failovers in event of data destruction.
- Solution Environments – Scalable load-based

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- Sandbox and production environments provided.
 - Ruby on Rails framework; AWS hosted.
- Solution Technical Architecture
- Solution Network Architecture
- System Development Methodology – updates every two weeks; major releases in Jan., May & Sept. Common updates in Sandbox and Production.
- Service Level Agreement – 99.8%. promised. Met based on prior uptime provided. Acceptable 4-level severity SL targets.

Security Requirements

- Cloud Security Alliance (CSA) Compliance – CAIQ questionnaire – detailed response. NIST, FedRamp and ISO 27001 standards. Security compliance training provided for all employees. Annual pen testing (available on request – should be requested during PA process); annual internal audits.
- Security and Privacy Controls
- Security Certifications – See above.
- Annual Security Plan – Detailed in CAIQ and narrative. ISO 27001, FedRAMP, and NIST SP 800-53 standards.
- Secure Application and Network Environment – AWS. Security detailed in CAIG document.
- Secure Application and Network Access – Can provide ISO, SOC2 and third-party audit reports. Recommend for PAs; Coupa staff only access environment via secure VPN.
- Data Security – CAIQ – DSI-05.1 0 Data is sanitized to ensure sensitive data is not exposed outside of production environment during environment cloning.
 - DISI-07 Hardware destructions standards for decommissioning cited. 30 days following termination of agreement.
- Personally Identifiable Information Protection. – Least privilege approach.
- Security/Privacy Issue Occurrence
- PII Data Actual/Attempted Access or Disclosure
- Security Breach Reporting – 24 hours – electronic notification. (Not compliant with 2 hours in RFP.)
- Notes: CAIQ provides detail on standards for Coupa that I find comparable with my experience Texas Comptroller of Public Accounts.

Implementation Services Requirements

- Project Management – Deloitte implement Coupa with Coupa-certified personnel. Detailed org table with PM, End-to-end lead, and specialist leads from components. On-site implementation team.
- Project Implementation Methodology – 5-0stage Hybrid Agile. 36-, 52-, 60-week go-live schedules for small, medium, large. Pyramid 4-tier structure for governance. Steering Committee, Design Authority Committee, Project leadership and PMO, Technical and Functional leads. (p112.) Iterative testing approach during short sprints. 3-month hypercare after deployment for end-user support, defect cure. Transition to managed services long-term.
- Catalog Support Services – Determine hosted/punchout. Open catalog import for end users. Setup retail marketplace and configure punchouts. Onboard suppliers and training PA staff to manage catalogs/punchouts.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Data Conversion Services – data cleansing by customer prior to migration. Determine conversion scope to needed records not all records.
- Interface/Integration Development Services – Deloitte performs data mapping. Works with customer staff to confirm technical specs. Deloitte configures Coupa design and develops test.
- Organizational Change Management (OCM Services) – Deloitte designs change management program focusing on employee experience and adoption. Focus on stakeholder groups. Communications plan. After onboarding, transition through Managed Services.
- Training Services – Initial deployment is training the trainer for state staff / 20 live webinars for suppliers. Deloitte identifies with staff the early adopters. Videos, reference guides. Trained state trainer delivers initial state and PA training. Virtual training sessions and SEMs. Classroom and virtual training for subset of super users and power end-users. Training materials that become customer property. Self-paced elearning.
- Help Desk Services –
 - Training. ongoing tier 3 help desk business hours; knowledge base and forum.
 - System support – 24x7 technical support. Phone level. Note that 2 or 3 call centers are overseas.
 - Supplier support in 4 offices.
- On-Site System Stabilization Support – 3 month hypercare.

Managed Services Requirements

- Solution Support – Corrective action – as-needed. 3 upgrades per year. Maintenance windows for migrations into production.
- Organizational Change Management (OCM Services) – Not provided in proposal – would be determined in discussion with customer.
- Training Services – Continuous training plan to be developed with customer need. Initial deployment is live training the trainer for customer to provide ongoing live training to configured system; ongoing access to self-paced elearning customerwide **Needs clarification for ongoing supplier training.**
- Catalog support services. – Referenced E3.
- Help Desk Services – Referenced E8.
- Transition Out Assistance Services – Would notify 12 months prior to contract end. Deloitte would work with new contractor, develop contract deliverables and work on data transfer. 90 day transition out plan documented.

Note: Other services detailed Deloitte's Level 0-Level 4 helpdesk. Level 3 is offshore application support that may not be permissible for some states.

Video Demonstrations

- Provided.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: EASiBuy

CATEGORY #(s): 1

DATE: 8/23/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 4)

- Started "in April 2009" as a SaaS for reverse auctions.
- "EASi provides complete bid management" in addition to "all bid management-related services". Concerned that this may not be a Full Suite eProcurement solution and may belong in Category 2 instead.
- "Partnership": Unclear what role these 'partners' would have with EASiBuys. From the Previous Projects it appears that Nextenders has the system that is Full Suite.

2. Previous Projects

- **Overall:**
 - i. EASiBuy - All but one example are Reverse Auction. The State of RI is "Strategic Sourcing Solution" which isn't clear if that's more than reverse auction. *So, no Full Suite eProcurement implementations.*
 - ii. Nextenders: None of the example projects state that they are using the EASiBuys solution. *Only one example is a Full Suite eProcurement implementation.*
 - iii. No examples of EASiBuy working projects with the cited partners.
- **State of Connecticut:** EASiBuy Reverse Auctions with Vendor Pay Model. Contract started June 2018 and have "run 21 events, representing nearly \$44M in contract spend".
- **State of Rhode Island:** EASiBuy Strategic Sourcing Solution. Contracted started Aug 2016. *Not a Full Suite eProcurement implementation.*
- **Hinds County:** EASiBuys, managed Reverse Auctions. Contract started 2010.
- **City of Los Angeles – GSD Supply Service:** EASiBuy Reverse Auction Services and Support with Vendor Pay Model. Contract started June 2016 and have "run more than \$41.6M in contract spend".
- **City of Mesa – Purchasing Division:** EASiBuy as "hosted third-party Reverse Auction Service Provider with Vendor Pay Model. Contract started Nov. 2014 and "has run approximately \$10.8M in contract spend".
- **PPADB on behalf of Botswana:** Nextenders "Supplier Registration, Annual Procurement Plan, ITT Vetting, eBidding, Adjudication, Dispute Resolution, Capacity Building, Asset Disposal, and MIS/Audit Trails". Contract started Feb. 2012 and went live in 2013/2015.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: EASiBuy

CATEGORY #(s): 1

DATE: 8/23/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- **MOFED:** Nextenders. Not clear what functionality has been implemented. Does say that system “provides a common interface to all parties” and enforces “user-level access-based privileges. “various modules of the System are work-flow driven”. Contract started Dec. 2013.
 - **Philippines Dept of Budget & Management:** Nextenders. Registration, Procurement Plan, Bid Notice Creation/Posting, Award Notice Creation/Posting, Mobile Apps (Android, iOS), E-Bidding (Sourcing), Reverse Auction, Contract Management, & Dashboards/Analytics. Contract started Dec. 2017.
 - **Haryana – Supplies & Disposal:** Nextenders. eProcurement Portal for tenders. Contract Jan 2014 for 5 years.
 - **Damodar Valley Corporation:** Nextenders. Supplier Registration, Sourcing, Purchase Order, Contract Management, Auction and Catalog Management. Also includes Help Desk support. Contract started April 2014.
 - **Nuclear Power Corp. of India:** Nextenders. Sourcing. Contract started July 2014, new contract awarded March 2018.
 - **India Dept of Atomic Energy:** Nextenders. “Indent Management, eTendering and Purchase Order modules”. Also Help Desk services. Contract started Aug 2016.
3. Subcontractors
- No subcontractors.
4. Organizational Chart
- Significant “Onsite” presence with 19 positions identified as such, so broad project presence working onsite.
 -
5. Litigation
- No litigation
 -
 -
6. Financial Viability
- **EASiBuy** Moderate Risk
 - i. Financial Stress (pg. 20): due to “Low proportion of satisfactory payment experiences”
 - ii. Supplier Evaluation Risk Rating (pg. 20): due to “Limited business activity signals reported in the past 12 months”. This may mean EASiBuys have not had new customer contracts in the past 12 months.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: EASiBuy

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments: Prime is reverse auction vendor. Question about limitation/potential for offshore implementation, data storage since the full-service system vendor appears to not be implemented within the U.S. based on provided experience or by the prime.

Organization Qualifications and Experience

1. Overview of the Organization
 - Reverse auction platform (EASi)
 - E-procurement is Nextenders not EASi.
2. Previous Projects
 - Public sector – state and federal
 - Full serve e-procurement implementation by partner vendors (subs) in Africa and Asia.
 -
3. Subcontractors
 - Not listed in Subcontractor section. Prior section lists HCA Healthcare / Nextenders (india) Pvt. Ltd.
 -
 -
4. Organizational Chart
 - Position list lacks responsibility details.
 -
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1

DATE: 8/23/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization - GEP

- Global providing “end-to-end procurement and supply chain services” w/ 20+ years “delivering procurement success” (pg. 4)
- “Top-ranked by Gartner, Forrester, IDC, Spend Matters” (pg. 4)
- “Woman and minority-owned enterprise” (pg. 4). Minority Owned cert- Tennessee, Women Owned cert- New Jersey (pg. 10)
- Can provide Full Suite eProcurement solution and “Managed Services” (pg. 6)

2. Previous Projects (pgs. 13/15)

- Overall:
 - i. Higher Education but no State/Local Gov't examples
- **Viatris:** Referred to “Unified direct and indirect buying and accounts payable” but they do not clearly say what GEP modules were implemented. Implies it was the Purchasing and Supplier Management modules. \$40B+ spend, 75K suppliers uploaded. *Not a Full Suite eProcurement implementation.*
- **UCAL:** Appears that GEP S2C (“Spend Analysis, Sourcing, Contract Management, Supplier Management) and a “public bid site” were implemented. Spend under management increased to \$47.5B, 1K+ sourcing events. *Not a Full Suite eProcurement implementation.*
- **Chevron:** “Unified, mobile-enabled system” but does not say what GEP modules were implemented. Provided Change Management for “users and suppliers”. *Unclear whether this was a Full Suite eProcurement implementation.*
- **LDS Church:** Contract and Supplier Management. “Managed over 8k suppliers and integrated over 25k contracts”. *Not a Full Suite eProcurement implementation.* Subcontractors
- **UMASS:** “Full suite of Source-to-Pay execution tools and process flows”. “Campus-wide Procurement Support desk and portal”. “Highly effective change management and communication plan”. *Appears to be a Full Suite eProcurement implementation however*

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

commented that there is a “roadmap” of “key capabilities that will be built out over the next 12-24 months after go-live”. So the implementation may not be complete.

3. Subcontractors
 - No subcontractors.
4. Organizational Chart
 - Organization charts provide sufficient detail to demonstrate that most areas of Full Suite eProcurement implementation are represented. (pg. 22)
 - Staffing Plan (pgs. 23-25) present both the Contractor and Participating Entity staffing/responsibilities. Both lists are reflective of the core positions and responsibilities.
5. Litigation
 - No litigation
6. Financial Viability (pgs. 31-33)
 - GEP (NB Ventures, Inc.): No negative categories or risk concerns cited.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 1
DATE: 11/24/21
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

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Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

- Single unified platform, pg. 4: "all relevant functionality in a single unified platform:- sourcing, savings tracking, category management, contract management, supplier management, and procure-to-pay"

User Experience

- Intuitive User Experience, pg. 8:
STRENGTH
 - o Users can pick which screen will be their landing page
 - o Users can drag/drop, reorder different sections of the screen. System retains changes for next log in.CONCERN: the "pending tasks" list has all tasks, mixing all types of transactions/tasks in a single list that must be filtered or searched. Will likely be too much in a single list for users.
- Mobile, pg. 9: STRENGTH, iOS and Android apps have very robust functionality.

Bidder Best Practices and Roadmap

- Agile Implementation Methodology, pg. 14: STRENGTH, methodology focused on "Progress over perfection" as detailed allows State/Entity to learn from decisions they make for setup configuration and adjust instead of settle.
- Release/Update Cycles, pg. 15: WEAKNESS, for New Releases and Maintenance Releases the State/Entity will only have a release in UAT for one week before it goes to Production.

Innovations and Value-Added Features/Services

All of these services are likely to be only an occasional fit/need for States/Entities. Suggest making sure these are negotiated and moved to be Optional and are not included in the proposal scope/pricing.

- **Organizational Maturity Assessment**, pg. 19-24: CONCERN, Maturity Assessment work is not often needed/desired by States and is very 'heavy'/intensive work (16 weeks minimum).
- **Opportunity Assessment**, pg. 25-28: CONCERN, Opportunity Assessment is another heavy/intensive effort towards recommending Sourcing actions by the State. This is outsourcing

STATE OF MAINE INDIVIDUAL SME NOTES

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the 'strategy' part of Strategic sourcing and it requires a lot of data that is not easily obtained or categorized... so lot of work to gather and then analyze/classify.

- **Market Intelligence**, pg. 30-34: Reports from GEP resources/data to support a State's Strategic Sourcing efforts. This is not likely to be a heavily use resource/service since it would target situations where the State/Entity feels they don't have sufficient insight for a planned sourcing event.
- **Category Management**, pg. 36-37: This appears to be full outsourcing of Strategic Sourcing work.

Customizations/Extensions

- Customizations/Extensions, pg. 39: NOTE, GEP uses a "Product Advisory Group (PAG)" to get customer feedback on current features, new features and feature enhancements. Should GEP move forward, suggest negotiating to have some part of the post-award ValuePoint Team to be members of this Group to insure that NASPO members have a 'voice' for the roadmap of the system.

Alternative Funding Models

- None offered

Functional Requirements

General Functionality

- Modules included, pg. 46: Spend Analysis, Sourcing/Bid Mgmt, Contract Mgmt, Supplier Mgmt, Item Master, Vendor Master, Reporting/Analytics, Invoice Mgmt, Purchasing, Catalog Mgmt, Guided Buying.

RTM

- WEAKNESS, GEN-3: Suppliers must register to be able to use an RFx link to access a Solicitation Event.
- STRENGTH, GEN-12: System search can search "content with any readable attachments" (e.g. pdf, excel).
- WEAKNESS, GEN-25: All emails generated by the system will have a From email address domain of "gep.com" instead of the State/Entity.
- POTENTIAL WEAKNESS, GEN-35: System does not have a "comment library" feature to store standard comments for use on Transactions.
- WEAKNESS, GEN-38: GEP licensing does not provide for "unlimited licenses for business users and supplier users."

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Supplier Portal: does have the functionality.

- GEP Supplier Enablement Team, pg. 50: "will take ownership of onboarding all State/Participating Entity suppliers... at the time of implementation". CLARIFICATION, will this team be responsible for on-going supplier onboarding post-implementation of the system?
- "GEP does not charge the suppliers to transact on our platform" (pg. 50)
- Suppliers have "single login to transact with different States/Participating Entities (pg. 51). So single supplier account to work with all Coupa customers.

RTM

- STRENGTH, SPR-13: Supplier emailed invoices can be OCR scanned to extract metadata and automatically load this into the system.

Supplier Enablement/Management: does have the functionality

- "Pre-Qualified Supplier", pg. 54: CLARIFICATION, are these lists required to be used as the invited supplier list for sourcing events?

RTM

- Meets req'ts

Buyer Portal: does have the functionality

RTM

- Meets req'ts

Need Identification: does have the functionality

- "Central intake form", users provide details on product/service with "category/commodity specific questions/fields". (pg. 62)

RTM

- Meets req'ts.
- STRENGTH, NEED-3: System allows creation of multiple "intake form" capabilities to address different kinds of procurement needs.

Request through Pay: does have the functionality

- pg. 64: CONCERN, "connecting every order to a contract" may mean that the system does not provide means to do non-contract orders in the system.
- pg. 66: Can create purchase orders "without a requisition".
- Services Procurement, pg. 67: STRENGTH, 3 ways to address services procurement
 - o User creates requisition with Milestone line items on a PO.
 - o User creates requisition with Contingent Worker details.
 - o Supplier creates "service entry sheets" with "service line items/rates" from the contract that are "sent for approval".

RTM

- NOTE, there are many req'ts where the response is "yes" and basically repeating the req't without providing details of how the system would do it.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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- POTENTIAL WEAKNESS, PRD-13: System does not provide a "library concept of standard specification text or attachments associate with specific commodity codes".
- POTENTIAL WEAKNESS, PRD-37: System does not capture "non-contract match" items when purchasing from a State source.
- POTENTIAL WEAKNESS, PRD-37: System does not capture prices for matching State sources when a non-contract item is selected.
- CONCERN, PRD-56: Response is would "like to discuss" in regards to being able to enter "backdated purchase requests".
- POTENTIAL WEAKNESS, PO-16: System only offers "signature image" for electronic signature of the PO.
- NOTE, PC-1: Pcard functionality for the system is not scheduled for release unty Q1-2022.
- POTENTIAL WEAKNESS, RC-3: System does not provide a means to record receipts in the system without a PO being in the system.

Catalog Capability: does have the functionality

- pg. 69: CONCERN, "catalogs linked with contract" may mean that the system does not support non-contract catalogs.
- pg. 70,
 - o "At the time of implementation, GEP will configure any State/Participating Entity specific punchout catalogs".
 - o "supports level-2 punchouts", suppliers must "expose their APIs to GEP web crawlers".
 - o "Internal Catalogs" that integration with inventory master provides "visibility in on-hand balances/quantity, price to the users".

RTM

- Meets req'ts except, POTENTIAL WEAKNESS, CAT-19: Catalogs cannot have negative values to identify trade-in values.

Sourcing/Bid Management: does have the functionality

- pg. 74, "line sourcing events from opportunities identified through spend analysis".

RTM

- STRENGTH, SRC-29: System allows users to copy/paste from Excel to the price sheet screen.
- POTENTIAL WEAKNESS, SRC-37: Changes to a Solicitation Template may automatically "make specific updates to the sourcing events" where users have used the templates.
- POTENTIAL WEAKNESS, SRC-67: System does not provide a means for suppliers to add themselves to a solicitation bidders list. The buyer must do it manually.
- WEAKNESS, SRC-97: Suppliers cannot withdraw a response once it has been submitted. They must revise their response to say not responding and re-submit to replace their previous response.
- POTENTIAL WEAKNESS, SRC-102: System does not provide a capability for supplies to electronically sign their response. They must sign a printed copy, then scan & attach the document.
- WEAKNESS, SRC-107: System does not provide a way to prevent Suppliers from submitting on-line responses for 'hard copy submission only' Solicitations.

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- NOTE, SRC-109: The capability for buyers to enter paper responses on-behalf of Suppliers is not currently a feature but is expected to be available by Award.
- WEAKNESS, SRC-122 & 123: System does not provide a means to define and apply Preferences to response evaluation.
- POTENTIAL WEAKNESS, SRC-148: For cancelled solicitations, any submitted responses will not be locked/encrypted to prevent buyer access and Suppliers cannot withdraw their responses.

Contract Management: does have the functionality

- Pg. 77
 - o Collaborative Authoring", route contract draft internally and externally to suppliers for "review, editing and redlining"
 - o Very comprehensive integration with MS Word with check-out/check-in document control and access clause library from within MS Word.

Video - Strengths

- Contract Wizard method, prompts user for info and system suggests relevant templates then creates draft contract.
- Contract Examiner: loads and scans PDF docs extracting Meta data
- In MS Word editing of contract language redlining user can see list of Clauses from library (Variable Library) that can be added while editing in Word.
- Contract Search from Workbench searches all Contract Metadata and all readable documents.

RTM

- STRENGTH, CNT-8: System has a 'mass' update feature to amend all existing contract to get updated clauses/templates.
- NOTE, CNT-23: Response did not address Contract Authoring however on pg. 77 of the Technical Response this capability is discussed.
- POTENTIAL WEAKNESS, CNT-27: System does not provide a means to restrict access to specific attachments on a Contract.
- POTENTIAL WEAKNESS, CNT-36: System does not provide a means to define default account coding as part of the Contract record that would then be used as default for requisitions/orders from the contract.
- WEAKNESS, CNT-38: To capture Contract subcontractors, resellers, dealers and franchises they must be issued their own contracts in the system.
- WEAKNESS, CNT-41: To capture Contract SWAM certification/participation data each subcontractor must be issued their own contract in the system.

Vendor Performance: does have the functionality

- Pg. 79/80,
 - o Survey questionnaires to users
 - o Initiate performance improvement plans w/ milestones and activities.
 - o Link to Contract obligations to generate "Contract score"
 - o

RTM

- Meets req'ts.

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Purchasing/Data Analytics: does have the functionality

- pg. 82: CONCERN, "GEP Minerva" cited as providing AI and machine learning but it is not listed in the components included in the proposal (pg. 46).

RTM

- Meets req'ts

Technical Requirements

Availability

Pg. 86: Meets req'ts.

Accessibility Requirements Pg. 88: Meets req'ts for components behind the login, however response did not address compliance of "publicly available" components.

Audit Trail and History

Pg. 90 & TECH-1 thru 5: Meets req'ts

Browsers Supported

Pg. 92: Meets req'ts

User Accounts and Administration

- Pg. 94/95: Meets User Acct/Admin req'ts except response did NOT address req't to be able to delegate Admin role to agencies.

RTM

- POTENTIAL WEAKNESS, TECH-12: System does not provide a 'one account' feature for user that is both a buyer and a supplier. User must have two accounts.

User Authentication & Federated Identity Management

Pg. 97 & TECH-21 thru 25: Meets req'ts.

Data Conversion

Pg. 99-105 & TECH-26 thru 34: Meets req'ts.

- CONCERN, response refers to "item master data management and vendor harmonization services" but does not indicate whether these are included in the proposed scope/pricing.
- CONCERN, pg. 105 figure references "UNSPSC classification". Does this mean that the system only support UNSPSC commodity codes?

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Interface and Integration

Pg. 107-109: Meets req'ts except for real time integration.

- NOTE, pg. 108 of proposal assumes that the State/Entity will provide Middleware for integration.

RTM

- GAP, TECH-35: System does not provide real-time integration capabilities. Can be "Near Real time and Batch file-based transfers".

Office Automation Integration

Pg. 111 & TECH-61: Meets req'ts.

Mobile Device Support & Mobile Applications

Pg. 113/114 & TECH-62: Meets req'ts

- Pg. 113: STRENGTH, includes both iOS and Android apps which allow approving orders, requisition and invoices, service confirmation, view dashboards, access catalogs, and create requisitions. Apps support "biometric authentication".

Data Ownership and Access

No response provided. This section is missing from the proposal.

Date Retention, Archive and Purge Considerations

Pg. 116 & TECH-63: Meets req'ts.

Disaster Recovery Plan

Pg. 118: WEAKNESS, the proposal did not provide details regarding GEP's Disaster Recovery plan as required.

Solution Environments

Pg. 120: WEAKNESS, the UAT environment is to be used as the Training environment. The required separate training environment is not provided.

RTM

- WEAKNESS, TECH-64 thru 67: A separate Training environment is not provided.

Solution Technical Architecture

Pg. 122/123: Meets req'ts.

Solution Network Architecture

Pg. 125-127: Meets req'ts

System Development Methodology

Pg. 129-132: Discussion/information is not indepth but does present high level of the requested information. Meets req'ts

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Service Level Agreement

Pg. 134 & GEP Appendix 1-SLA Standard doc: Not comprehensive or good protections for States/Entities

- Support services are only available to State/Entity "Designated Support Contacts" (pg. 1)
- Only service level warranty is "System Availability" at 99.8% avail, 7days/24 hours (pg. 2)
- Service Credits=% of monthly fees... must fall below SL for "three (3) consecutive calendar months" (pg. 2)
- Severity Levels: Sev 1 & 2 are about complete unavailability of entire system or a major feature. Issues around functionality on specific types of transactions (button not visible) or with a specific transaction are Sev 3. SLA does not indicate who sets the Severity. (pg. 3).
- Response Times: most critical State issues will be Sev 3 and response times are not good.
 - o Sev 1: Initial response - 1 hr, Workaround - 1 business day, Fixed – 10 business days
 - o Sev 2: Initial response - 4 hrs, Workaround - 1 business day, Fixed – 20 business days
 - o Sev 3: Initial response - 1 business day, Workaround - 10 business days, Fixed – 45 business days

Security Requirements

Cloud Security Alliance (CSA) Compliance

Pg. 136: Meets req'ts. Completed a CAIQ

Security and Privacy Controls

Pg. 139: Did not indicate level of compliance with NIST 800-53 as req'd however system is "modelled as per ISO 27001" which is international standard on security management systems.

Security Certifications

Pg. 141: Meets req'ts

Annual Security Plan

Pg. 144/145: Response did not "describe the Security Plan" but instead described their security practices and provided copy of their internal "Information Security Policy".

Secure Application and Network Environment

Pg. 147/148: Details are not comprehensive but does meet req'ts.

Secure Application and Network Access

Pg. 149/150 & SEC-1 thru SEC-5: Meets req'ts.

Data Security

Pg. 153/154: Meets req'ts.

Personally Identifiable Information Protection

Pg. 156: Meets req'ts

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SME DEPARTMENT/STATE: NASPO

- CONCERN, GEP's definition of PII did not include Tax ID and may not match each State's/Entities' definition of PII.

Security/Privacy Issue Occurrence & PII Data Actual/Attempted Access or Disclosure

Pg. 158: Does not meet. WEAKNESS, GEP will not comply with the notification/communication req'ts specified in the RFP. Only commits to report/notify "customers within 4 hours of an incident/breach".

Security Breach Reporting

Pg. 160: Meets req'ts. Will not provide initial response within req'd 2 hours but will provide detailed notification will be within 4 hours instead of the req'd 24 hours.

Implementation Services Requirements

Project Management & Project Implementation Methodology

Pgs. 163-183:

- *Detailed Implementation Tasks*, pg. 164:
 - o CONCERN, feels like GEP expectation is little or no special setup for client. OOTB and GEP std setup is expected to fit the client.
 - o WEAKNESS,
 - Req't Gathering & Solutioning: don't see Integration
 - Cutover & GO Live: OCM communications is not happening until cutover phase. Too late for good OCM.
 - Hyper Care: waiting to establish Help Desk and do FAQs until after Go-Live is late, should be earlier.
- *Multiple Workstreams*, pg. 165:
 - o Interfaces Development: CONCERN, chart is showing that the State/Entity must lead SIT testing. This should be GEP led.
 - o Supplier Enablement: CONCERN, chart shows GEP as lead on "Set up Catalogs", need to determine if they are actually creating catalog files and see if there are any assumed limits on the number of catalogs/punchouts.
- *Organizational Chart*, pg. 166: NOTE, unusual to have an org chart that shows Contractor Leads reporting to State/Entity Leads.
- *Timelines*, pg. 167-
 - o Upstream/Downstream separation is good.
 - o Large:
 - Overall timeline of 18 months to final Go-Live is too aggressive. Should be something like 24 months.

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- Design & Build tasks for Upstream and Downstream overlap more than GEP & State resources can support.
- 4 months for Deploy/Training (1.5 months Upstream, 2.5 months Downstream) is too short for 12,500 State/Entity users. **NOTE: this is same amount of time as the Medium timeline.**
- Medium:
 - Overall timeline of 15 months to final Go-Live should be 18-20 months
 - Design & Build tasks for Upstream and Downstream overlap more than GEP & State resources can support.
 - 4 months for Deploy/Training (1.5 months Upstream, 2.5 months Downstream) is too short for 7,000 State/Entity users.
- Small:
 - Overall timeline of 12 months to final Go-Live should be 16-18 months
 - Design & Build tasks for Upstream and Downstream overlap more than GEP & State resources can support.
 - 3 months for Deploy/Training (1 month Upstream, 2 months Downstream) is too short for 5,000 State/Entity users.
- *GEP Team*, pg. 171: Generally good however WEAKNESS in that the OCM role definitions (Change Lead/Change Analyst) indicate that they are only planners so the State would be doing all OCM *activities*.
- *Roles/Responsibilities*, pg. 175-178:
 - CONCERN, need more details but proposal indicates State/Entity will "own change management with the suppliers".
 - WEAKNESS,
 - Change management work only focuses on "communication" and State is responsible for execution.
 - Hypercare references "enhanced support" and "configuration support" but there are no details on what "support" means, what will they do and what will the State have to do.
 - Training documents, identified as being updated/published during Hypercare but should be done earlier as part of Training.
- *Lessons*, pg. 179: adequate
- *Challenges/Risks*, pg. 180/181: good examples but WEAKNESS in that user adoption and supplier on-boarding areas were not included.
- *Change Control Methodology*, pg. 182: CONCERN, need to confirm that the Change Control Board (CCB) is set up so that the State/Entity is the decision maker regarding changes requests.

Catalog Support Services

Pg. 185-190:

- pg. 190: NOTE: State/Entity is to provide "catalog data" to GEP.

STATE OF MAINE INDIVIDUAL SME NOTES

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

STRENGTH, post go-live

- o GEP will "monitor catalog utilization and "engage" State/Entity category managers.
- o GEP will review/assess "free text" purchases to identify new potential catalogs.

Data Conversion Services

Pg. 192-198: WEAKNESS, response focused on Data Management type services and only provided minimal information (pg. 196) on Data Conversion approach.

Interface/Integration Development Services

Pg. 200-202: Meets req'ts.

Organizational Change Management (OCM Services)

Pg. 204-213: Conceptually the OCM approach is insightful however the actual Services offered only provide assessments, strategy/plan development, and monitoring/measuring change. OCM execution is 'hands off' with work being done by State/Entity staff.

-

Training Services

Pg. 215-217: Train the trainer approach. Response did not provide the level of detail req'd but was sufficient to meet the req'ts.

- Unclear on whether GEP or State/Entity is to prepare end user training materials. Pg. 215 says "Trainers" will prepare the "training content" however pg. 217 states "GEP to develop all technology related training materials".
- pg. 217: GEP to train "Super users", State/Entity to train "end users". GEP "can provide support" for key end user training sessions.

Help Desk Services

Pg. 219-225 & IMPL-1 thru IMPL-5: Meets req'ts.

- POTENTIAL WEAKNESS (pg. 223), the reference to "user" having visibility and getting update on may mean the State Help Desk person or State Admin since the diagram on pg. 222 only shows those individuals interacting with the GEP Help Desk.
- Pg. 224, See notes regarding SLA in Technical Requirements for issues/concerns around Severity Levels and Response Times.

On-Site System Stabilization Support

Pg. 227: Response did not provide sufficient detail on the below points to be certain they have met the req'ts.

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SME DEPARTMENT/STATE: NASPO

- Response did not commit to provide on-site resources.
- Response refers to providing "minute data changes" (meaning small?) and providing Config Support to State/Entity System Admin. Need to lock down that they would be doing all of the config work during the Hypercare period and not making the State do it.
- Support Team section refers to "On call support" and "Mass support" without providing details on what these mean/include.

Managed Services Requirements

Solution Support

- Pg. 231-236 & MNGD-1: Meets req'ts.

Organizational Change Management (OCM Services)

- Pg. 238-249: As noted in Implementation Services, conceptually the OCM approach is insightful however the actual Services offered only provide assessments, strategy/plan development, and monitoring/measuring change. OCM execution is 'hands off' with work being done by State/Entity staff.

Training Services

- Pg. 251: See notes from Implementation Services req'ts.

Catalog Support Services

- Pg. 253: See notes from Implementation Services req'ts.

Help Desk Services

- Pg. 255: See notes from Implementation Services req'ts.

Transition Out Assistance Services

- Pg. 257-258: CONCERN, the GEP indicates a 4-6 month timeline (pg. 258) but the RFP req't allows for 1 year. Need to insure that any agreement doesn't restrict States/Entities to less than 1 year.

Other Available Services

- Pg. 260: See notes from Innovations/Value-Added Features/Services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP (1)

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - End to end procurement / supply chain
 - Source to pay. Supplier management.
2. Previous Projects
 - Private sector – public higher ed
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Role detail.
 -
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s) 1:

DATE: 1/10/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

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Individual Evaluator Comments:

GEP – Global eProcure platform - modules in integrated platform.

General Principal and Requirements

- Key Solution Functionality Elements – Required elements provided in integrated tools. Narrative lacked detail. Video demonstrated functionality and user experience. Elements explained on narrative p46.
- User Experience - Integrated functionality.
- Bidder Best Practices and Roadmap
- Innovations and Value-Added Features/Services – Mostly focused on consulting and reports. (Swamped the narrative description of the primary sourced product.)
- Customizations/Extensions – vague description that future customer needs could be developed. Focused on existing SAAS. **EPROC-PRD-56**
- Alternative Funding Models N/A

Functional Requirements

- General Functionality – Only configuration items relate to publishing to state's website.
 - **EPROC-GEN-25** – Notifications will have @gep.com email domain / doesn't integrate to state's domain. Non-compliant. **Needs clarification.**
 - EPROC-GEN-39 – High level of configuration required to set external posted content. No additional cost proposed or problem identified.
- Supplier Portal - EPROC-SMR-19 – high level of integration for admin fee payments with state's portal. Doable.
- Supplier Enablement/Management – All requirements noted as Native to application.
- Buyer Portal – Out of box
- Need Identification – Out of box except for E-PROC-NEED-5 which would configure priority of state contracts/purchase channels.
- Request through Pay — Out of box **EPROC-PRD-11** (recurring purchase function) noted as Medium complexity to set up. **Clarification needed** if this is a configuration or actually out of box.
 - – backdated function. **Needs clarification.** Response notes as out-of-box, but statement does not address role-based authority or the functional requirement of backdated orders
 - **EPROC-PC** – Listed as in development- **Needs clarification** if functionality available.
- Catalog Capability – **EPROC-CAT-38** – Public-facing search without login not available. Can be developed. **Needs clarification** as is listed as Low complexity.
- Sourcing/Bid Management – All requirements listed as out of box or low complexity configurable except **EPROC-SRC-109** bid submissions entered by purchasing staff – currently requires GEP staff

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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to load into back-end. Listed as in development by contract award date. Needs clarification if functionality now exists.

- Contract Management - All listed as out of box except:
 - **EPROC-CNT-20 – Needs clarification.** Response appears to refer to each individual document internal ID not an overall contract number that may be a single document/file or a collection of files depending on structure.
 - **EPROC-CNT-71 and EPRPOC-CNT-72** – Functionality listed as high complexity config. **Needs clarification** if requirement understood. Is there admin fee functionality/invoicing/tracking separate from payment processing?
- Vendor Performance – all listed as out of box.
- Purchasing/Data Analytics – listed as out of box with some config for level 2 punchout search.

Technical Requirements

- Availability – 24x7 SLA 99.8%
- Accessibility Requirements – WCAG 2.1
- Audit Trail and History – Out of box
- Browsers Supported – Edge/Chrome recommended. Native mobile functionality for ipad and android.
- User Accounts and Administration – MS AD. 2MFA. SAML 2.0 for SSO.
 - **EPROC-TECH-12** – requires SSO for buyer/supplier dual accounts single login config. **Conditional compliance.**
 - **EPROC-TECH-24** – 2MFA doesn't autogenerate new password. 6 digit code required for access to password reset. **(acceptable standard but doesn't meet requirement.)**
- User Authentication – Non SSO – upper/lower/number/special char. 5 attempt lockout. 90 day.
- Data Conversion – Multiple dataset approach. Import of migrated data (flat file). Import of ERP live data. Process to harmonize extensive list of fields where data variation is common. (master file cleanup)
 - **EPROC-TECH-30** – Ongoing vendor performance integration is additional cost.
- Interface and Integration – 50 in-house integration experts for ERP connection. (SAP, Oracle, PS etc.) Real-time and scheduled data migration as appropriate for master or transactional (JSON) data. Customer is responsible for SLI integration. GEP will use state-preferred middleware for integration between ERP and GPE.
 - **EPROC-TECH-55** – P-card hosting is planned for 1Q22 – **needs clarification if available.**
- Office Automation Integration – MS Azure-hosted. Word integrates with GEP through plugin allowing redlining of contract document. "Contract Examiner" extracts clauses from scanned PDFs. Price sheets can be edited offline in Excel and loaded back into GEP. Integrates with Outlook for alerts/notifications.
- Mobile Device Support – Dashboards, viewing catalogs, Approvals. Unclear if ordering can be performed in mobile environment. (Secure biometric access.) Unclear if VPN is required to log into mobile environment.
- Mobile Applications
- Data Ownership and Access – After contract termination, customer data returned in mutually acceptable file format; then purged and destroyed. Time period not stated other than with customer agreement.
- Data Retention, Archive and Purge Considerations
- Disaster Recovery Plan – 1 hour RPO. RTO 4 hrs.

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- Solution Environments – UAT and Production. UAT environment developed through investigation and requirements gathering. GEP to develop testing scenarios to validate function prior to go-live.
 - Scalable through MS Azure data centers.
 - Automated processes to maintain continuity between UAT and production environments.
 - Mobile – native adaptive UI
- Solution Technical Architecture - .Net built on Azure.
- Solution Network Architecture
- System Development Methodology
- Service Level Agreement – 99.8% system availability. 4-level Severity priority for cases with response times 1 hour, 4 hour, 1 business day 4 business days initial response provided followed by 3-step support timeline for each level to conclusion. (Appendix 1.) 24x5 (M-F) support services assistance via email, online and phone.

Security Requirements

Notes: GEP SMART Application Architecture & Security Overview, SOC 2 and Information Security policy provided in appendices.

- Cloud Security Alliance (CSA) Compliance – Yes. Completed. No answers of concern.
- Security and Privacy Controls
- Security Certifications - datacenters are SSAE16 certified. The datacenters are SOC1 and SOC2 as well as ISO / IEC 27001:2005 certified and hosts data for Fortune 500 as well as Global 2000 companies.
- Annual Security Plan
- Secure Application and Network Environment -
- Secure Application and Network Access – EPROC-SEC-2 – configuration required for concurrent login limitations in conjunction with customer.
- **EPROC-SEC-3** – forced login **not currently available** – would be developed with customer – no extra cost proposed.
- EPROC-SEC-5 – almost real-time snapshots. Daily, weekly and monthly off-site backups. Primary data center VA, Secondary CA.
- Data Security – Azure PAAS.
- Personally Identifiable Information Protection – Lists compliance in narrative.
- Security/Privacy Issue Occurrence – Acceptable response listed in CAIQ.
- PII Data Actual/Attempted Access or Disclosure
- Security Breach Reporting – Notification with 4 hours of occurrence - Narrative.

Implementation Services Requirements - GEP

- Project Management – Detailed org, role description. GEP and state responsibility.
- Project Implementation Methodology – Agile sprints / JIRA tracking
 - 5 stages: Requirements; Development/config; UAT; go-live; hypercare
 - Implementation schedules for small, med, large [provided].
 - Challenge/risk mitigation strategies identified (p180)
- Catalog Support Services – Separate implementations with suppliers for hosted/punchout catalogs by supplier enablement team. Ongoing hosted owned by customer; ongoing punchout.
 - GEP will test punchout catalogs – signoff required from customer and supplier before go-live.

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- Needs clarification: UNSPSC is referenced in graphics – does GEP support NIGP?
 - Needs clarification: GEP Catalog management services – works with suppliers pre- and post-go-live. Is this a supplied cost option?
- Data Conversion Services – emphasis on understanding data, process standards, data mapping prior to migration.
 - Data standardization – centralized data platform for all systems.
 - Clarification needed: who authorizes decision process for “GEP supplier database” to be the data of record when conflicting data exists or is entered in customer system?
- Interface/Integration Development Services – Defined rules established; standard APIs developed; transaction failure notification monitored by GEP integration team; will be retriggered to correct.
- Organizational Change Management (OCM Services) – Steps designing change process; identified stakeholders and impacted by People, Process, and Technology.
 - Communication and training plans based on stakeholders’ impact.
 - Identify readiness through process; communicate change reasons and processes to drive adoption. Change agent roles: Sponsors, Champions, Agents. (Profile of agents)
- Training Services – Train the trainer; self-study modules powerpoint; quick ref guides; desktop procedures; faqs. Delivered in-person and remotely. Staged training based on role/audience.
 - GEP train superusers; end users trained by customer agency superusers.
 - GEP provide technology documentation; customer agency develop process docs.
 - Needs clarification: No online self-paced training mentioned – is this because of configured toolset that requires training of this type to be developed by the customer?
- Help Desk Services – GEP Success portal – 24x7 – case reporting, knowledge bases.
 - 24x5 helpdesk for customer users. Phone, email and chat. Suppliers by email and phone only.
 - EPROC-IMPL-1 - Needs clarification – new release, product update training through webinars – are these webinars for all GEP or customer-specific?
 - Needs clarification: p222 Best practices support model. Is GEP/State helpdesk staffed by GEP or a combination of GEP and customer staff?
 - EPROC-IMPL-2 – ongoing training provided as needed: who defines as-needed? Are their additional cost thresholds for training? For smaller agency, if train the trainer needs to be performed at future stage in the contract due to staff turnover, is GEP committed to providing this post-implementation or is this a cost option? Needs clarification.
- On-Site System Stabilization Support – agreed hypercare period to handhold initial document creation, complete key issues detected post launch; configuration support; issue cleanup; on-demand supplier support.

Managed Services Requirements

- Solution Support – governance plan for ongoing system support;
 - Specific Director; technical account manager, customer support lead roles in addition to customer support team.
 - Repeated 24x7 system uptime/99.8% SLA. Off-business hour updates; vulnerability and patch policy and practice.
 - EPROC-MNGD-1 – findings reported on “regular basis” – is this quarterly meetings? Needs clarification.
- Organizational Change Management (OCM Services) – Repetitive of implementation slides.

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- Success measured – Financial; stakeholder satisfaction; volumetric; internal business processes;
- Training Services – Referenced implementation slides
- Catalog support services. – Referenced implementation slides
- Help Desk Services – Referenced implementation slides
- Transition Out Assistance Services – 4-6 month plan exiting governance and 4 months and supporting change through 6. Knowledge transfer and go-live readiness

Video Demonstrations

- Detailed walk-through of toolset processes.
-

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP & KPMG

CATEGORY #(s): 1

DATE: 8/23/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization - GEP

- Global providing “end-to-end procurement and supply chain services” w/ 20+ years “delivering procurement success” (pg. 4)
- “Top-ranked by Gartner, Forrester, IDC, Spend Matters” (pg. 4)
- “Woman and minority-owned enterprise” (pg. 4). Minority Owned cert- Tennessee, Women Owned cert- New Jersey (pg. 10)
- Can provide Full Suite eProcurement solution and “Managed Services” (pg. 6)

2. Previous Projects (pgs. 13/14)

- Overall:
 - i. Higher Education but no State/Local Gov’t examples
 - ii. No Full Suite eProcurement examples
- **Viatrix:** Referred to “Unified direct and indirect buying and accounts payable” but they do not clearly say what GEP modules were implemented. Implies it was the Purchasing and Supplier Management modules. \$40B+ spend, 75K suppliers uploaded. *Not a Full Suite eProcurement implementation.*
- **UCAL:** Appears that GEP S2C (“Spend Analysis, Sourcing, Contract Management, Supplier Management”) and a “public bid site” were implemented. Spend under management increased to \$47.5B, 1K+ sourcing events. *Not a Full Suite eProcurement implementation.*
- **Chevron:** “Unified, mobile-enabled system” but does not say what GEP modules were implemented. Provided Change Management for “users and suppliers”. *Unclear whether this was a Full Suite eProcurement implementation.*
- **LDS Church:** Contract and Supplier Management. “Managed over 8k suppliers and integrated over 25k contracts”. *Not a Full Suite eProcurement implementation.*

3. Subcontractors

- KPMG (pg. 18):
 - i. “over 1,200 dedicated procurement professionals”

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- ii. “has successfully delivered the eProcurement solution implementation at notable States and local governments”. It is unclear whether they are saying they have implemented GEP or other eProcurement systems for “States and local governments”.
 - iii. KPMG “featured in Spend Matters’ Top 50 Providers to Know Almanac” and “designated a ‘Leader’ in Gartner’s Magic Quadrant for Business Operations Consulting”.
- 4. Organizational Chart
 - The organization chart is project oriented and does represent all areas of a Full Suite eProcurement implementation. (pg. 22)
 - Proposed Staffing Plan does not address all of the KPMG & GEP elements on the organization chart but is appropriately representative, including the Responsibilities, of the core positions on the organization chart. (pgs. 23/24)
- 5. Litigation
 - No litigation.
- 6. Financial Viability (pgs. 31-33)
 - GEP (NB Ventures, Inc.): No negative categories or risk concerns cited.

STATE OF MAINE INDIVIDUAL SME NOTES

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CATEGORY #(s): 1
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SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

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Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

- Single unified platform, pg. 4: "all relevant functionality in a single unified platform:- sourcing, savings tracking, category management, contract management, supplier management, and procure-to-pay"

User Experience

- Intuitive User Experience, pg. 8:
STRENGTH
 - o Users can pick which screen will be their landing page
 - o Users can drag/drop, reorder different sections of the screen. System retains changes for next log in.CONCERN: the "pending tasks" list has all tasks, mixing all types of transactions/tasks in a single list that must be filtered or searched. Will likely be too much in a single list for users.
- Mobile, pg. 9: STRENGTH, iOS and Android apps have very robust functionality.

Bidder Best Practices and Roadmap

- Agile Implementation Methodology, pg. 14: STRENGTH, methodology focused on "Progress over perfection" as detailed allows State/Entity to learn from decisions they make for setup configuration and adjust instead of settle.
- Release/Update Cycles, pg. 15: WEAKNESS, for New Releases and Maintenance Releases the State/Entity will only have a release in UAT for one week before it goes to Production.

Innovations and Value-Added Features/Services

All of these services are likely to be only an occasional fit/need for States/Entities. Suggest making sure these are negotiated and moved to be Optional and are not included in the proposal scope/pricing.

- **Organizational Maturity Assessment**, pg. 19-24: CONCERN, Maturity Assessment work is not often needed/desired by States and is very 'heavy'/intensive work (16 weeks minimum).
- **Opportunity Assessment**, pg. 25-28: CONCERN, Opportunity Assessment is another heavy/intensive effort towards recommending Sourcing actions by the State. This is outsourcing

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the 'strategy' part of Strategic sourcing and it requires a lot of data that is not easily obtained or categorized... so lot of work to gather and then analyze/classify.

- **Market Intelligence**, pg. 30-34: Reports from GEP resources/data to support a State's Strategic Sourcing efforts. This is not likely to be a heavily use resource/service since it would target situations where the State/Entity feels they don't have sufficient insight for a planned sourcing event.
- **Category Management**, pg. 36-37: This appears to be full outsourcing of Strategic Sourcing work.

Customizations/Extensions

- Customizations/Extensions, pg. 39: NOTE, GEP uses a "Product Advisory Group (PAG)" to get customer feedback on current features, new features and feature enhancements. Should GEP move forward, suggest negotiating to have some part of the post-award ValuePoint Team to be members of this Group to insure that NASPO members have a 'voice' for the roadmap of the system.

Alternative Funding Models – pg. 41/42

- Option 1: Fixed Fee plus Transaction fee
 - o Reduce Implementation Costs by 50-75%
 - o 1-3% Admin fee to every purchase order
 - o GEP-KPMG recovers "projected project cost" plus "cost of capital for the deferred collections". Payable "by the vendor community".
 - o NOTE: no discussion of how the fee would be collected.
- Option 2: Value-Based Funding Model
 - o Set up internal program to measure and collect savings that eProcurement generates
 - o NOTE: pg. 42 list examples of potential savings but this funding model would require establishing baseline metrics to be able to measure savings and would require means to obtain the saved dollars from the organizations that realized the savings.

Functional Requirements

General Functionality

- Modules included, pg. 46: Spend Analysis, Sourcing/Bid Mgmt, Contract Mgmt, Supplier Mgmt, Item Master, Vendor Master, Reporting/Analytics, Invoice Mgmt, Purchasing, Catalog Mgmt, Guided Buying.

RTM

- WEAKNESS, GEN-3: Suppliers must register to be able to use an RFx link to access a Solicitation Event.
- STRENGTH, GEN-12: System search can search "content with any readable attachments" (e.g. pdf, excel).
- WEAKNESS, GEN-25: All emails generated by the system will have a From email address domain of "gep.com" instead of the State/Entity.

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- POTENTIAL WEAKNESS, GEN-35: System does not have a "comment library" feature to store standard comments for use on Transactions.
- WEAKNESS, GEN-38: GEP licensing does not provide for "unlimited licenses for business users and supplier users.

Supplier Portal: does have the functionality.

- GEP Supplier Enablement Team, pg. 50: "will take ownership of onboarding all State/Participating Entity suppliers... at the time of implementation". CLARIFICATION, will this team be responsible for on-going supplier onboarding post-implementation of the system?
- "GEP does not charge the suppliers to transact on our platform" (pg. 50)
- Suppliers have "single login to transact with different States/Participating Entities (pg. 51). So single supplier account to work with all Coupa customers.

RTM

- STRENGTH, SPR-13: Supplier emailed invoices can be OCR scanned to extract metadata and automatically load this into the system.

Supplier Enablement/Management: does have the functionality

- "Pre-Qualified Supplier", pg. 54: CLARIFICATION, are these lists required to be used as the invited supplier list for sourcing events?

RTM

- Meets req'ts

Buyer Portal: does have the functionality

RTM

- Meets req'ts

Need Identification: does have the functionality

- "Central intake form", users provide details on product/service with "category/commodity specific questions/fields". (pg. 62)

RTM

- Meets req'ts.
- STRENGTH, NEED-3: System allows creation of multiple "intake form" capabilities to address different kinds of procurement needs.

Request through Pay: does have the functionality

- pg. 64: CONCERN, "connecting every order to a contract" may mean that the system does not provide means to do non-contract orders in the system.
- pg. 66: Can create purchase orders "without a requisition".
- Services Procurement, pg. 67: STRENGTH, 3 ways to address services procurement
 - o User creates requisition with Milestone line items on a PO.
 - o User creates requisition with Contingent Worker details.
 - o Supplier creates "service entry sheets" with "service line items/rates" from the contract that are "sent for approval".

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RTM

- NOTE, there are many req'ts where the response is "yes" and basically repeating the req't without providing details of how the system would do it.
- POTENTIAL WEAKNESS, PRD-13: System does not provide a "library concept of standard specification text or attachments associate with specific commodity codes".
- POTENTIAL WEAKNESS, PRD-37: System does not capture "non-contract match" items when purchasing from a State source.
- POTENTIAL WEAKNESS, PRD-37: System does not capture prices for matching State sources when a non-contract item is selected.
- CONCERN, PRD-56: Response is would "like to discuss" in regards to being able to enter "backdated purchase requests".
- POTENTIAL WEAKNESS, PO-16: System only offers "signature image" for electronic signature of the PO.
- NOTE, PC-1: Pcard functionality for the system is not scheduled for release until Q1-2022.
- POTENTIAL WEAKNESS, RC-3: System does not provide a means to record receipts in the system without a PO being in the system.

Catalog Capability: does have the functionality

- pg. 69: CONCERN, "catalogs linked with contract" may mean that the system does not support non-contract catalogs.
- pg. 70,
 - o "At the time of implementation, GEP will configure any State/Participating Entity specific punchout catalogs".
 - o "supports level-2 punchouts", suppliers must "expose their APIs to GEP web crawlers".
 - o "Internal Catalogs" that integration with inventory master provides "visibility in on-hand balances/quantity, price to the users".

RTM

- Meets req'ts except, POTENTIAL WEAKNESS, CAT-19: Catalogs cannot have negative values to identify trade-in values.

Sourcing/Bid Management: does have the functionality

- pg. 74, "line sourcing events from opportunities identified through spend analysis".

RTM

- STRENGTH, SRC-29: System allows users to copy/paste from Excel to the price sheet screen.
- POTENTIAL WEAKNESS, SRC-37: Changes to a Solicitation Template may automatically "make specific updates to the sourcing events" where users have used the templates.
- POTENTIAL WEAKNESS, SRC-67: System does not provide a means for suppliers to add themselves to a solicitation bidders list. The buyer must do it manually.
- WEAKNESS, SRC-97: Suppliers cannot withdraw a response once it has been submitted. They must revise their response to say not responding and re-submit to replace their previous response.

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- POTENTIAL WEAKNESS, SRC-102: System does not provide a capability for supplies to electronically sign their response. They must sign a printed copy, then scan & attach the document.
- WEAKNESS, SRC-107: System does not provide a way to prevent Suppliers from submitting on-line responses for 'hard copy submission only' Solicitations.
- NOTE, SRC-109: The capability for buyers to enter paper responses on-behalf of Suppliers is not currently a feature but is expected to be available by Award.
- WEAKNESS, SRC-122 & 123: System does not provide a means to define and apply Preferences to response evaluation.
- POTENTIAL WEAKNESS, SRC-148: For cancelled solicitations, any submitted responses will not be locked/encrypted to prevent buyer access and Suppliers cannot withdraw their responses.

Contract Management: does have the functionality

- Pg. 77
 - o Collaborative Authoring", route contract draft internally and externally to suppliers for "review, editing and redlining"
 - o Very comprehensive integration with MS Word with check-out/check-in document control and access clause library from within MS Word.

Video - Strengths

- Contract Wizard method, prompts user for info and system suggests relevant templates then creates draft contract.
- Contract Examiner: loads and scans PDF docs extracting Meta data
- In MS Word editing of contract language redlining user can see list of Clauses from library (Variable Library) that can be added while editing in Word.
- Contract Search from Workbench searches all Contract Metadata and all readable documents.

RTM

- STRENGTH, CNT-8: System has a 'mass' update feature to amend all existing contract to get updated clauses/templates.
- NOTE, CNT-23: Response did not address Contract Authoring however on pg. 77 of the Technical Response this capability is discussed.
- POTENTIAL WEAKNESS, CNT-27: System does not provide a means to restrict access to specific attachments on a Contract.
- POTENTIAL WEAKNESS, CNT-36: System does not provide a means to define default account coding as part of the Contract record that would then be used as default for requisitions/orders from the contract.
- WEAKNESS, CNT-38: To capture Contract subcontractors, resellers, dealers and franchises they must be issued their own contracts in the system.
- WEAKNESS, CNT-41: To capture Contract SWAM certification/participation data each subcontractor must be issued their own contract in the system.

Vendor Performance: does have the functionality

- Pg. 79/80,
 - o Survey questionnaires to users

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- Initiate performance improvement plans w/ milestones and activities.
- Link to Contract obligations to generate "Contract score"
-

RTM

- Meets req'ts.

Purchasing/Data Analytics: does have the functionality

- pg. 82: CONCERN, "GEP Minerva" cited as providing AI and machine learning but it is not listed in the components included in the proposal (pg. 46).

RTM

- Meets req'ts

Technical Requirements

Availability

Pg. 86: Meets req'ts.

Accessibility Requirements Pg. 88: Meets req'ts for components behind the login, however response did not address compliance of "publicly available" components.

Audit Trail and History

Pg. 90 & TECH-1 thru 5: Meets req'ts

Browsers Supported

Pg. 92: Meets req'ts

User Accounts and Administration

- Pg. 94/95: Meets User Acct/Admin req'ts except response did NOT address req't to be able to delegate Admin role to agencies.

RTM

- POTENTIAL WEAKNESS, TECH-12: System does not provide a 'one account' feature for user that is both a buyer and a supplier. User must have two accounts.

User Authentication & Federated Identity Management

Pg. 97 & TECH-21 thru 25: Meets req'ts.

Data Conversion

Pg. 99-105 & TECH-26 thru 34: Meets req'ts.

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- CONCERN, response refers to "item master data management and vendor harmonization services" but does not indicate whether these are included in the proposed scope/pricing.
- CONCERN, pg. 105 figure references "UNSPSC classification". Does this mean that the system only support UNSPSC commodity codes?

Interface and Integration

Pg. 107-109: Meets req'ts except for real time integration.

- NOTE, pg. 108 of proposal assumes that the State/Entity will provide Middleware for integration.

RTM

- GAP, TECH-35: System does not provide real-time integration capabilities. Can be "Near Real time and Batch file-based transfers".

Office Automation Integration

Pg. 111 & TECH-61: Meets req'ts.

Mobile Device Support & Mobile Applications

Pg. 113/114 & TECH-62: Meets req'ts

- Pg. 113: STRENGTH, includes both iOS and Android apps which allow approving orders, requisition and invoices, service confirmation, view dashboards, access catalogs, and create requisitions. Apps support "biometric authentication".

Data Ownership and Access

No response provided. This section is missing from the proposal.

Date Retention, Archive and Purge Considerations

Pg. 116 & TECH-63: Meets req'ts.

Disaster Recovery Plan

Pg. 118: WEAKNESS, the proposal did not provide details regarding GEP's Disaster Recovery plan as required.

Solution Environments

Pg. 120: WEAKNESS, the UAT environment is to be used as the Training environment. The required separate training environment is not provided.

RTM

- WEAKNESS, TECH-64 thru 67: A separate Training environment is not provided.

Solution Technical Architecture

Pg. 122/123: Meets req'ts.

Solution Network Architecture

Pg. 125-127: Meets req'ts

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CATEGORY #(s): 1
DATE: 11/11/2021
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

System Development Methodology

Pg. 129-132: Discussion/information is not indepth but does present high level of the requested information. Meets req'ts

Service Level Agreement

Pg. 134 & GEP Appendix 1-SLA Standard doc: Not comprehensive or good protections for States/Entities

- Support services are only available to State/Entity "Designated Support Contacts" (pg. 1)
- Only service level warranty is "System Availability" at 99.8% avail, 7days/24 hours (pg. 2)
- Service Credits=% of monthly fees... must fall below SL for "three (3) consecutive calendar months" (pg. 2)
- Severity Levels: Sev 1 & 2 are about complete unavailability of entire system or a major feature. Issues around functionality on specific types of transactions (button not visible) or with a specific transaction are Sev 3. SLA does not indicate who sets the Severity. (pg. 3).
- Response Times: most critical State issues will be Sev 3 and response times are not good.
 - o Sev 1: Initial response - 1 hr, Workaround - 1 business day, Fixed – 10 business days
 - o Sev 2: Initial response - 4 hrs, Workaround - 1 business day, Fixed – 20 business days
 - o Sev 3: Initial response - 1 business day, Workaround - 10 business days, Fixed – 45 business days

Security Requirements

Cloud Security Alliance (CSA) Compliance

Pg. 136: Meets req'ts. Completed a CAIQ

Security and Privacy Controls

Pg. 139: Did not indicate level of compliance with NIST 800-53 as req'd however system is "modelled as per ISO 27001" which is international standard on security management systems.

Security Certifications

Pg. 141: Meets req'ts

Annual Security Plan

Pg. 144/145: Response did not "describe the Security Plan" but instead described their security practices and provided copy of their internal "Information Security Policy".

Secure Application and Network Environment

Pg. 147/148: Details are not comprehensive but does meet req'ts.

Secure Application and Network Access

Pg. 149/150 & SEC-1 thru SEC-5: Meets req'ts.

Data Security

Pg. 153/154: Meets req'ts.

STATE OF MAINE INDIVIDUAL SME NOTES

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Personally Identifiable Information Protection

Pg. 156: Meets req'ts

- CONCERN, GEP's definition of PII did not include Tax ID and may not match each State's/Entities' definition of PII.

Security/Privacy Issue Occurrence & PII Data Actual/Attempted Access or Disclosure

Pg. 158: Does not meet. WEAKNESS, GEP will not comply with the notification/communication req'ts specified in the RFP. Only commits to report/notify "customers within 4 hours of an incident/breach".

Security Breach Reporting

Pg. 160: Meets req'ts. Will not provide initial response within req'd 2 hours but will provide detailed notification will be within 4 hours instead of the req'd 24 hours.

Implementation Services Requirements

Project Management & Project Implementation Methodology

Pgs. 164-194: Meets req'ts.

- Project Mgmt/Implementation approach is mature, comprehensive and fits well for an eProcurement implementation.
- Discussion is at high level with details to be determined based on the actual project requested by a State/Entity.
- Quality Management, pg. 167: WEAKNESS, Lots of high level talk without much detail on what they will put in place to insure/manage quality.
- Deliverables Mgmt, pg. 168: CONCERN, State/Entity will 5 days to review each deliverable and 5 days to review corrected/revised deliverables. This is too short a time for larger deliverables like Design Documents. NEGOTIATION: need to see if the language needs to be changed to not commit States/Entities to this time limit.
- Sample Implementation Plan, Small State Entity, pg. 185: WEAKNESS, plan has 9 months from start to go-live which is too aggressive. Should be 12 months to be realistic.
- Proposed Staffing Plan, pg. 187: Good representation of what is needed and good mix of GEP & KMPG resources.

Catalog Support Services

Pg. 196/197: Meets req'ts

- While the catalog/punchout work described does address the entire process it is simplistic in that it doesn't identify the challenges that will be encountered with many contracts either not having item detail available or the information is in a format (e.g. PDF) that requires manually entry into

STATE OF MAINE INDIVIDUAL SME NOTES

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templates. Also, the methodology does not identify/address the challenges/risks of obtaining item images and establishing an on-going catalog update practice with individual suppliers.

Data Conversion Services

Pg. 199-204: Meets req'ts

- The services/processes described are mature and demonstrate an understanding of procurement needs for data conversion.

Interface/Integration Development Services

Pg. 206-212: With the changes noted below, the response will meet the req'ts.

- Post-Implementation, pg. 207: CONCERN, response indicates that support will be moved to the State/Entity tech team. Need to NEGOTIATE that maintenance/support for the GEP-KPMG portion of interfaces/integration will be covered by the on-going maintenance support services.
- Assumptions, pg. 209: Last paragraph of assumptions refers to the source system providing an "immediate (synchronous) response" for real-time integrations. "Immediate" is not viable for some integrations so suggest NEGOTIATE to remove the word "immediate" from this paragraph.
- Table of Integrations/Interfaces, pg. 210/211: CONCERN,
 - o #1 Vendor Sync of Payable Vendors, the Type (Batch) and Frequency (Daily) need language added to the Notes to say that these may need to change based on design decisions so live procurements (Solicitation Awards, Contracts, Purchase Orders) are not held up for a day waiting for confirmation from ERP that vendor was successfully created.
 - o #2 Verification of accounting codes, having this be Batch/Daily means that a requisition will have a 1 day delay before the user can move forward with the procurement. Also, the check should be the entire accounting string, not just the "Business Unit" element. Need to have this changed to Real-Time and to be all of the accounting code values.
 - o #3 Requisition & #4 PO, need to remove "immediate" to allow for potential actions that may need to happen within the ERP (e.g. RTM req't TECH-47 Approvals in the ERP) before a response can be returned.
-

Organizational Change Management (OCM Services)

Pg. 214-225: Overall meets req'ts however as noted below the more significant services/tools that are discussed are listed as "Additional". So the OCM included is not as strong as it could be.

- The following req'd OCM deliverables are identified in the graphic on pg. 217 but are not listed in the table of OCM Services on pgs. 218-224: Impact Assessment, Coaching Plan and Resistance Assessment/Mgmt Plan.

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CATEGORY #(s): 1

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- People TRIP, pg. 218: Note, this is a Readiness Assessment service listed separately from the req'd "Readiness Assessment" which they address on pg. 220. This tool is identified with an asterisk meaning it is "Additional" (not included) but pg. 224 it is referred to as a "no cost tool".
- "Additional KPMG recommended services" (bottom of pgs. 218-223): Many of the more valuable tools/services are "Additional" so the included OCM services are actually not extensive. NEGOTIATION, get these to be included at no additional cost.

Training Services

Pg. 227-240: Train the Trainer approach with State training End Users. Very mature and comprehensive approach to training. Meets req'ts.

Help Desk Services

Pg. 242-248 & IMPL-1 thru IMPL-5: Meets req'ts.

- POTENTIAL WEAKNESS, Issue tracking/reporting, pg. 246: Since the diagram on pg. 245 only shows those "Solution Admin" as the ones interacting with the GEP Help Desk, the reference to "Users" having visibility and updates on their issues may mean the State Help Desk or the State Solution Admin persons work interact with the GEP Help Desk instead of the actual end user.
- Issue Prioritization/Resolution Timeframe, pg. 247: See notes regarding SLA in Technical Requirements for issues/concerns around Severity Levels and Response Times.

On-Site System Stabilization Support

Pg. 250 : Minimally meets requirements.

- WEAKNESS,
 - o State/Entity must provide Tier 1 support during Hypercare.
 - o GEP-KPMG will only address defects during Hypercare. They do not commit to address "system setup/configuration changes" or monitor "system performance and stability" as req'd in the RFP.

Managed Services Requirements

Solution Support

- Pg. 254-259 & MNGD-1: Meets req'ts.

Organizational Change Management (OCM Services)

- Pg. 261-272: As noted in Implementation Services, conceptually the OCM approach is insightful however the actual Services offered only provide assessments, strategy/plan development, and monitoring/measuring change. OCM execution is 'hands off' with work being done by State/Entity staff.

STATE OF MAINE INDIVIDUAL SME NOTES

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SME DEPARTMENT/STATE: NASPO

Training Services

- Pg. 274-276 Train the trainer approach. Response did not provide the level of detail req'd but was sufficient to meet the req'ts.
- Unclear on whether GEP or State/Entity is to prepare end user training materials. Pg. 274 says "Trainers" will prepare the "training content" however pg. 276 states "GEP to develop all technology related training materials".
- pg. 276: GEP to train "Super users", State/Entity to train "end users". GEP "can provide support" for key end user training sessions.
-

Catalog Support Services

- Pg. 278-283: See notes from Implementation Services req'ts.

Help Desk Services

- Pg. 285: See notes from Implementation Services req'ts.

Transition Out Assistance Services

- Pg. 287/288: CONCERN, the GEP indicates a 4-6 month timeline (pg. 288) but the RFP req't allows for 1 year. Need to insure that any agreement doesn't restrict States/Entities to less than 1 year.

Other Available Services

Pg. 290-302:

- Strategic Sourcing, pg. 290-293: Optional Service. KPMG would provide "strategic sourcing process entails spend analysis, market analysis, demand research, go-to market strategy development, bid document creation, bid evaluation and analysis, supplier negotiations, and contract awards."
- Should-Cost Modeling, pg. 293-298: Optional Service. KPMG would provide cost modeling using "Data Engineering, External Market Data Library, Granular Economic Modeling, Advanced Root Cause Analysis".
- Contract Performance Management, pg. 298-301: Optional Service. KPMG would provide contract management for the State/Entity, identifying contract leakage and taking corrective action.
- Localization Support, pg. 302: Optional Service. KPMG can "help onboard the remaining agencies as a part of the post implementation activities"... "loading data, training end users, and deploying the solution".

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

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SME DEPARTMENT/STATE: NASPO

Assumptions Pg. 304-310:

- pg. 304: General Assumptions
 - o Separate contracts for GEP & KPMG.
 - o Proposed pricing is "subject to a 5% increase" annually. **WEAKNESS**, need this assumption removed since many States will not allow automatic cost escalation.
- Pg. 305, Project Assumptions: **WEAKNESS**
 - o "Implementation plans provided assume 15 pilot agencies during each implementation. Any additional agencies/localization is out of scope and may be contracted by your organization as a change order."
 - o Decisions have to be "agreed to" by the "close of the Design Phase workshops". This is unrealistic as the State/Entity project team will need time after the workshop to explore some decisions before committing to them.
- Pg. 306, Project Assumptions (con't): **WEAKNESS**, limits set in the scope/pricing
 - o 2 environments (Prod and 1 non-prod)
 - o 3 Supplier Management questionnaires
 - o 5 Contract Templates
 - o 25 configured fields beyond standard GEP fields
- Pg. 307, Project Assumptions (con't): **WEAKNESS**
 - o eProc system is to be "considered the system of record" for supplier information. Need this changed to allow for those States/Entities that must have their Financial system be the "system of record".
 - o State/Entity will provide Tier 1 support during Hypercare. So State/Entity Help Desk must be "operationalized prior to go-live".
 - o KPMG states that "as an accounting firm" they may not be permitted to participate in a NASPO ValuePoint or State administrative fee.
- Pg. 308, Reports/Conversions/Interfaces Assumptions: **CONCERN**, the following limits are low and should be negotiated higher.
 - o GEP-KPMG will produce up to 10 small, 16 medium and 20 reports with 50% provided by configuring Out of the Box reports.
 - o Up to 2 years of data will be converted.
- Pg. 309/310, OCM & Training Assumptions: **CONCERN**
 - o GEP-KPMG expects to load training content into the State/Entity Learning Management System. **WEAKNESS**, not all States/Entities will have a LMS.
 - o On-site/Instructor-led End User training limited to: 20 users for Small State, 30 users for Medium State and 60 users for Large State. Suggest negotiating higher numbers.
 - o TTT training limited to: 20 users for Small State, 30 users for Medium State and 60 users for Large State. "Total duration of this TTT program will not exceed 3 weeks".
WEAKNESS, duration being 3 weeks for all 3 size of State isn't reasonable and the breadth of the functionality being deployed, with all the variations of transactions, will need more time than 3 weeks.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

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- State/Entity TTTs will deliver “State end user training to the 15 pilot agencies”. **GAP**, this is not consistent with the End User training bullet on pg. 309 which indicates a specific number of end users that GEP-KPMG will train.

**STATE OF MAINE
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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP (2)

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - End to end procurement / supply chain
 - Source to pay. Supplier management.
2. Previous Projects
 - Private sector – public higher ed
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Role detail.
 - KPMG appears to project manage the implementation with GEP resources
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

CATEGORY #(s) 1:

DATE: 1/16/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

GEp – Global eProcure platform - modules in integrated platform.

General Principal and Requirements

- Key Solution Functionality Elements – Required elements provided in integrated tools. Narrative lacked detail. Video demonstrated functionality and user experience. Elements explained on narrative p46.
- User Experience - Integrated functionality.
- Bidder Best Practices and Roadmap
- Innovations and Value-Added Features/Services – Mostly focused on consulting and reports. (Swamped the narrative description of the primary sourced product.)
- Customizations/Extensions – vague description that future customer needs could be developed. Focused on existing SAAS. **EPROC-PRD-56**
- Alternative Funding Models **Two options – hybrid fixed fee (e.g. 75% plus 1-3% transaction fee); value-based funding model that would be an unstated “different implementation model” but proposed to fund through savings. Option 2 would need clarification for any state looking to use it. Should not be considered part of pricing evaluation since it is an optional method and based entirely on projections.**

Functional Requirements

- General Functionality – Only configuration items relate to publishing to state's website.
 - **EPROC-GEN-25** – Notifications will have @gep.com email domain / doesn't integrate to state's domain. Non-compliant. **Needs clarification.**
 - EPROC-GEN-39 – High level of configuration required to set external posted content. No additional cost proposed or problem identified.
- Supplier Portal - EPROC-SMR-19 – high level of integration for admin fee payments with state's portal. Doable.
- Supplier Enablement/Management – All requirements noted as Native to application.
- Buyer Portal – Out of box
- Need Identification – Out of box except for E-PROC-NEED-5 which would configure priority of state contracts/purchase channels.
- Request through Pay — Out of box **EPROC-PRD-11** (recurring purchase function) noted as Medium complexity to set up. **Clarification needed** if this is a configuration or actually out of box.
 - – backdated function. **Needs clarification.** Response notes as out-of-box, but statement does not address role-based authority or the functional requirement of backdated orders
 - **EPROC-PC – Listed as in development- Needs clarification** if functionality available.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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CATEGORY #(s) 1:

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EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Catalog Capability – **EPROC-CAT-38** – Public-facing search without login not available. Can be developed. **Needs clarification** as is listed as Low complexity.
- Sourcing/Bid Management – All requirements listed as out of box or low complexity configurable except **EPROC-SRC-109** bid submissions entered by purchasing staff – currently requires GEP staff to load into back-end. Listed as in development by contract award date. Needs clarification if functionality now exists.
- Contract Management - All listed as out of box except:
 - **EPROC-CNT-20 – Needs clarification.** Response appears to refer to each individual document internal ID not an overall contract number that may be a single document/file or a collection of files depending on structure.
 - **EPROC-CNT-71 and EPROC-CNT-72** – Functionality listed as high complexity config. **Needs clarification** if requirement understood. Is there admin fee functionality/invoicing/tracking separate from payment processing?
- Vendor Performance – all listed as out of box.
- Purchasing/Data Analytics – listed as out of box with some config for level 2 punchout search.

Technical Requirements

- Availability – 24x7 SLA 99.8%
- Accessibility Requirements – WCAG 2.1
- Audit Trail and History – Out of box
- Browsers Supported – Edge/Chrome recommended. Native mobile functionality for ipad and android.
- User Accounts and Administration – MS AD. 2MFA. SAML 2.0 for SSO.
 - **EPROC-TECH-12** – requires SSO for buyer/supplier dual accounts single login config. **Conditional compliance.**
 - **EPROC-TECH-24** – 2MFA doesn't autogenerate new password. 6 digit code required for access to password reset. **(acceptable standard but doesn't meet requirement.)**
- User Authentication – Non SSO – upper/lower/number/special char. 5 attempt lockout. 90 day.
- Data Conversion – Multiple dataset approach. Import of migrated data (flat file). Import of ERP live data. Process to harmonize extensive list of fields where data variation is common. (master file cleanup)
 - **EPROC-TECH-30** – Ongoing vendor performance integration is additional cost.
- Interface and Integration – 50 in-house integration experts for ERP connection. (SAP, Oracle, PS etc.) Real-time and scheduled data migration as appropriate for master or transactional (JSON) data. Customer is responsible for SLI integration. GEP will use state-preferred middleware for integration between ERP and GPE.
 - **EPROC-TECH-55** – P-card hosting is planned for 1Q22 – **needs clarification if available.**
- Office Automation Integration – MS Azure-hosted. Word integrates with GEP through plugin allowing redlining of contract document. "Contract Examiner" extracts clauses from scanned PDFs. Price sheets can be edited offline in Excel and loaded back into GEP. Integrates with Outlook for alerts/notifications.
- Mobile Device Support – Dashboards, viewing catalogs, Approvals. Unclear if ordering can be performed in mobile environment. (Secure biometric access.) Unclear if VPN is required to log into mobile environment.
- Mobile Applications

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: GEP-KPMG

CATEGORY #(s) 1:

DATE: 1/16/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Data Ownership and Access – After contract termination, customer data returned in mutually acceptable file format; then purged and destroyed. Time period not stated other than with customer agreement.
- Data Retention, Archive and Purge Considerations
- Disaster Recovery Plan – 1 hour RPO. RTO 4 hrs.
- Solution Environments – UAT and Production. UAT environment developed through investigation and requirements gathering. GEP to develop testing scenarios to validate function prior to go-live.
 - Scalable through MS Azure data centers.
 - Automated processes to maintain continuity between UAT and production environments.
 - Mobile – native adaptive UI
- Solution Technical Architecture - .Net built on Azure.
- Solution Network Architecture
- System Development Methodology
- Service Level Agreement – 99.8% system availability. 4-level Severity priority for cases with response times 1 hour, 4 hour, 1 business day 4 business days initial response provided followed by 3-step support timeline for each level to conclusion. (Appendix 1.) 24x5 (M-F) support services assistance via email, online and phone.

Security Requirements

Notes: GEP SMART Application Architecture & Security Overview, SOC 2 and Information Security policy provided in appendices.

- Cloud Security Alliance (CSA) Compliance – Yes. Completed. No answers of concern.
- Security and Privacy Controls
- Security Certifications - datacenters are SSAE16 certified. The datacenters are SOC1 and SOC2 as well as ISO / IEC 27001:2005 certified and hosts data for Fortune 500 as well as Global 2000 companies.
- Annual Security Plan
- Secure Application and Network Environment -
- Secure Application and Network Access – EPROC-SEC-2 – configuration required for concurrent login limitations in conjunction with customer.
- **EPROC-SEC-3** – forced login **not currently available** – would be developed with customer – no extra cost proposed.
- EPROC-SEC-5 – almost real-time snapshots. Daily, weekly and monthly off-site backups. Primary data center VA, Secondary CA.
- Data Security – Azure PAAS.
- Personally Identifiable Information Protection – Lists compliance in narrative.
- Security/Privacy Issue Occurrence – Acceptable response listed in CAIQ.
- PII Data Actual/Attempted Access or Disclosure
- Security Breach Reporting – Notification with 4 hours of occurrence - Narrative.

Implementation Services Requirements – GEP-KPMG

Note: Response in Exhibit 1 not different from GEP solo implementation.

- Project Management – KPMG governance and project management plan detailed from p164 in Section III response. KPMG project manager. Integrates key customer stakeholders in the implementation team. Detailed risk management and issue management processes.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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- KPMG-GEP PM may be located at customer site or off-site as agreed; coordinates with customer organization's Project Manager, Contract Administrator and Project Executive Teams.
- Project Implementation Methodology – 5 phases. Vision, validate, construct, deploy, evolve.
 - Use of pre-configured delivery models, training materials and benchmarks to accelerate project. Avoids reinventing the wheel.
 - GEP-KPMG designs test scripts and scenarios with expected outcomes; customer team to test and capture results/report defects.
 - Cutover to production occurs as part of go/no-go prior to full go-live.
 - Post go-live support/hypercare (4 stage severity levels for defect resolution.) Evolve phase.
 - Supplier enablement- start with current/future state identification.
 - Identified org role-based map according to project responsibility: leadership, functional and supplier support; data migration, testing, change mgmt/training, managed services
 - Identifies roles in customer org. including time commitment expected.
- Catalog Support Services – KPMG and customer identify hosted/punchout best fit for each supplier. KPMG does catalog set up with internal users; trains customers on future hosted catalog set up.
- Data Conversion Services – GEP-KPMG team works on data migration strategy, mock and production data extracts, data cleansing, transform/load processes, quality assurance.
 - 9 preliminary datasets identified as likely for conversion with sources data (ERP or external (existing) systems.
 - 9 templates identified for supporting data loads into GEP.
- Interface/Integration Development Services – Restated 5-step deployment Vision, Validate, Construct, Deploy, Evolve for development. Parallel workstreams for GEP-KPMG and customer teams.
 - 10 integrations identified and process outlined including source and destination systems.
 - *GEP-KPMG will design the format, develop, and test interfaces feeding in/out of GEP.*
 - *Your organization will be responsible for mapping the data elements to your systems, developing and testing the interfaces coming into your organization systems and out of your organization systems into the proposed solution's services per the project schedule. Interfaces identified and finalized during Design Phase will be built in collaboration with your IT resources. It is assumed that for any interfaces/integrations to other third-party systems, your organization will provide for the necessary licenses, if applicable.*
- Organizational Change Management (OCM Services) – Detailed KPMG OCMT process outlined (can be scaled back for less complex projects)
 - Proposal lists included projects and additional KPMG services. **Clarification may be needed** to state if proposal complies with RFP requirements without the “additional recommended KPMG services” (Difference between OCMT Strategy and OCMT Plan, for example). Are these additional services included in cost workbook? Should they have been referenced in the Value Added section?
- Training Services – KPMG Targeted learning model. Training the Trainer. – combination of instructor-led classroom/online and webinar. Self-service on-demand web-based training. Quick-ref guides.
 - Role-based training needs assessment; table breakdown of topics.
 - Troubleshooting guides. Developed training becomes property of customer.
 - Separate training plans for Trainers, System admins, help desk, suppliers.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

CATEGORY #(s) 1:

DATE: 1/16/22

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- Help Desk Services – GEP Success portal – 24x7 – case reporting, knowledge bases.
 - 24x5 helpdesk for customer users. Phone, email and chat. Suppliers by email and phone only.
 - **EPROC-IMPL-1 - Needs clarification** – new release, product update training through webinars – are these webinars for **all GEP or customer-specific?**
 - **Needs clarification:** p222 Best practices support model. **Is GEP/State helpdesk staffed by GEP or a combination of GEP and customer staff?**
 - **EPROC-IMPL-2** – ongoing training provided as needed: who defines as-needed? Are their additional cost thresholds for training? For smaller agency, if train the trainer needs to be performed at future stage in the contract due to staff turnover, is GEP committed to providing this post-implementation or is this a cost option? **Needs clarification.**
- On-Site System Stabilization Support – Hypercare – 3 months. Monitor rollout; triage and support high-priority tickets; adjust configuration, defects. Focus on end-user adoption; transition to state support team and Ivalua Run team.
 - GEP-KPMG knowledge transfer plan.
-

Managed Services Requirements

- Solution Support – governance plan for ongoing system support;
 - Specific Director; technical account manager, customer support lead roles in addition to customer support team.
 - Repeated 24x7 system uptime/99.8% SLA. Off-business hour updates; vulnerability and patch policy and practice.
 - **EPROC-MNGD-1** – findings reported on “regular basis” – is this quarterly meetings? **Needs clarification.**
- Organizational Change Management (OCM Services) – Repetitive of implementation slides.
 - Success measured – Financial; stakeholder satisfaction; volumetric; internal business processes;
- Training Services – Referenced implementation slides
- Catalog support services. – Referenced implementation slides
- Help Desk Services – Referenced implementation slides
- Transition Out Assistance Services – 4-6 month plan exiting governance and 4 months and supporting change through 6. Knowledge transfer and go-live readiness
- **Other Available Services: KPMG strategic sourcing, Contract Performance Management, Localization.**

Video Demonstrations

- Detailed walk-through of toolset processes.
-

Limiting assumptions that may require clarification for conflict with GEP deployment statements:

- **GEP-KPMG will not be responsible for developing a User Acceptance Test (UAT) Plan or the set of UAT scripts. Client can choose to leverage GEP-KPMG's System Integration Testing (SIT) scripts as a starting point to develop your UAT scripts.**

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

CATEGORY #(s) 1:

DATE: 1/16/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Client will provide an issue and incident tracking system to capture and track post-production hypercare tickets. The GEP-KPMG team will work with your organization to provide a list of tracking fields needed to track the types of tickets .
- During hypercare, GEP-KPMG assumes that your organization will perform Tier 1 support addressing the users' questions. GEP-KPMG will act as Tier 2 support providing pointed functional and technical support, and ticket resolution. GEP will act as Tier 3 providing pointed subject matter advice and supporting complex code changes at the product level.
- Client helpdesk will be operationalized prior to go-live for post go-live support.
- Catalog Onboarding / Maintenance Services assumes that the catalogs received from your organization are received in the GEP-KPMG requested format and the service level calculation will start as soon as the last catalog of the loading group is received.
- GEP-KPMG assumes that all helpdesk services will be provided by your organization's helpdesk support team that will be trained by the GEP-KPMG team.
- Client will be responsible for providing a Tier 1 Test Management Tool. All test participants in SIT and UAT will leverage the test management tool e.g. JIRA or Microsoft Azure for test execution and defect tracking & resolution purposes.
- Test Management Tool setup and ongoing activity management will be done by the client and not by GEP-KPMG
- GEP-KPMG assumes up to two (2) years of data to be converted using three (3) mock rounds of data conversion and a final production round of conversion.
- Client will be responsible for reviewing, finalizing, and ultimately distributing the communications to the appropriate audience.
- Client will conduct any required analysis of historic purchasing data, human resources data, or other data in order to effectively create groups and/or distribution lists for the communicating of messages to specific audiences.
- GEP-KPMG will leverage your organization's current Learning Management System and work with its respective administrators to upload training content.
- GEP-KPMG will be responsible for providing onsite (as allowed), instructor-led, computer-based, and hands-on training to up to 20 State end users for a small State, 30 State end users for a medium State, and up to 60 State end users for a large State, to include up to 5 Key Technical Resources, and up to 10 Help Desk Administrators.
- The State end users who attend TTT will be responsible for delivering State end user training to the 15 pilot agencies.
- Client is responsible for providing training development software licenses for Adobe Captivate or Articulate Storyline to the GEP-KPMG team as required.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-Optis

CATEGORY #(s): 1

DATE: 8/23/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Global providing “end-to-end procurement and supply chain services” w/ 20+ years “delivering procurement success” (pg. 4)
- “Top-ranked by Gartner, Forrester, IDC, Spend Matters” (pg. 4)
- “Woman and minority-owned enterprise” (pg. 4). Minority Owned cert- Tennessee, Women Owned cert- New Jersey (pg. 10)
- Can provide Full Suite eProcurement solution and “Managed Services” (pg. 6)

2. Previous Projects

- Overall:
 - i. Higher Education but no State/Local Gov’t examples
 - ii. No Full Suite eProcurement examples
- **Viatrix:** Referred to “Unified direct and indirect buying and accounts payable” but they do not clearly say what GEP modules were implemented. Implies it was the Purchasing and Supplier Management modules. \$40B+ spend, 75K suppliers uploaded. *Not a Full Suite eProcurement implementation.*
- **UCAL:** Appears that GEP S2C (“Spend Analysis, Sourcing, Contract Management, Supplier Management) and a “public bid site” were implemented. Spend under management increased to \$47.5B, 1K+ sourcing events. *Not a Full Suite eProcurement implementation.*
- **Chevron:** “Unified, mobile-enabled system” but does not say what GEP modules were implemented. Provided Change Management for “users and suppliers”. *Unclear whether this was a Full Suite eProcurement implementation:*
- **LDS Church:** Contract and Supplier Management. “Managed over 8k suppliers and integrated over 25k contracts”. *Not a Full Suite eProcurement implementation.*

3. Subcontractors

- Optis Consulting (pg. 19/20)
 - i. Source-to-Pay consultancy. “Solely focused on Source-to-Pay”.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-Optis

CATEGORY #(s): 1

DATE: 8/23/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- ii. "Specialized team of 'Source-to-Pay Architects' have delivered over 50 transformational projects".
 - iii. "design your future-state in close alignment with the areas in which the solution excels" and "leveraging leading practices"
- 4. Organizational Chart (pgs. 24-26,
 - Provided organization charts for each implementation scenario identified in the Cost Proposal.
 - Organization charts provide sufficient detail to demonstrate that most areas of Full Suite eProcurement implementation are represented.
 - Staffing Plan (pgs. 27-29) present both the Contractor and Participating Entity staffing/responsibilities. Both lists are reflective of the core positions and responsibilities.
- 5. Litigation
 - No litigation.
- 6. Financial Viability (pgs. 35-37)
 - GEP (NB Ventures, Inc.): No negative categories or risk concerns cited.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP-KPMG
CATEGORY #(s): 1
DATE: 11/11/2021
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

- Single unified platform, pg. 4: "all relevant functionality in a single unified platform:- sourcing, savings tracking, category management, contract management, supplier management, and procure-to-pay"

User Experience

- Intuitive User Experience, pg. 8:
STRENGTH
 - o Users can pick which screen will be their landing page
 - o Users can drag/drop, reorder different sections of the screen. System retains changes for next log in.CONCERN: the "pending tasks" list has all tasks, mixing all types of transactions/tasks in a single list that must be filtered or searched. Will likely be too much in a single list for users.
- Mobile, pg. 9: STRENGTH, iOS and Android apps have very robust functionality.

Bidder Best Practices and Roadmap

- Agile Implementation Methodology, pg. 14: STRENGTH, methodology focused on "Progress over perfection" as detailed allows State/Entity to learn from decisions they make for setup configuration and adjust instead of settle.
- Release/Update Cycles, pg. 15: WEAKNESS, for New Releases and Maintenance Releases the State/Entity will only have a release in UAT for one week before it goes to Production.

Innovations and Value-Added Features/Services

All of these services are likely to be only an occasional fit/need for States/Entities. Suggest making sure these are negotiated and moved to be Optional and are not included in the proposal scope/pricing.

- **Organizational Maturity Assessment**, pg. 19-24: CONCERN, Maturity Assessment work is not often needed/desired by States and is very 'heavy'/intensive work (16 weeks minimum).
- **Opportunity Assessment**, pg. 25-28: CONCERN, Opportunity Assessment is another heavy/intensive effort towards recommending Sourcing actions by the State. This is outsourcing

STATE OF MAINE INDIVIDUAL SME NOTES

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BIDDER NAME: GEP-KPMG

CATEGORY #(s): 1

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

the 'strategy' part of Strategic sourcing and it requires a lot of data that is not easily obtained or categorized... so lot of work to gather and then analyze/classify.

- **Market Intelligence**, pg. 30-34: Reports from GEP resources/data to support a State's Strategic Sourcing efforts. This is not likely to be a heavily use resource/service since it would target situations where the State/Entity feels they don't have sufficient insight for a planned sourcing event.
- **Category Management**, pg. 36-37: This appears to be full outsourcing of Strategic Sourcing work.

Customizations/Extensions

- Customizations/Extensions, pg. 39: NOTE, GEP uses a "Product Advisory Group (PAG)" to get customer feedback on current features, new features and feature enhancements. Should GEP move forward, suggest negotiating to have some part of the post-award ValuePoint Team to be members of this Group to insure that NASPO members have a 'voice' for the roadmap of the system.

Alternative Funding Models – pg. 41/42

- Option 1: Fixed Fee plus Transaction fee
 - o Reduce Implementation Costs by 50-75%
 - o 1-3% Admin fee to every purchase order
 - o GEP-KPMG recovers "projected project cost" plus "cost of capital for the deferred collections". Payable "by the vendor community".
 - o NOTE: no discussion of how the fee would be collected.
- Option 2: Value-Based Funding Model
 - o Set up internal program to measure and collect savings that eProcurement generates
 - o NOTE: pg. 42 list examples of potential savings but this funding model would require establishing baseline metrics to be able to measure savings and would require means to obtain the saved dollars from the organizations that realized the savings.

Functional Requirements

General Functionality

- Modules included, pg. 46: Spend Analysis, Sourcing/Bid Mgmt, Contract Mgmt, Supplier Mgmt, Item Master, Vendor Master, Reporting/Analytics, Invoice Mgmt, Purchasing, Catalog Mgmt, Guided Buying.

RTM

- WEAKNESS, GEN-3: Suppliers must register to be able to use an RFx link to access a Solicitation Event.
- STRENGTH, GEN-12: System search can search "content with any readable attachments" (e.g. pdf, excel).
- WEAKNESS, GEN-25: All emails generated by the system will have a From email address domain of "gep.com" instead of the State/Entity.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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CATEGORY #(s): 1

DATE: 11/11/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- POTENTIAL WEAKNESS, GEN-35: System does not have a "comment library" feature to store standard comments for use on Transactions.
- WEAKNESS, GEN-38: GEP licensing does not provide for "unlimited licenses for business users and supplier users."

Supplier Portal: does have the functionality.

- GEP Supplier Enablement Team, pg. 50: "will take ownership of onboarding all State/Participating Entity suppliers... at the time of implementation". CLARIFICATION, will this team be responsible for on-going supplier onboarding post-implementation of the system?
- "GEP does not charge the suppliers to transact on our platform" (pg. 50)
- Suppliers have "single login to transact with different States/Participating Entities (pg. 51). So single supplier account to work with all Coupa customers."

RTM

- STRENGTH, SPR-13: Supplier emailed invoices can be OCR scanned to extract metadata and automatically load this into the system.

Supplier Enablement/Management: does have the functionality

- "Pre-Qualified Supplier", pg. 54: CLARIFICATION, are these lists required to be used as the invited supplier list for sourcing events?

RTM

- Meets req'ts

Buyer Portal: does have the functionality

RTM

- Meets req'ts

Need Identification: does have the functionality

- "Central intake form", users provide details on product/service with "category/commodity specific questions/fields". (pg. 62)

RTM

- Meets req'ts.
- STRENGTH, NEED-3: System allows creation of multiple "intake form" capabilities to address different kinds of procurement needs.

Request through Pay: does have the functionality

- pg. 64: CONCERN, "connecting every order to a contract" may mean that the system does not provide means to do non-contract orders in the system.
- pg. 66: Can create purchase orders "without a requisition".
- Services Procurement, pg. 67: STRENGTH, 3 ways to address services procurement
 - o User creates requisition with Milestone line items on a PO.
 - o User creates requisition with Contingent Worker details.
 - o Supplier creates "service entry sheets" with "service line items/rates" from the contract that are "sent for approval".

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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RTM

- NOTE, there are many req'ts where the response is "yes" and basically repeating the req't without providing details of how the system would do it.
- POTENTIAL WEAKNESS, PRD-13: System does not provide a "library concept of standard specification text or attachments associate with specific commodity codes".
- POTENTIAL WEAKNESS, PRD-37: System does not capture "non-contract match" items when purchasing from a State source.
- POTENTIAL WEAKNESS, PRD-37: System does not capture prices for matching State sources when a non-contract item is selected.
- CONCERN, PRD-56: Response is would "like to discuss" in regards to being able to enter "backdated purchase requests".
- POTENTIAL WEAKNESS, PO-16: System only offers "signature image" for electronic signature of the PO.
- NOTE, PC-1: Pcard functionality for the system is not scheduled for release until Q1-2022.
- POTENTIAL WEAKNESS, RC-3: System does not provide a means to record receipts in the system without a PO being in the system.

Catalog Capability: does have the functionality

- pg. 69: CONCERN, "catalogs linked with contract" may mean that the system does not support non-contract catalogs.
- pg. 70,
 - o "At the time of implementation, GEP will configure any State/Participating Entity specific punchout catalogs".
 - o "supports level-2 punchouts", suppliers must "expose their APIs to GEP web crawlers".
 - o "Internal Catalogs" that integration with inventory master provides "visibility in on-hand balances/quantity, price to the users".

RTM

- Meets req'ts except, POTENTIAL WEAKNESS, CAT-19: Catalogs cannot have negative values to identify trade-in values.

Sourcing/Bid Management: does have the functionality

- pg. 74, "line sourcing events from opportunities identified through spend analysis".

RTM

- STRENGTH, SRC-29: System allows users to copy/paste from Excel to the price sheet screen.
- POTENTIAL WEAKNESS, SRC-37: Changes to a Solicitation Template may automatically "make specific updates to the sourcing events" where users have used the templates.
- POTENTIAL WEAKNESS, SRC-67: System does not provide a means for suppliers to add themselves to a solicitation bidders list. The buyer must do it manually.
- WEAKNESS, SRC-97: Suppliers cannot withdraw a response once it has been submitted. They must revise their response to say not responding and re-submit to replace their previous response.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

CATEGORY #(s): 1

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SME DEPARTMENT/STATE: NASPO

- POTENTIAL WEAKNESS, SRC-102: System does not provide a capability for supplies to electronically sign their response. They must sign a printed copy, then scan & attach the document.
- WEAKNESS, SRC-107: System does not provide a way to prevent Suppliers from submitting on-line responses for 'hard copy submission only' Solicitations.
- NOTE, SRC-109: The capability for buyers to enter paper responses on-behalf of Suppliers is not currently a feature but is expected to be available by Award.
- WEAKNESS, SRC-122 & 123: System does not provide a means to define and apply Preferences to response evaluation.
- POTENTIAL WEAKNESS, SRC-148: For cancelled solicitations, any submitted responses will not be locked/encrypted to prevent buyer access and Suppliers cannot withdraw their responses.

Contract Management: does have the functionality

- Pg. 77
 - o Collaborative Authoring", route contract draft internally and externally to suppliers for "review, editing and redlining"
 - o Very comprehensive integration with MS Word with check-out/check-in document control and access clause library from within MS Word.

Video - Strengths

- Contract Wizard method, prompts user for info and system suggests relevant templates then creates draft contract.
- Contract Examiner: loads and scans PDF docs extracting Meta data
- In MS Word editing of contract language redlining user can see list of Clauses from library (Variable Library) that can be added while editing in Word.
- Contract Search from Workbench searches all Contract Metadata and all readable documents.

RTM

- STRENGTH, CNT-8: System has a 'mass' update feature to amend all existing contract to get updated clauses/templates.
- NOTE, CNT-23: Response did not address Contract Authoring however on pg. 77 of the Technical Response this capability is discussed.
- POTENTIAL WEAKNESS, CNT-27: System does not provide a means to restrict access to specific attachments on a Contract.
- POTENTIAL WEAKNESS, CNT-36: System does not provide a means to define default account coding as part of the Contract record that would then be used as default for requisitions/orders from the contract.
- WEAKNESS, CNT-38: To capture Contract subcontractors, resellers, dealers and franchises they must be issued their own contracts in the system.
- WEAKNESS, CNT-41: To capture Contract SWAM certification/participation data each subcontractor must be issued their own contract in the system.

Vendor Performance: does have the functionality

- Pg. 79/80,
 - o Survey questionnaires to users

STATE OF MAINE INDIVIDUAL SME NOTES

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SME DEPARTMENT/STATE: NASPO

- Initiate performance improvement plans w/ milestones and activities.
- Link to Contract obligations to generate "Contract score"
-

RTM

- Meets req'ts.

Purchasing/Data Analytics: does have the functionality

- pg. 82: CONCERN, "GEP Minerva" cited as providing AI and machine learning but it is not listed in the components included in the proposal (pg. 46).

RTM

- Meets req'ts

Technical Requirements

Availability

Pg. 86: Meets req'ts.

Accessibility Requirements Pg. 88: Meets req'ts for components behind the login, however response did not address compliance of "publicly available" components.

Audit Trail and History

Pg. 90 & TECH-1 thru 5: Meets req'ts

Browsers Supported

Pg. 92: Meets req'ts

User Accounts and Administration

- Pg. 94/95: Meets User Acct/Admin req'ts except response did NOT address req't to be able to delegate Admin role to agencies.

RTM

- POTENTIAL WEAKNESS, TECH-12: System does not provide a 'one account' feature for user that is both a buyer and a supplier. User must have two accounts.

User Authentication & Federated Identity Management

Pg. 97 & TECH-21 thru 25: Meets req'ts.

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Data Conversion

Pg. 99-103 & TECH-26 thru 34: Cannot confirm that req'ts are met due to conflicting information between Technical Proposal and RTM.

- CONCERN, pg. 101, Solicitations is not included in the list of potential transactions to be loaded.
- NOTE, pg. 102, State/Entity is to do data extract from source systems and data cleansing. Optis will do data cleansing for an additional cost.

RTM

- TECH-26 thru 34 all identify "GEP Software Implementation services" as providing the Data Conversion services but the Technical Proposal identifies Optis as the provider. GEP/Optis did not revise these RTM req'ts to reflect Optis role.

Interface and Integration

Pg. 105-116 & TECH-35 thru 60: Generally, meets req'ts but with concerns. Discussion was generic with no clear references to the GEP system in regards to their approach to interfaces/integration. Also, there are concerns about the real-time integration limits and conflicting information regarding the potential of the system to do real-time (see below).

- pg. 107: WEAKNESS, API real-time integration is limited to "50 lines in one request". There will be larger transactions that have more than 50 lines and splitting these transactions up by 50 line increments may cause problems with SAP.

RTM

- GAP, TECH-35: The technical proposal (pg. 107) indicates that "real-time" integration is available however the response to TECH-35 indicates that the system does not provide real-time integration capabilities. Can be "Near Real time and Batch file-based transfers".

Office Automation Integration

Pg. 118 & TECH-61: Meets req'ts.

Mobile Device Support & Mobile Applications

Pg. 120/121 & TECH-62: Meets req'ts

- Pg. 120: STRENGTH, includes both iOS and Android apps which allow approving orders, requisition and invoices, service confirmation, view dashboards, access catalogs, and create requisitions. Apps support "biometric authentication".

Data Ownership and Access

No response provided. This section is missing from the proposal.

Date Retention, Archive and Purge Considerations

Pg. 123 & TECH-63: Meets req'ts.

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CATEGORY #(s): 1

DATE: 11/11/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Disaster Recovery Plan

Pg. 125: WEAKNESS, the proposal did not provide details regarding GEP's Disaster Recovery plan as required.

Solution Environments

Pg. 127: WEAKNESS, the UAT environment is to be used as the Training environment. The required separate training environment is not provided.

RTM

- WEAKNESS, TECH-64 thru 67: A separate Training environment is not provided.

Solution Technical Architecture

Pg. 129/130: Meets req'ts.

Solution Network Architecture

Pg. 132-134: Meets req'ts

System Development Methodology

Pg. 136-139: Discussion/information is not indepth but does present high level of the requested information. Meets req'ts

Service Level Agreement

Pg. 141 & GEP Appendix 1-SLA Standard doc: Not comprehensive or good protections for States/Entities

- Support services are only available to State/Entity "Designated Support Contacts" (pg. 1)
- Only service level warranty is "System Availability" at 99.8% avail, 7days/24 hours (pg. 2)
- Service Credits=% of monthly fees... must fall below SL for "three (3) consecutive calendar months" (pg. 2)
- Severity Levels: Sev 1 & 2 are about complete unavailability of entire system or a major feature. Issues around functionality on specific types of transactions (button not visible) or with a specific transaction are Sev 3. SLA does not indicate who sets the Severity. (pg. 3).
- Response Times: most critical State issues will be Sev 3 and response times are not good.
 - o Sev 1: Initial response - 1 hr, Workaround - 1 business day, Fixed - 10 business days
 - o Sev 2: Initial response - 4 hrs, Workaround - 1 business day, Fixed - 20 business days
 - o Sev 3: Initial response - 1 business day, Workaround - 10 business days, Fixed - 45 business days

Security Requirements

Cloud Security Alliance (CSA) Compliance

Pg. 144: Meets req'ts. Completed a CAIQ

Security and Privacy Controls

Pg. 146: Did not indicate level of compliance with NIST 800-53 as req'd however system is "modelled as per ISO 27001" which is international standard on security management systems.

**STATE OF MAINE
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RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
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CATEGORY #(s): 1
DATE: 11/11/2021
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Security Certifications

Pg. 148: Meets req'ts

Annual Security Plan

Pg. 150/151: Response did not "describe the Security Plan" but instead described their security practices and provided copy of their internal "Information Security Policy".

Secure Application and Network Environment

Pg. 154/155: Details are not comprehensive but does meet req'ts.

Secure Application and Network Access

Pg. 157/158 & SEC-1 thru SEC-5: Meets req'ts.

Data Security

Pg. 160/161: Meets req'ts.

Personally Identifiable Information Protection

Pg. 163: Meets req'ts

- CONCERN, GEP's definition of PII did not include Tax ID and may not match each State's/Entities' definition of PII.

Security/Privacy Issue Occurrence & PII Data Actual/Attempted Access or Disclosure

Pg. 165: Does not meet. WEAKNESS, GEP will not comply with the notification/communication req'ts specified in the RFP. Only commits to report/notify "customers within 4 hours of an incident/breach".

Security Breach Reporting

Pg. 167: Meets req'ts. Will not provide initial response within req'd 2 hours but will provide detailed notification will be within 4 hours instead of the req'd 24 hours.

Implementation Services Requirements

Project Management

Pgs. 170-202: Meets req'ts. Response does demonstrate thorough Project Management practices and comprehensive approach in their Project Implementation Methodology, however CONCERN is that it isn't written to specifically address a GEP implementation. It is generic for all "source-to-pay solutions" that they implement.

- CONCERN, pg. 181, the red level triggers at 80% for SPI and CPI leaves a gap that is not good for a State/Entity. A 20% behind schedule or a 20% overrun is too much. NEGOTIATION, suggest that Red should be when below 85 or 90 instead.

**STATE OF MAINE
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BIDDER NAME: GEP-KPMG

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Project schedule doesn't go Red unless they are less than 80% of where the schedule says they should be.
- Project budget doesn't go Red unless the value for work performed to-date is less than 80% of the cost that it should be.
- Implementation Plans: Good that the recognized that there are "short term" and "long term" approaches to implementation and RACIs. However, the amount of time allocated is too short in each size of State example with the Large State long term being the closes to what is commonly seen. NOTE: need CLARIFICATION to know what schedule was assumed for the Cost Workbook.
 - Small State, pg. 182/183,
 - shows deploying 7 to 12 months, too short. Should be 16-18 months.
 - Design/Build for Source/Contract & Supplier Mgmt is 1.5-2 months and 2.25-2.75 months for P2P & Spend Analytics.
 - Project Staffing, Fig. 12, pg. 184,
 - Shows "Optis QA Board Investment by Optis", NEGOTIATIONS, need to make sure that the State/Entity would not be paying for these Optis resources.
 - Does not have the Optis role of "Spend Analysis Functional Lead" that is shown for Large State (Fig. 18, pg. 190).
 - Medium State, pg. 185/186,
 - shows 10-16 months, too short. Should be 18-20 months.
 - Design/Build for Source/Contract & Supplier Mgmt is 1.5-4 months and 2.75-6 months for P2P & Spend Analytics.
 - Project Staffing, Fig. 15, Pg. 187,
 - Staffing drops an Optis "P2P Lead" and "Change Advisor" that were shown for a Small State project (pg. 184, Fig. 12).
 - Does not have the Optis role of "Spend Analysis Functional Lead" that is shown for Large State (Fig. 18, pg. 190).
 - Note that the "GEP Resources" are the same as with Small State, would have expected more GEP resources.
 - Staffing adds a "Steering Committee" and also has the "Optis QA Board". NEGOTIATIONS, need to make sure that the State/Entity would not be paying for these Optis resources.
 - Large State, pg. 188/189,
 - shows 12 – 21 months. Should be 24 months.
 - Design/Build for Source/Contract & Supplier Mgmt is 1.25-4 months and 5-8 months for P2P & Spend Analytics.
 - Project Staffing, Fig. 18, pg. 190,
 - There are not OCM resources identified. The "Change Advisor" that was shows for a Small State project (pg. 184, Fig. 12) is missing.
 - Note that the "GEP Resources" only have 1 additional resource (Integration Developer 2) from what the Small & Medium State show, would have expected more GEP resources.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

CATEGORY #(s): 1

DATE: 11/11/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Deliverables/Activities, pg. 191-198
 - o CONCERN, on pg. 192 they identify Workshops for “Design (discovery)” but have not identified any Design/Configuration deliverables.
 - o CONCERN, there is no deliverable for Interface/Integration design.
- Staffing Plan, pg. 199/200:
 - o The list of key staff includes “Change Lead” which is missing from the staffing shown for with the Medium (pg. 187) and Large (pg. 190) State implementation plans.
 - o NOTE, there is not a dedicated person for Training. Training is an additional duty of the Change Lead.
- Entity Staffing Plan, pg. 201: Does include the primary roles that are expected for a State/Entity.
- Project Governance, pg. 202: The approach is adequate.

Project Implementation Methodology

Pg. 203-216: Overall the methodology is strong/mature with the following callouts. Meets req'ts.

- Phase 3, pg. 205: CONCERN, the list of what happens in this phase does not include making adjustments to the Design/Configuration as the State/Entity experiences the decisions they made.
- Module Level Approach, pg. 206:
- GAP, the Sourcing/Contract/Supplier Mgmt/Spend Analysis stabilization period says "one month" but the Implementation Plan Gantt charts and the RFP show/call for 3 months.
- Test Phases, pg. 209: CONCERN, there is not 'Performance Testing' included in the Optis test phases.
- Test defect severity levels, pg. 210: STRENGTH, the severity definitions fit well from a business impact with the intent of the RFP SLA.

Catalog Support Services

Pg. 218-225: Meets most req'ts, however they do not provide services for the “creation of hosted catalogs” and some of the enablement & setup work is to be done by the State/Entity (see below).

- pg. 218: CONCERN, for initial implementation Optis expects Suppliers to submit catalogs instead of getting initial catalogs loaded by Optis or even the State/Entity staff.
- Engage/Enable, pg. 222/223: WEAKNESS, Optis' only role is to provide communication templates. Actual Enablement tasks are performed by the State/Entity ("Client Resources") or the "Supplier Resources" (which is not Optis)
- pg. 224: WEAKNESS, State/Entity ("Entity Resources") are expected to “setup punchout details” and “upload UNSPSC” codes in the system, Optis does not do this work.

Data Conversion Services

Pg. 227: Cannot confirm that req'ts are met due to conflicting information between Technical Proposal and RTM. See comments/notes under Data Conversion in Technical Req'ts section above.

Interface/Integration Development Services

Pg. 229: Generally, meets req'ts but with concerns. See comments/notes under Integration in Technical Req'ts section above.

STATE OF MAINE INDIVIDUAL SME NOTES

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RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

CATEGORY #(s): 1

DATE: 11/11/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Organizational Change Management (OCM Services)

Pg. 231-248: Generally, meets req'ts however details on how OCM activities will be performed are missing.

- OCM Activities (pg. 233-237) identifies a good set of what needs to be done but with few details in this section about how the activities will be done.
- Coaching Plan (pg. 239), their "Elevate Framework" appears to provide a good approach that is incorporated into Proj Implementation activities.
- Resistance Assessment/Mgmt Plan (pg. 240), does not provide very much detail and only provided "Winning Conditions" perspectives which are generic.
- Journey Maps & From-To Analysis (pg. 243/244) show good approaches.
- Knowledge transfer & Sustainment Transition Plan (pg. 245-247) are comprehensive.
-

Training Services

Pg. 250-257: Meets req'ts however detail provided is limited and there are limitations on the sessions/materials provided (see below)

- Pg. 256, WEAKNESS, Train-the-trainer approach
 - o "three collective hands-on training sessions". Too few training sessions to get State/Entity trainers competent in the system to conduct training.
 - o State/Entity is to "build the additional" training materials identified after the 3 training sessions. Optis will build these for additional cost ("additional scope").

Help Desk Services

Pg. 259-267 & IMPL-1 thru IMPL-5: Does not meet req'ts. Proposal has State/Entity to providing the Help Desk. Optis providing costs extra. The Transition Plan from Optis to State/Entity resources is very weak. See below.

Recommend NEGOTIATING in Model 2 or at least negotiating an Optional Fixed Cost for Model 2 for States/Entities but also negotiate the quantities up.

- In all Models GEP provides Tier 3 support which should already be included in the licensing/maintenance costs. So use this information to help in any negotiations for Model 2 and 3.
- Model 1, pg. 260, WEAKNESS, State/Entity provides Tier 1/Tier 2 support but Optis expects issues to escalate from Tier 1 to System Administrators instead of SME staff.
- Model 2, pg. 261/262:
 - o Tier 1 support provided by State/Entity Help Desk
 - o Tier 2 support provided by Optis, including "Continuous Improvement Program" services
 - o Tier 3 support provided by GEP

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

CATEGORY #(s): 1

DATE: 11/11/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Continuous Improvement Program (pg. 262), includes valuable services but value is limited because the quantities provided are low
 - *Release Mgmt* - "2-3 Releases/year"
 - *Platform Enhancement* – "Up to 400 hours/year"
 - *Supplier Enablement* – limited to just "managed strategy and category "Wave Plan" with "advisory on communications/escalations"
 - *Buying Content Enablement* (aka Catalogs) – "Up to 20 hosted and 5 punch-out catalogs/year"
 - *Requisition Enhancements* – "Up to 5 new/amended intake forms/year"
 - *Success Planning* – "annual refresh of Success Plan"
 - *Program Reporting* – "4 reports & workshops"
 - *Improvement Plans* – "tailored recommendations", "delivered 4 times/year" in workshops
- Model 2 SLAs, pg. 265: WEAKNESS, Help Desk SLA is very weak.
 - the SLA definitions are not provided and may not be the same as documented under the Project Implementation Methodology section (pg. 210).
 - Response times are different from what is documented on pg. 210 for each Severity Level.
 - No commitment on Resolution response time, only provides "Workaround target".
- Help Desk Transition, pg. 267: WEAKNESS, the approach and 11 weeks in the plan are not sufficient to have a State/Entity Help Desk fully ready to provide Tier 1 & Tier 2 buyer & supplier support (Model 1).

On-Site System Stabilization Support

Pg. 269-271 : Meets req'ts.

- CONCERN, pg. 269, the list of "responsibilities" for the Optis team do not clearly commit them to perform the tasks req'd by the RFP for these support services.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

CATEGORY #(s): 1

DATE: 11/11/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Managed Services Requirements – RFP did not require Offerors to provide these services. *NOTE: we will need to see what was included in the Cost Workbooks and negotiate fixed Optional prices for these services.*

Solution Support

Pg. 275-259 & MNGD-1: Does not meet req'ts. Only provided Help Desk support services in response to the req'ts which does not address all of the req'ts of this section.

Organizational Change Management (OCM Services)

Pg. 277: Generally meets req'ts. See notes for OCM in Implementation Services Requirements section above.

Training Services

Pg. 279: Meets req'ts however detail provided is limited and there are limitations on the sessions/materials provided. See notes for Training in Implementation Services Requirements section above. NOTE: the response in this part of the proposal begins "If Optis is to be included in the implementation of the solution" and then references their response under Implementation Requirements. So, the rest of the written response in this Managed Services section does not apply.

Catalog Support Services

Pg. 281: Meets most req'ts. See notes for Catalog Services in Implementation Services req't's section above.

Help Desk Services

Pg. 283: Does not meet req'ts. See notes for Help Desk Services in Implementation Services req't's section above.

Transition Out Assistance Services

Pg. 285-287: Meets req'ts.

Other Available Services

Pg. 289-291:

- Focus, pg. 289: Service for selecting software solutions. Includes:
 - o Strategy and Business Case
 - o Maturity Assessment
 - o Selected Software
 - o Systems Architecture
 - o Implementation Roadmap
 - o ROI and Benefits Realization Plan
- Launch, pg. 290: Software Implementation Services. NOTE, this appears to be the services being proposed for the Implementation Req'ts. Includes:
 - o Implementation Plan
 - o Design Documentation

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-KPMG

CATEGORY #(s): 1

DATE: 11/11/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Test Results and Traceability
 - Integrations to Enterprise Systems
 - Deployed Software
 - Change Management and Training
 - Supplier Enablement
 - Sustainment Plan
 - Hypercare
 - ROI and Benefits Realization Report
- Perform, pg. 291: Software Managed Services. Includes:
- Platform Administration
 - Software Upgrades and Releases
 - Platform Enhancements and New Features
 - Augmented or Full Help Desk
 - Supplier Enablement
 - Sourcing and Category Management Execution
 - Benchmarking to Industry and Best-In-Class
 - ROI and Benefits Realization Reporting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP (2)

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - End to end procurement / supply chain
 - Source to pay. Supplier management.
2. Previous Projects
 - Private sector – public higher ed
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Role detail.
 - Optis to project manage the implementation with GEP resources / offered layered org chart for different implementation sizes.
 - Role detail.
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-Optis

CATEGORY #(s) 1:

DATE: 1/10/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Evaluator Comments:

GEP – Global eProcure platform - modules in integrated platform.

General Principal and Requirements

- Key Solution Functionality Elements – Required elements provided in integrated tools. Narrative lacked detail. Video demonstrated functionality and user experience. Elements explained on narrative p46.
- User Experience - Integrated functionality.
- Bidder Best Practices and Roadmap
- Innovations and Value-Added Features/Services – Mostly focused on consulting and reports. (Swamped the narrative description of the primary sourced product.)
- Customizations/Extensions – vague description that future customer needs could be developed. Focused on existing SAAS. **EPROC-PRD-56**
- Alternative Funding Models: N/A

Functional Requirements

- General Functionality – Only configuration items relate to publishing to state's website.
 - **EPROC-GEN-25** – Notifications will have @gep.com email domain / doesn't integrate to state's domain. Non-compliant. **Needs clarification.**
 - EPROC-GEN-39 – High level of configuration required to set external posted content. No additional cost proposed or problem identified.
- Supplier Portal - EPROC-SMR-19 – high level of integration for admin fee payments with state's portal. Doable.
- Supplier Enablement/Management – All requirements noted as Native to application.
- Buyer Portal – Out of box
- Need Identification – Out of box except for E-PROC-NEED-5 which would configure priority of state contracts/purchase channels.
- Request through Pay — Out of box **EPROC-PRD-11** (recurring purchase function) noted as Medium complexity to set up. **Clarification needed** if this is a configuration or actually out of box.
 - – backdated function. **Needs clarification.** Response notes as out-of-box, but statement does not address role-based authority or the functional requirement of backdated orders
 - **EPROC-PC** – Listed as in development- **Needs clarification** if functionality available.
- Catalog Capability – **EPROC-CAT-38** – Public-facing search without login not available. Can be developed. **Needs clarification** as is listed as Low complexity.
- Sourcing/Bid Management – All requirements listed as out of box or low complexity configurable except **EPROC-SRC-109** bid submissions entered by purchasing staff – currently requires GEP staff

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-Optis

CATEGORY #(s) 1:

DATE: 1/10/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

to load into back-end. Listed as in development by contract award date. Needs clarification if functionality now exists.

- Contract Management - All listed as out of box except:
 - **EPROC-CNT-20 – Needs clarification.** Response appears to refer to each individual document internal ID not an overall contract number that may be a single document/file or a collection of files depending on structure.
 - **EPROC-CNT-71 and EPRPOC-CNT-72** – Functionality listed as high complexity config. **Needs clarification** if requirement understood. Is there admin fee functionality/invoicing/tracking separate from payment processing?
- Vendor Performance – all listed as out of box.
- Purchasing/Data Analytics – listed as out of box with some config for level 2 punchout search.

Technical Requirements

- Availability – 24x7 SLA 99.8%
- Accessibility Requirements – WCAG 2.1
- Audit Trail and History – Out of box
- Browsers Supported – Edge/Chrome recommended. Native mobile functionality for ipad and android.
- User Accounts and Administration – MS AD. 2MFA. SAML 2.0 for SSO.
 - **EPROC-TECH-12** – requires SSO for buyer/supplier dual accounts single login config. **Conditional compliance.**
 - **EPROC-TECH-24** – 2MFA doesn't autogenerate new password. 6 digit code required for access to password reset. **(acceptable standard but doesn't meet requirement.)**
- User Authentication – Non SSO – upper/lower/number/special char. 5 attempt lockout. 90 day.
- Data Conversion – **Two-stage data process. Bulk upload of existing data; Delta load of data changed since initial load prior to go-live.**
 - **Data cleanup to be performed by** customer unless outsourced to Optis for additional cost.
 - **Optis will assist in cleaned data testing; has identified risks to data migration success and high level mitigation strategy.**
 - **EPROC-TECH-30** – Ongoing vendor performance integration is additional cost.
- Interface and Integration – **Optis focus appears to be on Source2Pay piece.**
 - **Integration planning – Optis and customer; build is customer; test and deploy is Optis & customer. Integration options are flat file or API – pros/cons offered.**
 - **Optis will use middleware for migration rather than direct GEP to customer platform – provides justification. Needs clarification if middleware is separate customer procurement or provided through GEP-Optis license.**
 - **EPROC-TECH-55** – P-card hosting is planned for 1Q22 – **needs clarification if available.**
- Office Automation Integration – MS Azure-hosted. Word integrates with GEP through plugin allowing redlining of contract document. "Contract Examiner" extracts clauses from scanned PDFs. Price sheets can be edited offline in Excel and loaded back into GEP. Integrates with Outlook for alerts/notifications.
- Mobile Device Support – Dashboards, viewing catalogs, Approvals. Unclear if ordering can be performed in mobile environment. (Secure biometric access.) Unclear if VPN is required to log into mobile environment.
- Mobile Applications

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-Optis

CATEGORY #(s) 1:

DATE: 1/10/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Data Ownership and Access – After contract termination, customer data returned in mutually acceptable file format; then purged and destroyed. Time period not stated other than with customer agreement.
- Data Retention, Archive and Purge Considerations
- Disaster Recovery Plan – 1 hour RPO. RTO 4 hrs.
- Solution Environments – UAT and Production. UAT environment developed through investigation and requirements gathering. GEP to develop testing scenarios to validate function prior to go-live.
 - Scalable through MS Azure data centers.
 - Automated processes to maintain continuity between UAT and production environments.
 - Mobile – native adaptive UI
- Solution Technical Architecture - .Net built on Azure.
- Solution Network Architecture
- System Development Methodology
- Service Level Agreement – 99.8% system availability. 4-level Severity priority for cases with response times 1 hour, 4 hour, 1 business day 4 business days initial response provided followed by 3-step support timeline for each level to conclusion. (Appendix 1.) 24x5 (M-F) support services assistance via email, online and phone.

Security Requirements

Notes: GEP SMART Application Architecture & Security Overview, SOC 2 and Information Security policy provided in appendices.

- Cloud Security Alliance (CSA) Compliance – Yes. Completed. No answers of concern.
- Security and Privacy Controls
- Security Certifications - datacenters are SSAE16 certified. The datacenters are SOC1 and SOC2 as well as ISO / IEC 27001:2005 certified and hosts data for Fortune 500 as well as Global 2000 companies.
- Annual Security Plan
- Secure Application and Network Environment -
- Secure Application and Network Access – EPROC-SEC-2 – configuration required for concurrent login limitations in conjunction with customer.
- **EPROC-SEC-3** – forced login **not currently available** – would be developed with customer – no extra cost proposed.
- EPROC-SEC-5 – almost real-time snapshots. Daily, weekly and monthly off-site backups. Primary data center VA, Secondary CA.
- Data Security – Azure PAAS.
- Personally Identifiable Information Protection – Lists compliance in narrative.
- Security/Privacy Issue Occurrence – Acceptable response listed in CAIQ.
- PII Data Actual/Attempted Access or Disclosure
- Security Breach Reporting – Notification with 4 hours of occurrence - Narrative.

Implementation Services Requirements – GEP-Optis

Note: Response in Exhibit 1 not different from GEP solo implementation.

- Project Management – Optis governance and project management plan detailed from p170 in Section III response. Optis project manager controls scope, schedule, cost management. Changes to remedy schedule issues joint decisions including no change.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-Optis

CATEGORY #(s) 1:

DATE: 1/10/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Hybrid waterfall-agile approach. In-person or remote project delivery to be determined with customer; hypercare following go-live.
 - Quality management approach. Includes Project manager, functional lead, technical lead.
 - Defined key performance indicators to measure progress and success. Earned Value is measure of project achieved to date aligned with planned progress. Measures with actual cost to establish progress grade.
 - Provided timelines for small, medium, large-state implementation, along with roles/numbers of personnel appropriate.
 - Two phases – pre and post implementation.
 - Staffing plan for Optis and customer entity with equivalent roles. Needs clarification – Is all GEP configuration performed by Optis? Who forms the “core delivery team?” (p202)
- Project Implementation Methodology – Multiple workstreams for different modules built in parallel. Identifies audience to participate in design.
 - 5 project testing phases: prep; functional unit testing, systems integration testing, user acceptance; smoke.
 - 4-step severity level for project implementation issues. Highest severity (showstopper) 8 hours to analyze – 16 to fix. (Others: Critical, non-Critical, Accept.)
 - Risk management plan includes risk registry and weekly updates.
- Catalog Support Services – 4-step supplier assessment and engagement process.
 - Clarification needed – p218 – states catalogs submitted through Ivalua supplier portal.
 - Note: Optis SEED methodology seems more geared to private sector supplier augmentation rather than public sector competitive procurement.
 - 3 options for streamlined A/P invoicing based on volume.
 - Note: Logic for choosing hosted catalogs vs. punchout uses very low threshold of 100 line items. For public procurement, this is a low number to give up catalog control to the supplier.
 - Needs clarification: Contracts may not permit dynamic changes without approvals. What are punchout approvals proposed by Optis?
 - Definitions for catalog – categories are Procurement Team and Supplier responsibilities. Unclear if Optis (or GEP) performs catalog preparation steps during implementation for legacy data or if all responsibility is with customer/supplier.
- Data Conversion Services – Two-stage data process. Bulk upload of existing data; Delta load of data changed since initial load prior to go-live.
 - Data cleanup to be performed by customer unless outsourced to Optis for additional cost.
 - Optis will assist in cleaned data testing; has identified risks to data migration success and high level mitigation strategy.
- Interface/Integration Development Services – Optis focus appears to be on Source2Pay piece.
 - Integration planning – Optis and customer; build is customer; test and deploy is Optis & customer. Integration options are flat file or API – pros/cons offered.
 - Optis will use middleware for migration rather than direct GEP to customer platform – provides justification. Needs clarification if middleware is separate customer procurement or provided through GEP-Optis license.
- Organizational Change Management (OCM Services) – 4-stage change management model.
 - Main OCM plan (p238) focused on project team, doesn't incorporate the mentioned communications to wider stakeholder group.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP-Optis

CATEGORY #(s) 1:

DATE: 1/10/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Plan for organizational change if needed, create urgency, momentum and environment for quick decisions. Commitment to project completion/success.
 - From/To analysis – current system will become new system.
 - Note: Minimal focus on eprocurement – Source2Pay referenced.
- Training Services – 70/20/10 approach. 10% classroom; 20% application case studies; 70% job-related experiences using resources.
 - Tailored training plan during development to provide for implementation at cutover.
 - Combination of power user guide, screen-shot step-by-step, quick ref guides. Distributed by email and intranet.
 - Customer can request training videos recorded from non-production environment. P 256. Needs clarification. Included cost or additional?
 - Train the trainer for end users. Details not provided for number of staff.
- Help Desk Services – GEP Success portal – 24x7 – case reporting, knowledge bases.
 - Optis offers 3 options: 1. Customer managed help desk; 2. Optis + GEP help desk 24/5; 3. Optis + GEP outsourced 24/7. Needs clarification options 2 and 3 – how are different from GEP offering -what is cost? 4-level severity response 8-8.
 - EPROC-IMPL-1 - Needs clarification – new release, product update training through webinars – are these webinars for all GEP or customer-specific?
 - Needs clarification: p222 Best practices support model. Is GEP/State helpdesk staffed by GEP or a combination of GEP and customer staff?
 - EPROC-IMPL-2 – ongoing training provided as needed: who defines as-needed? Are their additional cost thresholds for training? For smaller agency, if train the trainer needs to be performed at future stage in the contract due to staff turnover, is GEP committed to providing this post-implementation or is this a cost option? Needs clarification.
- On-Site System Stabilization Support – 90-day hypercare; bug resolution; implement approved enhancements; facilitate daily scrum between Optis-GEP-client if needed.

Managed Services Requirements

- Solution Support – Optis Referenced implementation slides.
 - GEP or Optis? EPROC-MNGD-1 – findings reported on “regular basis” – is this quarterly meetings? Needs clarification.
- Organizational Change Management (OCM Services) – Referenced implementation slides.
- Training Services – Referenced implementation slides.
- Catalog support services. – Referenced implementation slides.
- Help Desk Services – Referenced implementation slides.
- Transition Out Assistance Services – 30-week month plan exiting governance with risk identification.
- Other Available Services: Focus – strategy and software selection, Launch – implementation (seems to repeat proposal), Perform – improvement during ongoing use.

Video Demonstrations

- Detailed walk-through of toolset processes.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 1

DATE: 8/24/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Clients include “many governments and agencies, to Fortune 100 organizations”. (pg. 4)
- “IBM has the highest number of Ariba certified professionals across all Ariba partners”. (pg. 5)
- Numerous project health checks by “IBM account executive” identify “what is working well” and “actions for improvement”. (pg. 5).
- Collaborates with SAP Ariba in “bi-weekly call” on “in-flight projects” and “open issues”. (pg. 5)
- Certifications: Including SOC 1/2/3, ISO 9001, GDPR, FedRAMP. (pg. 6)
- Project Management methodology: “Seven Keys Framework” to “assess, measure, manage and report on the health of a project”. (pg. 6/7)

2. Previous Projects

- **Lilly:** Ariba “Sourcing, Contracts, SLP, Guided Buying, Procurement Operations Desk, Spot Buy, Self-Service RFx, Dynamic Discounting”. Regional deployment strategy with overlapping timelines” for Buying/Invoicing. “Global deployment of Sourcing, Contracts, and SLP”. (pg. 8)
- **Pfizer:** Ariba “Guided Buying, Invoice Management, Supplier Management, Sourcing, Contracts Management” and integration. Transitioned from Ariba On-Premise to Ariba cloud. Cleansed/rationalized supplier data. “Enabled ~2,400 suppliers” and transitioned/trained “~65,000 users across 65 countries”. (pg. 9) *Was a Full Suite eprocurement implementation.*
- **Lumen:** Ariba “Guided Buying, Invoice Management, Procurement Operations Desk, Sourcing, Contracts, SLP”. “Transitioned from SAP ECC SRM solution” and developed custom mappings/integration. *Most of a Full Suite eProcurement implementation.*
- **IBM:** Ariba Sourcing, Contracts and Supplier Lifecycle Performance” globally in 9 months. Cleansed/rationalized “500K suppliers”. “Migrated 173K contract records and 1 million attachments”. (pg. 10) *Not Full Suite eProcurement implementation.*

3. Subcontractors

- No subcontractors.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 1

DATE: 8/24/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

4. Organizational Chart

- Did not submit a project specific organization chart. Only identified “IBM executives that will comprise our Account Team and Delivery team leaders”.

5. Litigation

- No specific information provided on litigation but did note that “IBM is involved in a variety of ongoing claims, demands, suits, investigations, and proceedings that arise from time to time in the ordinary course of its business.”

6. Financial Viability (pgs. 15-38)

- Failure Score: Moderate risk due to payment issues, open liens (5 Tax) and UCC filings. (pg. 15 & 18). However, review of the list (pgs. 29-32) could not determine if liens/UCC filings were associated with any Ariba projects.

STATE OF MAINE INDIVIDUAL SME NOTES

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BIDDER NAME: IBM
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DATE: 11/16/2021
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements, pg. 3/4

- SAP Ariba as the solution
- "subscription includes system maintenance, automatic upgrades, base product enhancements and application of service packs.
- Compliance: response described complying with Security standards, not address 'baking in' business rules.
- Transparency: response described "internal visibility" but did not address "public" transparency

User Experience, pg. 4-7

- "Custom intake forms" with "built in workflow", to give Wizard experience
- "Each module has configurable dashboards". "Users can create multiple dashboards".
- "Admins can also create role-based dashboards that would automatically be assigned to any users"
- "SAP Ariba also provides mobile procurement tools/mobile app": Requisition, Requisition tracking/approval, & Task completion/tracking/management.

Bidder Best Practices and Roadmap, pg. 7/8

- Quarterly Release: Feb, May , Aug & Nov
- Monthly Feature Deliveries: optional, no-impact release. Changes "virtually invisible to the end users".
- Production quality metrics tracked for improvement needs.
- Road Map: available on-line, **BUT wasn't able to access it. Need a Log On.**

Innovations and Value-Added Features/Services, pg. 8-10

- SAP FieldGlass:
 - o SAP Fieldglass External Talent Management automates the entire process of procuring and managing flexible labor, from requisition through invoice and payment.
 - o "SAP Fieldglass Services Procurement can handle the management of a variety of Statement of Work (SOW) engagements including projects, offshore/offsite, independent contractors, managed programs, business services and Business Process Outsourcing (BPO) models".
 - o "SAP Fieldglass Worker Profile Management enables companies to track and manage all non-traditional workers who are not tied to a job posting or Statement of Work (SOW)."

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- SAP Ariba Supplier Risk Management: "lets the State tailor risk views and alerts to state's business, to each supplier relationship, and to the State's role. The State can also segment suppliers based on risk exposure."

Customizations/Extensions, pg. 11-14

- "it is IBM's assessment that the requirements can be met with just Configurations. Customizations are not necessary at this time."
- Any Customizations needed would require contracting separately with a "SAP Ariba Partner application extension partners" separately from the proposal (pg. 12)

Alternative Funding Models, pg. 14/15

- Proposal is
 - o that "Participating Entities will incur a monthly usage-based subscription cost after initial implementation and stabilization".
 - o "no upfront Capital cost for Hardware or Software Infrastructure"
- IBM could "modify our cost proposal with a custom payment plan".

Functional Requirements

General Functionality, pg. 16-18

- "Ariba is a role-based solution"
 - o SAP Ariba Buying & Invoicing (including Guided Buying)
 - o SAP Ariba Sourcing
 - o SAP Ariba Contracts
 - o SAP Ariba Supplier Lifecycle & Performance Management
 - o SAP Ariba Network
 - o SAP Fieldglass
- "A super user will be granted broader access to the solution by assigning multiple roles" to access functionality across the solution and "provide administration capabilities across the solution or for specific functional areas".
- "Guided Buying is the exception, which is designed for casual users to procure with a consumer like user experience".
- CONCERN, by default the system has built in use of the UNSPSC code set. Since Ariba is a SaaS (shared instance) State/Entities with a different commodity code standard will have to adapt to UNSPSC codes in some areas of the system where a crosswalk to their commodity codes will cannot be incorporated.
- SAP Ariba Business Network is a B2B network ("dynamic, digital marketplace") transacting "business commerce between more than 3.6 million" companies.
- Public Access to Data, pg. 40: WEAKNESS, Public posting of any data in the solution to a State/Entity "public website" requires use of "a set of APIs" to create integrations to post the information. This work is not included in the proposed solution.

RTM

- WEAKNESS, GEN-4: User must manually post copy of a solicitation to a State's public website.

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- WEAKNESS, GEN-5: To post Contracts on the public website, integration would be put in place to put a "link" on the website that would go to the Contract BUT only "licensed users" would be able to use the link to see the Contract.
- Five req'ts need Clarification, remainder meet the other GEN req'ts

Supplier Portal, pg. 19-24

- Ariba Business Network (aka Ariba Network, Ariba Supplier Network)
 - o Single supplier account to transact with all Ariba customers, "supplier unified seller experience"
 - o State/Entity can choose to only access "their preferred suppliers" or all suppliers that are members of the Network.
- Ariba "Supplier Enablement Services" for the Network are included
 - o "will be responsible for most of the enablement process", onboarding
 - o The services will 'scale' up to meet "the State's volume" of suppliers
 - o Sends request for suppliers to confirm/accept relationship on the Network
 - o Provide phone support for registration "and conduct change management"
 - o Provide training on invoice submission
 - o Provide an Account Manager to State/Entity to "support suppliers and increase project engagement"
 - o Send "go-live letters" to inform suppliers when the State/Entity is going to start doing "electronic transactions"
- Supplier Portal functionality across all customers, not specific to a State/Entity using Ariba
 - o Consolidated order dashboard
 - o Order task reminders and rules-based order routing
 - o Access to Ariba Discovery public solicitation posting (postings by all Ariba customers)
 - o Contract collaboration/redlining
 - o Self-service hosted catalog creation as CIF, cXML and Excel files
 - o Self-service Punchout setup, separate setup for each Ariba customer
 - o Dashboard to manage catalog activity
 - o Option to have "public catalogs on the SAP Ariba Spot Buy Catalog solution" (similar to putting catalog in Amazon but only accessible by Ariba customers).
 - o Invoice create/submission to Ariba customers via PO-Flip or electronically from Suppliers internal system (cXML, EDI, CSV). With option to create non-PO invoices.
 - o Self-service Administration to define Supplier user roles and users
 - o Link multiple registration accounts to a Parent account
 - o Mobile app for access to orders, invoices, notifications, order/invoice graphs and can "confirm customer orders".

RTM

- WEAKNESS, SPR-18: System does not provide a means to handle complaints about a vendor.
- One req'ts need Clarification, remainder meet the other SPR req'ts

Supplier Enablement/Management, pg. 24-25

- SAP Supplier Enablement Team will "design and develop the most effective enablement strategy" based on their "profile, PO and invoice volume, and spend". Segment the "State's vendor master data to effectively target/onboard suppliers in tiered waves".

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- Provides IRS TIN/Name "verification capabilities"
- For the Ariba Network, offers suppliers "user guides, FAQs, technical documentation, and free online seminars".
- Can have "account specific information" via a "supplier information portal embedded in the Ariba Network".

RTM

- NOTE, VDR-1: Registration is for the Ariba Network and uses a "supplier profile questionnaire" to capture State/Entity specific registration data.
- WEAKNESS, VDR-11: The Ariba Network captures UNSPSC codes with registration. State/Entity would have to add to the 'questionnaire' a selector for other Commodity Code taxonomy's (e.g. NIGP codes) with registration.
- NOTE, VDR-19: Response does not address the req't to validate IRT TIN/Name but in the Technical Proposal (pg. 25) it does indicate that this verification is available.
- WEAKNESS, VDR-20: Address validation is for "format" only. System does not use anything to confirm that the address is good.
- WEAKNESS, VDR-23: Debarment/watch list verification is an "add-on", not included in the offering.
- Three req'ts need verification, remainder meet the other VDR req'ts.

Buyer Portal, pg. 26-28: Generally meets req'ts, with these caveats.

- Casual/Power Users, pg. 26/27: CONCERN,
 - o Running "pre-packaged reports" is listed for Power Users, not Casual Users.
 - o "Post solicitations" is listed for Power Users, so it may be that Casual Users won't be able to do 3 Bids/Buy (aka Quick Quote) functionality (see PRD-36 & SRC-11 references).

RTM

- Six req'ts need Clarification, remainder meet the other BPRT req'ts.

Need Identification, pg. 28-30: Generally meets req'ts, with these caveats.

- Guided Buying, pg. 29: NOTE, Ariba concept for Guided Buying appears to be a Landing Page once the user logs in that provides a variety of options with titles that tries to 'Guide' the user based on what they are trying to do. So it's really up to the user to figure out which 'path' to take from the Landing Page.

RTM

- Response to all NEED req'ts is same "Standard Functionality" and is a "generally available feature"

Request through Pay, pg. 31-32: Generally meets req'ts, with these caveats.

- pg. 31/32: Ariba Buying/Invoicing module provides
 - o Requisition, PO generation with Order delivery to Suppliers and Supplier Invoice submission via Ariba Business Network.
 - o Approval workflow is on the Requisition, Change Order, Receipts and Invoices with in-tool/email/mobile approvals.
 - o Suppliers can send order confirmation, advanced ship notice and invoices via their acct on the Ariba Business Network.

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RTM

- NOTE, PRD-4: The system defines "Groups" instead of 'Roles' to control what a user "can see and do within the system".
- WEAKNESS, PRD-6: System does not provide an automated means to control whether combining purchase for multiple Fiscal Years are allowed on a Requisition/Order.
- STRENGTH, PRD-11: System has the capability for Suppliers to invoice against a Contract instead of a PO.
- POTENTIAL WEAKNESS, PRD-13: System does not provide a "library concept" for standard specifications.
- WEAKNESS, PRD-15: Attachments throughout the system have individual size limits of 100MB per attachment.
- POTENTIAL WEAKNESS, PRD-23: System does not have a requisition feature for the user to enter a discount percentage that is automatically applied to the requisition pricing. However, can automatically apply a discount that is recorded on an associated contract record.
- STRENGTH, PRD-24: Input forms can have a workflow defined for the individual form.
- STRENGTH, PRD-33: Suppliers can set up their Ariba Network account to route Change Orders differently than original Orders.
- POTENTIAL WEAKNESS, PRD-37: System does not identify matching state source items to non-contract items or save matching items for later analysis.
- POTENTIAL WEAKNESS, PRD-39: System does not identify matching state source items to retail/commercial market items or save matching items for later analysis.
- POTENTIAL WEAKNESS, PRD-53: System does not provide a means for users to enter 'speed codes' that "automatically map/populate" other accounting fields.
- WEAKNESS, PRD-56: The system does not provide a means to enter 'back dated' requisitions/orders. So system will not be able to allow recording of purchases done outside the system.
- POTENTIAL WEAKNESS, PRD-62: System does not provide a means to specify a payment method "other than invoicing" on the purchase request.
- POTENTIAL WEAKNESS, WRK-10: For an authorized Approver to be able to over-ride/bypass to make a purchase request bypass any steps they have to manually remove each step from the workflow. There is no automation available for this.
- POTENTIAL WEAKNESS, WRK-13: Approvers cannot approve/deny by line item. To only approve part of the line items the Approver must delete the line items they want to deny.
- WEAKNESS, WRK-14: When an Approver edits a purchase request the workflow cannot be re-triggered to start again at the beginning.
- POTENTIAL WEAKNESS, PO-2: System does not have the capability to split a Requisition into separate POs for different Fiscal Years, holding the future Fiscal Year POs.
- WEAKNESS, PO-5: System does not provide the capability to have Agency/Organization specific PO templates.
- WEAKNESS, PO-15: The system cannot provide an internal and supplier printed version of an order. Though it can be customized, there is only one print format for an order.
- POTENTIAL WEAKNESS, PO-16: There is not eSignature functionality available for Orders.
- POTENTIAL WEAKNESS, PO-24: The system does not notify "reviewers, approvers" when a PO has been cancelled.
- POTENTIAL WEAKNESS, PO-27: Orders cannot be created with out create a Requisition.

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- POTENTIAL WEAKNESS, PO-28: Orders cannot be created from a Contract directly, must create a Requisition from the Contract.
- POTENTIAL WEAKNESS, PO-29: System does not provide a means to specify payment method, other than invoicing, on the PO.
- POTENTIAL WEAKNESS, PC-3: System does not provide a means to prevent Pcard use based on the type of a Purchase Request.
- WEAKNESS, PC-6: System does not provide a means for a user to enter/maintain their own Pcard information. Must have a Pcard Administrator manage this for users.
- STRENGTH, PC-8: Pcard reconciliation capabilities are comprehensive.
- WEAKNESS, PC-9: System does not have a means for users to record "non-purchase order Pcard transactions" as part of reconciliation.
- POTENTIAL WEAKNESS, PC-16: System does not provide a Pcard transaction integration to the Finance system for budget/funds verification and to encumber funds.
- POTENTIAL WEAKNESS, RC-3: System does not provide a means to record receipts without a corresponding PO in the system.
- POTENTIAL WEAKNESS, RC-4: Receipts cannot be recorded in the system and later associate it to a PO.
- WEAKNESS, RC-16: System does not have Receiving tolerances capability. Tolerances are defined on Invoicing.
- POTENTIAL WEAKNESS, INV-2: System does not provide a means to control which Agencies/Entities that a Vendor may submit electronic invoices for. The only control available is to control which Vendors are able to submit electronic invoices.
- STRENGTH, INV-8: System provides a "messaging feature" on Orders and Invoices to communicate with the Vendor.
- Nine req'ts need Clarification because the responses were incomplete.

Catalog Capability, pg. 32-33: Generally meets req'ts, with these caveats.

- Ariba Spot Buy catalog solution, pg. 33:
 - o NOTE, Ariba Spot Buy is NOT the equivalent to 3-Bids/Buy (Quick Quote). It is shopping "non-sourced" catalogs in a marketplace that Ariba has available through their Business Network where member suppliers can offer catalogs to sell to Ariba buying customers. Similar to accessing/shopping Amazon.
 - o WEAKNESS, to shop Spot Buy, users have to do a second Search after they have searched the State/Entity catalogs.

RTM

- WEAKNESS, CAT-6: System has a limit of 5000 catalogs.
- WEAKNESS, CAT-7: System has a limit of 500,000 catalog items in a catalog.
- WEAKNESS, CAT-10: System does not provide the capability to have catalog items that provide instructions to users without pricing.
- POTENTIAL WEAKNESS, CAT-11: System does not provide a means
- WEAKNESS, CAT-12: System does not provide catalog capabilities for configurable products or services.
- WEAKNESS, CAT-13: System does not have catalog capability to have pre-configured items with ability to substitute optional components.
- WEAKNESS, CAT-19: System does not allow for negative dollar value catalog items.

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- Four req'ts need Clarification because the responses were incomplete

Sourcing/Bid Management, pg. 33-36: Generally meets req'ts, with these caveats.

- pg. 34: Public posting of the solicitation would only be on the Ariba Network "Discovery" website, which has all Ariba customer solicitations. As noted in the response to SRC-52 & 76, an integration would have to be created (not included) using the "Ariba Discovery API" to post on a State/Entity public website.
- Project Mgmt, pg. 35: STRENGTH, system provides "project management" feature of defining Phases/Tasks that users are "required to complete as part of the solicitation".

RTM

- POTENTIAL WEAKNESS, SRC-16: System does not have a specific solicitation type for "Invitation for Qualified Products".
- CONCERN, SRC-23: The reference to access being "based on user licenses" may mean that the sourcing module is licensed separately from other modules. Need to look closely at the Cost Workbook.
- STRENGTH, SRC-28: The messaging feature seems to be a very strong fit to the collaboration requirement.
- WEAKNESS, SRC-35: The system does not provide "check-in/out capabilities for the repository.
- WEAKNESS, SRC-37: System does not provide a means to update documents, terms/conditions, specifications and have Templates that include them be automatically updated.
- WEAKNESS, SRC-38: System does not provide a means to identify templates that include documents, terms/conditions, specifications that have been updated.
- CONCERN, SRC-40: The statement "SAP Ariba will maintain the header data fields on behalf of the State..." implies that the State will not have Admin access to make configuration changes to the system.
- WEAKNESS, SRC-52: To post Solicitations on a State/Entity public website an integration would have to be created (not included) using the "Ariba Discovery API". The only public posting included is what would be viewable on the Ariba Network "Discovery" website that has all Ariba customer solicitations.
- CONCERN, SRC-53: The limit of loading 9 attachments at a time may be a frustrating user experience if they have to load more than 9 documents.
- POTENTIAL WEAKNESS, SRC-54: OOTB the system utilizes UNSPSC codes. It may not directly support NIGP codes.
- POTENTIAL STRENGTH, SRC-56: The capability to "assign a weight to graders on a grader by grader basis".
- WEAKNESS, SRC-63: Solicitations are ""limited to 100 supplier participants"" and to do more you have to set up ""different events"".
-
- CONCERN, SRC-63: The ""100 supplier participants"" limit ""to ensure maximum performance"" may mean that the system can't handle larger numbers of participants. May be a technical limit."
- WEAKNESS, SRC-76: As noted with SRC-52, OOTB the system does not provide a means to post solicitations to a State/Entity public website. Users must "manually post" or have programming done to build an integration using APIs
- WEAKNESS, SRC-81: As noted with SRC-52, OOTB the system does not provide a means to post solicitation amendments to a State/Entity public website. Users must "manually post" or have programming done to build an integration using APIs

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- STRENGTH, SRC-84: The "message board" can be copied on emails to post the email content into the message board automatically.
- WEAKNESS, SRC-88: The system can workflow full set of Q&A as a "tracking document" but does not support the specific details of this requirement.
- WEAKNESS, SRC-102: The sourcing module utilizes acct login as the esignature on solicitations. However they can do customization to provide DocuSign or Adobe eSign services with bids.
- CONCERN, SRC-118: The system does not have a designed means to capture subcontract data as part of vendor responses. Workaround is to attempt to use "RFx questions, lots and/or line items".
- CONCERN, SRC-120: If the report means that the user has to leave the Solicitation record/screen to run a report then this approach is likely to be frustrating to the user.
- CONCERN, SRC-125: If the report means that the user has to leave the Solicitation record/screen to run a report then this approach is likely to be frustrating to the user.
- WEAKNESS, SRC-129: Attachments sizes are limited to 100MB each.
- WEAKNESS, SRC-136: The system does not provide means to award directly to a purchase order. You must create a Contract and then do a release from the contract to create a PO.
- CONCERN, SRC-142: If re-seller and delivery locations are captured using "questions" then concerned how this information would be available for placing orders against the contract.
- Eleven req'ts need Clarification because the responses were incomplete.

Contract Management, pg. 36-38: Generally meets req'ts, with these caveats.

- No specific detail provided in the Technical Proposal other than to say that the system provides "two components of the contract lifecycle", Contract Management and Contract Administration.

RTM

- "STRENGTH, CNT-2:
 - o "redlined versions of a contract either using the application or... Microsoft Word"
 - o "new Word document" providing a "version-to-version compare"
 - o "final set of documents" to be published "automatically consolidates the selected documents to a final PDF version"
- POTENTIAL WEAKNESS, CNT-7: System does not provide a check-in/check-out feature for maintenance of standard documents/templates
- POTENTIAL WEAKNESS, CNT-8: System does not provide a means to automatically update templates that include standard documents where those document standards have been updated.
- POTENTIAL WEAKNESS, CNT-9: System does not provide a means to identify templates that include standard documents where the standard has been updated.
- WEAKNESS, CNT-10: System limits attachment size to 100MB.
- NEGOTIATION, CNT-12: Suggest negotiating in the integration with DocuSign or Adobe Sign (State/Entity choice of which) to be included in the proposed scope/cost.
- NOTE, CNT-23: Contract document authorized is provided. See the response to CNT-2 provides more details on the creation of contract documents.
- NOTE: see response to CNT-2 for more details on MS Office and Adobe PDF with creating contract documents.

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- POTENTIAL STRENGTH, CNT-26: Feature in "upcoming release of AI/ML" will give recommended approvals based on history and "automatically include additional review/approval" when modifications are made to contracts.
- WEAKNESS, CNT-38: Attachments must be used to capture subcontractor information.
- WEAKNESS, CNT-45: System does not provide a means to make the "electronic procurement file" for a contract publicly viewable.
- STRENGTH, CNT-46: The "full text search" of uploaded documents is a significant feature.
- WEAKNESS, CNT-51 thru 62, 65 & 66: System does not provide an OOTB means to post contracts, amendments or alerts to a State/Entity public website. Must either have users manually post on the website or have programming done to integrate using APIs to push information to the public website.
- Six req'ts need Clarification because the responses were incomplete.

Vendor Performance, pg. 38-41: Generally meets req'ts, with these caveats.

- No specific detail provided in the Technical Proposal except general info on pg. 40:
 - o System provides "performance surveys" and "KPI based vendor performance scorecards".
 - o Multiple charts available to display "supplier performance data".
- Not clear whether there is a Contract specific performance assessment/survey feature.
-

RTM

- No specific details provided but based on details provided in the Technical proposal and the Video demo the req'ts were addressed.

Purchasing/Data Analytics, pg. 41-43: Meets req'ts.

- Pg. 41/42:
 - o "report can be displayed as a chart or graph (line, bar, pie, donut, etc.) and added to the user's personal dashboard. "
 - o Creating new reports via "3-step report creation wizard"
 - o Charts have dynamic "drill down"
 - o Provides "Parameter-based reports", "Scheduled reports" and can have "visual alerts and grades".
- pg. 43: STRENGTH, report personalization by users. "pre-packaged reports can be modified" by the user and "added to their dashboard".

RTM

- Meets req's.
- One req't need Clarification because the responses were incomplete.

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Technical Requirements

Availability, pg. 44: Does not fully meet req'ts

- System "offers a 99.5% system availability" instead of the req'd "100% availability between peak use hours".

Accessibility Requirements, pg. 44/45: Does not fully meet req'ts

- Response did not provide any specific details on accessibility of the individual solution components proposed. Only stated that
 - o In developing software SAP targets "Web Content Accessibility Guidelines Level A and AA and EN 301 549"
 - o "across its product portfolio, solutions are not fully optimized for accessibility"

Audit Trail and History, pg. 45/46 & TECH-1 thru 5: Meets req'ts

- "This audit trail tracks system-wide configuration changes to keep track of what changes were made and which user made them."
- One req'ts needs Clarification because response did not address full req't.

Browsers Supported, pg. 46: Meets req'ts, however the response did not address the bulleted req'ts regarding additional browsers supported, browser tracking, system testing w/multiple browsers and notice posting for older browsers.

User Accounts and Administration, pg. 46-48 & TECH-6 thru 10: Overall meets req'ts however as noted below for the RTM, there are a couple Potential Weaknesses & several req'ts that where the response did not address the req't.

- "Access to data and functionality within the modules is based on roles and permissions that determine which features of the solution a user can see and work with, and what data the user can access."
- "roles can be mapped to other roles"
- "Users can inherit roles"

RTM

- POTENTIAL WEAKNESS, TECH-12: System does not provide "dual sign on" where one login can be both a buyer and supplier.
- POTENTIAL WEAKNESS, TECH-16: "System can't automatically" deactivate users after a period of inactivity. Admins must manually monitor activity and manually deactivate users.
- Five req'ts need Clarification because they did not address the req'ts

User Authentication, pg. 48/49 & TECH-21 thru 25: Meets req'ts except for State/Entity password policy.

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- Two possible authentication methods: "Regular user authentication" (Ariba system login/password) or "Single Sign-On" ("log into their corporate network")
- Password policy: Single Sign-On uses whatever is in place with the State/Entity system. Ariba login policy is standard. WEAKNESS, not configurable to meet a State/Entity policy. Ariba standard is:
 - o case-sensitivity between 8 and 16 characters in length. Passwords can include any Latin characters and punctuation marks and must include at least one numeral between the first and last character. They must also include at least one letter.
 - o Passwords must be changed "at least every 180 days"
- 2 factor authentication is available.

RTM

- WEAKNESS, TECH-23: Password policy is standard across Ariba clients and is not configurable to meet a State/Entity password policy that is different.

Federated Identity Management, pg. 49/50: Meets req'ts

- Two types: Identity Provider (IdP) Initiated and Service Provider (SP) Initiated

Data Conversion, pg. 50 & TECH-26 thru 34: Does not meet.

- Technical proposal details did not address data conversion. Instead discussed their implementation methodology and staffing plans.

RTM

- Responses to all RTM req't did not address what was req'd. Instead integration to external systems with Ariba and export of data from Ariba was described.

Interface and Integration, pg. 50 & TECH-35 thru 60: Overall, solution has robust interface/integration capabilities. However, as noted for RTM req'ts below and in the review of the Interface/Integration section under Interface/Integration Developments Services section (pg. 97) there are significant CONCERNS that multiple of the RTM req'd Finance System integration points are not considered "Standard", so not clear that the system is capable of those integrations. Also, on pg. 97 the response states that "Integration Development is not included in the costs", so need to NEGOTIATE integration costs into the Fixed Price Scenarios.

- Real-time and/or batch integration
 - o HTTPS using CSV interface
 - o SAP Web services
 - o REST APIs

RTM

- POTENTIAL WEAKNESS, TECH-26: While this req't is for Data Conversion, the response states "Legacy integration is provided as an extra cost and is priced with an associated Statement of Work (SOW)." So integration work included in the Cost Workbook fixed price section is not a 'fixed price'.
- Six req'ts require Clarification because the responses did not address the req'ts.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: IBM
CATEGORY #(s): 1
DATE: 11/16/2021
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Office Automation Integration, pg. 51 & TECH-61: Meets req's

Mobile Device Support, pg. 52/53 & TECH-62: Meets req'ts.

Mobile Applications, pg. 53/54: Meets req'ts.

- System includes a Mobile App for iOS and Android.
- App Functional features
 - o Create requisition w/ catalog search and access to Spot Buy marketplace
 - o Pin requisitions for later viewing
 - o Requisition Approval, Tracking, Viewing
 - o Access to Ariba Exchange User Community
 - o iOS access to Supplier 360 degree reports
- App Security features
 - o App activation code
 - o App PIN to login
 - o Touch ID for iOS instead of Pin
 - o Fingerprint recognition support instead of PIN
 - o App timeout
 - o Data encryption
 - o Jailbreak and rooting detection option to force the app to close if detected

Data Ownership and Access, pg. 54: Meets req'ts.

Date Retention, Archive and Purge Considerations, pg. 54/55 & TECH-63: Meets Data Retention however does not have Archive capabilities.

RTM

- WEAKNESS, TECH-63: System does not provide an archive capability. State/Entity can only delete/purge transactions instead.

Disaster Recovery Plan, pg. 55: Meets req'ts.

Solution Environments, pg. 56 & TECH-64 thru 68: Does not meet req'ts. Separate Development and Training environments are not provided. The Test environment will be used for IBM setup/testing and State/Entity UAT testing and training.

- By default only Test (aka Sandbox) and Production environments are provided. Additional environments for "an additional charge".

RTM

- Two req'ts need Clarification because they did not address the req'ts .

Solution Technical Architecture, pg. 56: Partially meets.

- Response did not provide the req'd
 - o Technical architectures diagrams
 - o Description of development tools/languages/techniques

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- Identify network architectures components shared among customers & dedicated to a State/Entity
- pg. 57: **WEAKNESS**, both Test and Production environments are "updated at the same time" for service packs and major releases. SAP Ariba does not provide for UAT prior to Production release.

Solution Network Architecture, pg. 57-59: Meets req'ts however details on the web -hosting center (e.g. power, HVAC, floor space, etc.) were not provided.

System Development Methodology, pg. 59/60: Meets req'ts though the details provided were very high level.

Service Level Agreement, pg. 61: Partially meets.

- Response did not indicate that they had reviewed and whether they complied with the SLA in the RFP.
- Proposal File 6- SAP Ariba SLA: The Ariba SLA is only for System Availability which is committed to be at 99.5%. No other SLA areas are included.

Security Requirements

Cloud Security Alliance (CSA) Compliance, pg. 61: Meets req'ts.

Security and Privacy Controls, pg. 61/62: Meets req'ts through SOC compliance

- SAP Ariba is officially not certified NIST 800-53. Ariba uses SOC guidelines.
- Ariba is audited/certified for ISE 3402 DOC1 Type II, SOC2 compliance every 6 months
- SOC 3 report issued annually.
- Hosting facility is audited for compliance to SSAE 16 SOC1 TYPE II, SOC2 Type II

Security Certifications, pg. 62: Meets all req'ts except HIPPA (see note below)

- Is Level 1 PCI DSS certified
- Complies with VISA USA Cardholder Information security Program (CISP) and MasterCard Site Data Protection (SDP) Program
- **POTENTIAL WEAKNESS**, "Ariba is not designed to handle HIPAA data". "Ariba does not support storing HIPAA/PII/Personal data".

Annual Security Plan, pg. 64/65: Could not assess. Response did not address the req't to describe their Security Plan. Stated that their "annual security plan are internal facing documents" and they do not "attach SOC reports with RFP responses".

Secure Application and Network Environment, pg. 65-69: Meets req'ts. Security protections are comprehensive.

Secure Application and Network Access, pg. 69-72: Meets req'ts. Security controls are comprehensive

- Did not address

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- Protocols used for import/export of data and relevant interoperability/portability standards
- Changes made to any hypervisor

Data Security, pg. 72-75: Meets req'ts

Personally Identifiable Information Protection, pg. 76: Does not meet req'ts.

- pg. 76: WEAKNESS, SAP Ariba policy/practices (covered in more detail under Data Security) indicate that the solution "does not support storing HIPAA/PII/Personal data. For example SSN, Personal Banking information, etc.". This does not fit the business req'ts for Supplier registration where the business uses a SSN and Personal Banking (e.g. LLCs). This is a conflict.

Security/Privacy Issue Occurrence, pg. 77/78: Meets intent however there are Gaps (see notes below)

- Issue management practices are similar to what has been required in the RFP however they are focused internally with SAP determining what involvement with customers is necessary and they do not commit to the specific communication/notification timelines req'd in the RFP.

PII Data Actual/Attempted Access or Disclosure, pg. 78: Response is same as the Security/Privacy Occurrence above.

Security Breach Reporting, pg. 79: Response is same as the Security/Privacy Occurrence above.

Implementation Services Requirements

Project Management, pg. 79-85: Meets req'ts however there are concerns regarding timeline example and the Governance structure as noted below.

- Fig. 25a "Indicative Implementation Timeline"
 - Does not say if it is for any of the Cost Workbook scenarios, but it is too short for any of them. CLARIFICATION, need to know what timeline is assumed/built-into the costing for each Scenario.
 - WEAKNESS, Integration work is not called out as a work area .
- Governance model/responsibilities, Fig. 24 pg. 80/81: Generally Fig. 24 represents a viable, though high level, "Team Structure" except for CONCERN about the value of the IBM "Procurement Advisory Council" to providing "lessons learned" from their "global" experience which are not likely to be relevant. Also concerned that pricing has included this Council.
- IBM Resources/Responsibilities, pg. 84: Very high level but does address key areas.
- State/Entity Staffing, pg 84/85: High level list but does address typical roles and responsibilities.
- OCM staffing (IBM pg. 84 and State/Entity pg. 85): WEAKNESS, IBM to only provide "guidance", State/Entity Change Mgmt Team is to "develop and execute change management strategy and plans".

Project Implementation Methodology, pg. 85-90: In general the methodology is a fit to the req'ts however there are some specific areas of concern that should be addressed.

- IBM IMPACT approach, pg. 86: STRENGTH,
 - Having example Ariba processes (BlueworksLive) and a live Ariba demonstration system will expedite design workshops.

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- Having "playback of complex end-to-end processes during the Explore and Realize sprints" will help the State/Entity staff better understand and confirm the decisions they are asked to make in the design workshops.
- Adoption of Standard Ariba, pg. 87: CONCERN, the IBM assumption is that 80-90% of "standard capabilities in Ariba" will be adopted. Majority of Ariba customers are Private Sector with small number in Public Sector, so very concerned that "standard" Ariba is Private Sector oriented.
- UAT Testing, pg. 87: STRENGTH, IBM will "managed the UAT testing process and co-facilitate UAT" instead of making UAT the sole responsibility of the State/Entity.
- Project Change Control, pg. 88: WEAKNESS, as stated IBM's position is that between phases they have the capability (authority) to "reassess and potentially adjust scope, schedule and charges" and that they will only "proceed with work on the subsequent phase(s) once the State has provided written agreement of such PCR(s)". This is too broad and needs to be tightened up so a State/Entity can't be held up if they don't agree with PCRs.
- Deliverable Acceptance Procedure, pg. 89: WEAKNESS, a single standard for the number of days the State/Entity has to "verify conformance" of a deliverable (5 business days) and approve/deny a deliverable (10 days) will be too short for many of the complex/large deliverables (e.g. Design documents). This language needs to be NEGOTIATED to be a default with the ability for the State/Entity to specify a longer period if necessary.
- Escalation Procedure, pg. 89: WEAKNESS, setting a standard of 3 business days for every issue is not realistic because some issues may be more complex and require more time. Also, personal schedules may not fit for individuals responsible for escalation to react that quickly.
- Business Readiness, pg. 89/90:
 - STRENGTH, readiness assessments will be done "early" to establish a baseline and again at "discrete intervals" and "prior to go-live". Having multiple rounds of assessment should help identify problem areas early.
 - CONCERN, the term "discrete intervals" is arbitrary. Suggest getting more specific language as to how many additional assessments will be provided.

Catalog Support Services, pg. 90-92: Partially meets.

- pg. 92: WEAKNESS, IBM focus is on Supplier enablement (getting them registered on Ariba Network) with catalog services primarily being on monitoring catalog/punchout work by State/Suppliers.
 - Response did address providing services to create catalogs, identify/setup retail marketplaces (e.g. Amazon) or training State/Entity staff in catalog mgmt roles.
 - Ariba has a Supplier Enablement Team that is available to help suppliers get catalogs they create loaded and setup punchout connections.
 - IBM will add one person to help this Team to help the State/Entity "identify key catalog candidates" and meet/track weekly supplier progress on catalogs/punchouts.

Data Conversion Services, pg. 93-97: Meets req'ts. Tool/approach very strong.

- pg. 93: NEGOTIATION, response states "a data conversion assessment is required to provide a firm estimate". So need to determine what is included in the Cost Estimate. There may not be any costs included for Data Conversion.
- Pg. 94:

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- STRENGTH, the EnterpriseHUB (EHUB) tool/approach is comprehensive and includes a "Transform" component that would automate getting State/Entity data to be compatible with Ariba. Also, the approach is iterative instead of single pass.
- CONCERN, the described services/tools appears to primarily designed for use with ERP systems, not clear if they have used this with Ariba before.

Interface/Integration Development Services, pg. 97: May not meet req'ts.

- pg. 93: NEGOTIATION, response states "an interface and integration development assessment is required to provide a firm estimate". Also, "Integration Development is not included in the costs". So need to get cost included for each of the Scenarios as part of the Fixed Costs.
- Standard Integrations, pg. 98:
 - CONCERN, the list of standard integrations does not include many of the RTM req'd integrations (TECH-41 thru 58). For example: Requisition, Funds/Budget check, Inventory update/check, Financial Approvals, and Receipts.
 - Response states "non-standard integrations require mappings to hook into standard Ariba integration specs". So CONCERN is that either the system cannot be integrated at all expected points or there will be additional costs.

Organizational Change Management (OCM Services), pg. 98-102: Meets req'ts. Comprehensive and mature OCM services are available.

- Pg. 99, IBM's "Digital Change" methodology has "been ranked by IDC (2015, 2017, 2019) as a "Leader in Worldwide Organizational Consulting Services".

Training Services, pg. 102-104: Partially meets.

- Response discusses preparing training materials and conducting training but did not address the req'd Training Assessment or preparation of a Training Plan. Also did not include the req'd example of a Training Plan or Training Materials.

Help Desk Services, pg. 104/105 & IMPL-1 thru 5: Partially meets req'ts.

Response for this section is covered under Managed Services. See notes there. See below for RTM notes.

- NOTE, IMPL-2: Training of "end users" is not included in the proposed scope/pricing "because assumptions on the number of users has not been provided". "Train-the-trainer services are included".

On-Site System Stabilization Support, pg. 105/106: Partially meets req'ts.

- WEAKNESS, IBM Hypercare support only focuses on addressing Defects, providing "support" to training and "engage users to provide first line of support". Does not provide the req'd support for "system setup/config changes", "system performance/stability monitoring/adjustment" and "system use assessment".

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Managed Services Requirements

Solution Support, pg. 106-112: Meets req'ts.

Technical environment req'ts are addressed/provided as part of the SAP Ariba SaaS multi-tenant subscription. IBM is proposing to provide the other req'd support services

- Pg. 108: "SAP Ariba subscription includes system maintenance, automatic upgrades, baseline product enhancements and application of service packs. SAP Ariba's subscribers automatically receive these upgrades."
- Pg. 109: "IBM proposes to use a Design-Build-Manage approach to transition services from Implementation team to Managed Services team."
- IBM Team size, pg. 111: CONCERN, the IBM team size for Solution Support services are based on a "fixed number of monthly tickets" so costs could increase significantly if the assumed "fixed number of monthly tickets" is exceeded.

Organizational Change Management, pg. 112/113: Meets req'ts. Notes for OCM in Implementation Services section.

Training Services, pg. 113: Meets req'ts. "IBM can provide additional training" (post implementation) "using rates established in the rate card".

Catalog Support Services, pg. 113: Partially meets req'ts.

- IBM is not proposing Catalog Support Services.
- Pg. 113: SAP Ariba Support Team will provide suppliers with "catalog enablement" in helping Suppliers to load hosted catalogs or give them guidance when they set up their Punchout credentials. Otherwise the SAP Ariba Support team "will only be responsible for triaging any technical issues regarding catalog loading or activation".

Help Desk Services, pg. 114: Meets req'ts.

- Pg. 112: IBM Service Desk "will also provide Monitoring services and assist with incorporating minor changes like Workflow, Catalog based on available team capacity"
- "IBM will establish Tier 2 Service Desk for SAP Ariba modules and functions implemented by IBM. IBM will establish Tier 2 Service Desk for SAP Ariba modules and functions implemented by IBM". State/Entity is to provide Tier 1 Help Desk support.
- "will use the State's ITSM" (ticketing system)
- "IBM can provide IBM's ITSM tool (price not included in IBM's solution at this time)"

Transition Out Assistance Services, pg. 115/116: Partially meets.

Response did not address the specific req'd items from the RFP in this section however they did commit to provide "transition services to another vendor or the State's in-house team".

Other Available Services, pg. 116: "IBM provides consulting, implementation and managed services is almost all industries and across leading technologies."

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - IBM to deploy SAP Ariba
 - Source to pay. Supplier management.
2. Previous Projects
 - Private sector
 - Public sector
 - Hybrid agile/waterfall.
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - SAP Practice leads identified
 - No detailed org chart.
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s) 1:

DATE: 1/13/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

SAP Ariba – subscription-based SaaS offering. No software, hardware or software costs.

Included system maintenance, automatic upgrades, base product enhancements (needs clarification as to scope - How configurable by state customer?)

Master Agreement T&Cs heavily redlined

General Principal and Requirements

- Key Solution Functionality Elements (Modules not clearly named in narrative compared to functional spreadsheet.)
 - Entry point is Ariba Guided Buying
 - SAP portal for applications, analytics (cloud/on-prem)
 - SAP Ariba Business Network – B2B network digital marketplace, invoicing, supply chain planning; Spot Buy catalog solution.
- User Experience – focus on integration of applications; configurable dashboards for specific user needs or user groups/roles that can be configured by admin. Mobile app available
For searching ordering, approvals, task monitoring.
- Bidder Best Practices and Roadmap
 - Quarterly enhancement/fix releases centrally deployed.
 - Monthly “feature” delivery – states customers don’t need preparation for these. “virtually invisible” delivery to end users.
 - SAP tracks production quality metrics supporting future releases.
 - Road map linked showed ideas for new features – not specific to this response.
Government sector e-procurement is not called out in the road map.
 - SAP Best Practices Center – access to solutions expert and can offer guidance — **Needs clarification is this is included in standard license** and extent of services.
- Innovations and Value-Added Features/Services – No cost access to APIs or developer portal,
 - SAP Fieldglass – Temporary workforce recruitment and management – additional cost
 - SAP Ariba Supplier Risk – risk management to see supplier metrics and assessment. – additional cost
- Customizations/Extensions – IBM states SAP Ariba is configuration for state and not customized. System enhancements are released systemwide to customers on baseline configuration.
 - SAP Ariba Partner Apps NOT included in this proposal. Multiple examples listed on p14.
- Alternative Funding Models – IBM Global Financial strategy with specific payment solutions are option – not included in proposal cost.

Functional Requirements

- General Functionality

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- **EPROC-GEN-48 – Needs clarification.** If the SaaS license is configured correctly, are there limitations to access? It is listed as NA.
 - Guided buying – allows purchases from contracts and spot purchases.
 - Role-based access for all individual users; superuser functionality for administration and cross-functional work.
- Supplier Portal. Ariba Business Network is entry point. (Uses multiple modules to meet requirements.)
 - Option for state access to own suppliers or broader SAP supplier database.
 - Supplier enablement services are part of the offering for supplier onboarding.
 - Ariba access for one customer converts to Ariba access for other customers; 100k+ suppliers active on Ariba.
 - *Support for CIF, cXML, and Excel e-catalogs, plus integration of online commerce storefronts via the Punch-Out feature*
 - **EPROC-SPR-18 – Needs clarification.** Describes supplier complaint communication as “Business Process outside the tool” – is vendor-agency communication a feature within the portal?
- Supplier Enablement/Management – Supplier data validation requires interface – medium complexity.
 - EPROC-VDR-18-28 – validates format-only natively.
 - Narrative repeated much of the Supplier portal features.
- Buyer Portal – Offers 2 primary entry points designed for casual user or power user. Casual user gets guided buying experience, can submit requests. Power user enters via dashboard, gets more self-service approach including buying, solicitation development, vendor management, report generation.
- Need Identification – Stated as standard functionality using the Guided Buying tool.
- Request through Pay – Most requirements defined as standard functionality.
 - EPROC-PRD-48 – notes preferred limits to integrations. Using flat files to maintain currency.
 - **EPROC-PC-6 – Needs clarification. Listed as not supported in comments, but marked A.**
 - EPROC-RC-1 – services parameters can be defined to mark as received; goods can be entered received in variety of ways listed.
- Catalog Capability – Hosted and punchout available.
 - **EPROC-CAT-6 & -7 Needs clarification.** Listed as A, but limitations cited. 500,000 items per catalog; 5,000 catalogs per system. This would likely be in excess of catalogs needed by states, but the item threshold would not reach the limit for MRO vendor catalogs, for example. Does 5,000 catalogs include expired or inactive catalogs; can one vendor have multiple catalogs archived and not count against the total?
 - **EPROC-CAT-11- needs clarification. Comments are circular – say to see CAT-11. (possibly means CAT-8 custom forms).**
 - EPROC-CAT-19 – negative values supported requirement not met.
 - Spot Buy purchasing for non-contract items supported. Question for states if this curated buying environment meets state law requirements for open procurement — Needs clarification – what is the cost for suppliers/benefit to SAP if non-contract purchases conducted through this route?
 - **EPROC-CAT-40 – needs clarification.** IBM states standard functionality. Other SAP vendors say it can't be done.
 -
- Sourcing/Bid Management – claimed out of box functionality on common procurement types, 50% reduction in solicitation cycle time, savings.

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- Solicitation development using templates inside Ariba Sourcing.
 - Customer has ability to create/modify templates to state's needs.
 - EPROC-SRC-39 and EPROC-CNT-20 – state-assigned solicitation ID is additional configured field – native assigned not configurable.
 - **EPROC-SRC-41 – needs clarification** – are Acrobat files supported?
 - EPROC-SRC-52 & -70 – file size capped at 100 MB. Not compliant with “any size”
 - **EPROC-SRC-76 and -138 and -147 – SAP can't post to state's site – no integration proposed. Needs clarification as not compliant.**
 - **EPROC-SRC-109 – bids can't be publicly displayed – not fully compliant. Needs clarification if bids not displayed are only those uploaded by proxy or all bids.**
- Contract Management - integrated CM and Contract Administration functionality. Contract award can flow directly into contract authoring. Compliance and auditing through platform. Ongoing supplier communication through platform capturing performance measures through contract closeout.
 - Visibility through contract life through dashboards.
 - *P38: The proposed solution can house contracts from local government, authorities, and higher education entities. Their contracts may be integrated/loaded into the solution in mass and/or as completed. Loading externally negotiated contracts into the solution and coupling them with other procurement documentation will allow the State to store procurement files in a single place.*
 - EPROC-CNT-7 – history tab tracks changes in contract made in the portal.
 - **EPROC-CNT-12 – needs clarification** – do DocuSign, Adobe Sign integrations come included or require state's own license?
 - EPROC-CNT-32 – 100MB file size limitation for files uploaded to contract file in Ariba cloud.
 - **EPROC-CNT-45 – Needs clarification.** No public-facing publishing of contract file with redactions. Not compliant.
 - **EPROC-CNT-51-62 – No public posting via automation. Not compliant.**
 - **EPROC-CNT- 65-66 – not compliant due to posting requirement.**
- Vendor Performance – Cloud-based vendor data model; supplier 360- review; supplier scorecards based on KPIs.
 - Action-based corrective action plans can be managed through the platform.
 - EPROC-VPE-25 – 100MB file size limitation.
- Purchasing/Data Analytics – 3-step report creation wizard; data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate.
 - Pre-packaged or ad-hoc reports.
 - EPROC-PDA-35 – data can be classified in customer taxonomy, e.g. NIGP, or in Ariba's own UNSPSC-derived taxonomy.

Technical Requirements

- Availability – 99.5% uptime. Linked service agreement document details backup retention periods for Prod and non-prod environments based on frequency of full-backup iteration – databases are monthly/quarterly/annual ranging 6 months to 5 years; file services are monthly and daily backups with alternate location backup.
 - 4 stage incident reaction time. Highest severity response within 20 minutes/4 hour completion, through to one day for lowest severity reaction. Definitions of severity levels provided. Failure to meet SLA can result in customer credit request and authorization.

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- Accessibility Requirements – WCAG 2.0 and WCAG 2.1 cited on the SAP accessibility page for design standards; narrative states Ariba is not fully accessible, no reference to Section 508 compliance initiative.
- Audit Trail and History– System logs maintained inside customer environment for the contract life. Viewable by customer's admin. History tab logs system changes performed by customers.
 - **EPROC-TECH-3-5 – Needs clarification.** Unclear why these responses marked as INT.
- Browsers Supported – All common browsers.
- User Accounts and Administration – 5 standard roles. Administrator, Catalog Manager, Full Access (non-admin), Purchasing Manager, Vendor Manager. Single point of integration. User setup through user interface or flat file. Delegation privileges are native.
 - **EPROC-TECH-16 – Needs clarification.** Doesn't meet requirement for automatic deactivation of accounts after 6 months.
 - **EPROC-TECH-17 – Needs clarification** – Non-SSO password change required at 180 days. This doesn't comply with the 90-day change password standard for Texas based on NITS standards – is this a configurable setting to shorten the reset requirement or will SAP update the standard?
 - **EPROC-TECH-20 – Needs clarification.** The response lists password standards for SAP customers and is **not responsive** to searchable reference source and definition of user roles etc.
- User Authentication – ADFS and SAML 2.0 supported for SSO.
 - See note on EPROC-TECH-17.
 - **EPROC-TECH-24 – needs clarification** about new password auto generation. Not responsive.
- Federated Identity Management. IDP or SP federation.
- Data Conversion – SAP Activate Methodology for rapid migration through Delivery team with responsibility for data validity, functional and technical expertise to coordinated with customer org.
 - EPROC-TECH-27. Detailed explanation of import and export to state backend systems/ERP through flat files or Ariba Open Protocol/
- Interface and Integration – Medium-complexity requirements.
 - real-time or batch integration options available.
 - *HTTPS using a CSV interface (Batch integration, and depending on the data volume this can be scheduled to run frequently to achieve near real-time integration)*
 - *SOAP Web services that use an XML payload (Real-time integration suitable for transactional data)*
 - *REST APIs (supports both synchronous & asynchronous calls)*
 - EPROC-TECH-38 – master data recommended batch export options. Transactional data optional for real time or batch.
- Office Automation Integration – available; CSV imports/exports.
- Mobile Device Support – site is built for mobile responsiveness. P. 53 lists components with mobile functionality including shopping cart, approvals, viewing reqs. Supplier 360 reports available to view on Airba ios app.
- Mobile Applications – ios and Android supported. Touch ID, App pin, fingerprint recognition options for access.
- Data Ownership and Access – Ownership always customer, but SAP Ariba retains copies of data for life of contract only.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s) 1:

DATE: 1/13/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- EPROCH-TECH-63 – data purge can be set for automated action or manual.
- Date Retention, Archive and Purge Considerations
- Disaster Recovery Plan – Data centers in regional pairs.
 - URLs will continue to work if failover. Cloud Engineering Services move area within RTO; after switch, secondary becomes the new primary.
 - Customer will receive email from SAP notifying of unplanned down time. Expectation for communication not stated in narrative.
- Solution Environments – Sandbox environment allows customer to review changes prior to deployment. (No separate UAT. Customer controls schedule for deployment. Third environment available for additional cost. Needs clarification: Is Sandbox and Test considered by SAP/IBM as same environment?
- Solution Technical Architecture – Ariba hosted. Regular service updates. Three options for data transfer: batch file; web services including additional cost middleware; cloud integration.
- Solution Network Architecture – SAP Ariba has its own data center and servers. Web, application and data tiers are segregated. Data will be hosted in North American data center.
- System Development Methodology – Agile scrum implementation of Product Lifecycle Methodology.
- Service Level Agreement – SLA attachment referenced on p62 not provided in Eval packet.

Security Requirements (This section is common with LSI submission)

- Cloud Security Alliance (CSA) Compliance – CAIQ 3.0.1 supplied.
 - MOS-15 – Clarification needed – How are changes to mobile operating systems, patches performed if not SAP change management processes? No comments provided.
- Security and Privacy Controls – P63: *SAP Ariba is audited and certified by independent third-party auditor PricewaterhouseCoopers (PwC) for compliance with ISAE 3402 SOC1 Type II, SOC2 every six months. A SOC 3 report is issued annually. Upon completion of the audit, an attestation letter is issued, stating our compliance. In addition, our primary hosting facility (Equinix) infrastructure is audited for compliance with SSAE 16 SOC1 Type II, SOC 2 Type II.*
- Security Certifications . See previous entry.
 - PCI Service Level 1 compliant;
 - compliance with the Visa USA Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) program
 - Not HIPPA certified – limited relevance for procurement
 - Fedramp certified; various ISO best practice certifications listed – p65..
- Annual Security Plan – No SOC plan provided
 - Needs clarification. P63 SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines. Does will SAP intend to become compliant with NIST requirement?
- Secure Application and Network Environment – 24/7 system monitoring. Firewall separation of SAP corporate with customer cloud.
 - Only SAP authorized staff using SAP authorized computers in data centers.
 - 2FA authentication for SAP staff entering cloud environment.
 - Exception-based authorization for Cloud Engineering to access specific customer cloud instances.
 - P68 *Data disposal practices are aligned with the NIST 800-88 standards for clearing, sanitizing, and data destruction to prevent data remanence prior to retiring or allowing storage media outside of our security envelope.*
- Secure Application and Network Access

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

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EVALUATOR NAME: Gerard MacCrossan

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- EPROC-SEC-2 - *Concurrent login is available. SAP Ariba allows for 2 concurrent session for the same user so that mobile and desktop (e.g. report generation) can be used. However, security measures are in place to detect concurrent logins from multiple IP addresses.*
 - Data at rest and in transit encrypted.
 - Detailed descriptions of security provisions provided for hardware and physical premises.
- Data Security – Stated in narrative. P75-76. SAP has DPA setting out terms. **No NIST standards referenced as proposed in RFP.**
- **Personally Identifiable Information Protection – Needs clarification for responsiveness.** P.77 *SAP Ariba are not designed to handle HIPAA data. Our solutions are designed Business to business transaction, and SAP Ariba does not support storing HIPAA/PII/Personal data. For example: SSN, Personal Banking information etc.*
- Security/Privacy Issue Occurrence – Scenario described. Full process documentation stated to be confidential.
- PII Data Actual/Attempted Access or Disclosure – As previous entry.
- Security Breach Reporting – As previous entry.

Implementation Services Requirements

- Project Management – 3 tiered governance model: State-IBM-SAP
 - 5 levels. Exec Steering; Advisory Council (IBM); PMO; Core project teams and SMEs; Cross Project Teams
 - 4-stage delivery model: Prepare; Explore; Realize; Deploy.
 - High level org chart positioning SAP, State and IBM project personnel. IBM roles defined, and required state roles.
- Project Implementation Methodology - Ascend for Ariba” implementation – hybrid-Agile.
 - Start with pre-defined Ariba environment.
 - P88 *core of our methodology is the Quad A concept, where business requirements and processes are segregated into four main categories (Adopt, Adjust, Add, or Abstain) to indicate the relative degree of fit and enablement work required to satisfy The State’s requirements*
 - IBM promotes adoption of Ariba native design – configure not customize. 3-step process for approval of deviations from standard.
 - IBM responsible for system testing – development, facilitating, repair.
 - Deliverable acceptance gives 5-day period for state to accept or report defects. 10-day window deems accepted.
- Catalog Support Services – IBM supplies supplier assessment SME to work with state; determine existing vendors already in Ariba, plan to onboard other required suppliers. Goal to minimize post launch supplier support need. IBM active in development of ongoing resources for suppliers – FAQs, training materials.
 - **P93 – Needs clarification.** Is state/supplier reliable for working to perfect catalogs or does IBM have catalog development staff who will perform validation and loads?
 - **P93 – Needs clarification** Narrative describes UNSPSC code validation; for NIGP states, is NIGP validation by IBM available?
- Data Conversion Services – standardize and simplify.
 - IBM EnterpriseHUB for data standardization. State staff to sign off on data validity prior to migration in Agile process.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s) 1:

DATE: 1/13/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- **Note:** The narrative proposal seemed to specifically address an existing data setup (perhaps Maine's current platform) reference SAP 4.6c. It also referenced an ERP system (not eprocurement) and did not seem entirely responsive.
- Interface/Integration Development Services – high level process provided only – IBM did not include this in cost proposal.
- Organizational Change Management (OCM Services) – IBM Digital Change
 - Identifies change agents.
 - 5-phase plan: Prepare; Explore; Realize; Deploy; Sustain.
 - P102 *IBM recommends focusing the OCM effort on 5 major areas: Change Impacts, Communications, Change Network/Readiness, Training, and User Experience.*
 - IBM U-Perform tool to assess readiness for change.
- Training Services – training docs based on previously developed materials in SAP EnableNow (appears to be a cost option). If EnableNow not employed for state training, IBM will export materials to other media, FAQs, training guides etc.
 - IBM identifies as consulting partner to help the state establish training. Can offer “train the trainer” of superusers.
 - Training content offered in PowerPoint.
 - **Note:** As with Data Conversion Services above, this training entry appears to not be wholly responsive and is perhaps adapted from another response. It reference “WalkMe” which is not referenced in the RFP.
- Help Desk Services
 - **EPROC-IMPL-1-5 – No response provided.**
 - **Narrative p106 lists Help Desk as described in Section F1 – no additional information.**
- On-Site System Stabilization Support
 - 3-months of hypercare to assist with defect/issue classification and resolution.
 - Knowledge transfer to state staff to support the Ariba modules.

Managed Services Requirements

- Solution Support
 - **EPROC-MNGD-1 – No response provided.**
 - P 109-110 – IBM identified list of post-support tasks that could be supported by IBM Managed Services solution.
 - Managed Services team would engage during the implementation phase of the project for knowledge transfer to understand state's system specifics, needs. IBM team located off-site at IBM.
 - Governance model would be agreed;
 - KPIs and appropriate sprint management using t-shirt size ticketing approach for ongoing system support by managed services team. IBM Incident Ticketing Support System cost not included; **needs clarification – would IBM Managed Services team use state-licensed JIRA system or other option?**
 - Three-tier Managed Services help desk would be: Tier 1 – State; Tier 2 – IBM; Tier 3 – SAP.
- Organizational Change Management (OCM Services) – Referenced OCM from Implementation – not included in proposal cost.
- Training Services - Additional training beyond what is described in implementation – on-site/virtual would be additional cost.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

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DATE: 1/13/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Catalog support services. – SAP Ariba Supplier Enablement triage issues only.
 - P114 cites requirements as state will be responsible for catalogs. *The support is not responsible for compiling or assembling catalog data per the State's requirements.*
- Help Desk Services – See Implementation Services and Managed Services Solution Support entries.
- Transition Out Assistance Services – p116. Limited detail other than statement that transition services would be performed.

Video Demonstrations

- _Video link did not work.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: IBM-Kyndryl
CATEGORY #(s): 1
DATE: 10/27/21
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Organization Qualifications and Experience

Solution proposed is SAP Ariba. "selecting SAP Ariba for the eProcurement solution, the selection of the Equinix Cloud Exchange (ECX) Fabric Platform to provide the virtual network backbone " (pg. 9)

1. Overview of the Organization

- IBM (pg. 4)
 - i. IBM Infrastructure Services will be providing services for projects.
 - ii. Services include: "managed services, IT Infrastructure Services for hybrid cloud, enterprise application management, business resiliency, network, digital workplace, and technology support".
- Kyndryl
 - i. "will be launched later in 2021 as a spin off company founded from IBM Infrastructure Services", so it may not exist yet. (pg. 5)
 - ii. Will have 90,000 employees, 4,600 global customers. (pg. 5)
 - iii. "Kyndryl team brings to the State of Maine and NASPO is our infrastructure services capability to design and deliver unique solutions to help create an agile, resilient organization through hybrid multicloud digital transformation." (pg. 7)

2. Previous Projects

- **PayPal Giving Fund:** (pg. 9)
 - i. "migrated PPGF's ERP platform to SAP S/4HANA Cloud".
 - ii. Not a Full Suite eProcurement implementation project.
- **Shared Services Canada:** (pg. 9/10)
 - i. "Experis has provided IBM with a team of 100+ data center resources providing technical support for SSC's Enterprise Command Centre (ECC) which encompasses a wide variety of platforms and applications in order to manage the complex environment of SSC".
 - ii. This example is Managed Services, not a Full Suite eProcurement implementation project.
- **Santander Group:** (pg. 10)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM-Kyndryl

CATEGORY #(s): 1

DATE: 10/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- i. “Experis, has delivered SAP and Ariba implementations for medium and large sized global customers”. “One of our success stories is Santander”.
 - ii. Not clear whether this was a Full Suite eProcurement implementation project or only a portion of the Ariba solution.
3. Subcontractors (pg. 12-14)
 - Not clear what role each of the Subcontractors would have for an eProcurement project.
 - Amic Brown
 - i. “focuses on specific technology areas associated with Cloud, SAP and Business Insights & Analytics.”
 - ii. “provides a full range of SAP and Analytics consultancy services to support all SAP technology implementations.”
 - iii. “helps customers migrate their SAP solutions from on-premise to cloud, ECC to S/4HANA and BW to BW/4HANA.”
 - iv. SAP implementer, not Ariba.
 - ManpowerGroup
 - i. “family of brands—Experis, Jefferson Wells, Manpower, and Talent Solutions”
 - ii. “provide staffing and other contingent workforce solutions to state and local governmental agencies”
 - iii. No specific staffing or experience with Ariba implementations noted.
 - Experis
 - i. “IT professional resourcing and managed services”
 - ii. “empowers organizations across the full lifecycle of technology adoption, providing flexible solutions that adapt to their needs”
 - iii. This is the only company that had Previous Project experience cited with Ariba.
 - Jefferson Wells
 - i. “delivers solutions and experienced talent to solve emerging challenges in Risk & Compliance, Finance & Accounting, Tax Services, and Business Optimization.”
 - ii. No specific experience with Ariba implementations noted.
4. Organizational Chart
 - Org chart is for an implementation project, identifying positions in the key project areas.
 - Did not include any details or job descriptions for any of the positions.
 - Did not provide any information regarding staffing a State would need for a project.
5. Litigation
 - No specific information provided on litigation but did note that “IBM is involved in a variety of ongoing claims, demands, suits, investigations, and proceedings that arise from time to time in the ordinary course of its business.”
6. Financial Viability (pgs. 15-38)
 - Overall: Low-Moderate business risk.
 - Failure Score: Moderate risk

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 1

DATE: 1027/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- IBM new spinoff company Kyndryl to deploy SAP Ariba
- Proposal states "new company" has 30 years in infrastructure business.
- Source to pay. Supplier management.
- Impact for Ariba solution.
- Unclear what Kyndryl's role is or why it is being spun out of IBM to deploy Ariba.
- SAP Ariba is full service ERP includes e-procurement options.

2. Previous Projects

- Private sector – Paypal Giving Fund – deployed SAP ERP cloud
- Public sector - Canadian government – shared services. – Experis deployment data centers. Not clear procurement toolset.
- Private sector (banking) – Santander. Experis (Manpower Group) SAP Ariba implementation.
-
-

3. Subcontractors

- Amick Brown – SAP implementation service, post go-live support.
- Manpower group – staffing services for IT projects extensive state and local government. (Includes Manpower, Experis and Jefferson Wells).
-

4. Organizational Chart

- Role map org chart. Identifies subcontractor contact (incomplete). No detail.

5. Litigation

- IBM faces claims but not material in 3 prior years.
-
-

6. Financial Viability

- IBM – low risk
-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): 1

DATE: 8/24/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- "Infosys Public Services (Infosys) has partnered with SAP and Ernst & Young LLP (EY)"
- "full implementation experience for modern governments such as the Florida State Board of Administration & Public Services and Procurement Canada" (pg. 5, 11)
- "process design methodology anchored in the use of our proprietary "Collaboration Hub" approach that accelerates consensus building across disparate stakeholder groups." (pg. 6)
- "we have experienced resources and functional/process experts in eProcurement, who have delivered e-Procurement implementations of similar size and complexity to engage with the State." (pg. 6)
- "Over a decade of experience with over 100+ Ariba project implementations at the world's largest public and private sector organizations (including Fortune 500 Companies)." (pg. 9)
- "a team experienced through 100+ SAP Ariba and public sector technology deployments." (pg. 11)
- "Early ROI with UpStream and DownStream modules implementation in parallel. UpStream modules like Source to Contract go live within 6 months and DownStream modules Procure to Pay in parallel and within 9 months from start of the program" (pg. 11)
- "EY's large scale procurement transformation experience together with Infosys' implementation and managed services expertise" (pg. 12)
- Infosys Public Services "helps federal, state and local, provincial, municipal, and government organizations renew existing systems and build new capabilities". 11+ years in business. (pg. 13)
- "Gartner has placed Infosys in the LEADERS QUADRANT for SAP Implementation Services worldwide" (pg. 15)
- "Forrester recognizes Infosys as one of the top, largest global, SAP Service Providers" (pg. 15)
- "Infosys has a mature SAP ARIBA practice with over 250 consultants that have completed +80 engagements for 25+ clients over the last 20+ years." (pg. 15)
- "extensive experience across all ARIBA major releases - 7.0.2, 7.0.4, 7.0.6, 7.1a, 8.2.2, ASM 4 all the way up to 9R1 and ARIBA On Demand source-to-pay modules (ARIBA 10S2, 12S2 and 13S2, 14S2 and the latest CI versions)" (pg. 15)

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): 1

DATE: 8/24/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- “services in all areas including Consulting, Implementation, Maintenance, integration with external system or ERPs across all modules of Ariba Spend Management suite” (pg. 15)
- Figure 3 **does not** list any U.S. State or Local Gov’t “representative” Ariba engagements.
-

2. Previous Projects

- **Public Services and Procurement Canada:** Ariba “e-sourcing, contract lifecycle management, spend analysis, supplier relationship management and e-purchasing through catalogues”, Public portal, Azure Identity/Credential/Access management services and Service Desk services. Partnered with Ernst & Young and SAP for implementation. 2018-2023 contract. *Full Suite eProcurement implementation.* (pg. 17)
- **Eversource Energy:** Infosys implemented Ariba Sourcing, Contracts, Supplier Information/Performance Management, Catalogs, Spend Visibility and Commerce Automation/Dynamic Discounting. 2015-2017 contract. *Full Suite eProcurement implementation.* (pg. 18)
- **Zoetis Inc.:** Infosys implemented Ariba Sourcing, Supplier lifecycle performance, Buying, Guided buying, Cloud Integration Gateway, Fieldglass and Supply Chain collaboration. *Not a Full Suite eProcurement implementation.* (pg. 20)
- **Chicago Public Schools:** Ernst & Young provided “assistance” with Category management, project management and change management. March – Nov. 2016 (pg. 21)
- **California Dept of Healthcare Services:** SAP “deployed the complete SAP Ariba procurement platform”. *Full Suite eProcurement implementation.* (pg. 22)

3. Subcontractors

- **Ernst & Young LLP:** (pg. 23/24)
 - i. Ariba SAP practice, “last three years, EY has completed Ariba implementations for 19 clients (62 modules) averaging 60,000 employees (or citizens) and \$5–6 billion in indirect spend in 37 countries”.
 - ii. Won SAP Ariba NA Services Partner Pinnacle award
 - iii. “Leader position in Gartner’s Magic Quadrant and IDC MarketScape for SAP Implementation Services”.
 - iv. Deployed Ariba to “more than 100 organizations”
 - v. 900K+ users enabled/trained
 - vi. \$85B+ spend enabled in Ariba deployments
 - vii. Ariba public engagements include New York Power Authority and Gov’ts of Canada, Ontario, & Toronto.
- **SAP:** (pg. 27/28)
 - i. SAP serves over 400K customers in over 180 countries
 - ii. Will provide “advisory services” to Infosys

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): 1

DATE: 8/24/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- iii. "SAP Ariba SMEs will take part in the business requirements analysis, to perform assessments along with Infosys on how the requirements can be met and identify potential risks and mitigations actions" and "will also take part in key design planning activities and functional and technical design workshops".
- **Allied Digital Services LLC:** (pg. 29)
 - i. No mention of this company in the Overview of the Organization section.
 - ii. Based on the description of this company as a subcontractor it appears that they will be providing a role of some sort as a Help/Service Desk.
 - iii. "currently handle over 2.5 million contacts per year for End User Support globally.
 - iv. "our processes to ensure customer satisfaction with 99.9% SLA adherence."
- 4. Organizational Chart
 - Did provide both State and Contractor organization charts for an engagement/project.
 - While project oriented, the org charts only provide high level detail of the core areas of work without staffing detail.
 - Table 3, Infosys Team & Table 4, State Team: the details documented do fit the typical areas of work that would be needed for an implementation.
- 5. Litigation
 - No litigation.
- 6. Financial Viability
 - The provided D&B Summary Page provided shows a summary rating of "Low" risk. (pg. 35).
 - Audit reports for both Infosys show that they are profitable (pgs. 36-51)

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: InfoSys

CATEGORY #(s): 1

DATE: 11/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Comments

- Proposal references State of Maine specifically for the scope being put forward. Either through Clarification or Negotiation need to change these references to be 'Participating Entity' so the proposal is not only for the State of Maine. (Example on pg. 14)
- Attachments throughout the system are limited to 100MB in size each.

Our Understanding

- Table 2, pg. 12/13. NOTE: the
 - o Large State
 - 50 weeks = 12.5 months
 - Sourcing: 2-3 Project templates, 2-3 RFx templates
 - Contracts: 2-3 Project templates
 - Customer Fields/Extensions: 15-20 fields
 - Integrations: 40-50 "touch points"
 - Conversion: ~5k contracts Open PO's, ~60k supplier
 - Help Desk: ~1250 contacts/month
 - o Medium State
 - 47 weeks = 11.75 months
 - Sourcing: 1-2 Project templates, 1-2 RFx templates
 - Contracts: 1-2 Project templates
 - Customer Fields/Extensions: 5-15 fields
 - Integrations: 40-50 "touch points"
 - Conversion: ~3k contracts Open PO's, ~50k supplier
 - Help Desk: ~700 contacts/month
 - o Small State
 - 46 weeks = 11.5 months
 - Sourcing: 1 Project templates, 1 RFx templates
 - Contracts: 1 Project templates
 - Customer Fields/Extensions: <5 fields
 - Integrations: 40-50 "touch points"
 - Conversion: ~2k contracts Open PO's, ~40k supplier
 - Help Desk: ~500 contacts/month
 - o All of the assumed metrics for each State scenario is too low for the project that was defined in the Cost Workbook. So the Fixed price costs and timelines will need to be negotiated to realistic values to be able to evaluate costs and especially if costs are to be

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: InfoSys

CATEGORY #(s): 1

DATE: 11/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- compared between proposals. Also, if they proceed to award then needs good fixed prices for each scenario to be a good starting point for a State/Entity.
- Table 3, Technology In-Scope, pg. 13: Risk that this table is not tied to the specific req'ts of the RTM or other req'ts in the RFP. Suggest getting a statement added that the tech provided will be whatever is necessary to meet the req'ts stipulated in the RFP and RTM.
 - Table 4 Optional Scope Items, pg. 13/14:
 - o Identity/Access Mgmt & SAP Fieldglass: need to negotiate the pricing into Scope for the percent off list pricing.
 - o Transparency Portal: need to get this included in scope as the means to meet the Sourcing, Contract Mgmt and Reports public posting RTM req'ts.
 - Out of Scope, pg. 14/15: "upgrades or business transformations activities": need to get clear definition of what "activities" means so a State/Entity is not going to have to pay extra to get future upgrades of any component/tool (SAP or Infosys).
 - Key Assumptions, pg. 15:
 - o 2nd Bullet: "global delivery model is assumed", need a definition of this "model" to determine whether there are any issues.
 - o 7th Bullet: deliverable review/approval times are too short as default values and are not realistic for large deliverables (e.g. Design docs).
 - o 8th Bullet: "Customizations will only be performed within the restriction of SaaS". NOTE, there are 27 Functional and 9 Technical req'ts in RTM identified as "Customization" in the Availability Codes column (F). CLARIFICATION, need to confirm that these RTM identified customizations can be accomplished "within the restriction of SaaS".
 - o 10th Bullet: requires acceptance of EULA for "relevant software vendors". Need to identify/include these EULAs in the proposal so they can be assessed before this statement could be agreed to.
 -

General Principal and Requirements

Key Solution Functionality Elements - pg. 16-22

- Proposed Solution (Table 5, pg. 16-20)
 - o SAP Ariba Solution
 - o Oracle Integration Cloud (OIC): NOTE- "Alternatively, we can leverage the State's existing middleware tool". Need to know a costs adjustment for using a State/Entity tool instead of the OIC. (pg. 16)
 - o Service Now
 - o Optional: Cloud Based Portal Solution (transparency portal, Drupal CMS), ICAM (user att admin/security tool)
- Single Point of Entry: Ariba application is front door
- Smart routing: Ariba landing page with tiles is their "Guided Buying"
- Compliance: Business rules in questionnaires, templates, workflow, mandatory fields/data entry and contract compliance. Tech compliance with HTTPS, file scans and encryption.
- Portal: Ariba application for Buyers, Ariba Business Network for Suppliers
- Open Marketplace Environment: SAP Ariba Spot Buy to buy non-sourced goods. (Catalogs outside State/Entity contracts/catalogs)
- Integration: Options are HTTPS w/CSV batch interface, SOAP Web Services & REST APIs

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: InfoSys

CATEGORY #(s): 1

DATE: 11/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Workflow: Ariba with “pre-configured workflows based on best practices” and “workflow builder” to modify, build, test and deploy workflows.
- Document Management: Contract authoring and Ariba tool to “create, store and manage all transactional documents”.
- Reporting, Dashboards, and Data Visualization: Ariba standard dashboards and “Power Users” can configure/personalize their dashboards. WEAKNESS, only Power Users can have personalized dashboards.
- Configurable: “Solution is highly configurable”
- Transparency: RFX’s “can be made available to SAP Ariba Network/Discovery for public” access. Optional InfoSys Transparency Portal for “public announcement, RFP’s & awarded supplier information”. **CONCERN**, how will public posting of Contracts be addressed?

User Experience - pg. 23

- Dashboard personalization, however as noted above this is only available for “Power Users”.
- Intuitive Navigation: “solution follows latest principles of design”....“fast and ergonomic user experience”. (pg. 23)
- Wizard-driven Capabilities: user landing page provides tiles that navigate to “multiple buying channels” to guide users (“Guided Buying”). (pg. 23)
- User work Management: “user work assignment and re-assignment” through “pre-configured business rules” in “forms, templates and workflows”. (pg. 24)
- Work-Orders can be imported to create requisitions. (pg. 24)
- Mobile Access (pg. 24): Mobile apps to
 - o Track and act on sourcing and contract tasks
 - o Get notified when a sourcing or contracting task is assigned, or when a task initiated is acted upon
 - o Shop and order from company’s catalog
 - o Track and approve requisitions
- Workload Mgmt: "Approval Role Assignments" to re-assign work to another user. Change ownership of "Requisition, Receipt, Invoice, Contract Request, Advance Payment, Service Sheet and PCard charge reconciliation". NOTE: Solicitations and Contracts were not included in this list. (pg. 25)
- Role-Based functionality: Super-User can have "administration capabilities" across the solution or for specific functional areas". (pg. 25)
-

Bidder Best Practices and Roadmap - pg. 25

- New Features/Tools: State/Entity gets these as part of scheduled/automatic upgrades-releases.
- Timely Updates: releases are done Quarterly (Feb, May, Aug, Nov)
- Monthly Feature Deliveries, pg. 26:
 - o "Major products may have an optional, no-impact release" monthly. NOTE: optional doesn't mean that a State/Entity has an option to take these releases. Optional here means that Ariba has the option to do a "Feature Delivery" release each month.
 - o CONCERN, monthly delivery releases are not going to have sufficient time for a State/Entity to assess the changes for impact. Response states "you should not need to prepare for or act on the" release. "delivery should be virtually invisible to the end users".
-

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

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BIDDER NAME: InfoSys

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- SAP Ariba Best Practices Center : NOTE: unclear whether this "Center" is included in the proposed costs. (pg. 26)
- Roadmap (Fig. 6, pg. 27): The roadmap is high level list of "four technologies" that they indicate "will extend core procurement solutions across secure cloud architectures". Did not submit the req'd 3-year product roadmap.
- Benchmarked Performance Metrics, Fig. 8, pg. 28:
 - o STRENGTH, the metrics identified would be effective to track for a State/Entity.
 - o WEAKNESS,
 - The benchmarks appear to be across all customers ("industry") and not Public Sector specific.
 - The metrics listed do not include Vendor Enablement, Sourcing or Contract Administration areas of the system.
- Extensible/API Strategy: (pg. 29)
 - o Ariba is delivered as "an extensible solution". "extend it as required to meet the unique business requirements"
 - o Infosys plans to include a graphical visualization of "budget consumption" when purchase requisitions are created. They indicate that this is a "critical requirement for the public section".

Innovations and Value-Added Features/Services - pg. 29-33

- SAP Fieldglass (optional, pg. 347): Vendor Management System (VMS) for "external workforce and services procurement". Contingent workers. CLARIFICATION, how is Fieldglass integrated with Ariba for Requisitioning, Quoting, Ordering and Vendor accounts?
- Ariba Spend Analysis (optional, pg. 347): component to "identify and prioritize sourcing opportunities".
- ICAM (optional, pg. 19): using "Saviynt's Identity Governance and Administration product" to administer user accounts/logins when a State/Entity does not have a SAML-compliant user management system. NOTE, per pg. 121, "Saviynt will be deployed on Maine specific Microsoft Azure tenant", so a State/Entity must have a MS Azure tenant to be able to use ICAM offering.
- Transparency Portal (optional, pg.): Drupal Content Management System based portal for public access to "public announcements, bids and proposals".
- Celonis Process Mining (pg. 31, identified as optional on pg. 347): assess "business processes" to "uncover inefficiencies, bottlenecks, and compliance violations". Identifies "high volume of price change", "manual errors in 3 way match", "long tail spend", "maverick buying", "unfavorable supplier contracts". NOTE: it is not clear how the identified assessments would obtain Ariba data and whether Infosys's perspective/definition of the assessments would match Public Sector perspectives/needs.
- Power Approver (pg. 32, identified as optional on pg. 347): This is an Infosys "customized mobile app" that brings "approval requests" from multiple systems, not just Ariba. Would require integration/interface work for each external system.
- Other Tool/Accelerators (pg. 32/33):
 - o Best Practices: 50+ "end-to-end process flow diagrams" based on Infosys experience. Used as "blueprint for process and functional design" workshops.
 - o Kits/Deliverable Templates: pre-existing models/docs to initiate/manage work in each phase.
-

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Customizations/Extensions - pg. 34

- CONCERN/CLARIFICATION:
 - o Infosys did not address the req't that customizations/extensions "must become part of the Bidder's base electronic procurement product(s)".
 - o "For those Customizations/Extensions that require SaaS product vendor's involvement"... "requests can be submitted". Is the SaaS vendor in this statement SAP Ariba? Is the work with the SaaS vendor for the customizations/extensions referenced here included in the proposed scope/cost? (pg. 34/35)

Alternative Funding Models - pg. 35

- "Levy per usage fees" for transactions.
- "Fees can be levies for suppliers as well as for buying agencies".
- Infosys "has not used this kind of model specifically for the eProcurement solution in the past"

Contract Transition and Flexibility - pg. 35

- NOTE, response discussed transitioning the Master Services Agreement from Maine to another State, not transitioning any current eProcurement contract Infosys might have with a State/Entity to this agreement.

Functional Requirements 36-65 29 pgs.

General Functionality - pg. 36-38

- Fig. 12, pg. 38: "diagram below illustrates and summarizes the core components of our proposed solution". NOTE: the diagram is showing Acquia and MS Azure/Saviynt as core components however these are identified as OPTIONAL throughout the proposal. So they cannot actually be "core components".

RTM

- WEAKNESS, GEN-20: The supplier side (Ariba Network) of the solution only uses UNSPSC commodity codes.
- POTENTIAL WEAKNESS, GEN-38: Ariba licensing is "based on number of users and volume of transactions". So "unlimited licenses" is not being offered.
- Six req'ts will need clarification because the response did not address the full req't.

Supplier Portal - pg. 38-42

- "proposing the Ariba Network a part of 'SAP Business Network (SBN)'"
- "supports self-service supplier registration and maintenance, onboarding, solicitation / bid management, contract lifecycle management, and e-procurement and payables (PO, OC, ASN, Inv. etc.)" with all of their customers from single account on SBN.
- A State/Entity "existing supplier community may already be deeply familiar with the SBN"
- State/Entity solicitations "publicly posted" on Ariba Discovery portion of the SBN (pg. 40)
- Option for Suppliers to put their catalogs into the SAP Ariba Spot Buy catalog solution. (pg. 40)
- "Flexible e-invoice options, including: (pg. 40)
 - o Multi-document and multi-level invoicing with the PO-Flip feature to easily "flip" POs, ASNs, and goods receipts—or specific line items from them—into invoices
 - o Non-PO invoicing
 - o System-to-system invoicing via cXML, EDI, and CSV upload"

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- "iOS and Android mobile" app
 - o At-a-glance updates of orders and invoices with access to details, line items, attachments, and history.
 - o Configurable, real-time push notifications about orders and invoices that need your attention.
 - o The ability to confirm customer orders on-the-go.
 - o Powerful search capability to access 12 months of orders and invoices.
 - o Intuitive graphs for insights on customer order trends and invoices awaiting approval and payment.
 - o The ability to pin orders and invoices to your desktop computer for easy access.
 - o Easy login with your fingerprint or saved username.

RTM

- WEAKNESS, SPR-9: The proposed solution "does not make award information available to general public". A State/Entity would have to add the Optional Custom (Transparency) Portal to have Awards publicly posted.

- One req't will need clarification because the response did not address the full req't.

Supplier Enablement/Management - pg. 42-44

- "The SAP Ariba Supplier Lifecycle and Performance (SLP) solution along with the SAP Business Network (SBN) (aka Supplier Portal)"
- "SLP's approach includes duplicate detection (deduping) and segmentation of vendor master data to effectively target and onboard suppliers in tiered waves that align with priorities and objectives." (pg. 43)
- SAP Ariba "will support the State with Supplier enablement strategy and plan" (pg. 42)
- Registration can have "automated verification capabilities for IRS TIN/Name" with D&B integration. (pg. 42 & 44)
- SAP Ariba provides "supplier training and support, including user guides, FAQs, technical documentation, and free online seminars that explain the basics of using Ariba Network." (pg. 43)
- State/Entity can send an 'invite to register' request which emails the supplier or Suppliers can submit an "external request" to a State/Entity asking to "do business" with them. Suppliers do an initial registration into the SAP Business Network (aka Ariba Network) and then the State/Entity sends "one or more external registration questionnaires" to the Supplier to capture State/Entity specific registration information. (pg. 43)
- From their SBN/Ariba Network account, Suppliers can receive POs from customers, submit invoices to customers, create/publish catalogs to customers or the Spot Buy system, find sourcing opportunities and submit responses with any Ariba customer from Ariba Discovery. (pg. 43)
- Can identify suppliers with a "preferred category status" based on "commodity/commodities, region and (optionally) department combination". Can use this status when inviting Suppliers to a sourcing event. (pg. 44)

RTM

- NOTE, VDR-1: Registration is for the Ariba Network and uses a "supplier profile questionnaire" to capture State/Entity specific registration data.

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- WEAKNESS, VDR-11: The Ariba Network captures UNSPSC codes with registration. State/Entity would have to add a "Registration template" to capture other Commodity Code taxonomies (e.g. NIGP codes) with registration.
- WEAKNESS, VDR-20: Address validation is for "format" only. System does not use anything to confirm that the address is good.
- CONCERN, VDR-23: Infosys/Ariba are assuming that a Participating Entity's debarment information will be available in D&B which is not likely.
- POTENTIAL WEAKNESS, VDR-40: System does not have a means for a Supplier to sign-up to be notified when a contract will be re-solicited
- Four req'ts will need clarification because the response did not address the full req't.

Buyer Portal - pg. 44-46

- "SAP Ariba Buying and Invoicing (B&I) solution which also includes Guided Buying provide functionality that acts as a personalized single point of entry ('front door') to initiate the full life cycle of procurement activities for Participating Entity users." (pg. 44)
- "Ariba "Front Door" with Guided Buying landing page enables all casual users to land in the application and view a dashboard with relevant tiles." (pg. 44/45) Casual Users may:
 - o Leverage Need Identification support
 - o Purchase via State of Maine Contracts, Catalogs, Open Marketplace
 - o Complete forms (solicitation request, contract request, supplier request, complaint to vendor, etc.)
 - o Be linked to other relevant solutions (Service Now, Travel & Expense, etc.)
- Power Users have a "configurable dashboard to view the status of critical tasks, to-dos/inbox, and manage the processes they are responsible for". (pg. 44/45). Power Users may:
 - o Power Users may:
 - o Configure dashboards
 - o Leverage pre-packaged reports
 - o Create ad hoc reports
 - o Manage and review supplier records, solicitations, contracts, and other documents stored in the solution
 - o Create notification tasks within the appropriate process to communicate internally and externally
 - o Post solicitations/opportunities
- "Based on the business role, each user is assigned with groups that grant access to perform specific activities in SAP Ariba." (pg. 45)

RTM

- Four req'ts will need clarification because the response did not address the full req't.

Need Identification - pg. 46-49

- "SAP Ariba Guided buying (GB) provides functionality for a user to initiate any type of procurement action with configurable business rules". "Guided Buying has tiles which are dedicated to a specific purpose and based on the URL configuration, the user is taken to desired page". (pg. 46)
- System allows for "department specific landing pages and tiles". (pg. 49)
- "If user is not certain what action to take, they may leverage a decision tree/policy via the "Need Guidance" tile in the upper left. The actions available to the user are configurable". (pg. 48)

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RTM

- Meets req'ts

Request through Pay - pg. 49-51

- "SAP Ariba Buying and Invoicing module will provide the Request through Pay services".
- create requisition for Goods/ Services by referring to the Contracts, Catalog, or non-catalog items as well for single/ multiple suppliers.
- approval workflow is highly configurable
- functionality to set-up static catalogs and punch-out catalog
- "Spot Buy capability of SAP Ariba is a new business-to-business marketplace" where Suppliers post catalogs and any Ariba customer can shop them in addition to the State/Entity specific catalogs loaded into the "Buying and Invoicing" module. If Spot Buy is enabled, State/Entity users catalog search results can bring back both State/Entity catalog matches as well as Spot Buy catalog matches. POTENTIAL STRENGTH (pg. 49/50)
- "Ariba provides a robust approval rule management process through a web-based interface". "Approvers are notified of a required approval via email, on screen notification, mobile application notification, and to do lists." (pg. 50)
- "Ariba Network functions as a hub to receive order documents and send (route) them to suppliers for review and order processing" based on Suppliers choice of how they want to receive the orders. (pg. 50)
- Suppliers can submit invoices from their Ariba Network account. "Ariba allows for both 2-way (PO/Invoice) and 3-way match (PO/receipt/Invoice)." (pg. 50)
- "PCard can either be assigned to an individual or can act as a ghosted card". (pg. 50)
- Requisitions can reference contracts created for professional services and get "attributes of the contracts like the accounting details" transferred to the requisition/order. (pg. 51)

RTM

- WEAKNESS, PRD-6: System does not provide an automated means to control whether combining purchase for multiple Fiscal Years are allowed on a Requisition/Order.
- POTENTIAL WEAKNESS, PRD-11: System does not provide purchase requests with automatic release for recurring purchases. System instead has "auto-release contracts" for these types of situations.
- POTENTIAL WEAKNESS, PRD-13: System does not provide a "library concept" for standard specifications.
- POTENTIAL WEAKNESS, PRD-14: System does not copy attachments when copying a Requisition. Users have to "manually attach the document to the copied requisition".
- WEAKNESS, PRD-15: Attachments throughout the system have individual size limits of 100MB per attachment.
- STRENGTH, PRD-24: Input forms can have a workflow defined for the individual form.
- POTENTIAL WEAKNESS, PRD-37: System does not identify matching state source items to non-contract items or save matching items for later analysis.
- POTENTIAL WEAKNESS, PRD-39: System does not save matching state source items to retail/commercial market items for later analysis.
- POTENTIAL WEAKNESS, PRD-53: System does not provide a means for users to enter 'speed codes' that "automatically map/populate" other accounting fields.

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- WEAKNESS, PRD-56: The system does not provide a means to enter 'back dated' requisitions/orders. So system will not be able to allow recording of purchases done outside the system.
- POTENTIAL WEAKNESS, PRD-62: System does not provide a means to specify a payment method "other than invoicing" on the purchase request.
- POTENTIAL WEAKNESS, WRK-10: For an authorized Approver to be able to over-ride/bypass to make a purchase request bypass any steps they have to manually remove each step from the workflow. There is no automation available for this.
- WEAKNESS, WRK-12: Approval attachments size is limited to 100MB each.
- POTENTIAL WEAKNESS, WRK-13: Approvers cannot approve/deny by line item. To only approve part of the line items the Approver must delete the line items they want to deny.
- POTENTIAL WEAKNESS, PO-2: System does not have the capability to split a Requisition into separate POs for different Fiscal Years, holding the future Fiscal Year POs.
- WEAKNESS, PO-5: System does not provide the capability to have Agency/Organization specific PO templates.
- POTENTIAL WEAKNESS, PO-6: PO number formats are not configurable by/for the State.
- POTENTIAL WEAKNESS, PO-16: There is not eSignature functionality available for Orders.
- POTENTIAL WEAKNESS, PO-24: The system does not notify "reviewers, approvers" when a PO has been cancelled.
- POTENTIAL WEAKNESS, PO-27: Orders cannot be created with out create a Requisition.
- POTENTIAL WEAKNESS, PO-28: Orders cannot be created from a Contract directly, must create a Requisition from the Contract.
- POTENTIAL WEAKNESS, PC-3: System does not provide a means to prevent Pcard use based on the type of a Purchase Request.
- WEAKNESS, PC-6: System does not provide a means for a user to enter/maintain their own Pcard information. Must have a Pcard Administrator manage this for users.
- POTENTIAL WEAKNESS, RC-3: System does not provide a means to record receipts without a corresponding PO in the system.
- POTENTIAL WEAKNESS, RC-4: Receipts cannot be recorded in the system and later associate it to a PO.
- POTENTIAL WEAKNESS, RC-21: The system does not provide a means to convert PO unit of measure to an inventory UOM on receipts.
- POTENTIAL WEAKNESS, INV-2: System does not provide a means to control which Agencies/Entities that a Vendor may submit electronic invoices for. The only control available is to control which Vendors are able to submit electronic invoices by ordering method.
- STRENGTH, INV-8: System provides a "messaging feature" on Orders and Invoices to communicate with the Vendor.
- Five req'ts will need clarification because the response did not address the full req't.

Catalog Capability - pg. 51

- "Catalog content can be hosted within the system or made available by 'punching out' to the supplier's shopping website".
- "Level 1 Punchout (Site and Aisle/category level) as well as Level 2 Punchout (Aisle, Shelf and Item level for cross-Punchout search experience) are supported."
- CONCERN, contract catalog content is updated by "amending the contract workspace" which creates a new version of the contract. So anytime a contract catalog needs an update, an amendment to the contract must created whether there was a contractual need to or not. (pg. 51)

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- Suppliers or a State/Entity authorized user can load catalogs and catalog updates. (pg. 51/52)
- State/Entity can have define a catalog approval process that includes a tool to “compare the new catalog with the old catalog”. (pg. 52)
- Spot Buy has it’s own “business rules” and workflow. (pg. 52). CONCERN, the system may require setup/maintenance of business rules that are common for Contract Catalog purchases and Spot Buy purchases as duplicate rules/workflows for the two types of purchases?
 - o CONCERN, pg. 53: “The Spot Buy Catalog tab currently displays filtered content from the eBay marketplace.” So it isn’t clear whether currently a State/Entity could only use Spot Buy for eBay purchases.
- CONCERN, the commodity code standard for Ariba Network catalogs/punchouts is the UNSPSC codes. There is no information regarding how a different commodity code taxonomy would be supported. (pg. 54)

RTM

- WEAKNESS, CAT-6: System has a limit of 5000 catalogs.
- WEAKNESS, CAT-7: System has a limit of 500,000 catalog items in a catalog.
- NOTE, CAT-8: The response to CAT-13 describes a "Partial" catalog item which would meet this CAT-8 req't.
- NOTE, CAT-11: the response for this req'ts was described in the response to CAT-10.
- WEAKNESS, CAT-12: System does not provide catalog capabilities for configurable products or services.
- "WEAKNESS, CAT-13: System does not have catalog capability to have pre-configured items with ability to substitute optional components.
 - o The "Partial Items" approach would require users to know all of the options available and the associated pricing so they could enter "values for certain missing fields".
- WEAKNESS, CAT-19: System does not allow for negative dollar value catalog items.
- POTENTIAL WEAKNESS, CAT-40: Contracts that have dealers/resellers cannot have a single catalog for all dealers/resellers. Each will have a separate catalog.
- One req't will need clarification because the response did not address the full req't.

Sourcing/Bid Management - pg. 54-58:

- Ariba Strategic Sourcing tool supports “direct and indirect materials as well as services”.
- States/Entities can have access not only to their registered suppliers but also to Ariba Networks “global network of suppliers”.
- “can be configured for quick quotes” and “3 bids and a buy”. (pg. 55)
- Sourcing template can act as a checklist that includes “a series of phases and tasks the user must complete in order to successfully conduct the solicitation”. (pg. 55)
- “Two (and multi) Step ITBs can be set up within an event in order to evaluate different parts of a bid or a proposal.” Example, technical proposal evaluated then pricing. (pg. 55)
- Sourcing templates can be unique to an organization. (pg. 56)
- “Solicitation Project Management”, system allows creation of Phases/Tasks as part of a solicitation. (pg. 56) STRENGTH
- Solicitations are posted on the Ariba Discovery public site. APIs have to be used/setup to post on a State/Entity website. NOTE, this API does not appear to be included in the proposed scope/pricing.
- Alternate bid options: (pg. 57/58)

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- o "Supplier Bundles: Allows participants to submit discounted pricing based on bundles of items they create.
 - o 2. Volume Tiers - Allows participants to create volume tier structures with pricing at each of the volume tier levels.
 - o 3. Alternative Pricing - Allows participants to submit different values for the terms included in an item and adjust their price accordingly"
- System has option to define/use "Scenario Optimization" feature to "create numerous constraint-based award business scenarios". (pg. 58)

RTM

- POTENTIAL WEAKNESS, SRC-16: System does not have a specific solicitation type for "Invitation for Qualified Products".
- CONCERN, SRC-23: The reference to access being "based on user licenses" may mean that the sourcing module is licensed separately from other modules. Need to look closely at the Cost Workbook.
- STRENGTH, SRC-28: The messaging feature seems to be a very strong fit to the collaboration requirement.
- WEAKNESS, SRC-35: The system does not provide "check-in/out capabilities for the repository.
- WEAKNESS, SRC-37: System does not provide a means to update documents, terms/conditions, specifications and have Templates that include them be automatically updated.
- WEAKNESS, SRC-38: System does not provide a means to identify templates that include documents, terms/conditions, specifications that have been updated.
- CONCERN, SRC-40: The statement "SAP Ariba will maintain the header data fields on behalf of the State..." implies that the State will not have Admin access to make configuration changes to the system.
- WEAKNESS, SRC-52: To post Solicitations on a State/Entity public website an integration would have to be created using the "Ariba Discovery API". OOTB, the only public posting included is what would be viewable on the Ariba Network "Discovery" website that has all Ariba customer solicitations.
- CONCERN, SRC-53: The limit of loading 9 attachments at a time may be a frustrating user experience if they have to load more than 9 documents.
- WEAKNESS, SRC-63: Solicitations are ""limited to 100 supplier participants"" and to do more you have to set up ""different events"".
-
- CONCERN, SRC-63: The ""100 supplier participants"" limit ""to ensure maximum performance"" may mean that the system can't handle larger numbers of participants. May be a technical limit."
- WEAKNESS, SRC-67: Suppliers cannot add themselves to a solicitation supplier list. Only the Buyer can add suppliers to the list.
- WEAKNESS, SRC-88: The system can workflow full set of Q&A as a "tracking document" but does not support the specific details of this requirement.
- CONCERN, SRC-118: The system does not have a designed means to capture subcontract data as part of vendor responses. Workaround is to attempt to use "RFx questions, lots and/or line items".
- CONCERN, SRC-120: If the report means that the user has to leave the Solicitation record/screen to run a report then this approach is likely to be frustrating to the user.
- CONCERN, SRC-125: If the report means that the user has to leave the Solicitation record/screen to run a report then this approach is likely to be frustrating to the user.

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- WEAKNESS, SRC-129: Attachments sizes are limited to 100MB each.
- WEAKNESS, SRC-136: The system does not provide means to award directly to a purchase order. You must create a Contract and then do a release from the contract to create a PO.
- CONCERN, SRC-142: If re-seller and delivery locations are captured using "questions" then concerned how this information would be available for placing orders against the contract.
- Eleven req'ts will need clarification because the response did not address the full req't.

Contract Management - pg. 58

- "SAP Ariba Strategic Sourcing (Product) encompasses the Contract Management module"
- "has the ability to structure the contract hierarchy as master and sub-agreements."
- "The Ariba Contract Workspace is the legal document between the supplier and buyer agreed-upon the terms & conditions, pricing, discounts & rebates" (pg. 58)
- "Contract Workspaces can be used as the simple repository documents as well as the spend accumulators." (pg. 60)
- Contract templates can include "set of documents, To-do tasks, approval tasks, Members of the project, groups involved in the project". Templates can be organization specific. (pg. 59)
- "Using version control, one can check out a contract document to edit it. No other user can edit the contract document while it is checked out." (pg. 59)
- "To perform the administrative changes on the document, we can leverage the administrative amendment, which does not require any approvals." (pg. 59)
- System can integrated DocuSign for eSignature. NOTE: this is "an add-on feature". (pg. 60)
- "Ariba Contract Compliance has the ability to track the accumulated spend. Orders/releases against contracts", "orders/releases against contracts". CONCERN, "Contract Compliance must be integrated with Contract Workspace to leverage this functionality". It is not clear whether this is an OOTB integration or some special work setup. Also, since Workspace and Compliance are separate tools in the system, then concerned whether the user will have to do additional setup for the Compliance piece to work with Workspace.. (pg. 60)
- Contract approval workflow can be pre-configured and approvals can be done in the system or using the iOS/Android mobile apps. (pg. 61)
- Contracts can have defined tasks that "can be assigned to owners and can have a notification profile that will send email notification to users when tasks are pending, active, overdue, and completed". (pg. 61/62)

RTM

- POTENTIAL WEAKNESS, CNT-8: System does not provide a means to automatically update templates that include standard documents where those document standards have been updated.
- POTENTIAL WEAKNESS, CNT-9: System does not provide a means to identify templates that include standard documents where the standard has been updated.
- WEAKNESS, CNT-10: The total size of all attachments on a contract is limited to 2GB.
- NEGOTIATION, CNT-12: Suggest negotiating in the integration with DocuSign or Adobe Sign (State/Entity choice of which) to be included in the proposed scope/cost.
- POTENTIAL STRENGTH, CNT-26: Feature in "upcoming release of AI/ML" will give recommended approvals based on history and "automatically include additional review/approval" when modifications are made to contracts.

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- WEAKNESS, CNT-28: System does not provide a means to establish contracts "with pool of suppliers". Must have individual, unrelated contracts and send SOW's manual to desired contractors.
- WEAKNESS, CNT-38: Attachments must be used to capture subcontractor information. And attachments are limited to 100MB in size each.
- WEAKNESS, CNT-45: OOTB the system does not provide a means to make the "electronic procurement file" for a contract publicly viewable. An integration using existing API must be built.
- STRENGTH, CNT-46: The "full text search" of uploaded documents is a significant feature.
- WEAKNESS, CNT-51 thru 62, 65 & 66: System does not provide an OOTB means to post contracts, amendments or alerts to a State/Entity public website. Must either have users manually post on the website or have programming done to integrate using APIs to push information to the public website.
- Five req'ts will need clarification because the response did not address the full req't.

Vendor Performance - pg. 63-64:

- SAP Ariba Supplier Performance Management (SPM) measures supplier performance.
- Surveys measure supplier performance by collecting input from stakeholders.
- Scorecards show "overall score for suppliers" where score is "typically based on data about a supplier for a specified evaluation period and key performance indicators (KPIs)".
- Can measure "on-time delivery based on order need-by vs. receipt dates, Other measurements include, order accuracy based on ordered vs. received/rejected quantities, pricing accuracy based on order vs. invoice prices, contract milestone completion, customer surveys, capture/storage of any vendor performance complaints, SLAs and associated damages/remedies, vendor eProcurement fees invoiced, and payments made".
- "surveys enable you to record responses from multiple participants, including suppliers." Surveys can collect "qualitative data" and "quantitative data" about a supplier.
- "If a contract is created against Vendor(s) then we can track performance of a vendor from that particular contract" (pg. 64)
- "track vendor performance of individual statements of work that are completed from a master agreement". (pg. 64)

RTM

- NOTE, VPE-14: Response to VPE-22 does indicate that the system can capture vendor performance for a specific Contract.
- POTENTIAL WEAKNESS, VPE-20: System does not have a means to identify when "contract items are ordered without using the contract number".
- POTENTIAL WEAKNESS, VPE-23 & 24: The system does not have automated notifications when a "contractor does not meet the performance criteria". Manual tasks have to be planned/setup on the Contract to address specific issues or check on performance status.
- Two req'ts will need clarification because the response did not address the full req't.

Purchasing/Data Analytics - pg. 64-65:

- "Ariba Strategic Sourcing/Ariba B&I has the capability of reporting" Ariba Strategic Sourcing/Ariba B&I has the capability of reporting"
- "Ariba has a set of over 250 pre-packaged reports".

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- "Additional reports can be created by modifying pre-packaged reports or creating new analytical reports"
- Reports can be scheduled to run by "date, time and frequency"
- Ad-hoc Reports: Users can "create personalized reports and save under the personal workspace. Only authorized users can access personalized reports". (pg. 65). CONCERN, based on this response and RTM PDA-22 response, concerned that ad-hoc reports cannot be built & published for other users to access/use. It appears these ad-hoc reports may only be accessible by the individual creating the report.
- "The spend analysis tool is built on the hierarchical logic" which provides "drill down" to details. (pg. 65)

RTM

- CONCERN, PDA-35: Using an commodity code taxonomy other than UNSPSC requires that taxonomy to be "mapped to the UNSPSC-delivered classifications".
- One req'ts will need clarification because the response did not address the full req't.

Technical Requirements – 65-120 55 pgs

Availability - pg. 65-68: Does not fully meet req't of 100% availability

- "Infosys runs redundant copies of all critical software subsystems including application services" with automatic failover.
- "connected to the internet with two different ISPs"
- Table 8, pg. 67
 - o SAP Ariba Solution: 99.5% availability
 - o Oracle Integration Cloud: 99.5% availability
 - o Cloud Based Portal Solution: 99.5% availability
 - o ICAM: 99.5% availability
 - o ServiceNow: 99.8% availability

Accessibility Requirements - pg.68: Does not fully meet req'ts.

- Solutions proposed "are currently not fully optimized for accessibility". Each "product has undergone a WCAG 2.0 assessment and at this time most criteria at Level A and AA are either supported or supported with exceptions".
- "working toward WCAG 2.0 Level AA", includes addressing Section 508 of Workforce Rehabilitation Act"
- "The optional Transparency Portal solution" is "WCAG 2.0 Level AA compliant".

Audit Trail and History - pg.68-70 & TECH-1 thru 5: Meets req'ts

- Ariba
 - o "specific logging takes place that is viewable by the customer, document owners and users with specific permissions."
 - o "this information can be accessed under the History tab of the transaction document and by running the reports"

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- "Configuration changes, master data changes, and changes related to transactions are recorded for audit purposes. Our solution will use the audit service provided by SAP Ariba to store and retrieve audit information."
- ICAM
 - "Saviynt provides comprehensive logging and monitoring"
 - "system captures action, timestamp, comments/ business justification in Saviynt database for auditing and compliance purposes."
 - "Saviynt also supports versioning of entities (rules, roles etc.)..." closely track the changes and impact."
 - "Saviynt also offers Role vs. Actual, Request vs. Actual reports"

Browsers Supported - pg.70/71: Meets req'ts. However response did not address req't to post a notice when non-compliant browsers are used.

- NOTE, the "optional custom portal solution" is not certified for the req'd Firefox browser.

User Accounts and Administration - pg.71-78 & TECH-6 thru 20: Meets req'ts.

- Ariba Solutions
 - "State End Users and Solution Administrators will be managed by the State's preferred IAM solution".
 - NOTE, States/Entities will not have Administrator access to manage Supplier accounts. These will be managed by "SAP Ariba Network directly" ("Ariba network administrators, SAP Ariba strategic sourcing and supplier management solutions administrators and SAP Ariba procurement solutions administrators").
 - "Access to data and functionality within the modules is based on roles and permissions that determine which features of the solution a user can see and work with, and what data the user can access."
 - "roles can be mapped to other roles"
 - "Users can inherit roles" (pg. 72)
 - "User, Group, Role and Permission objects can be managed from the provided UI or populated from a variety of sources, such as corporate systems and/or flat files."
 - Admin Delegation, pg. 72/73: WEAKNESS, response addressed delegating transaction approval authority. Did not address the req't to delegate Admin functionality.
 - pg. 73: the reference to "Ariba strategic sourcing and supplier management solutions administrators" and "procurement solutions administrators" appear to be SAP Ariba staff, not State/Entity staff.
- Optional ICAM Solution: Can be used to administer/manage Ariba user accounts and will handle the "roles segregation and mapping" required by Ariba.

RTM

- POTENTIAL WEAKNESS, TECH-12: System does not provide "dual sign on" where one login can be both a buyer and supplier.
- WEAKNESS, TECH-13: The only concept of "Super User" in the Ariba system is an Administrator and that user will not have the req'd "access to "any other user transactions" to "create, update, delete".
- POTENTIAL WEAKNESS, TECH-16: "System can't automatically" deactivate users after a period of inactivity. Admins must manually monitor activity and manually deactivate users.
- 4 RTM req't responses did not fully address the req't and will need clarification.

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User Authentication - pg. 78-83 & TECH-21 thru 25: Meets req'ts except for State/Entity password policy for complexity which is standard for Ariba.

- Ariba
 - o User Authentication options
 - "Regular user authentication" (Ariba username/password)
 - "Single Sign-On. Users log into their corporate network" which has SSO set up with Ariba.
 - "Federated Single Sign-On: SAP Ariba solutions can also be integrated with 3rd Party Identity Access Management solution" if they use "SAML based authentication or ADFS"
 - o "SAP Ariba can enable multifactor authentication for both individual users and user groups" but only for "accounts that do not use corporate authentication with single sign-on".
 - o Ariba password policy
 - "case-sensitivity between 12 and 32 characters in length" for State/Entity users and "case-sensitivity between 8 and 16 characters in length" for Supplier users (TECH-23).
 - "can include any Latin characters and punctuation marks and must include at least one numeral between the first and last character. They must also include at least one letter."
 - "require users to change passwords at least every 180 days."
 - "out-of-the-box prior password parameter is that no one password can be reused for four password change cycles. This count can be customized to be more or less than four if needed."
 - "Lock out occurs after five failed attempts to log in. Once logged in, session timeout occurs at 120 idle minutes. Both of these parameters cannot be customized."
- Optional ICAM: Can "provide all of the user authentication requirements".

RTM

- WEAKNESS, TECH-23: Password policy is standard across Ariba clients and is not configurable to meet a State/Entity password policy that is different.
- NOTE, TECH-24: RTM response does not address the req'ts for "auto-generate user passwords" however the Technical Proposal doc does address this on bottom of pg. 79 "Ariba Administrator generates temporary passwords for new users and sends new users an email message with instructions for logging in. New users are immediately taken through the password reset process when they log in for the first time"

Federated Identity Management - pg. 83-85: Meets req'ts. States/Entities "will have the option to choose the IAM solution as in State of Maine's existing IAM or the proposed optional ICAM solution by Infosys".

Data Conversion - pg. 85-91 & TECH-26 thru 34: Meets req'ts using Infosys NIA ETL tool ("Artificial Intelligence platform that collects and aggregates data and then automates repetitive business/IT

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processes” and has “multiple data adapters like Oracle, Postgres, SQL server and others to connect/ingest data”). The NIA tool and Infosys processes for data conversion are a STRENGTH.

However the below “Out of Scope” statement from page 14 regarding “data migration” conflicts with the response in this section and on the RTM req’ts regarding data conversion in that pg. 14 indicates that the State/Entity must do all of the work described as being done by the Infosys NIA tool and the State must provide extracted data in the Ariba “upload-able format” whereas this section requires “CSV/Excel format”.

- Pg. 14: “To support data migration, legacy data extraction, transformation, cleansing and enrichment are assumed to be the State of Maine’s responsibility. The State of Maine will provide data in upload-able format as per defined by Ariba. Our conversion team will support this process and will also be responsible for the automated translation and loading of cleansed data into the target Ariba platform.”
- Pg. 85-88, data conversion process
 - o Plan: “project team will conduct a review to understand the minimum acceptable data requirements to operate Source to Pay business functions”. Will result in a “strategy document
 - o Analyze Source Data: “evaluation of data quality, performing data profiling, identify problem areas, errors and priority of the data requirements.”
 - o Data Mapping: from legacy to Ariba fields
 - o Development: setting up transformation/filter rules
 - o Data Load: from NIA tool to Ariba. 3 complete data mock runs and 2 dry runs before Go-Live.
 - o Validate: Data Comparison, Technical Reconciliation, Business Reconciliation and Front End Testing (Unit, System and User Acceptance testing)
- Pg. 90: “Infosys will use tools to accelerate the data cleansing and conversion activities”

Interface and Integration - pg. 92-95 & TECH-35 thru 60: STRENGTH in meeting req’ts with mature middleware tool. However note that

- Pg. 92: “Infosys has proposed the Oracle Integration Cloud (OIC) as the middleware to provide real-time and batch integration capabilities”
 - o “has an lightweight agent which connects to on-premise Systems.”
 - o “has inbuilt Ariba & PeopleSoft adapters for making quick & reliable connections” with State/Entity applications
 - o has “Auto scale up, provisioning, back-up, upgrades, and patch updates”
 - o “Loosely coupled”
 - o “supports SOAP, REST, DB, JMS, FTP, File integrations” (pg. 95)
- Pg. 94, Security: “SSL 256-bit encryption”, “WS-Security” and “Digital certificate authentication”

RTM

- Fourteen req’ts require Clarification because the response did not specifically indicate that the req’d integration with the Finance system will be provided. CONCERN, in the Interfaces/Integration section of Implementation Services Requirements there is a list of identified “Transaction Data Interfaces” (Table 57, pg. 273/274) that does not include
 - o Requisitions (TECH-41)
 - o Funds/budget availability checking (TECH-42)

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- Inventory update and checking (TECH-43)
- Status data on procurement and financial transactions (TECH-51)

Office Automation Integration - pg. 95/96 & TECH-61: Meets req'ts.

- Desktop File Sync, pg. 95: STRENGTH, "automates the uploading & downloading of files from and to SAP Ariba Strategic sourcing solutions" and "check document version compatibility".
- Excel workbooks to "create or update large-sized requisitions
- "sample Microsoft Excel spreadsheets as starting points for creating new contract requests"
- Catalogs uploaded/updated in Ariba format excel files
- "Export summary of the tasks and phases in a project" to Excel
- "Export a bid history report to Excel"
- Export to Excel for "bid comparison" with "pricing conditions". Contains two sheets, "Overview Sheet" and "Bid Comparison" sheet.
- All "free-text" fields in allow copy/paste.

Mobile Device Support - pg. 96/97 & TECH-62: Meets req'ts.

- TECH-62 response indicates that the Ariba application is "designed with browser/mobile responsiveness" and "dynamically adjusts to the device being used".
- Solution also has two mobile apps, Ariba Procurement mobile app and Ariba Supplier app.

Mobile Applications - pg. 96/97: Meets req'ts. STRENGTH, has separate mobile apps for Buyers and Suppliers.

- App functionalities
 - Shopping Cart: create requisition with catalog search and access to Spot Buy feature
 - Requisition Approval & Tracking
 - Watcher viewing Requisitions
 - Approver viewing details/attachments of requisitions recently approved/denied
 - Read/Comment on articles on the Ariba Exchange User Community
 - Touch ID Support for iOS Devices
 - Supplier 360 degree performance report viewing on iOS devices
 - Pin Requisition documents on app dashboard
- App Security
 - App activation code before the app will communicate with the servers
 - App PIN, 6-digit PIN to login to the app
 - Touch ID Support as option instead of using PIN
 - App timeout after 5 minutes inactivity
 - Data encrypted in transmission and stored on the device
 - Certificate pinning to insure the app is communicating only with the correct servers
 - Jailbreak and rooting detection option to force the app to close if detected
 - Data removal automatically if the device is deactivated

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Data Ownership and Access - pg. 97-98: Meets req'ts.

Date Retention, Archive and Purge Considerations - pg. 98 & TECH-63: Partially meets Data Retention however does not have Archive capabilities. NOTE: Ariba data retention is as per Ariba's standard. If a State/Entity has a different data retention policy then they will need to extract and purge transactions from the system.

RTM

- WEAKNESS, TECH-63: System does not provide an archive capability. State/Entity can only delete/purge transactions instead.

Disaster Recovery Plan - pg. 98-103: Meets req'ts.

- "run disaster recovery (DR) simulations and exercises once a year."
- "DR exercise will be conducted during a weekend and will be using a combination of the test environment and production environment, to make sure that business operations are not interrupted."
- "formal DR Exercise plan will be created"
- "SAP Ariba solutions are deployed in regional data center pairs so, in the event of a failover, the data will remain within the region. Failover from one site to another has a design goal for its recovery time objective (RTO) to not exceed four hours. The design goal for the recovery point objective (RPO) is five minutes."
- "SAP Ariba solutions use a documented system recovery plan that outlines the approach and steps for recovering the applications."
- "Disaster Recovery (DR) services for Oracle Cloud Services are intended to provide service restoration capability in the event of a major disaster, as declared by Oracle."
- "ServiceNow's customer DR is documented in its Information System Contingency Plan (ISCP), which covers its data center environments, and includes all customer environments"

Solution Environments - pg. 103 & TECH-64 thru 68: Does not meet req'ts. Separate Development and Training environments are not provided for the Ariba system.

- WEAKNESS, Ariba system will only have Test and Production environments. The Test Environment will be used for "development, testing and training".
- OIC and the optional ICAM & OIC will have separate environments for Development, Test, Training and Production.
- NOTE: response to TECH-64 (3 environments) conflicts with the response on pg. 103 (2 environments) regarding the number of provided environments.
- Responses to TECH-64 thru 67 did not provide complete response to the req'ts.

Solution Technical Architecture - pg. 103-112: Meets req'ts

- Ariba is a "SAAS platform which segregates each customer" data. "The software's data model keeps the different customers' data strictly separate".
- Ariba is architected "for multi-tenancy" where each customer uses the same application but "configuration metadata allows each customer to have their own look and feel".

Solution Network Architecture - pg. 112-118: Meets req'ts

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- Ariba "solution implements an n-tier network architecture that physically segments Web, application, and data tiers." "communication protocols used between the systems are TCP/IP-based."
- "Ariba solutions maintain diverse redundant connections to the Internet through top-tier carriers. These are configured using BGP (Border Gateway Protocol) for redundancy."
- "Infosys will provision SAP instances in the US region which has a data center in the eastern US (VA)."

System Development Methodology - pg. 118-120: Meets req'ts.

- "Ariba leverages a secure software development cycle (Secure SDC) that is aligned with ISO 27034 principles."
- "leverage an extensive automation test suite, built on Selenium"
- "Quality assurance program" is "part of the common Product Lifecycle Methodology".
- "The documented systems development methodology describes the change initiation, software development, change documentation, and approval processes."

Service Level Agreement - pg. 120 & SLA doc: Partially meets req'ts.

- They are willing to accept the RFP SLA with some negotiations on each SLA. *"would like to have the option to negotiate the terms and values associated with each SLA during the contract negotiation phase"* (pg. 2, SLA document)

Security Requirements 120-193 73 pgs.

Cloud Security Alliance (CSA) Compliance - pg. 120-124: Meets req'ts.

Security and Privacy Controls - pg. 124-135: Meets req'ts through compliance with ISO27001, SOC2 Type 2.

- Pg. 120, "Proposed cloud solutions are compliant" with NIST 800-53 requirements.
- Pg. 124,
 - o "Infosys will inherit FEDRAMP/NIST compliance from the cloud service providers and configure customer specific controls as applicable for the eProcurement solution."
 - o "the core procurement solution component is still in the process of being certified for FEDRAMP/NIST. However, has undergone various other compliance assessments like ISO27001, SOC2 Type 2 which have similar security controls/ requirements as that of NIST 800-53."
 - o "is audited and certified by independent third-party auditor PricewaterhouseCoopers (PwC) for compliance with ISAE 3402 SOC1 Type II, SOC2 every six months and a SOC 3 report is issued annually."
- "Infosys as an organization, is aligned and certified to ISO 27001:2013 standard and is assessed for SSAE 18 SOC 1 Type II by an independent third party."

Security Certifications - pg. 135-143: Meets except for HIPPA for SAP Ariba.

- Infosys Public Services, pg. 136
 - o CMMi Level 5 certified
 - o ISO 27001:2013 standard certified

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- o PCI DSS compliance will be 'discussed and mutually agreed' for the timeframe when compliance would be achieved. "Cost for the certification, implementation of controls & procurement of additional tools" would be "borne by the Customer".
 - o "Infosys will ensure" the "compliance requirements of HIPAA by the implementing appropriate Technical, Physical and Administrative safeguards".
- Ernst & Young, pg. 138
 - o "has obtained and maintains the ISO/IEC 27001 certificate.
- SAP, pg. 139
 - o "has held an ISO 9001 certificate. We are also certified according to ISO 27001, ISO 22301, and BS 10012."
 - o Audited for "compliance with ISAE 3402 SOC1 Type II, SOC2 every six months"
 - o "SOC 3 report is issued annually"
 - o "our primary hosting facility (Equinix) infrastructure is audited for compliance with SSAE 16 SOC1 Type II, SOC 2 Type II."
 - o Is Level 1 PCI DSS certified
 - o Complies with VISA USA Cardholder Information security Program (CISP) and MasterCard Site Data Protection (SDP) Program
 - o POTENTIAL WEAKNESS, "Ariba is not designed to handle HIPAA data". "Ariba does not support storing HIPAA/PII/Personal data".
- Oracle Cloud Infrastructure, pg. 142/142
 - o Cloud Security Alliance Security Trust Assurance and Risk
 - o ISO 9001: Quality Management Systems
 - o ISO/IEC 27001: Information Security Management Systems
 - o Payment Card Industry Data Security Standard
 - o System and Organization Controls 2 SOC2
 - o HITRUST CSF
 - o FedRAMP
 - o HIPAA

Annual Security Plan - pg. 143-147: Meets req'ts.

Secure Application and Network Environment - pg. 147-156: Meets req'ts. Very comprehensive for all proposed solution components (Ariba, OIC, etc.).

Secure Application and Network Access - pg. 156-164 & SEC-1 thru 5: Meets req'ts for the proposed solution components (Ariba, OIC, ServiceNow) as well as the optional component.

Data Security - pg.164-175: Meets req'ts for the proposed solution components as well as the optional component.

Personally Identifiable Information Protection - pg. 176-184: Meets req'ts even though SAP policy has declared that Ariba is prohibited from "processing sensitive personal data" and there will in fact be PII data for situations like Social Security number with some Suppliers. This is addressed by Infosys statement on pg. 176 that they will address any PII situations that the State identifies.

- CONCERN, Infosys expects that "on personal information" will be captured in the system, no PII data. However, Tax Id for some Suppliers will be a Social Security number which does need to be protected as PII. Also, there are circumstances where Purchase Orders may include PII such

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as when ordering medical services for specific inmates at a Correction Facility. NOTE: Infosys does state that if there are PII elements that need to be stored/processed then they “will work with the state or participating entities to identify such data collection and processing requirements and identify any additional privacy/security controls that need to be enforced.” (pg. 176)

- SAP Ariba is GDPR compliant” (182)
- WEAKNESS, in the response to the Data Security section, it states that “Ariba Data Policy and Privacy Statement prohibits use of the solutions for processing sensitive personal data” (pg. 173)
- “Additional solution components such as Oracle cloud integration (OCI), ServiceNow, Portal (Acquia) and Identity and Credentials Management do not collect any personal information like Ariba. However, user tracking information (IP address, location), cookies and email address, first name, Last Name (in case of identity credentials management, ServiceNow -is required for creation of user profile) is collected.” (pg. 183)

Security/Privacy Issue Occurrence - pg. 184-186: Meets intent but there are Gaps with the notification timelines/expectations in the RFP.

- As a multi-tenant SaaS, Ariba policies, processes and practices for handling Security/Privacy Issue occurrences are the same for all customers. They do not have State/Entity specific practices. So WEAKNESS is that the RFP required notification times are not met.

PII Data Actual/Attempted Access or Disclosure - pg. 186-189: Meets intent but there are Gaps with the notification timelines/expectations in the RFP.

- Once an incident is identified IPS team members will support State/Entity “in its execution of the State Data Breach Protocol by facilitating State’s adherence to US privacy laws”. (pg. 186)
- WEAKNESS, Fig. 57 pg. 186: The timeline before ‘State Privacy Team’ is notified (Step 3) could be up to 96 business days.
- STRENGTH, pg. 186/187: Infosys has had SAP Ariba agree to “additional terms” where Infosys will be notified of any breach within 24 hours and if Personal Information is involved
 - o Submit to Infosys a preliminary report within 36 hours
 - o Submit a detailed report within 7 working days
 - o Provide full identity/credit restoration services to each individual impacted and include cyber-insurance coverage for any identity theft
 - o Notify Infosys of corrective actions to prevent recurrence
 - o Pay for costs associated with the data breach
- Oracle will notify Infosys within 24 hours of a breach
- MS Azure will notify Infosys within 72 hours
- ServiceNow will notify Infosys “without undue delay”
- Acquia (Transparency Portal) will notify Infosys “without undue delay”

Security Breach Reporting - pg. 189-192: Meets intent but there are Gaps with the notification timelines/expectations in the RFP.

- “Infosys will notify the State/Entity “within 2 hours” of when InfoSys is notified by it’s “cloud Service Providers”. NOTE, this could be as much as 26 hours of the occurrence since Ariba has up to 24 hours to notify Infosys (pg. 186).
- Reporting practices/timelines is the same as documented for the previous section (PII Data Actual/Attempted Access or Disclosure).

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Implementation Services Requirements 193-300 107 pgs.

Project Management - pg. 193-228: Meets req'ts however there is significant concern regarding the implementation plan timelines. NOTE: see the more detailed timeline notes from the OUR UNDERSTANDING section, pg. 12/13 above.

- Pg. 200, timeline examples are too aggressive for the scope of the 3 scenarios
 - o Large: full system is live in 9.5 months.
 - o Medium: full system is live in 9.75 months
 - o Small: full system is live in 9.5 months
 - o There isn't sufficient time in these plans to execute the work detailed for OCM and Training in Implementation Services (pgs. 274 & 283)
- Bidders staffing plan: the response provided high level Organization Chart (Fig. 66, pg. 201) depicting "Roles" and high level description of key role responsibilities (Table 36, pg. 201-204 & Table 42, pg 219-226)
- Infosys Proposed Organization Role Descriptions (Table 36, pg. 201/202)
 - o Program Leadership: NEGOTIATIONS, suggest that there should be no costs to Participating Entities for the Infosys executive sponsor as they are not actually part of delivering the system/service.
 - o EY Account Executive: question the specific value/benefit that this individual would bring to a project. NEGOTIATIONS, suggest negotiating this role out of the scope/costs. If Infosys has done Ariba implementations in the past then don't see why this EY person would be needed.
 - o Portal: if this position is for the Transparency Portal then the cost for this position needs to be part of the Optional costs since the tool is optional. Also note that the work listed for this position includes "integration" and "API" work but Infosys has claimed that the Transparency Portal is an existing application so this integration/API work with Ariba should already be in place.
 - o Org Change: NOTE that the work/role for Infosys change management is about putting together Plans and providing an oversight/management role during execution but not doing execution itself. There is a great deal more described in the OCM section of Implementation Services Req'ts (pg. 274-283). NEGOTIATIONS, need to firm up what specific OCM activities/work is included in the proposed scope/pricing.
- Appropriate State roles were identified (Table 37, pg. 204/205)
- Program Audit/Monitoring Support, pg. 213: CONCERN, this "audit support" role may be an overhead that is staffed to heavily for an eProcurement project. NEGOTIATION, suggest getting insight into the staffing planned and costed with the proposed scope/costs to see if this needs to be scaled back or at least made optional.
- Typical Deliverables were identified (Table 40, pg. 214-217)
- Staffing, pg. 217/281: CONCERN, for small States Infosys would have a "Shared Project Manager", not dedicated.
- Governance: "3-Tier governance framework" (pg. 227/228)

Project Implementation Methodology - pg. 228- 264: Meets req'ts however would note that there is significant complexity in the approach that has the potential to be scaled back and should reduce costs. Also, note that the proposed timelines (pg. 200) do not allow for extensive Sprint/Scrum Team efforts.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: InfoSys

CATEGORY #(s): 1

DATE: 11/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Infosys IDEA-Activate which is an extension of SAP Activate methodology with “pre-configured templates” (pg. 228/229, 231)
- Design/Build/Test done in multiple sprints.
- STRENGTH, Infosys will bring a “preconfigured system with associated Ariba process and documentation” as a starting point”. (pg. 229)
- “Focus design efforts on differentiated processes” instead of standard processes (Fig. 81,pg. 230)
- Design & Sprints are done by “Scrum Teams” (pg. 233/234).
- RACI Matrix (Table 45, pg. 237): NOTE, Infosys indicates that they will deliver 25% of “End-User Training”.
- CONCERN, Infosys assumes that 70% of processes will be Standard and 30% “Differentiating” processes. (Explore Phase table, pg. 240)
- Explore Phase: “Process Design” Sprint (pg. 242): STRENGTH, Infosys will have a “pre-configured demo environment” for use in design sessions. However, need to know if this is pre-configured for Public Sector or from their Private Sector experience.
- Testing, “tests for standard processes are automated”. “Most of the effort in the end-to-end testing will be spent on differentiated processes” (pg. 247)
- “Infosys proposes to follow an industry standard software testing life cycle (STLC)” (pg. 250-
- STRENGTH, “Security testing” is a specific type of testing in their methodology (pg. 253)
- Major releases (pg. 258): CONCERN, on pg. 199 it was indicated that implementations would be done in two major releases however on this page it indicates “five major releases”.
- Change Management & Procedure, pg. 261: CONCERN, the definition of “Changes” is broad enough that doing adjustments to setup/configuration may always be considered a contractual change instead of an adjustment or correction to the design.

Catalog Support Services - pg. 264-266: Partially meets. The Services do not include support for a contracts assessment or creation of catalogs, and the on/off-boarding services are minimal.

- The “Ariba implementation team”
 - o sets up validation rules that are applied when a catalog is uploaded or when a punchout is set up by a Supplier.
 - o “analyzes hosted catalogs “to ensure it contains the correct items, approve them and activate it”. CONCERN, the Ariba Implementation Team is not likely to know enough about a contract to be able to validate it as having “correct items”. This should be the Participating Entity instead.
- Spot Buy is the means that “commercial retail online marketplaces” would be made available in the system. (pg. 265/266)
- As described here, the On/Off-Boarding support provided by Infosys/Ariba is only to do catalog validation and making the catalog/punchout available for shopping in the Ariba system. (pg. 266)

Data Conversion Services - pg. 266-270: Partially meets. It is unclear whether Infosys is offering to provide “needs assessment” in their data conversion services. They do not provide “data cleansing” services.

- Needs Assessment (pg. 267): response did not say they would provide the req’d “conversion needs assessment”.
- Data Cleansing: Table 54 RACI Matrix (pg. 268) indicates that the State/Entity would be responsible for data cleansing. So Infosys data conversion services does not include this.

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- STRENGTH, the NIA ETL tool provides a repeatable, automated process to transform legacy data into Ariba formats required for loading into Ariba. NIA tool supports having “real-time data” streaming from source/legacy systems and “can be used for monthly or quarterly refresh purposes” (pg. 269). So this tool could be used for more than just to meet the data conversion needs for initial implementation.

Interface/Integration Development Services - pg. 270-274: Meets req'ts for the services req'd however suggest that NEGOTIATION get Tables 56 and 57 for “identified interfaces” removed so these services are not exclusive to these specific interface/integration points.

Organizational Change Management (OCM Services) - pg. 274-283: Meets req'ts. However, based the OCM role identified/described for the Infosys Team (Table 36, pg. 203) it appears that the ‘execution’ parts of these OCM services described may not be included in the proposed scope/pricing.

- OCM Strategy development: will “build a comprehensive and effective change strategy” (pg. 276)
- Will “continuously engage government leaders” using the “EY Real-Time Collaborator Tool” (pg. 277)
- Will have a “Leadership Coaching plan” (pg. 277)
- Will product Stakeholder analysis and “conduct readiness and impact assessments” (pg. 279)
- Will develop a “communication strategy and plan” with “key messages, audience and timing”. (pg. 279)
- Will “leverage a change impact assessment template” (pg. 280)
- Will “share operating models and organization design leading practices” to collaborate with State on future state. (pg. 280)
- “Change readiness assessments will be conducted, as required, throughout design and testing phases” (pg. 280)
- Will “work with the State to co-develop metrics” to measure “business adoption” with “visual dashboards and scorecards to track adoption” which is “key to conduct a resistance assessment” (pg. 282/283)

Training Services - pg. 283-289: Meets req'ts however Table 58 has gaps that imply that they did not identify all of the specific training that will need to be provided to each User Group.

- Project Implementation Methodology, RACI, Table 44, pg. 237: Infosys indicates that they will deliver 25% of “End-User Training”.
- User Group Training, Train-the-Trainers, Table 58 pg. 284:
 - o WEAKNESS, Train-the-Trainers are only trained for requisitions/orders. There is no training identified on the other modules/features of the system (e.g. Supplier management, Sourcing, Contracts, Invoicing).
 - o WEAKNESS, System Admins only have “Viewing, opening and closing tenders” identified as the training they will receive. Admin training is not listed.

Help Desk Services - pg. 289-300 & IMPL-1 thru 5: ADSL strongly meets the req'ts. NOTE: response to Managed Services Help Desk section indicates that ADSL has “familiarity” with “SAP Ariba, however there is specific concern that they do not already have significant experience/skills with the Ariba/Ariba Network solution that has been proposed.

- Allied Digital IT Services LLC (ADSL) is to provide the Help Desk Services as a subcontractor for Infosys Public Services (IPS). Pg. 289

**STATE OF MAINE
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- SLAs, pg. 290: There are several references to Help Desk SLAs in this section but the specific SLAs and targets have not been provided.
- Service Delivery Parameters (Table 59, pg. 290/291): CONCERNS,
 - o "Number of Users supported": the 5,000 - 12,500 count does not indicate whether this includes both State/Entity users and Supplier users.
 - o The "Service Desk Coverage" is 24*7 but there is only an entry in this table for "Business Hours Team". There is no mention of the Team that would support 'non-Business Hours'.
- ADSL "Highly trained and certified agents" (pg. 291): there is no indication whether the ADSL agents have training, experience or skills with Ariba.
- Gov't of Canada experience, pg. 292: CONCERN, the Infosys IPS Service Desk is noted on this page as having extensive experience providing Ariba and Procurement Help Desk support (Tier 1 & 2) for Canada (GC) Public Services and Procurement Canada but there is nothing to indicate that ADSL has similar experience. In fact, the last sentence in this section states that IPS will work with ADSL to share their "experience/expertise in establishing the procurement desk".
- Performance Metrics Dashboard (Fig. 114, pg. 297): CONCERN, the caption text states "Reporting is reliance on leveraging your ITSM to provide these reports". The proposed ITSM is the ServiceNow tool from Infosys, so concerned that the State/Entity ITSM system is required to be able to produce reports?
- Service Desk Operating Model (Fig. 115, pg. 298): Infosys & ADSL will provide Tier 1, 2 & 3 support.
- ADSL "Performance metrics tracking and reporting": STRENGTH, the listed metrics/reports demonstrate a very mature Help Desk operation. (pg. 300)

RTM

- IMPL-1: CONCERN, "Drupal" has been identified as the tool to provide Supplier "Help functionality" however in the Technical Proposal Drupal is referred to only as the tool that would be used to provide the Optional Transparency Portal.

On-Site System Stabilization Support - pg. 300-303:

- Pg. 260/261 describes Hypercare but only discusses handling "trouble tickets", providing training and monitoring key performance indicators. Does not address setup/configuration changes or system use assessment.
- STRENGTH, Knowledge Transfer approach from Hypercare to Managed Services teams (pg. 301-303)

Managed Services Requirements 303-345 42 pgs.

Solution Support - pg. 303- 338 & MNGD-1: Partially meets req'ts.

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SME DEPARTMENT/STATE: NASPO

- General Public support, pg. 305: CONCERN, Infosys is planning to provide support to the "public" regarding "publicly posted tenders or other open data". NEGOTIATIONS, suggest that this role should not be with a Contractor.
- Software/Equipment Testing, Participating Entity Testing & 3rd Party Notifications req'ts: Responses (pg. 306-308) described the UAT process for initial implementation and did not address the req'ts.
- "As eProcurement is a Cloud-based procurement solution, vendors for Cloud software, including SAP and ServiceNow, have the primary responsibility to ensure that there are no service disruptions for their Cloud applications." (pg. 309)
- SAP Ariba "Service Continuity" and "Redundancy" (pg. 311/312) are extensive.
- Identify issues that may impact the Participating Entity environment/operations req't: Response (pg. 313-316) described Infosys Risk Management practices during implementation. Did not address post-implementation identification of issues from monitoring the environment/operations.
- Reviews on performance/issues and use of the Solution req'ts: Response focused on communications/meetings practices during implementation (pg. 317-320) but did finally address the req't started on pg. 321.
- System use/capacity monitoring req't: Response did not address the req't to monitor the system to determine when capacity increases are needed. Response instead addressed security and other unrelated topics. (pg. 324-333). However elsewhere in the proposal it was identified that SAP Ariba monitors capacity and has scalable environments to adjust to any need for increases. (pg. 43, Ariba SLP, "scales easily", pg. 65, Ariba SaaS, "scalable to a large number of customers, because the number of servers and instances on the back-end can be increased or decreased as necessary to match demand, without requiring additional re-architecting of the application")
- Manage security functions (Admin of access/passwords & related security controls) req't: Response did not address the req't and instead described the login/password functionalities of the system and how permissions/groups are established/managed in the system. (pg. 333-338)

Organizational Change Management (OCM Services) - pg. 338-340: Minimally meets OCM req'ts.

Only provides updates to communications/training materials and "scope/impact outlines" for future system changes.

- "During delivery of managed services, we will work with each State of Maine to ensure that communications and training are updated when required to continue to support user adoption." (pg. 338)
- "Personas" will be "maintained during the managed services period" and when there are system changes "impacts to user groups, internal and external, are identified". (pg. 339)
- "To ensure that users are kept abreast of updates and new releases associated with the solution, update and new release scope/impact outlines will be created and provided to the State of Maine to support creation of stakeholder communications using the applicable State of Maine channels and media." (pg. 340)

Training Services - pg. 340: Meets req'ts. See notes in Implementation Services.

Catalog Support Services – pg. 340/341: Meets req'ts.

Help Desk Services - pg. 341: Meets req'ts, however concerns about how well ADSL will become SAP Ariba skilled.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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SME DEPARTMENT/STATE: NASPO

- ADSL would provide the services for post-implementation Help Desk.
- WEAKNESS, ADSL currently only has “familiarity” with SAP Ariba. Infosys is planning to add an Ariba experienced person (Service Desk Governance Lead) to the ADSL staff their Service Desk during implementation/steady-state phases to transition knowledge, update “FAQs and KB articles” and act as “liaison between help desk T1 and other support teams”, including “SAP Ariba”.

Transition Out Assistance Services - pg. 341-346: Meets reqt's.

Other Available Services - pg. 346-348

- Notes for Celonis Process Mining, Power Approver, SAP Field Glass & Spend Analysis additional services are covered in the Innovation/Value Add section.
- IT and ERP Strategy Services
 - o “Infosys can help our clients in establishing and executing their Business and IT strategies and roadmaps.”
 - o “System Integration Services”, “building and enabling integrations among different platforms and difference applications”.
- IVS Services: “independent verification services”
- Business Process Management (BPM) Services: “end-to-end outsourcing services provider for Business Process Managements, such as Customer Services, Human Capital Management, Financials, Procurement, etc.”

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Infosys to deploy SAP Ariba
 - Partner with Ernst and Young and SAP.
 - Identified possible project risks.
 -
2. Previous Projects
 - Public sector – expansive includes sourcing/CM
 - Private sector – extensive.
 -
3. Subcontractors
 - E&Y
 - SAP
 -
4. Organizational Chart
 - High level org chart and detailed role description.
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s) 1:

DATE: 1/13/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

SAP Ariba - SAAS

Detailed high level understanding of requirements demonstrated, providing long checklist of concepts and components.

Infosys-Ernst&Young- SAP Ariba alliance approach.

General Principal and Requirements

- Key Solution Functionality Elements - clear table of Ariba software components
 - Ariba Network (suppliers); Ariba Supplier Lifecycle and Performance Management; Ariba Sourcing; Ariba Contract; SAP Ariba Buying and Invoicing;
 - plus Oracle Integration Cloud middleware, ICAM for identity management (optional), and ServiceNow
- User Experience
 - Supplier Portal – SAP Ariba Business Network – single entry point for supplier facing functions.
 - Buyer portal – SAP Ariba Buying and Sourcing – procurement processes, guided buying.
 - Notes optional **Infosys transparency portal (p21) needs clarification for added cost.** Can integrate with SAP Ariba native portal to be used for public facing announcements, bids and proposals
 - Spot Buy for procurement from catalogs or non-catalog spot purchases.
 - User work management inside portal.
 - Role-based functionality.
 - Mobile capable.
- Bidder Best Practices and Roadmap
 - Quarterly releases. – advance communication.
 - Monthly feature deliveries (no user impact)
 - SAP Ariba Best Practices Center – flexible, as-needed support tailored to customer; single, named point of contact; best practices; claimed faster ROI.
 - Product roadmap identified: machine learning, predictive analytics, blockchain and internet of things, and human engagement and augmented senses.
 - Increase supplier engagement;
 - KPIs for cost reduction.
 - Infosys will help benchmark existing processes and set target levels for eprocurement project.
 - Use SAP Ariba native solution and extend only when needed – Example the Transparency Portal (drupal-based for public posting.)
- Innovations and Value-Added Features/Services

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- SAP Fieldglass – Temporary workforce recruitment and management – additional cost
 - SAP Ariba Spend Analysis
 - ICAM – identity management (Fedramp compliant) – Azure Active Directory. SO to cloud and on-prem applications.
 - Transparency portal (see previous)
 - Celonis Process Mining
 - Power Approver
 - Source to Pay Best Practices 50+ processes already mapped and used as reference for discussions. (Notes this is part of the project as a value add – clarify this is no-cost.)
- Customizations/Extensions – emphasis on native Ariba. Infosys support customizations would not invalidate Ariba warranty; Infosys would notify Maine of change management impacts; customizations to be completed during implementation period or added to post-launch roadmap.
- Alternative Funding Models – potential for user fee funded. Would need to engage SAP to determine viability.

Functional Requirements

- General Functionality – integrated modules give value-drive approach; ease of access to information for suppliers.
 - 5 component areas in hybrid cloud: Portal Solution; Services Solution; Middleware; Identity management; Security; Helpdesk
 - EPROC-GEN-3 and -5– API will provide publishing solicitation, eval notices, awards, contract info to state website.
 - EPROC-GEN-38 – Not unlimited. state user licenses based on state contract; supplier licenses no cost.
- Supplier Portal
 - EPROC-SPR-9 – SAP doesn't natively publish solicitation results/contracts. Infosys portal integration meets spec. High level of complexity to initiate.
 - EPROC-SPR-23 – *Ariba allows creation of Negotiation Tasks which include features that enable the task owner to incorporate document changes from the negotiating parties, negotiation tasks are primarily intended to manage long-term tasks associated with contract negotiations with multiple rounds and to capture notes or comments related to each round.*
 - *P39 Entry-level connectivity options such as Web UI, fax, scanning, e-mail, and CSV upload. Support for a consumer driven buying experience through direct integration of back-end systems using cXML, EDI, or SAP Ariba Integration Adapters.*
 - Solicitation response via interface or upload; contract redlining on Ariba network or email.
 - *P40 Supplier Support includes 24x7 self-service training tutorials and documentation. Access to phone and chat-based support is also available during normal business hours.*
 -
- Supplier Enablement/Management
 - *P42 SLP solution supports a full onboarding process, which includes a supplier request prior to an actual registration. This supplier request can be internal or externally initiated, typically consists of the basic information required to determine if adding the new supplier is appropriate.*
 - Infosys will assess and advice if supplier enablement service required – not part of proposal. P42

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Infosys

CATEGORY #(s) 1:

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EVALUATOR NAME: Gerard MacCrossan

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- P41 *Supplier education: We offer extensive materials for supplier training and support, including user guides, FAQs, technical documentation, and free online seminars that explain the basics of using Ariba Network. We can also deliver your account specific information*
 - P41 *help desk provides 24x7 application-related customer support and issue resolution.*
 - D&B integration available in Ariba Supplier Lifecycle and Performance
 - Preferred supplier management tool
 - EPROC-VDR-40 – Workaround for supplier email notification – Not completely responsive.
- Buyer Portal - Offers 2 primary entry points designed for casual user or power user. Casual user gets guided buying experience, can submit requests. Power user enters via dashboard, gets more self-service approach including buying, solicitation development, vendor management, report generation.
 - EPROC-BPRT-10-11 – Customization required for licensing and certifications in vendor search. Other fields prescribed are standard. Needs clarification – customization or configuration?
- Need Identification - Stated as standard functionality using the Guided Buying tool.
- Request through Pay – Catalogs drive spend to current contracts; POs to suppliers through ABN; spot buy access. Attachments to reqs permitted.
 - EPROC-PRD-3 – ERP integration option for funds approvals.
 - EPROC-PRD-5 – Configure field for state assigned contract number
 - EPROC-PRD-62 and EPROC-PO-29 – Customization to set payments at header level; SAP native sets payments to supplier level.
 - EPROC-PO-11 – SAP native limitation to 100MB attachments
 - EPROC-PO-16 – clarification needed – Signatures on POs – Infosys says not native function.
 - EPROC-RC-21 – UOM defined by PO – not convertible to inventory unit UOM for receipt entry.
- Catalog Capability – Hosted, punchout, Spotbuy
 - P51 *Process for loading, approving/activating catalog content for internally managed and externally created and managed catalogs. There are 3 channels that catalogs can be updated from: Loaded directly by customer via CSV or CIF format eProcurement Solutions and Services Infosys Public Services; Loaded by Administrator acting as the catalog management service to the State of Maine user; Self- loaded by the supplier via the SAP Business Network.*
 - P53 – needs clarification UNSPSC versions should be agreed upon. Is NIGP or other taxonomy available?
 - P53 – needs clarification – Supplier and State responsibilities bulleted. Video stated that Infosyst would manage catalog process.
 - EPROC-CAT-6 & -7 Needs clarification. Listed as A, but limitations cited. 500,000 items per catalog; 5,000 catalogs per system. This would likely be in excess of catalogs needed by states, but the item threshold would not reach the limit for MRO vendor catalogs, for example. Does 5,000 catalogs include expired or inactive catalogs; can one vendor have multiple catalogs archived and not count against the total?
 - EPROC-CAT-19 – negative values supported requirement not met.
 - EPROC-CAT-38 – compliance with public facing catalog requires generic password – not completely open-facing. Needs clarification – is view-only an available role?

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- EPROC-CAT-40 needs clarification – reports catalog type ID not possible. This differs from other SAP vendor that says it is standard function.
- Sourcing/Bid Management - claimed out of box functionality on common procurement types, 50% reduction in solicitation cycle time, savings.
 - Solicitation development using templates inside Ariba Sourcing.
 - Checklists can be added.
 - Customer has ability to create/modify templates to state's needs.
 - Solicitation attachments posted on Business Network.
 - Primary and alternate bid options can be submitted by supplier.
 - Bid responses can be evaluated in UI or exported.
 - No awards can be reopened (no new approvals) or copied to new event (approvals).
 - Native integration to Ariba Contract Management for contract creation.
 - EPROC-SRC-67 – non-registered suppliers can be added to supplier list by buyer, but not self-register.
 - EPROC-SRC-73, -138, -147– Special API required to publish solicitation on public website and other actions.
 - EPROC-SRC-155 – Alert published to public website, not full solicitation. Needs clarification on alert process. – Where does Infosys Transparency portal fit in?
- Contract Management - integrated CM and Contract Administration functionality. Contract award can flow directly into contract authoring. Compliance and auditing through platform. Ongoing supplier communication through platform capturing performance measures through contract closeout.
 - P62 supplier access to contracts requires integration. The State of Maine may configure the solution to allow suppliers to access their *contracts via the SAP Ariba network. Data updates for revenue sharing and/or subcontract payments can be completed by the supplier via response to a notification task. Our approach for making the procurement file and associated attachments publicly viewable is to integrate to State of Maine's solicitation public posing site. We would utilize an API built specifically for this use case.*
 - P61 *Digital contract approval routing is determined by customer rules that are either systematically applied or have been added based on criteria specified by the project team.*
 - EPROC-CNT-12 – signatures are DocuSign integration.
 - P60 *Ariba Contract Compliance has the ability to track the accumulated spend. Orders/releases against contracts can be aggregated against the contract for spend tracking and analysis purposes.*
 - P60 *Ariba Contract Life Cycle Management has the ability to maintain the pricing terms with an excel template. The contents for the contract line-item documents are specified in a pricing terms excel document, which SAP Ariba converts to a line item document.*
 - EPROC-CNT-41 – High complexity customization to develop reports for SBWM certification. Needs clarification – config or custom?
 - EPROC-CNT-43 – High complexity customization to develop access for supplier contract viewing and reporting. Needs clarification – config or custom?
 - EPROC-NT51-62 – Several required data posting and filtering capabilities reported as Customizations.
 - EPROC-CNT-64 – C.H. – no OOTB classifies the contracts with catalog hosted or punch out system.

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- Vendor Performance - Cloud-based vendor data model; supplier 360- review; supplier scorecards based on KPIs.
 - All requirements listed as A or BP.
- Purchasing/Data Analytics - 3-step report creation wizard; data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate.
 - Pre-packaged or ad-hoc reports.
- - EPROC-PDA-35 - *SAP Ariba can support two reporting taxonomies. Supported taxonomies such as UNSPSC, the Ariba Classification taxonomy, and a customer-specific, custom taxonomy.*
 -

Technical Requirements

- Availability – core of proposal is scalable Ariba SAAS solution. P67 *SAP Ariba uses replication technologies to copy data between data centers within a region. Application of these technologies protects against data loss from a disaster effecting a single site. Infosys runs redundant copies of all critical software subsystems including application services, enabling automatic fail-over in the event of an error so that there is no disruption of service. 99.5% to 99.95% across components.*
- Accessibility Requirements
 - P68 *SAP is committed to delivering software solutions that are accessible to individuals with disabilities and to that end, working towards meeting WCAG 2.0 Level AA. This includes addressing the Electronic and Information Technology Accessibility Standards described in Section 508 of the Workforce Rehabilitation Act.*
 - P68 *optional Transparency Portal solution provided by Infosys proposed is WCAG 2.0 Level AA compliant.*
 - P71 *Audit logs are typically retained online for one year and then archived for six more years.*
- Audit Trail and History – Audit logs considered customer date. All Reqs standard setup. A.
 - P68 *SAP Ariba can export up to 10,000 audit log entries to a Microsoft Excel file.*
 - P70 *Saviynt Enterprise Identity Cloud (EIC) provides extensive logging of activity in support of a secure information ecosystem. EIC captures every transaction performed by users, privileged users, and administrators, and all data is available for review with out of the box reports and is supported by the analytics module for ad-hoc reporting.*
- Browsers Supported – Common browsers supported.
- User Accounts and Administration – Roles identified for account management.
 - EPROC-TECH-6 Predefined roles with option for additional custom roles.
 - **EPROC-TECH-16 – Needs clarification**. Doesn't meet requirement for automatic deactivation of accounts after 6 months.
 - **EPROC-TECH-24 – needs clarification** about new password auto generation. Not responsive, though Table 12 indicates generated password expiration periods.
- User Authentication – p71 *Supplier Users will be managed by SAP Ariba Network directly, whereas State End Users and Solution Administrators will be managed by the State's preferred IAM solution.*
 - Ariba – native SAML SSO integration
 - Optional ICAM Microsoft Azure-based authentication.
- Data Conversion – Customized and high complexity.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s) 1:

DATE: 1/13/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- EPROC-TECH-27-33 (NIA ETL tool) - *SAP Ariba supports the data transfer through two basic methods 1) Flat file transfer (CSV Files) 2) Web services. The static data can be transferred using the basic flat file transfer and the real time data or transactional data is transferred using the web-services. Master data files are transferred using the file channel. Transactional data is transferred using the web-services. Batch downloads is also supported by the Integration tool kit. HTTPs Post protocol used by the Ariba ITK.*
 - P86 Ariba out-of-the-box fields will be used as the base for data mapping. *The advantages of the approach are that it encourages usage of OOB functionality, only relevant fields based on new process and system will be mapped and it will help drive decision to eliminate /purge unwanted data. The high-level steps will be as follows: The team will prepare a list of all relevant Ariba fields plus additional fields based on the process. State and Infosys will map legacy fields to Ariba.*
 - Tables 13,14, 15 identify responsibilities during data phase; schedule of processes, including RACI matrix. Clear plan.
- Interface and Integration – p92 Infosys has proposed the Oracle Integration Cloud (OIC) as the middleware to provide real-time and batch integration capabilities.
 - EPROC-TECH-35 - *These standard integration options across our solution portfolio are:*
 - a) Master data integration is done primarily in batch mode, HTTPS using CSV files (Batch integration, and depending on the data volume this can be scheduled to run frequently to achieve near real-time integration)*
 - b) SOAP Web services that use an XML payload (Real-time integration suitable for transactional data)*
 - c) REST APIs (supports both synchronous & asynchronous calls)**All of these integration methods are based on SSL 256 bit encryption and support various authentication methods such as WS-Security, basic and digital certificate authentication as standard. Our customers can opt for two or more or all the options to help achieve the desired level of integration.*
- Office Automation Integration – Detailed integration explanation. Native.
 - P96 *Using the user Interface, customers with the proper access can import data into Ariba or Export out of Ariba in CSV format.*
- Mobile Device Support – site is built for mobile responsiveness. Components with mobile functionality including shopping cart, approvals, viewing reqs. Supplier 360 reports available to view on Airba ios app.
- Mobile Applications – ios and Android supported. Touch ID, App pin, fingerprint recognition options for access.
- Data Ownership and Access - Ownership always customer, but SAP Ariba retains copies of data for life of contract only.
- Date Retention, Archive and Purge Considerations – p98 *Data retention is governed by the active contract. SAP retains your data on the service for the duration of the subscription term and any subsequent renewal term, subject to legal requirements imposed on auction site operators. During this time, you may download your data using the functionality within the application, in order to meet your specific retention requirements.*
- Disaster Recovery Plan – Annual DR exercise planned with Infosys support team and customer personnel.
 - P99 – core SAP Ariba disaster recovery process documented. Failover, notification and backup steps.

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- P100 – Oracle cloud disaster recovery process documented.
 - P101 – Servicenow and ICAM processes documented.
 - P102 – Customer Transparency portal (Aquis) documented.
- Solution Environments – p103 *proposed solution will have the following environments (Development, Testing and Production) provisioned using SaaS (SAP, ServiceNow) and PaaS (ICAM, OIC, Portal)*
 - *SAP Ariba by default provides the production and testing environments. Development, testing and training of procurement processes are carried out in SAP Ariba Test environments. See Table 18.*
 - *EPROC-TECH-64-67 - Standard license includes 3 environment (Dev, Test/Training, Production) with a 4th (dedicated for training) to be added if needed. Test environment can be used for training during the UAT phase where configurations will be identical to production. State can use Dev environment for development purpose and testing new functionalities.*
- Solution Technical Architecture – Solution has Ariba and non-Ariba components, but seamless transition promised by Infosys. All access for state users behind single designated authentication process. P108-112 provides detailed description of functionality in Ariba, Oracle, Acquia and Servicenow layers.
 - *P112 The end-to-end accountability for all aspects including ServiceNow platform, implementation, maintenance and support lies with Infosys. ESM Café has preconfigured processes incident, problem, change, knowledge, self service and service request management.*
- Solution Network Architecture – P112 - *Hybrid Cloud based architecture with the core solution platform as SAP Ariba.* P113. - *access points enabled through the public internet using an HTTP channel. Our proposed solution provides a separate access point for production and non-production environments.*
 - Data will always be hosted in the U.S.
 - Table 25 provides Data Center hosts for the 5 components -- all located in Va.
 - P118 *three components—authentication, encryption, and integrity—are key to securing the overlay network infrastructure.*
 - *Authentication - The solution ensures that only authentic devices can send traffic to one another*
 - *Encryption - All communication between each pair of devices is automatically secure, eliminating the overhead involved in securing the links*
 - *Integrity - No group keys or key server issues are involved in securing the infrastructure*
- System Development Methodology – Solution testing. Infosys automation test suite built in Selenium.
 - *P119 Prepared test scenarios and test scripts are thoroughly reviewed by the Test lead and then to be approved by the State*
 - 4 levels - Unit testing, functional testing system integration testing, user acceptance testing. Plus performance testing.
 - Configuration/change management process documented. Final CAB approval needed.
- Service Level Agreement –
 - Model SLA acknowledged all components – reserved right to negotiate some SLAs during final award negotiation.

Security Requirements

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- Cloud Security Alliance (CSA) Compliance - CAIQ or similar documents noted for all proposed components except Saviynt. Not part of my packet.
- Security and Privacy Controls
 - **P120** *The proposed cloud solutions are compliant with the security requirements detailed in the RFP, primarily the CSA CCM requirements and NIST 800-53 requirements. Needs clarification. IBM specifically said SAP Ariba is not NIST 800-53 compliant. Also see next bullet for p124.*
 - *P124 core procurement solution component is still in the process of being certified for FEDRAMP/NIST. However, has undergone various other compliance assessments like ISO27001, SOC2 Type 2 which have similar security controls/ requirements as that of NIST 800-53. As part of the certification, SAP Ariba is audited and certified by independent third-party auditor PricewaterhouseCoopers (PwC) for compliance with ISAE 3402 SOC1 Type II, SOC2 every six months and a SOC 3 report is issued annually.*
 - *P125 Infosys as an organization, is aligned and certified to ISO 27001:2013 standard and is assessed for SSAE 18 SOC 1 Type II by an independent third party. Any other compliance requirements (such as HIPAA, FISMA, CJIS, PCI, etc.) would be subject to applicability for Infosys facilities and location from where support services delivered. Infosys has the required capabilities to be compliant to this regulation at an account level.*
 - *Table 29 details security controls, physical security, risk assessments.*
 - *P135 Any personal data obtained from the client for during the tenure of the contract shall not be retained and will be destroyed or returned, as required by the client, when the agreed retention period lapses unless legal requirements need longer retention.*
- Security Certifications
 - *P136 Infosys as an organization is aligned and certified to ISO 27001:2013 standard., Infosys Limited as an organization is assessed for SSAE 18 SOC 1 Type II*
 - *P140 SAP Ariba is audited and certified by independent third-party auditor PricewaterhouseCoopers (PwC) for compliance with ISAE 3402 SOC1 Type II, SOC2 every six months. A SOC 3 report is issued annually. Upon completion of the audit, an attestation letter is issued, stating our compliance. In addition, our primary hosting facility (Equinix) infrastructure is audited for compliance with SSAE 16 SOC1 Type II, SOC 2 Type II.*
 - *SEE P141 TABLE 30 for vendor certification list. Ariba, Servicenow, Azure, OCI, Acquia, Saviynt.*
- Annual Security Plan – Detailed security plan to be developed for award. Examples provided including accelerators in place to support security planning.
 - *P144 - All cloud vendors [in the proposal] have established security policies and validated through SOC2 or FEDRAMP certification.*
 - *P146 - Infosys will assign a dedicated Security Lead/Officer with expertise in managing implementation and maintaining information security plan. He will work closely with State of Maine's security organization, SaaS vendors, and State of Maine Project team to ensure that proposed solution once fully integrated and operational is compliant with NIST 800-53. Security Lead will be responsible in establishing and executing IT security plan for State of Maine and develop a RACI (Responsible, Accountable, Consulted, Informed) Model was discussed with all Information Security) stakeholders and agreed for seamless Cyber Security Management.*

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- Secure Application and Network Environment – 24/7 system monitoring. Firewall separation of SAP corporate with customer cloud.
 - Only SAP authorized staff using SAP authorized computers in data centers.
 - 2FA authentication for SAP staff entering cloud environment.
 - Exception-based authorization for Cloud Engineering to access specific customer cloud instances.
 - *P151 Saviynt deploys the service into the cloud using Amazon Web Services or Azure Cloud Services as a hosting provider and has the ability to select country and region where the solution is deployed.*
 - Also details provided for Oracle, ServiceNow and Acquia.
- Secure Application and Network Access – All requirements EPROC-SEC listed as out of box. A.
 - Data at rest and in transit encrypted.
 - Detailed descriptions of security provisions provided for hardware and physical premises for Ariba. Higher level descriptions for other platform integrations.
- Data Security P164 *Infosys proposed procurement solution leverages individual cloud service providers Data security process to act as a base for an overall data security Program.*
 - *P164 ISG validation team also performs compliance assessments to check whether the system is built as per the hardening guidelines prior to the release into production environment.*
 - P168 – Infosys will perform initial risk assessment and continuous risk management.
 - Descriptions provided for each platform's encryption methodology.
- Personally Identifiable Information Protection – P176 *proposed procurement solution is intended to capture very minimal sensitive personally identifiable information which is not available through other public sources.*
 - *Infosys, being a data processor, processes personal information only for providing services to the client, as documented in the services agreements. Personal data will not be used for any purpose other than that specified by Maine or participating entity*
 - *Access to personal data will be provided to Infosys personnel only on a need to know basis. Periodic access reviews are performed by the project team to ensure that access available to personnel is commensurate to their responsibilities in the project.*
 - P180 – Detailed description of SAP protection measures for PII.
- Security/Privacy Issue Occurrence
 - P184 *Infosys will report to the State of Maine any security and privacy issue, pertaining to client PII, security breaches etc. promptly upon its discovery. All privacy incidents identified by Infosys are reported to the Infosys' Data Privacy Office, which determines the next steps after an assessment of the incident.*
- PII Data Actual/Attempted Access or Disclosure – Notications to Infosys range from 12 hours for Ariba, 24 hours for Oracle, 72 hours for Azure. No stated timeframe in process for Servicenow or Acquia (although PII less likely IMO for these components.)
- Security Breach Reporting – Detailed description of each software components reporting steps.
 - P189 *Infosys will follow comprehensive Security Incident/Breach Management Response Framework and work closely with its SaaS/PaaS Service Provider (partner like SAP Ariba, Oracle and Acquia) to provide the beach notification and Analysis Services for Incident Response. Infosys will notify State of Maine within 2 hours of the Security Breach/Incident is notified to Infosys by individuals, cloud Service Providers.*
 - Based on severity, Ariba notification ranges 1-24 hours. (Figure 59)

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- P192 – Infosys 9-elements for breach report to state.

Implementation Services Requirements

- Project Management – 5 key tasks: Integrated program planning and management; integrated risk and issue management; quality management; status reporting and communications; staffing/resource management.
 - Table 34 identifies key tasks
 - P196 – strategy provided to streamline and accelerate key tasks using standard templates, processes, industry expertise, streamlined governance (based on prior govt projects.) *Infosys' PMO will also closely work with the Training and OCM teams for completing user trainings and ensuring a smooth go-live.*
- Project Implementation Methodology – Infosys IMPACT program methodology. Structured planning workshop with state PMs and leads to develop 7/14/21 action plan (p197) Confirm scope. Jointly understand factors that could materially affect implementation.
 - P199 *To ensure smooth transitions for the business and allow sufficient time for training, each plan has two releases. Each plan has two releases:*
 - 1. *Release 1: Consists of Supplier management, Sourcing and Contract Management implementation*
 - 2. *Release 2: Consists of Buying and Invoicing implementation.*
 - Large, medium, small implementation schedules presented. 4 phases: Prepare; Explore; Realize; Deploy (SAP Ariba common approach)
 - Org chart showing state roles/implementer roles. Includes Ernst & Young Account Exec in Leadership and SASP in Delivery Assurance project advisor, solution architects, module SMEs;– primarily Infosys personnel. State team includes ERP functional support and IT representatives for integrations (bi-directional)
 - P206 *Including SAP Services as part of this delivery will ensure SAP as the product vendor has a stake in the success of this important procurement transformational progress for all participating entities.*
 - Weekly/monthly/quarterly status reporting.
 - Risk management through IDEA-Activate (Infosys) methodology. Six-stage risk and issue life cycle.
 - Onboarding and offboarding process for state's program management and technical resources (p212 – figure 73) *Infosys will support team members by sponsoring any needed certifications and provide continual mentoring.*
 - Quality Management framework and accelerator process. (Six Sigma, PMI, ISO principals)
 - Table 40 p214 – Outline of project deliverables by phase (Prepare; Explore; Realize; Deploy) *Note: Fig 82 SAP Activate merges Explore and Realize, adds Run as last phase.*
 - Definitions provided for key positions/roles. P221-6
 - P. 229 – IDEA-Activate Methodology explained. *Needs clarification – does this overlay SAP Ariba methodology – is the different named phases (5 in activate; 4 Ariba) confusing?*
 - Figure 81 (p230) states advantages for Infosys approach including accelerated design, leveraging prior experiences for risk reduction, shorter implementation.
 - Hybrid-agile methodology. Small scrum teams 6-10.
 - Extremely detailed delivery narrative continues through p264.

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- Catalog Support Services p265-266
 - Hosted catalogs – parameters set by Ariba team; suppliers submit catalogs; implementation reviews for quality/approves; sets view parameters. **Clarify Infosys vs State membership on implementation team here**
 - Punchout – validation rules provided to supplier; supplier creates catalog/website for punchout; validation conducted against rules. **Clarify Infosys and state roles.**
 - **Clarify if Infosys provides on/offboard on suppliers during implementation or is this state's role during implementation.**
 - Training provided to state catalog managers.
- Data Conversion Services – Infosys Nia ETL AI platform collects and aggregates organizational data – automates repetitive process. Supports web interface for data workflows; uses library of extractors, loaders, transformers and filters. Proprietary 99.99% accuracy claim. Can provide ongoing maintenance.
 - RACI matrix – p268.
 - 5 stage data migration methodology; iterative process working through different disparate data categories (suppliers, contracts, open POs) therefore multiple releases.
 - Data normalization is goal.
- Interface/Integration Development Services – Existing approach for integration development would be deployed.
 - Table 55 outlines activities and deliverables.
 - Tables 56 and 57 categories Master Data and Transactional Data integrations anticipated.
- Organizational Change Management (OCM Services) – Process engages leadership and stakeholders. Detailed philosophy and process.
 - Emphasis on communication. Segments stakeholders by group; change impact matrix for People, Processes, Technology and Policy.
 - Training and Knowledge transfer key to success. Key tents: listening and engagement; delivery and interaction; content retention. P 282.
- Training Services
 - P283 - *Training Needs Assessment: We will apply our training strategy to each of the user groups identified below to determine the most optimal training curriculum and plan for each:*
 - *End Users*
 - *Train-the-trainers*
 - *Suppliers*
 - *System administrators*
 - *State of Maine Help Desk Staff*
 - Definitions for user group needs in Table 58.
 - Employee engagement strategy 20% structured courses,; 30% other learning; 50% experience
 - Onboard – role descriptions; function and technical training – web and instructor-led; role execution job shadowing – system documentation; supervised role execution – proficiency scorecards; post-go live support – command center.
 - Other resources – community forums, Snagit short videos digital quick ref guides; on demand recorded training webinars – self-guided.

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- Implementation will coordinate training content, instructor-led training, pilot test training materials, capture feedback.
 - P289
 - *Identify knowledge owners, selecting agency stakeholders to own each of the knowledge objects. Determine who from the agency will own the objects identified for transition. This is where we will leverage our knowledge of the State of Maine's organization, Subject Matter Experts (SME), and project leadership to ensure appropriate owners are identified.*
 - *Select enablers, using our digital learning tools and Knowledge Capture platform to transition knowledge. Select the enablers, establish a joint team including State of Maine personnel and project team members to coach stakeholders, identify SMEs and train the trainers, and focus on on-the-job training.*
 - *Identify metrics, creating sustained momentum to measure the success of our collective efforts.*
 -
- Help Desk Services p290. *IPS has partnered with Allied Digital IT Services LLC (ADSL) to provide Help Desk Services for the State of Maine. Under this agreement ADSL will function as a sub-contractor under the IPS consortium umbrella with IPS providing the governance and vendor management function.*
 - ADSL ISO 20000 certified. 99.9%SLA adherence
 - Detailed assumptions for help desk provided.
 - **P 292** – Help Desk location and staffing- focus on staffing; **location not addressed. Needs clarified.** P298 – references ADSL staff locally based – what is local? Figure 115 references Global Service desk. P299 – ADSL routes based on skills and develops environment SMEs.
 - P298 – describes process for help desk (level 1) support.
 - RACI provided for helpdesk responsibilities – state and vendor. Table 60.
 - Performance metrics proposed or Help Desk ADSL.
 - ESM Café- Servicenow implementation proposal. Efficient navigation; self-help.
 - P200 – ADSL would participate in 180 termination assistance migrating to future system.
- On-Site System Stabilization Support - 90-day hypercare. War room managed by Infosys to answer end user queries. provide functional guidance; triage defects.
 - P301 *During the Hypercare, Infosys Onsite and Offshore consultants who have been part of the core implementation team will be available for post Go-Live support activities and the key staff shall be retained in the team for this period.*
 - After 90 days, transitions to Managed Services team – some project team transfers for transition and knowledge retention.
 - Knowledge transfer is project-long process.

Managed Services Requirements

- Solution Support
 - EPROC-MNGD-1 *SAP Ariba product vendor monitors eProcurement Solution to ensure high availability, response time average. Customers also have access to a Cloud Health Monitoring report for their SaaS tenant upon purchase of Preferred Care subscription.*
 - Support is final step of project.
 - P304-305 *Team Infosys will offer targeted support to key user groups, including:*

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- *Procurement Community: Supporting sourcing, contract management and catalogue management users.*
 - *State of Maine Buyer Community: Providing support as needed for users making purchases on a sporadic basis.*
 - *Supplier Community: Providing support to both existing and potential future suppliers.*
 - *General Public: Support the public who may wish to know about a publicly posted tender or other open data.*
- Organizational Change Management (OCM Services) – Change management process described.
 - P306 Change Control Board referenced (CCB) – needs clarification if Infosys has role in this change process – membership/support/technical.
 - P. 308 – references Panaya CloudQualitySuite tool for ongoing UAT. Needs clarification – is this a value add included in purchase price, or recommended add on?
 - Service continuity dependent on cloud vendors in project. P311 describes SAP approach.
- P 324 – email notifications to internal and external customers – using either state’s bulk service or Infosys will implement system.
 - Describes risk management principles achieved through ongoing monitoring.
 - Continuous service model.
 - Training Services – updates will be provided reflecting system changes. (Infosys)
- Catalog support services. – ongoing support – manage hosted catalogs; post with state approval. Life cycle catalog management for hosted and punchout. – Definitions of functions.
 - The Infosys Managed services team will provide the following services to support setup and configuration of hosted catalogs: - Roles
 1. *Monitor status of catalogs uploaded by suppliers and notify State of Maine of any errors.*
 2. *Push catalogs uploaded by suppliers to the State of Maine identified catalog approvers via the system.*
 3. *Activate approved catalogs.*
 4. *Make activated catalogs visible to end users.*
 5. *Setup catalog views to restrict visibility of catalogs.*
 6. *Setup key words and equivalent words*
 7. *If the suppliers do not have the capability or technical proficiency to manage their own catalogs, the managed services team will convert supplier’s catalog content to a format acceptable by the solution and load the files.*
 8. *Deactivate catalogs upon request. 1. Support the State of Maine in verifying connectivity with supplier’s punchout site.*
 2. *Product vendor (SAP Ariba) supports the supplier’s efforts of establishing connectivity between State of Maine’s procurement solution and supplier’s punchout site.*
 - P340 *The following additional services are provided by the managed services team:*
 1. *Support the State of Maine in verifying connectivity with supplier’s punchout site.*
 2. *Product vendor (SAP Ariba) supports the supplier’s efforts of establishing connectivity between State of Maine’s procurement solution and supplier’s punchout site.*
- Help Desk Services – Provided by IPS in conjunction with ADSL establish metrics.
- Transition Out Assistance Services – will be provided if needed.
 - Methodology provided.

**STATE OF MAINE
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Video Demonstrations

- Understanding of cooperative contract and lead state approach
- Described Infosys experience and 5 capabilities in depth
 - SAP Ariba and Ernst & Young team approach
 - Ariba cloud-based approach from NA data center
 - Team experienced in government procurement
 - Project Accelerators
 - Best Practices

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 1

DATE: 8/25/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 3/4)

- Founded in 2000
- "Over the last two years Ivalua continued to invest and focus on the public sector by establishing a dedicated Public Sector Practice and fully dedicated team."
- Public Sector team includes "Product Development staff" to "enhance current solution to support public sector" and "develop new products".
- "We view our investment and focus on the Public Sector" to "ensuring our Public Sector customers achieve their goals and objectives"
- Gartner Magic Quadrant
 - i. Sourcing Applications: 2015, 2017, 2018
 - ii. Procure-to-Pay: 2019, 2020
- Forrester Leader
 - i. Supplier Risk/Perf Mgmt: 2018
 - ii. E-Procurement: 2019
 - iii. Source to Contract: 2019
- World Procurement Awards "Best P2P Solutions Specialist Provider": 2019, 2020

2. Previous Projects

- City of New York: "Full-suite Ivalua implementation", "SRM, eSourcing, Contracts & Catalogs, eProcurement, Invoicing and Business Intelligence". Included SSO and Supplier integration with finance system. (pg. 5)
- State of Maryland: "Ivalua's complete platform", "1.) Public Portal, 2.) Supplier Management, 3.) Solicitation to Bid Management, 4.) Strategy & Analytics, 5.) Contract Management, 6.) Procurement, and 7.) Invoicing". "Stood-up within 4.5 months". (pg. 5/6)
- State of Ohio: "Initial deployment" to "12 early adopter agencies" of full suite with "21 key integration points". Maintaining the solution for 130 State Agencies, 24 Cabinet Agencies and 12 Early Adopter Agencies. (pg. 6)
- State of Alabama: "Selected Ivalua's Source to Pay solution because of the flexibility of configuration, and the reporting and dashboard functionality". (pg. 7)
- Los Angeles Dept of Water/Power: "First phases of the project were implementing the Solicitation and Supplier Information Management solution which is part of the Ivalua full Source to Pay platform". (pg. 7)

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

3. Subcontractors

- No subcontractors.
-
-

4. Organizational Chart

- Organization chart does represent an implementation project and includes both State and Contractor positions. Though generic it does reflect core/key positions.

5. Litigation

- No litigation.

6. Financial Viability

- D&B report not provided. RFP required "3 most recent" Financial Statements but Ivalua only provided 2018 & 2019 reports. Don't know if 2020 hasn't been completed but do note that the 2018 report does show 2017 values (noted below).
- **2017:** "Net Income" shows positive 1.192M euros (pg. 20). "Closing cash position" was 29.599M euros (pg. 22)
- **2018:** "Net Income" shows loss of 870K euros (pg. 20). "Closing cash position" was 31.405M euros (pg. 22)
- **2019:** "Net Income" shows loss of 7.615M euros (pg. 29). "Closing cash position" was 74.829M euros (pg. 31)

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: lvalua
CATEGORY #(s): 1
DATE: 12/3/2021
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements, pg. 3-7 :

- Single Point of Entry: "has a single landing page when a user logs in. At this point user/profile-specific content is displayed." (pg. 3/4)
- Smart Routing: "Workflow routing is attached to any object in the system". "determine the workflow routing based on business rules for each object." (pg. 4)
- Compliance: "lvalua understands that each organization has their own procurement code they must follow". System has the "flexibility to tailor the solution to meet the needs of individual public organizations" with a "robust configuration layer that allows organizations to add new fields, tailor business rules, add alerts, and managed workflow for your organization". (pg. 5)
- Portal: "they will have one place to manage all their activity and actions throughout the procurement lifecycle". "configurable homepage dashboards, users will be able to quickly see and take action on pending tasks. They will also have the ability to personalize this page to meet their needs". "collaboration tools such as internal blogs, discussion forums, and comments through the process". (pg. 5)
- Open Marketplace Environment: "find it no matter if it is from an internal catalog or an external supplier catalog". "accommodates hosted catalogs (catalogs managed by the organization), punchout catalogs (catalogs managed by retail sites)". "powerful search 360 functionality" which allows "search hosted and punchout catalogs side by side". (pg. 5)
- Integration: "robust integration toolbox capable of connecting with multiple ERP solutions, third-party data providers, suppliers' systems and so on.". "multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI, SFTP, HTTP, etc.)". "includes hundreds of data mapping formats and standard integration templates". (pg. 5/6)
- Workflow: "workflow allows for easy work queue / process management and rule-based assignments.". "Client administrators are given latitude within the tool to adjust approval thresholds and approval assignments without needing to configure". (pg. 7)
- "over 50 different controls per workflow step including even the specific notification methods and addressees and "callback" support that can be used to invoke scripted actions like integration web services calls or cross-workflow signaling ". (pg. 7)
- Document Management: "functionality based on a common data model and a unified code base across all source-to-pay solutions". "consistent access to every data element, workflow element, supplier record, document management, UI functionality, and automation component."
- Reporting: "have an analytics layer across all our solution areas (source-to-pay) with numerous out of the box reports and dashboards as well as easy capabilities for users to create their own

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reports / dashboard". "users can save their personal reports within their own dashboard as well as share with others, as necessary." (pg. 7)

- Configurable: "Coding is not required to make changes to tailor the solution to meet the needs of each client." Create new fields, Change field names, Add tooltips/watermarks/regex, Conditional logic on fields, Mandatory fields, Tailored workflows, contract templates, standard documents. (pg. 6/7)
- Transparency: "public portal allows for suppliers or concerned parties without an account to view all aspects of the procurement process within the solution". "public portal allows for suppliers or concerned parties without an account to view all aspects of the procurement process within the solution."

User Experience, pg. 7/8 : - Response did not address "Wizard-driven capabilities", "Mobile access/use" or "Workload management" to re-assign work.

- "Homepages are unique per profile, but also can be configured by the individual user." "includes quick links and shortcuts to frequently used objects."
- "access their pending workflow tasks directly from their home screen"
- "Each user is given one or multiple roles in the system which is tied to a series of authorizations. These authorizations will dictate what the users can see and do within the solution."
- "Users can also mass reassign their workflow tasks to other users using the delegate function"
- "Users or administrators can also set-up out of office forwarding for users."

Bidder Best Practices and Roadmap, pg. 8-11 : Did not address "constantly assess and recommend opportunities to reduce costs".

- New Releases: "Major Software Product releases are delivered by the Ivalua R&D division twice a year." "Multi-instance SaaS, "client to decide which major version to choose" and "when to upgrade". "Activable Features which enables customers to take advantage of new innovations in their versions without needing to upgrade"
- Latest Technologies: "specific standards that our platform should adhere to for a specific industry, for example, we achieved the security status of being FedRAMP Ready due to our work in the US Public Sector". "leverage advanced technologies such as machine learning, natural language processing (NLP) and more."
- Timely Updates: "Once a customer decides to schedule an upgrade, together with a dedicated upgrade support team, the customer success manager, and our R&D team, we work to ensure that upgrades happen in the timeframe laid out."
- Alternate Approaches: "we have built up significant in-house knowledge on best practices within the public sector". "During the implementation phase, Ivalua together with our partner community will always be there to guide customers towards better, more effective solutions, processes, and approaches, based on our experience." "customers themselves have a high degree of ownership over the solution, to be able to make changes and evolve as needed, without having to rely on us or our partners".
- Roadmap: "We have a dedicated Public Sector team that interfaces with R&D to ensure necessary and innovative Public Sector requirements and functionality are prominently featured on the roadmap.". "Key areas of investment are focused on":
 - o Enhance Mobile experience: Already have "Progressive Web Apps" for "workflow actions, notifications/alerts and more capabilities". "year to improve and enhance this around contracts, invoicing, supplier mobile capabilities. "
 - o Invoice/Payments: "Enabling the ability to execute payments within Ivalua"

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- AI powered Contract Lifecycle Mgmt: “leveraging AI” for a “more guided, collaborative, and intelligent experience”.
- Supplier Risk/Performance: add new features to existing capabilities.
- Security: Already FedRAMP. “evaluate additional threats and standards (like StateRAMP) to ensure...pursuing the appropriate certifications”

Innovations and Value-Added Features/Services, pg. 11-13:

- Help Desk, pg11/12: Level 1 help desk for suppliers/internal users. CONCERN, response refers to Help Desk as “not contemplated in the RFP” however there are specific req’ts for this in Implementation Services and Managed Services.
- Advanced Services Procurement, pg 12: Contingent labor purchasing. “external labor with an efficient engagement and follow-up channel”. “Talent channels... selection process”. “compliance with policies/legislation... secure re-engagement process”. “full visibility of service quality... full visibility of service quality”. Monitor through “alerts, timesheet, and milestone approvals.”
 - Service profile RFx types
 - Configurable profile seniority
 - Configurable working duration
 - Work assignment
 - Time/Material purchase request
 - Timesheet receiving (hours, days, percentage)
- Expenses, pg. 12/13: “Expense Stream handles the flow of claims and their images into the Payables team”
- Vendor Master Management (VMM), pg. 13) “capture, cleanse and maintain clean and accurate supplier master data” “solution can integrate with various ERPs to consume, aggregate and cleanse data using smart deduplication and merge capabilities before redeploying the pristine and accurate data back to those systems.” **NOTE:** unclear how this VMM is different from the ‘in-scope’ Vendor Enablement and vendor integration work req’d in the RFP.

Customizations/Extensions, pg. 13/14:

- “Ivalua SaaS platform relies on configuration, not custom code”
- “Ivalua does not make coding customizations specific to individual clients; all coding changes on the Ivalua platform are part of their release cycle and are by definition part of the baseline product”
- “Ivalua maintains a copy of the organization’s Ivalua instance.” “upgrades are first applied to that solution, then will be tested, and released, and are subject to the entire cycle of testing, approvals, and quality assurance that is part of our Software Development Life Cycle (SDLC).”

Alternative Funding Models, pg. 14:

- “not proposing an alternative funding model at this time”. “open to discussion”

Contract Transition and Flexibility, pg. 14:

- “willing to enter into good faith discussions with Participating Entities that wish to explore transitioning their current contract “

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Functional Requirements

General Functionality, pg. 15/16:

- "Source-to-Pay suite in the market which includes Public Portal, Supplier Risk & Performance Management, Sourcing, Contract Management and P2P processes, standard integrations and extensive system administration and reporting capabilities"
- **NOTE:** see detailed notes for Service Level Agreement req'ts. The Ivalua Service Level Agreement sets a limit on the total storage for attached documents ("user-uploaded files") which includes all attachments to Requisitions, Orders, Receipts, Invoices, Vendor Accounts, Vendor Improvement Plans, Solicitations, Solicitation Responses, Contracts... all records in the system. This limit is either 500GB or 1 TB depending on the "Service Level" in the contract. **NEGOTIATIONS:** suggest getting both the Services Level set in the Master Agreement for all potential Participating Entities AND getting the storage level increased.

RTM

- "POTENTIAL WEAKNESS, GEN-15: Transaction print formats are based on "the layout of the screen" and to have "additional templates" for printing format requires "additional effort".

Supplier Portal, pg. 16-18:

- "free supplier portal where suppliers may perform self-registration and other activities with their customers"
- "have unlimited suppliers with unlimited users registered to do business"
- "register with basic information such as their tax identification number, email address, and company name to establish an account" then they "will have access to their supplier portal" to "manage all their activity with the organization from an integrated location"
 - o Manage their account information, user roles & users
 - o Submit contract usage reports
 - o Respond to sourcing events
 - o Manage/redline contracts
 - o Upload catalogs
 - o View orders
 - o Create advanced shipping notices
 - o Create invoices
 - o View their performance
 - o Collaborate on improvement plans

RTM

- Meets req'ts
- One req't needs clarification.

Supplier Enablement/Management, pg. 18-25:

- **NOTE,** registration is a two step process. Create basic account for one user, then that Admin user needs to log into the system to set up user roles, other users and complete the rest of their registration information that will be needed to create a supplier record in the finance system and award Contracts/POs to the supplier. Primary capabilities of a Basic registration allows them to managed their account and bid.

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- "conditional logic can be utilized to tailor the registration page to specific information required by type – such as US vs. non-US"
- "Fields captured through the registration process will be tailored to your needs"
- "submits their registration it is processed through an automated workflow". "workflow process and acceptance/rejection criteria will be established by each client"
- STRENGTH: "onboarding progress tracker" provides "quick view into the remaining items required to complete their activation" (pg. 20)
- Integrations "to external systems in batch processes or in real-time to verify profile information or bring in data from external sources"
- Can "maintain and store documents within their profile"(account). "organization can specify specific documents that are required by the supplier to complete their enrollment" (pg. 21)
- "system can track expiration dates of the documents and trigger reminders to both internal and supplier users when those documents are nearing their expiration" (pg. 22)
- "internal users will also be able to manage the supplier's information, activity, risk, as well as their performance" (pg. 24)
- Suppliers update their accounts by submitting a 'Change Request' (pg. 24)
 - o Change requests are auditable/trackable down to the field level
 - o Can be routed to the workflow for internal approval

RTM

- WEAKNESS, VDR-15: Duplicate registrations are not prevented at the time of registration. They are identified as part of workflow, if auto rejected, vendor is notified after the fact, not while completing the registration. Otherwise the State must resolve the duplicate.
- POTENTIAL WEAKNESS, VDR-19, 20 & 24-27: State will have to license the 3rd party system for validating IRS TIN/Name.
- POTENTIAL WEAKNESS, VDR-39: Response seems to indicate a "score carding" feature which may not provide the automated performance reporting on the metrics identified in this requirement.
- Two req'ts need clarification.

Buyer Portal, pg. 25/26:

- "Once the user login they will be directed to their homepage" which has dashboard that is unique to the user based on their role.
- "users can also add new aspects to their homepage or rearrange the webparts on the screen"
- Users are "given one or multiple roles" which has "authorizations" that "dictate what the user can see and do".
- Users also assigned a "perimeter, which corresponds to the agencies/departments/division they support and/or the commodities they support" which will "further limit the user's view into on seeing or editing objects".

RTM

- STRENGTH, BPRT-4: The capability to for users to be able to "change the layout and reports" on their dashboard is a significant benefit to users.
- One req't needs clarification.

Need Identification, pg. 26/27:

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- "provides users the ability to initiate any procurement action from a single spot through the platform."
- "provides a powerful and flexible workflow engine that not only invokes approval flows, but also provides the ability to invoke processes" that "invoke business processes allows procurement policies and regulations to become part of workflow"
- "will guide the end user to begin any type of procurement activity by clearly identifying and outlining the process and steps that need to be taken"

RTM

- Meets req'ts
- Two req'ts need clarification.

Request through Pay, pg. 27-33: NOTE, response did not address the req't for "access to external retail marketplace products".

- "All purchases within the lvalua solution will begin from a purchase request within the tool"
- "Requests can accommodate multiple types of requests ranging from goods and services, as well as deliverable-based purchases and subscriptions"
- STRENGTH: purchase requests include an "Internal blog to communicate with stakeholders" (pg. 28)
- Workflow (pg. 29)
 - o "uses a combination of algorithms and user approval to navigate through the approvals". "define conditional logic to determine when and who should be approving each requisition"
 - o "can also trigger different workflows to accommodate for varying business processes, as well as trigger different workflows on goods vs. services purchases"
 - o "can also trigger real-time integrations to external systems, such as an ERP at a workflow step, such as checking if budget is available for the purchase"
- "order is transmitted to the supplier through their email, including a PDF version of the order. It can also be extracted and printed". NOTE: Tech Proposal did not address electronic order transmission (EDI/cXML) however this capability was acknowledged in RTM PO-17.
- "Receipts can be created in multiple ways, from a purchase order, from scratch, or from a supplier entered Advanced Shipping Notice". Receipts can be workflowed for review/approval. (pg. 30/31)
- Invoices
 - o "Invoices can be created by PO flip, from scratch, EDI/cXML transmission, OCR capability". (pg. 31)
 - o Invoices are workflowed for review/approval. (pg. 32)
 - o "system will automatically calculate the three-way match based on ordered, received, and invoiced amount, and will display alerts" (pg. 32)
 - o "flexible to accommodate 2-way match if specific commodities do not require a receipt in order to be paid." CONCERN, it may be that 2-way match is decided based on a commodity code which could be too general to fit the situations a State/Entity needs to have supported.
- "Once the invoice is fully reviewed and approved, it will trigger an integration to the ERP for payment". "will push an ok-to-pay file to the ERP"

RTM

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- WEAKNESS, PRD-7: Purchase requests with a future release date for the Purchase Order required a manual step to release the PO once the date has passed, it is not automated.
- STRENGTH, PRD-8: The capability to communicate/collaborate with other users "under the request document".
- POTENTIAL WEAKNESS, PRD-13: There is no automated functionality that will include text or attachments based on a commodity or other field value.
- STRENGTH, PRD-19: The State will have access to "Ivalua's Design Mode, Workflow Engine and Alerts & Notification toolbox" which will provide the State with self-service capabilities for configuration.
- STRENGTH, WRK-1: The workflow functionality provides both routing rules and approval rules in the single rules engines. Also allows you to build SQL statements to address complex scenarios.
- STRENGTH, WRK-2: The "whiteboard-like" user interface to design workflows.
- STRENGTH, WRK-6: The capability to "include SQL to route requisitions" is significant capability to address exceptions such as the need to have "by-pass conditions".
- STRENGTH, WRK-15: The capability to set up "specific messages" for each step.
- STRENGTH, WRK-22: "State can add fields to be auditable" provides additional flexibility to meet any changes in State audit needs.
- WEAKNESS, PO-15: System does not have the capability to have two versions of a printed purchase order.
- POTENTIAL WEAKNESS, PO-17: eFax of orders "is not currently supported".
- NOTE: Ivalua did not understand that the functionality desired is not the same as bank administration of user Pcards.
- "POTENTIAL WEAKNESS, PC-8: Pcard reconciliation currently can only be provided ""as a customized solution"" with Ivalua's expense module which is not included.
- STRENGTH, RC-17: Fixed asset receiving fields can be available for only "certain types of goods" instead of having to be on the users' receiving screen when they are entering any type of receipt.
- STRENGTH, RC-18: Creation of an "exception" to document an receipt issue and include give "corrective actions".
- Ten req'ts need clarification.

Catalog Capability, pg. 33-35: NOTE, Technical Proposal response did not address the req'ts to "provide access" to "external internet retail or commercial markets of goods/services" or access to "non-contract Suppliers offering goods and services".

- System supports both "internal and external (punchout) catalogs".
- "view catalogs are limited to the user's organization scope" (pg. 33) NOTE: scope = combination of Role/Authorizations/Perimeter/Commodity restrictions assigned to a user.
- Suppliers can "self-service" manage their catalogs by uploading them to the system. Done via excel templates. After upload "system does an automated format check". (pg. 34)
- "routed through an approval process for an internal user to validate" with "side-by-side comparison of old vs. new pricing" (pg. 34)
- "internal users can also upload catalogs on a supplier's behalf"
- "Search 360" (pg. 35)
 - o "predictive and fuzzy search capabilities"
 - o "can also search any field"

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- “item tags” to “provide visual indicators” on search results to “identify preferred, discounted, or emergency items”. Tags can be ‘prioritized’.
- “has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal lvalua catalog”

RTM

- STRENGTH, CAT-24: The capability to route catalogs for approval based more than a user having a role as catalog approver or buyer responsible for a contract. Specifically, can route based on "region, cost center, commodity types, etc."
- STRENGTH, CAT-34: The Search 360 functionality will automatically search punchouts sites as well as hosted catalogs to present both results. Otherwise the user has to search Hosted Catalogs in the system and then go to each punchout individually to do their search.
- No req'ts need clarification.

Sourcing/Bid Management, pg. 36-44:

- “solicitation (BPM) type which drives which tabs and parts of the solicitation process are required.” (pg. 36)
- “can accommodate a range of solicitation methods, from very simple quick quote events to multi-phase RFPs with multiple envelopes”. (pg. 36)
- “Suppliers can be automatically added to the invited suppliers list based on the commodity or commodities” and “can be added by searching the supplier database”. (pg. 36/37)
- Documents Tab: can have unlimited number of attachments, “standard organization documents” and “solicitation owner can upload” docs.
- STRENGTH: “Documents can have workflows associated with them and accommodate versioning.” (pg. 37)
- “Bids are protected through lvalua’s sealed bid functionality” (PG. 38)
- Questionnaires: (pg. 38/39)
 - “questionnaire capability, non-price components can be captured from the supplier”.
 - “Templates can be used”
 - “ability to make a question required, the option to add a comment or attachment to clarify the answer, or to allows more than one response to a question. Conditional logic can also be added to questions to create if-then statements that will determine the visibility of questions based on previous responses.”
- Pricing grids (“item grid”) can have templates to be “automatically applied to the event”. Columns on the grid can be “internal” (only State/Entity user can see) or “external” (Supplier can see). (pg. 39)
- Solicitations have “workflow to approve and release”. Once approved “user can manually send out the solicitation or have it released automatically at the opening date and time”. (pg. 40)
- Public Portal: (pg. 40)
 - “public portal allows users without an account to view open and close solicitation, active contracts and facilitate the submission of public facing forms if needed.”
 - “lvalua can also integrate to the organization’s website for posting of events.”
 - “public view of the solicitation includes all attributes of the solicitation including general information, documents, questionnaires, and price lists. In addition, the public solicitation page can also post bid tabulations and award posting once the bid due date and time has been reached and an award has been made.”

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- Responding:
 - o Suppliers can "craft their response within the system or can download the entire solicitation to a zip file to view and response offline if needed." (pg. 41)
 - o Supplier options: "create proposal from scratch, copy forward a previously submitted proposal, cancel a proposal in progress, withdraw a proposal" (pg. 42)
- Analyze and award: (pg. 43)
 - o "view side by side comparisons of items and qualitative information for two or more suppliers."
 - o "can also select 'award strategies' which will apply a selected algorithm to create the award"
 - o "review their savings tracking that is based on the target and reference price"
 - o Awards have workflow/approvals capability. (pg. 44)

RTM

- STRENGTH, SRC-28: The Discussion Forum feature allowing messaging to "private or public" with "chat in real-time" for auctions.
- POTENTIAL WEAKNESS, SRC-25: No check-in/check-out capabilities for "documents, Terms/conditions and templates".
- STRENGTH, SRC-48: "drag-and-drop capabilities" as the user interface for creating workflows is more effective than other, more common options.
- WEAKNESS, SRC-66: System does not provide a means for a user to add "un-registered Vendors" to the "generated Vendor list" of a solicitation.
- POTENTIAL WEAKNESS, SRC-68: System does not support eFax.
- POTENTIAL WEAKNESS, SRC-76: The system does not OOTB provide capabilities to post to the "State's public procurement website".
- "POTENTIAL WEAKNESS, SRC-80: System does not have functionality to require vendors to provide ""basic"" information when downloading a solicitation document from the public website. Also, eFax is not supported."
- POTENTIAL WEAKNESS, SRC-83: System does not have a means to 'conduct pre-response/pre-proposal conferences'. Users would have to provide a link to a external webinar system that is not part of the eProcurement system.
- WEAKNESS, SRC-105: System does not provide notifications to vendors when submitting a response to a "set-aside solicitation and they are not a certified MBE".
- Seven req'ts need clarification.

Contract Management, pg. 44-48:

- "contract record within lvalua captures all aspects of contract information, documentation, activity, and performance within the single record." (pg. 45)
- "system will automatically trigger reminders when the contract is nearing expiration" (pg. 45)
- "Different contract types can determine what field requirements, workflow, and alerts are relevant to the contract being created." (pg. 45)
- Contract documents: (pg. 46/47)
 - o "documents tab captures all documentation associated with the contract through attachments".
 - o "document has a 'type' associated with it that can categorize the documents"
 - o "alerts can be triggered to the user if documentation is missing from the contract record or is nearing expiration"

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- STRENGTH: “has a built-in authoring tool that will allow users to write and redline contracts directly in the Ivalua solution”. “Redlines are tracked from user to user with the ability to compare previous versions of the contract side by side”. “offers a native integration to Microsoft Word, so users redline in the Word can sync their version back to Ivalua”. With “workflow capability, the “authored document can be passed back and forth between users to facilitate redlines, versioning, and approvals”.
- “any subcontractors and distributors that are being used by the prime supplier on the event”.
- “system can also trigger a subcontractor report to prime suppliers “ (pg. 47/48)
- “accommodates a standard integration with multiple eSignature tools, including DocuSign, Adobe Sign, and Universign.” (pg. 48)

RTM

- POTENTIAL WEAKNESS, CNT-7: System only has check-in/check-out capabilities for "documents authored within Microsoft word". Does not provide this for other documents or templates.
- STRENGTH, CNT-25: Authoring contract documents with MS Word is a significant capability.
- STRENGTH, CNT-50: The history feature capturing "at the clause level" is a significant additional feature.
- WEAKNESS, CNT-51 through CNT-63: The Ivalua "Public Contract Browse" feature cannot be modified to meet State needs/req'ts without "Ivalue security review or custom code".
- Three req'ts need clarification.

Vendor Performance, pg. 49/50:

- “users can create performance assessments against their suppliers or contracts.”
- “can trigger alerts to users if a supplier is consistently performing poorly.”
- “Templates for performance criteria are stored within Ivalua for users to respond to questions related to the supplier’s performance”. Weights for each question determine a total score.
- “Completed performance evaluations can be routed through a workflow if additional review or approval is needed”
- “ability to track exceptions and collaborate with suppliers to address these exceptions”
- “exception documents the issue or non-conformance and the severity, tied to the triggering event”
- “supplier is notified of the exception, allowing them to respond and actively manage any corrective action associated with the exception”
- “workflow to manage each step of the process” of exception management. “workflow can guide end users to collect documents and collaborate with the supplier to mitigate the identified issue.”
- Improvement Plans: (pg. 50)
 - “creating tasks that will lead to overall supplier improvement”
 - “typically tied to an exception”
 - “consist of a list of tasks that can be created from a template or individually”
 - “Each task is assigned to a user with assigned due dates for both internal tasks and supplier actions”
 - “Suppliers can access their improvement plans and update the status of their tasks”

RTM

- WEAKNESS, VPE-2 thru 12: System relies on "questionnaire" and users to respond to capture performance metrics. There is not automated capture of performance based on transactions processed or data.
- Three req'ts need clarification.

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Purchasing/Data Analytics, pg. 51-54:

- "three different types of reporting with the lvalua solution, ranging from simple excel extracts to data visualization dashboards" (pg. 51)
- "Importing data from an external system can be accommodated."
- "over 100 out of the box reports" "that can be filtered and drilled down"
- Super users can configure additional reports
- Ad Hoc Reporting: (pg. 51)
 - o "Any browse page within lvalua can become a report"
 - o "search and filter on any criteria" and "export their results into excel for a quick report"
- Queries: (pg. 51/52)
 - o "Excel based reports that are run via SQL statements in lvalua's reporting module"
 - o "can combine data from multiple modules within a single report as well as conduct calculations"
 - o "parameters can be set up so users can filter the view of the data before extraction"
- Analysis Reports: (pg. 52/53)
 - o "provide data visualization to users in the form of charts, graphs, and pivot tables that can then be combined to create a dashboard view for any users"
 - o "drill down on source data and apply filters to get a comprehensive view of data"
 - o "users can easily create their own dashboards or rearrange existing ones."
 - o Standard reports "can also be embedded" within dashboards.
 - o "New analysis can be built by using a template or by using an analysis builder"

RTM

- STRENGTH, PDA-1: The spend analysis and PBI modules described is more robust than expected and provides some capabilities beyond what was required.
- WEAKNESS, PDA-32: The system reporting tool does not have a means to publish reports on an "internal or public website". Can only make reports available within the system itself.
- Four req'ts need clarification.

Technical Requirements

Availability, pg. 55: Meets req'ts.

- "accessible 24 hours a day, 7 days a week"
- "guarantee by Hosting SLA an uptime of 99.8% outside of scheduled maintenance, which will never occur during Peak hours"
- "co-locates its production and DR system in state-of-the-art data centers" "with fully redundant subsystems and compartmentalized security zones"
- "data centers have: Uninterruptible Power Supply (UPS, Diesel Generator); Redundant heating ventilation air conditioning and all components are fully fault-tolerant including uplinks, storage, chillers, HVAC systems, etc. Everything is dual powered."

Accessibility Requirements, pg. 55: Does not meet. NOTE: response indicates that work is underway to become compliant but no information was provided to indicate when.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 1

DATE: 12/3/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- "is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance"
- "is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance"
- "accessibility audit and compliance are broken into 3 manageable areas, corresponding to very distinct user typologies (internal, external, and anonymous),"
- "Ivalua has completed VPATs which can be provided upon request."

Audit Trail and History, pg. 56 & TECH-1 thru 5: Meets req'ts.

- "provides robust audit and logging capabilities"
- User logged on... "all actions and activities are registered, logged and time stamped."
- Every transaction "is part of this logging effort"
- Fields have an "auditable checkbox" to mark that the field to have an audit trail.
- "audit train can be produced in reports"
- "approval history shows who validated/ actioned the previous steps and who will validate the current step"
- "mail history frame shows the history of notifications/ emails"

RTM

- Meets req'ts
- One req't needs clarification.

Browsers Supported, pg. 56/57:

- "Ivalua works with Internet Explorer, Edge, Firefox, Chrome, and Safari."
- IE: all still supported by MS. MS Edge, Chrome, Firefox: last 3 major releases
- Response did not address req't to support "any browser that is ranked as more than 10% of web traffic"

User Accounts and Administration, pg. 57 & TECH-6 thru 20: Partially meets. Response did not address the req't to be able to delegate "administration responsibilities" of "specific functions and organizations" and did not properly respond to TECH-20.

- Access to "application pages and functions are controlled by profiles, authorization, and perimeters."
- "a user has access to data and can transact across a certain region or other logical portion of the enterprise" or "a user has access to certain features and functionality" "or a combination of both."
- "User roles and user access to Ivalua Solution are defined in the application through the administration components" by "application administrator(s)".
- Option to "limit data access of business objects on a per user basis" which would allow restrictions for situations like "only access PO of the organization" that the user belongs to.
- response did not address the req't to be able to delegate "administration responsibilities" of "specific functions and organizations".

RTM

- Meets all req'ts except TECH-20 where the response did not address the actual req't to provide searchable access to all of the roles, permissions and privileges setup/available in the system. Instead response described the capability to search among all User Profiles.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

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BIDDER NAME: Ivalua

CATEGORY #(s): 1

DATE: 12/3/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Three req's need clarification.

User Authentication, pg. 57/58 & TECH-21 thru 25: Partially meets. Response did not address req'ts for Federation and Identify Proofing.

- "supports multiple authentication schemes including:
 - o Login / password authentication
 - o Single Sign On (SSO) SAML 2 Web based authentication standard
 - o Two-factor authentication
 - o Reverse Proxy / IIS Agent based authentication (CA Single Sign On, formerly CA Site Minder)"
- "password rules are fully customizable"

RTM

- Meets req'ts.

Federated Identity Management, pg. 58: Meets req'ts.

- "Ivalua Solution supports SAML 2.0 protocols for Single Sign On. The Ivalua Solution has been integrated with the most popular Identity providers."
- "only require one ID and password to access the full solution, with support for auto-provisioning of roles and permissions"

Data Conversion, pg. 58/59 TECH-26 thru 34: Partially meets req'ts, see comments for TECH-28 &30. However CONCERN, the Technical proposal does not include "historical transactional data conversions" in the standard scope/costs for a project. Proposal is to determine scope/costs "as part of the implementation".

- "will conduct a data assessment to determine the data requirements
- will be established identifying the data conversion scope for the project
- "For historical transactional data conversions, a further assessment will be performed to determine the requirements, project scope, effort, and cost required to perform these conversions
- "will perform the data conversions which will include a methodology to perform several iterations of conversion in small batches to test and validate the data, along with monitoring of performance and quality before the actual production conversion takes place

RTM

- POTENTIAL WEAKNESS, TECH-28: System does not provide an automated means to load/convert active solicitations from an existing system.
- POTENTIAL WEAKNESS, TECH-30: System does not provide an automated means to load/convert Vendor performance data from an existing system.

Interface and Integration, pg. 59/60 & TECH-35 thru 60:

- Integration strategies include unidirectional or bidirectional data flows using batch, asynchronous or synchronous interfaces.
- integration module includes comprehensive format definitions, rules-based transformations, and validated loading of data.

RTM

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 1

DATE: 12/3/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Meets req'ts except TECH-60 where response did not address the req't to have "automated failure recovery".
- Two req'ts need clarification.

Office Automation Integration, pg. 60/61 & TECH-61: Meets req'ts

- supports all file types as attachments
- Excel support across the sourcing process
- reporting tools natively export to MS Word, MS Excel, and PDF.
- contract tool we can import MS Word documents and break them into clauses
- contract data can be exported into Word or PDF formats

Mobile Device Support, pg. 61 & TECH-62: Meets req'ts.

- "is a fully responsive HTML application"

RTM

- Meets req't.

Mobile Applications, pg. 61 : Does not meet.

- POTENTIAL WEAKNESS, system does not have a Mobile App. Relies on the system being a "fully responsive" application for use on mobile devices to give access to the entire system.

Data Ownership and Access, pg. 61: Meets req'ts

- Customer is "data owner and data controller"
- Customers can "directly export data using features available" in the system

Date Retention, Archive and Purge Considerations, pg. 61/62 & TECH-63:

- "lvalua does not delete or modify customer data, unless requested by the customer to do so
- "deployment allows the implementation project teams to configure when and what frequency to run the offline archiving functionality

RTM

- Meets req't.

Disaster Recovery Plan, pg. 62/63 :

- "has established a Business Continuity (BC) and Disaster Recovery (DR) Program
- "plan is reviewed and approved by the management annually
- "Program is based on ISO/IEC 22301 standard framework
- "Disaster Recovery Plan is based on a fully duplicated and hot-standby infrastructure".
"Replicated web servers & application servers, replicated database backups and redundant support service"
- "contingency plan includes": " Geographically separate sites, different hosting/internet service providers, recovery site service level equal to primary site.
- "Maximum recovery time can be as low as 4 hours **with the Platinum package**". CONCERN, need to lock in the "package" so there is a specific commitment to recovery time included in proposal and potential contract.
- "DRP plan is tested at least once a year
- Incident Response program "reviewed and approved by the management annually".

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 1

DATE: 12/3/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Customer notifications of breaches “within seventy-two (72) hours – unless a shorter time is specified in the contract”. NOTE, suggest making sure that the breach notification time limits in any agreement are at least negotiated/locked-in or req’d to meet the notification req’ts specified later in this Security Req’ts section of the RFP.

Solution Environments, pg. 63 & TECH-64 thru 68: Partially meets. Training environment is not included. Need to NEGOTIATE to have Training environment include at no additional cost.

- “Each client will be provided at least 3 environments”
- “can also support the need for a training or other additional environments. All of these “extra” environments may come with additional maintenance fees”

RTM

- POTENTIAL WEAKNESS, TECH-65: Only the “acceptance environment” is “integrated” for testing. The Training environment does have integration.
- One req’ts needs clarification.

Solution Technical Architecture, pg. 63-65: Meets req’ts except response did not provide the req’d information to describe development tools, languages and techniques “used in developing application modules”.

Solution Network Architecture, pg. 65-67: Meets req’ts except response did not address req’ts to provide a diagram of the network architecture.

System Development Methodology, pg. 67/68: Partially meets req’ts.

- Did identify Development Methodology as “based on Agile methodology” and state that they “embeds Quality Assurance into the ongoing development process”. However, response discussed the implementation work to configure, test, launch and manage configuration changes for a customer but did not address the req’d detail regarding the following in context of the system development practices they follow with building their software solution:
 - o Testing processes/tools/methods
 - o Stress testing
 - o QA assurance program
 - o Config/Change Mgmt for application development.

Service Level Agreement, pg. 68: Response did not “review and indicate compliance” with the RFP SLA document.

- “lvalua offers its own standards and choices between service levels”
- “RTO/RPO and other infrastructure add-on services can be flexibly added.”
- “guarantees by Hosting SLA an uptime of 99.8% outside of scheduled maintenance”
- lvalua SLA doc
 - o No SLAs for implementation period
 - o Service Credits cannot exceed “25% of the Monthly Fees”
 - o “Uptime” definition used in the Availability formula is not ‘really’ defined.
 - o Part of failing to meet SLA is “Customer was negatively impacted” which is specifically (“i.e.”) defined as “attempted to log into or access the Cloud Service and failed”. So the only concept of down is if the entire system is not available for users to log into. Doesn’t matter whether the functionality is working or not once logged in.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 1

DATE: 12/3/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Service Credits can only be applied to “future Professional Services Fees”, which is not defined, and they expire in 12 months.
- Attachment A of the SLA shows 3 Service Levels which sets both the associated SLA response times but also sets a limit on the “Allocated Storage” which is the limit across the entire system for how much storage is allowed for any type of “user-uploaded files” which includes all attachments to Requisitions, Orders, Receipts, Invoices, Vendor Accounts, Vendor Improvement Plans, Solicitations, Solicitation Responses, Contracts... all records in the system.

Security Requirements

Cloud Security Alliance (CSA) Compliance, pg. 69: Meets req't to complete CAIQ.

Security and Privacy Controls, pg. 69: Partially meets.

- WEAKNESS, lvalua is not currently in compliance with NIST (SP) 800-53. However they are "currently in the process of validating" to this standards at "Moderate" risk controls.

Security Certifications, pg. 69-70: Meets req'ts. However, note that they are not "currently audited for PCI-DSS compliance" but do have cardholder data controls in place "in accordance with the PCI-DSS standards. Also note that they are "FedRAMP ready".

Annual Security Plan, pg. 70-76: Generally meets req'ts however discussed most req'ts at a high level instead of providing detail.

- POTENTIAL WEAKNESS, Annual Security Plan, Encryption Data At Rest, pg. 73: Encrypting data at rest MAY NOT be part of their standard offering. Their HSM module/tool for this is a "paying option". CONFLICT/NOTE: in the Encryption section it states that "Data at-rest and in-transit is encrypted" however in the 2nd paragraph of this section it refers to "HSM-based encryption for data at rest" as a "value-added service (paying option)". So how can data at rest be encrypted as a standard for the Solution but yet be a "paying option"?

Secure Application and Network Environment, pg. 76-79: Meets req'ts though the detail provided was not comprehensive for the RFP listed req'd topics though some were addressed in previous Security sections of the response.

Secure Application and Network Access, pg. 79-82 & SEC-1 thru 5: Meets req'ts in RFP doc but has weakness in regards to some of the RTM Security req'ts.

RTM

- POTENTIAL WEAKNESS, SEC-1: System can track usage by user account, not device.
- WEAKNESS, SEC-3: System does not provide an admin capability to "force logout/end specific user sessions". Only has an auto logout feature to force all actives users out of the system.
- POTENTIAL WEAKNESS, SEC-4: System does not use "persistent cookies".

Data Security, pg. 82-85: Meets req'ts. NOTE, Risk Mgmt discussed in Annual Security Plan section on pg. 76.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 1

DATE: 12/3/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Personally Identifiable Information Protection, pg. 85/86: Meets req'ts, however did not discuss compliance specifically for "Federal PII" requirements.

Security/Privacy Issue Occurrence, pg. 86: Partially meets. Standard for Ivalua does not meet the notification timeline req'ts, instead their default is within 72 hours. However, the response implies that they would follow "reporting obligations... set forth in Ivalua's customer contract". So should NEGOTIATE these RFP req'ts into the contract.

PII Data Actual/Attempted Access or Disclosure, pg. 86/87: Partially meets. Standard for Ivalua does not meet the notification timeline req'ts, instead their default is within 72 hours. However, the response implies that they would follow "reporting obligations... set forth in Ivalua's customer contract". So should NEGOTIATE these RFP req'ts into the contract.

Security Breach Reporting, pg. 87: Partially meets. Standard for Ivalua does not meet the notification timeline req'ts, instead their default is within 72 hours. However, the response implies that they would follow "reporting obligations... set forth in Ivalua's customer contract". So should NEGOTIATE these RFP req'ts into the contract.

Implementation Services Requirements

Project Management, pg. 88-90: Partially meets req'ts. Overall, details were high level without sufficient detail to fully assess the project management methodology/approach. Response did not address

- implementation plan development
- deliverable management
- risk assessment/mitigation
- issue management
- Bidder's staff responsibilities.

Project Implementation Methodology, pg. 88-90: Partially meets.

- Fig. 69, pg. 89: WEAKNESS, Functional teams has too few Ivalua resources whereas the State/Entity resources are more extensive. Implies that the State/Entity will be carrying more work than the Ivalua team. For the Functional Team would expect to have an Ivalua Lead, Testing Lead/Analyst, Configuration specialist.
- Deliverables, pg. 90: WEAKNESS, would expect to see Risk Register, Issues Management and Test Management/Tracking deliverables.
- Fig. 70, Typical Project Steps, pg. 90: The provided example of an implementation plan is too generic to assess.

Catalog Support Services, pg. 91/92: Partially meets.

- WEAKNESS, Ivalua does not provide catalog support services. Response discussed at a very high level the process of suppliers creating catalogs, supplier or state loading catalogs and state approving catalogs.
- Did say they have "partners" who can provide the req'd catalog services but the services are not included in the scope/pricing.

Data Conversion Services, pg. 92: Partially meets.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 1

DATE: 12/3/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- WEAKNESS, Ivalua does not provide Data Conversion Services. They provide "partners" that they could have do the work but this isn't included in the proposed scope/pricing.

Interface/Integration Development Services, pg. 92: Partially meets.

WEAKNESS, Ivalua does not provide Data Conversion Services. They provide "partners" that they could have do the work but this isn't included in the proposed scope/pricing.

Organizational Change Management (OCM Services) , pg. 93/94: Partially meets.

Details provided were very high level and CLARIFICATION,

- response did not address Impact Assessment, Coaching Plan, and Resistance Assessment/Management plan.
- what all of these OCM services are included as part of the proposed implementation scope/pricing? Note that Fig. 69 identifies specific Ivalua OCM and training resources without details of scope/work included or responsibilities.

Training Services, pg. 95/96: Partially meets.

Details provided were very high level and

- response did not address training needs assessment, developing a training plan or provide the req'd "example Training Plan".
- what all of these Training services are included as part of the proposed implementation scope/pricing? Note that Fig. 69 identifies specific Ivalua OCM and training resources without details of scope/work included or responsibilities.

Help Desk Services, pg. 96-98 & IMPL-1 thru 5: 96-98: Partially meets. WEAKNESS, proposal only includes Level 3 Help Desk support but only to the "Customer Administrator". not to the req'd "users and Suppliers". Support for users/Suppliers is "optional" for additional costs.

RTM

- WEAKNESS, IMPL-4: Ivalua Help Desk does not provide a "live chat feature".
- POTENTIAL WEAKNESS, IMPL-5: Proposal does not provide/support integration between their ticketing system and a State/Entity ticketing system.
- One req'ts needs clarification.

On-Site System Stabilization Support, pg. 98: Meets req'ts.

Managed Services Requirements

Solution Support, pg. 99-102 & MNGD-1: Partially meets. Response did not address:

- Provide reviews of Solution use to make recommendations/suggestions.
- Maintains an e-mail listing for 3rd party components.
- "level of hosting", pg.100: response indicates that the SLA response times are "depending on the level of hosting" but the proposal does not indicate what level is being included in the proposal.

RTM

- Meets req't.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: lvalua
CATEGORY #(s): 1
DATE: 12/3/2021
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Organizational Change Management (OCM Services) , pg. 102/103: Does not meet req'ts.
WEAKNESS, lvalua is not including OCM services as part of "ongoing / managed services".

Training Services, pg. 103: Does not meet req'ts.
WEAKNESS, lvalua is not including Training services as part of "ongoing / managed services".

Help Desk Services, pg. 103/104: Meets req'ts.
NOTE: in Implementation Services lvalua is only offering Level 3 support however here in Managed Services they are offering Level 1. Need to make sure that this Level 1 support is included in the proposed scope/cost.

Transition Out Assistance Services, pg. 104/105: Partially meets req'ts.
Response did not address req'ts to be discussed

- provide assistance to transition to another party
- information to the number and function of Contractor personnel
- transfer data, information, deliverables, work products, documentation, etc.
- identify dependencies
- assist in designing plans
- submit a transition plan

Other Available Services

- No additional services identified. Response just discussed their "in-house development tool called Aware".

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Full service
 - Six core areas.
 -
2. Previous Projects
 - Public sector – extensive at state level – implemented/ongoing
 - Private sector – extensive.
 -
3. Subcontractors
 - US data centers identified
 -
 -
4. Organizational Chart
 - Broad description. Interenal implementation..
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s) 1:

DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Ivalua - Unified Business platform.

General Principal and Requirements

- Key Solution Functionality Elements – fully integrated system. Start from single landing page; homogenous look and feel between modules. Single data ecosystem.
 - P5 Ivalua has extensive experience in delivering procurement solutions for State & Local organizations. As we work with our customers, we have continued to build in public sector best practices throughout the solution. Some of these features include:
 - Native public transparency portal
 - Renaming throughout the solution to align to public procurement terminology
 - M/WBE Management
 - Sealed Bidding
 - Subcontractor Reporting
 - Cooperative Reporting
 - Portal entry – single login, configurable dashboards. Collaboration tools – blogs, forums, comments.
 - Open marketplace - hosted catalogs; punchout catalogs (side-by-side hosted and punchout searches; off catalog searches.
 - P5 Integration toolbox capable of connecting with multiple ERP solutions, third-party data providers, suppliers' systems and so on. Likewise, Ivalua supports multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI, SFTP, HTTP, etc.). Our integrations toolkit and library connects to over 60+ ERPs and includes hundreds of data mapping formats and standard integration templates.
 - Workflow, Document Management, Configurable (p6 example list), Public portal – transparency.
- User Experience – login routes to homepage unique to user, role and tasks.
 - One or more roles guide the user experience.
 - No cost for suppliers to access portal to submit bids.
 - P7 search capability is accessed directly from the home screen for users to be able to start searching the catalog, or to create new requests.
 - P7 access pending workflow tasks directly from home screen
 - P9 Users or administrators can also set-up out of office forwarding for users. This will delegate all workflow tasks assigned to that user within a defined time period to another user or group of users.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s) 1:

DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Bidder Best Practices and Roadmap
 - Major releases delivered 2 times per year.
 - Recommends major updates 18 months for best product maintenance
 - Fedramp ready
 - Public sector longtime focused; best practices developer for public sector tailored solution.
 - Roadmap is 60% customer-sourced.
 - Roadmap – web apps; invoicing and payment execution inside Ivalua; contract lifecycle management using AI; supplier risk and performance; StateRamp; enhanced clause libraries; collaborative authoring.
- Innovations and Value-Added Features/Services
 - P11 Ivalua Help Desk as alternative to state-operated. Level 1 with 0-% tickets solved within 1 hour. Level 2 redirect. (Cost item)
 - P12 Advanced Services procurement. (Cost item)
 - Vendor Master Management – supplier data (Cost item)
 - Adoption of ERP specific source schema tables to support bidirectional master data integration
 - Use of a supplier cleansing workbench for merging and deduplicating records from multiple source systems
- Customizations/Extensions – Configuration not custom code.
 - Coding changes part of release cycle.
 - Users have flexibility to deploy releases. Reduces risk of automated upgrades-prompted problems.
- Alternative Funding Models – Not proposed.
- Contract transition. Existing customers may discuss contract transition with Ivalua. GFE not guarantee.

Functional Requirements

- General Functionality
- Six modules integrated: Supplier Risk & Performance; Solicitations & Bid Management; Contract Management;
 - *P16 Master data throughout the solution for selection of organizations, commodity codes, units of measure,*
 - *Single platform manages the end-to-end solicitation and purchasing process for the organization, suppliers, and political subdivisions*
 - *EPROC-GEN-3 - Posting to Ivalua's native site does not require any integration. Ivalua can also integrate to state's websites or other sites, as needed. Our recommended approach is using Ivalua's public portal and putting a link within the State's website, to leverage the simplicity of standard functionality while easily allowing access for users from the State's website.*
 - *EPROC-GEN-39 - Throughout each implementation, Ivalua works with organizations to identify any additional information outside of standard that should be available on the public portal. Document posting can be controlled at the individual document level or by document type (Ex. confidential documents not made public). Authorized users will be able to modify the document types made public.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s) 1:

DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Supplier Portal – P17 *free supplier portal where suppliers may perform self-registration and other activities with their customers. Ivalua supplier registration & information management capabilities allows to quickly and easily onboard suppliers for RFPs, orders and invoices, and push data to ERP or other relevant system*
 - *Supplier features:*
 - *Managing their supplier information and users*
 - *Submitting reports for cooperative contract usage*
 - *Responding to sourcing events*
 - *Managing/redlining contracts*
 - *Uploading catalogs*
 - *Viewing orders*
 - *Creating advanced shipping notices*
 - *Creating invoices*
 - *Viewing their performance*
 - *Collaborating on improvement plans*
 - **EPROC-SPR-14 Needs clarification** *ERP financial data is integrated into the system as standard throughout the Procure to pay process. Additional fields can be captured through integration. Is this integration included in the price or required to be developed on customer ERP side?*
 - *EPROC-SPR-19 Administrative fee payments will be submitted through a third party payment provider. Ivalua can offer a close integration to the third party provider to track payment within the system*
- Supplier Enablement/Management- p18 *Supplier activation within Ivalua takes place in two parts. The first is a public facing registration page that allows any new supplier to create an account within the system. The second is the 'full enrollment' process, where the supplier can login and collect additional information required to be fully onboarded with the organization and to do business. The registration page can be found by accessing the public facing homepage of Ivalua. Potential suppliers can access the portal 24 hours a day, 7 days a week, 365 days a year. The Ivalua supplier portal is 100% free for the suppliers, no setup and/ or transaction fees.*
 - **EPROC-CDR-18 to -27 – Third party integration to validate supplier data. Needs clarification – Ivalua supplies or customer supplies?**
 - *EPROC-VDR-32 Ivalua segregates organizations – workflow can't pass between organizations.*
 - **EPROC-VDR-40 – Needs clarification** *(vendor email signup) – is this a Customization as marked or a Configuration as stated in comments?*
 - **P 20** *The supplier submits their registration it is processed through an automated workflow that will automatically accept or reject the registration based on system conditions, such as a duplicate check. The workflow process and acceptance/rejection criteria will be established by each client. If the supplier's registration is approved, they will receive an email notification informing them that their account has been created, and they can login using their username and password that were established on the registration page. Needs clarification – is approval following automated step or is there manual intervention by Ivalua or State?*
 - *P21 – documents can be stored in profile for use in response and contract management.*
 - *P24 – supplier self-service for account maintenance then routes to internal user for approval; can sent updates to ERP.*

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- Buyer Portal – Internal users log in via username/paw or SSO.
 - P25 Alternatively, **suppliers** can login via SSO with their organization. **Needs clarification** – is this a typo as this is buyer portal response? Is there an SSO supported for suppliers?
 - P26 User role or roles tied to authorizations. Perimeter can limit visibility into certain departments' data or permissions.
 - EPROC-BPRT-8 – Daily summary of notifications not available.
- Need Identification – P27 *Options from home page: Create a Needs Request form; Create a Purchase Request - contract, non-contract, punch-out, non-catalog products, or for the procurement of services; Complete an Exemption Request; Create a sourcing event; Gather quotes; Create a Contract.*
 - **EPROC-Need-3 – Needs clarification** – Why is guided buying listed as a C? Is there not standard or configurable workflow?
- Request through Pay – starts with requisition; routes for budget; moves to sourcing event. Fully integrated process through requestion, purchase order, receipt and approval.
 - P32 – multiple methods of receipt input: PO; from scratch; EDI/cXML; OCR.
 - Integrates to ERP to trigger and record payment.
 - **EPROC-PC-1 thru -9 – Needs clarification** – status of pcard development.
 - EPROC-RC-21 – UOM conversion to set inventory as different from PO is configurable.
- Catalog Capability – items from multiple suppliers can be on the same PO.
 - CXML punchout; unlimited items; unlimited catalogs
 - Spot bid functionality EPROC-CAT-11
 - Supplier uploaded catalogs routes for approval to internal user.
 - P35 Ivalua also has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal Ivalua catalog. This will provide the user with a single place to conduct a search, instead of having to punch out to the external catalog first.
- Sourcing/Bid Management – All RTM listed sourcing methods supported as standard or configurable.
 - P36 – Suppliers added to tab for solicitation notification in supplier tab manually; suppliers can be searched by any field in supplier database. (This will include supplier record details – contacts, performance, documents.)
 - P37 Documents tab can host unlimited attachments, e.g. T&Cs; workflows for documents and versioning; standardize for agency.
 - Sealed bid management blocks access by internal users until bid due date; time stamp on screen for auditability.
 - Pricing collected in system, p39; Templates permitted; modifications, new fields can be created; system calculates price savings against reference prices if included
 - Public portal for posting – recommendation to host solicitation on Ivalua, link with basic information from state or other sites to minimize integration effort.
 - **P39 – Needs clarification.** Public sourcing events allow any user without an account to view and respond to event within the Ivalua sourcing solution. How is user data captured and ongoing communication facilitated without a confirmed account? See EPROC-SRC-66 If these suppliers choose to respond they will be required to make an account in the system.
 - P43 During active solicitation, internal users can see activity of suppliers including participation, as well as email notifications received; Sealed bids content protected until closing date.

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- P44 Contract creation starts with award notifications and carries over solicitation/response fields to avoid duplicate re-entry of data.
 - **EPROC-SRC-35 – Needs clarification.** *This can be accomplished via configuration. For editing via Ivalua's Microsoft word authoring - **check-in/check-out is supported out of the box, but not for attachments only.** What does "not for attachments only" mean?*
 - EPROC-SRC-48 *Workflows can be designed by administrators using drag-and-drop capabilities. It is easy to develop tasks for human approval, or routing decisions based on business rules or factors such as threshold amounts*
Configuration will be required to ensure the workflow meets the needs of each organization
 - **EPROC-SRC-68 – Needs clarification** – Is eFax a roadmap item or does Ivalua plan to not support?
 - EPROC-SRC-76 – Posting all solicitation documents to state's public website is customization with high complexity. See earlier not for simpler recommended process.
 - EPROC-SRC-83 – No integrated video conference. Third party link can be inserted. Attachment can be uploaded.
 - EPROC-SRC-102 – Ivalua native plugins for third-party electronic signatures.
- Contract Management
 - P45 *The contract record within Ivalua captures all aspects of contract information, documentation, activity, and performance within the single record.*
The header tab of the contract captures the basic information about the contract brought over from the solicitation as well as manages any dates associated with the contract. Based on the dates that are set-up in the header of the contract, the system will automatically trigger reminders when the contract is nearing expiration.
 - Document management. P46 Within the document management capability, Ivalua has a built-in authoring tool that will allow users to write and redline contracts directly in the Ivalua solution. *All organization contract templates and clauses will be stored within the system that can then be easily pulled into the contract document. Legal users will have the ability to import or edit templates and clauses, when needed. Redlines are tracked from user to user with the ability to compare previous versions of the contract side by side. Ivalua also offers a native integration to Microsoft Word, so users redline in the Word can sync their version back to Ivalua.*
 - P47 Through the third parties tab, Ivalua can capture any subcontractors and distributors that are being used by the prime supplier on the event. They can define who the subcontractor is, their M/WBE status, as well as the amount of percentage of the total contract value the supplier is responsible for.
 - P48 system can also trigger a subcontractor report to prime suppliers. This allows them to report how much has been paid to their defined subcontractors in that period. The report is then routed through a workflow for approval.
 - EPROC-CNT-72 – Fee comparison. Marked as C, but comments say configuration. Is this code?
- Vendor Performance P49 *performance information is maintained within the supplier's profile for reporting, as well as can trigger alerts to users if a supplier is consistently performing poorly.*
 - Templates for performance assessments. Vendor score. *As evaluators respond to the supplier assessments, they will be able to add comments and attachments, where needed.*

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- Improvement plans can be set up as collaboration tool to create tasks aimed at supplier improvement. Supplier and Internal user can both access.
- Purchasing/Data Analytics – 100 out of the box reports; ad hoc reports; SQL queries.
 - Analysis reports with data visualizations.
 - Three RTM requirements depending on completion of the Pcard functionality.

Technical Requirements

- Availability – 99.8% uptime. Monthly scheduled maintenance.
 - Service credit 5% for <99/8% increasing through levels to max of 25% for <85%. Credits applied against future prof. serv. Fees. No refunds unless <90 on contract.
- Accessibility Requirements – P55 *Ivalua is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance. Ivalua is committed to being Section 508-compliant (against WCAG 2.0 Level AA requirements) as soon as possible across all application pages.*
- Audit Trail and History – P56 *While a user is logged on, all actions and activities are registered, logged and time stamped. Every transaction created, every status change, every movement through to the next step in a workflow, every addition or deletion of a data item of any kind is part of this logging effort.*
- Browsers Supported – Common browsers – last 3 major releases; Explorer – only MS-supported.
- User Accounts and Administration – Role-based administration to access permitted sections of Ivalua environment.
 - User Authentication – Supported: Login / password authentication; Single Sign On (SSO) SAML 2 Web based authentication standard; Two-factor authentication; Reverse Proxy / IIS Agent based authentication (CA Single Sign On, formerly CA Site Minder)
- Federated Identity Management: SAML 2.0 protocols for Single Sign On. Single login for entire platform.
- Data Conversion - P59 *As part of the implementation, we will conduct a data assessment to determine the data requirements for the project and the Participating Entity. Based on this, a data strategy will be established identifying the data conversion scope for the project. Once the data strategy is completed, Ivalua and Participating Entity resources will leverage Ivalua's which are an open part of our User Interface to perform data transfers.*
 - *Once the Participating Entity has reviewed the approach and impact to the project scope, effort, timeline, and cost and signed off on the scope, a combination of Ivalua and Participating Entity resources will perform the data conversions.*
 - *EPROC-TECH – Date conversion legacy data supported except for Solicitation data in State's system and Vendor performance data.*
- Interface and Integration – P59 Synchronous and Asynchronous data transfers supported. Multiple communication protocols and data formats, including flat files, JSON, XML, cXML, OCI, IDOC (SAP)
 -
- Office Automation Integration – All file types supported as attachment.
 - Excel support across sourcing process.
 - Reporting tools natively export to Word, Excel and PDF
 - Contract tool imports Word documents.
 - Contract data can export Word and Pdf.

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- Mobile Device Support – P61 *Ivalua is a fully responsive HTML application; screens adjust to devices, e.g., on when using Ivalua on a mobile device the screen menus change for PC layout to Mobile-friendly layout.*
- Mobile Applications – Mobile solution runs on Webkit-enabled browser; no separate app.
- Data Ownership and Access – P61 *Customers remain the data owner and data controller of all data they place into their Ivalua instance and should apply access controls to restrict access to data within their instances based on their own requirements and needs, in accordance with their access control, data retention and data classification policies.*
Internally, Ivalua has its own data classification policy. All customer data is classified as Confidential and access to the environment where customer data is stored is limited to a small number of individuals on a need-to-know basis.
- Date Retention, Archive and Purge Considerations – P62 *Ivalua does not delete or modify customer data, unless requested by the customer to do so, and only processes data in accordance with its contractual obligations and the customer's configuration of their instance(s).*
- Disaster Recovery Plan – P62 *Ivalua BC and DR Program is based on ISO/IEC 22301 standard framework*
 - Documented backup and recovery procedures
 - Crisis/incident management procedures
 - Stakeholder communication processes
 - Replicated Web server and Application server; replicated database backups; redundant support services; contingency plan for hosting and ISP.
 - P63 *Ivalua notifies impacted customers of data breaches which Ivalua becomes aware of without undue delay, but within seventy-two (72) hours - unless a shorter time is specified in the contract*
- Solution Environments – Minimum 3 environments – Dev, Acc (test), Prod.
 - Training environment available. – add fee.
- Solution Technical Architecture – All customers environments isolated in enterprise grade cloud architecture. End users access Ivalua from web browser – no client software installation required. – 64-bit MS stack. Plus open standards REST, JavaScript, HTML, XML and JSON.
 - Database layer on servers in non-internet routable network segment – requests not made directly to database tier; only issue from customer's instance.
 - No commingling of customer data.
- Solution Network Architecture – All RTMs standard functionality.
 - P66 *Intrusion Detection System and Intrusion Prevention system (IDS/IPS), monitors and blocks malicious traffic or attack on network traffic traversing the device.*
 - *systems log unexpected network activity (volume of traffic, protocol anomaly, signature-based attack) and notify Ivalua IT staff in real time via emails and text messages.*
 - P67 *Equinix DC3 Data Center - Ashburn, VA (Primary, DR); CH3 Data Center - Elk Grove, IL (Primary, DR)*
 - *Ivalua also guarantees a Hosting SLA (hit response time, uptime) and can share a monthly report with the client upon request.*
- System Development Methodology - P67 *secure-SDLC policy and procedures that ensure security-related functions are covered during the development life cycle from design to implementation to testing. New features are evaluated for their security impact during the design phase, regular code reviews (peers and SAST tools) are conducted internally during the implementation phase and tested for effectiveness during the QA process.*

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- *Ivalua's development process is based on the Agile methodology with its iterative approach to software development and assessment. This embeds Quality Assurance directly into the ongoing development process.*
 - *P68 Configuration Management Program for its Cloud services in accordance with NIST Security-Focused Configuration Management of Information Systems guidelines. Ivalua applies Security-focused Configuration Management for establishing baselines and for tracking, controlling, and managing many aspects of the secure lifecycle of all information system resources, configurations, and processes.*
 - *All application changes/updates are at the customer request and control, and they will be performed either behind the scenes (for minor updates) or through scheduled downtime (for major updates). Customers typically enforce their own change management process.*
- **Service Level Agreement** – Sample attached. 99.8% uptime. Monthly scheduled maintenance.
 - *Service credit 5% for <99/8% increasing through levels to max of 25% for <85%.Credits applied against future prof. serv. Fees. No refunds unless <90 on contract.*

Security Requirements

- **Cloud Security Alliance (CSA) Compliance** – CAIQ 3.0.1 provided (No unusual.)
 - *IAM-02.7 Ivalua doesn't share internal security metrics with customers. The termination control is tested as part of the SOC control and SOC report is provided to the customers upon request.*
- **Security and Privacy Controls-** **P69 Needs clarification** Ivalua is currently in the process of validating controls and safeguards against NIST SP 800-53 Revision 4 "Moderate" risk controls for FISMA compliance with our Commercial Cloud. **Is this complete?**
- **Security Certifications** - *Ivalua has implemented an Information Security Management System (ISMS) in accordance with ISO/IEC 27001. Ivalua is annually audited SSAE-18 SOC1 and SOC2 (US) and ISAE-3402 (Europe). Ivalua is also annually audited HIPAA and complies with business associates' requirements of the Privacy, Security, and Breach Notification Rules.*
 - *P70 Ivalua is not currently audited for PCI-DSS compliance. However, Ivalua has safeguards and security controls in place to protect cardholder data in accordance with the PCI-DSS standards and is leveraging its Hardware Security Module (HSM) infrastructure to manage cryptographic keys used to secure cardholder data.*
 - *Ivalua is FedRAMP Ready with our GovCloud and listed on the FedRAMP Marketplace.*
- **Annual Security Plan** – *P71 Ivalua has built its security program and implemented an Information Security Management System (ISMS) in accordance with ISO-27001. The security controls deployed are in alignment with ISO/IEC 27001 and NIST SP 800-53 "Moderate" baseline requirements to address the information security risks. We are certified SSAE-18 (US) and ISAE-3402 (Europe).*
 - *Ivalua enforces the principle of least privilege across the entire organization. Role-based access control at directory and application levels and firewall rules are used to manage access.*
 - *Only users with the appropriate profile can load a page or execute a function. It is also possible to limit the data access of business objects on a per user basis.*
 - *Ivalua Solution architecture leverages a multi-instance tenancy model on shared servers. Our model creates a very distinct boundary between the data of each client.*
 - *Ivalua invests a large number of resources to get itself audited by a 3rd party auditor against the SOC and HIPAA security frameworks. Every year it produces a report that is shared with its customers, upon request.*

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- *5-stage incident response: Preparation; Detection and analysis; containment, eradication and recovery; post-incident activity; communication.*
 - *Ivalua applies a single data classification to all customer data it hosts. Ivalua does not inspect or monitor its customers' data and has no ability to understand how any data may have been classified by individual customers.*
 - *Ivalua has implemented numerous privacy and security practices to ensure Ivalua compliance with the GDPR.*
- Secure Application and Network Environment – Equipment hardened; proactive network security. See architecture above.
 - P77 Data at-rest and in-transit is encrypted using the industry-standard AES 256-bit encryption. Ivalua Cloud infrastructure where client data are stored, processed, and transmitted:
 - The web traffic between the end-users and the servers is encrypted using TLS (HTTPS). Ivalua SSL X.509 CA certificates are generated with RSA 2048 key size and SHA-256.
 - P78 *In Ivalua's infrastructure, managed devices (switches, routers, firewalls) and services communicate their activity logs to two different servers, located in two geographically distant data centers.*
 - *While a user is logged on, all actions and activities are registered, logged and time stamped. Every transaction created, every status change, every movement through to the next step in a workflow, every addition or deletion of a data item of any kind is part of this logging effort. As a result, the system can produce a detailed audit trail of exactly who did what, where and when. This audit trail can be produced in reports on a real-time basis.*
 - DLP strategy includes an administrative policy around removable media and data loss prevention.
- Secure Application and Network Access
 - P81 *Each client application instance runs under a dedicated application pool process with a client dedicated identity. This model also facilitates the ability to perform upgrades and maintenance on an individual basis without impacting other clients' instances. This model enables higher instance availability.*
- Data Security – See above. All narrative in this section has been stated in other areas.
- Personally Identifiable Information Protection – P85 *Ivalua has implemented numerous privacy and security practices to ensure Ivalua compliance with the GDPR.*
 - *Customers may configure access to PII such that customer-defined roles have access to PII within the Ivalua platform. When providing customer support, Ivalua may have access to PII data.*
 - *Ivalua is also annually audited for HIPAA and complies with business associates' requirements of the Privacy, Security, and Breach Notification Rules.*
- Security/Privacy Issue Occurrence - *reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours.*
- PII Data Actual/Attempted Access or Disclosure – See previous
- Security Breach Reporting – See previous

Implementation Services Requirements

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- Project Management – Semi-Agile approach: MOBILIZE; EXPLORE/DESIGN; BUILD/CONFIGURATION; TEST; DEPLOY/GO-LIVE; RUN
 - P88 *Ivalua will support project management activities for Project Planning, Tracking and Reporting.*
 - P89 Detailed expectations of customer personnel resources and time commitment.
 - P90 – Sample project plan provided.
- Project Implementation Methodology – P91 *based on the principles of rapid deployment and prototyping*
 - *End-users are involved in both mockup and configuration of their system. This accelerates their understanding of what is possible and allows them to refine their requirements to what is most needed*
 - *During the Build phase of a project, each configuration change (driven by the requirements collected during the design phase) is unit tested by the configurator. Once the Build phase is over, and before User Acceptance Testing starts, our Quality Assurance team reviews and tests the entire application build to make sure that all the pieces come together without defects, and as per the approved design.*
 - *Code changes are extremely limited (and restricted to Ivalua certified engineers only), submitted to validation internally, and if approved, will have to go through a peer code-review process before being delivered on a client' environment*
- Catalog Support Services – Two phases. Suppliers or buyer load catalogs; Data approved by buyers.
 - **Needs clarification –** Does Ivalua provide implementation support?
 - P 92 *In the event that our customer requires additional catalog support services, Ivalua can leverage our partner ecosystem to provide these services including:*
 - *Providing assessments to identify and prioritize contracts as potential for hosted catalog or punchout;*
 - *Creation of hosted catalogs;*
 - *Setup/configuration of punchout sites;*
 - *Identification and setup of commercial retail online marketplaces;*
 - *On/off-boarding of Suppliers to prepare them to manage catalog content; and*
 - *Training customer staff to assume catalog/punchout management roles.*
- Data Conversion Services – **Needs clarification – p92** *does Ivalua provide data conversion assistance during implementation?*
- Interface/Integration Development Services
 - P93 *The approach is to map Participating Entity's data to Ivalua data. Specific interfaces are configured (no coding), the configuration of interfaces is part of the integration toolbox resulting in micro integration workflows supporting open protocols and data formats. The approach is to select one of the predefined integration templates appropriate for the business object, map the data items, configure the protocols and data format.*
 - *Ivalua will assign an Integration Lead to work with Participating Entity's team to perform a technical assessment to identify all required interfaces and integrations.*
 - *Ivalua project methodology, design, configuration, testing, and implementation of the interfaces and integrations will be performed.*
- Organizational Change Management (OCM Services) - P94 *change management and custom training services, including Change Management and Custom Training development (Instructor led training, Train-the-trainer, Web-based recording, and Quick Reference Guides (QRGs)).*

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- Leadership/Stakeholder Engagement; Change Impact Assessment; Change Readiness; Training (Web-based, Instructor-led; Instructor guides for trainers; training exercises; quick ref guides; simulations) Streamlined communications strategy.
- Training Services
 - Robust e-learning program for customers, partners and staff to learn at own pace – Ivalua Academy with Ivalua Certification.
 - Key User training; Administrator Training; Technical training – multiday on the Standard Ivalua platform (not configured instances.)
 - Custom-training: Web-based, Instructor-led; Instructor guides for trainers; training exercises; quick ref guides; simulations
- Help Desk Services – SaaS subscription includes Technical support level 3 for standard product and configured customer applications. Responsibility – maintenance releases, defect requests, product questions.
 - Optional: Help-desks for End users (level 1), suppliers (level1) , Administrators configuration support. – Phone, Email
 - Level 2 redirect if needs. 90% resolution within 1 hour.
 - EPROC_IMPL-3 and -4 – No live chat available.
 - EPROC_IMPL-5 – Ivalua Extranet ticket system can be viewed by customer, but does not integrate to customer's ticket help system.
 - Needs clarification: Do registered suppliers/registering suppliers have access to Ivalua helpdesks without state paying for additional helpdesk, or is state accepting all supplier support role? F4 indicates additional catalog support services not anticipated beyond go-live.
- On-site stabilization. Hypercare – 3 months. Monitor rollout; triage and support high-priority tickets; adjust configuration, defects. Focus on end-user adoption; transition to state support team and Ivalua Run team.

Managed Services Requirements

- Solution Support – Repeat of description of infrastructure, SLA and environments.
 - SDLC policy and development and testing plans for rollout explained.
 - Testing has 4 levels: Manual tests and code reviews; load and performance testing; functional testing; regression and automated testing.
 - Repeat of contracted level 3 support and optional level 1 supports.
- Organizational Change Management (OCM Services) – P 103 See implementation. Additional OCM not anticipated.
- Training Services P 103 See implementation. Additional OCM not anticipated.
- Catalog support services. P 103 See implementation. Additional OCM not anticipated.
- Help Desk Services – Needs clarification: Is this helpdesk in F5 the added cost Level 1 help Desk?
- Transition Out Assistance Services
 - *P105_ Upon termination of the contract, Ivalua retains processed data and files for a limited period of time in accordance with the contract. We then delete the client online files (skipping the file trash). When the physical servers are terminated, media is destroyed, except for encrypted data in archived storage (which is destroyed in accordance with Ivalua's data retention schedule). Ivalua follows NIST 800-88 Media Sanitization guidelines.*
 - Ivalua to work with customer on transition needs – no specific commitment. Customers can self-extract or request Ivalua help to extract data.

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RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s) 1:

DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Video Demonstrations

- Major elements of system and scenarios demonstrated.
- Clean system with consistent look and feel.
-

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: **KPMG**

CATEGORY #(s): 1

DATE: 8/25-21

SME NAME: **Robert Sievert**

SME DEPARTMENT/STATE: **NASPO**

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 4-

- KPMG LLP is the US firm of the KPMG global organization with 40K+ professionals with "1,200 dedicated procurement professionals" the "bring the state and local government domain knowledge".
- Have "successfully delivered the proposed Ivalua solution to the States of Arizona, Ohio, Alabama, Vermont" and local governments included "City of New York, Caltrans, Teachers Retirement System of Texas".
- "Featured in Spend Matters' Top 50 Providers to Know Almanac".
- "Designated as a 'Leader' in Gartner's Magic Quadrant for Business Operations Consulting".
- Services support "targeted improvements as well as implementing full-scale procurement transformation solutions".
- "Have particular depth in helping optimize 'Source-to-Pay' processes".
- "Have delivered 300+ cloud eProcurement projects" implementation"
- 400+ Source-to-Pay assessments and efficiency improvement projects completed"
- "Lessons learned" from "Ohio, Arizona, Alabama, Vermont and others will be leveraged"
- "KPMG and Ivalua have been working together since 2013".
- "Powered Enterprise approach" delivers "on Day One an out-of-the-box, preconfigured solution based on a leading business practice target" which "can help accelerate the transformation and change process".

2. Previous Projects

- **State of Ohio:** (pg. 12-14)
 - i. Source-to-Pay implementation, "supplier management, catalogs, sourcing, quote management, contract authoring and management, purchasing, invoice management, expense management, savings tracking, and spend analytics".
Full Suite eProcurement implementation.
 - ii. Batch Interfaces and Realtime /Integrations with PeopleSoft: Org Structure, Users, Chart of Accounts, Thresholds, Controlling Board, UOM, Payment Methods/Terms, Commodity Code, SSO, Addersses, Suppliers, Contracts, eSignature, Catalogs, Budget Validation, Purchase Orders, Change Orders and Invoices.
 - iii. 3 releases: eMarketplace/Supplier Management, Procure-to-Pay, and Source-to-Contract. Conversions: 50K users, 4K Orgs, 150K Suppliers, 2K Addresses,

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CATEGORY #(s): 1

DATE: 8/25-21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

1.5K Contracts and 30 Catalogs. Project started 9/7/2018, R1 Go-Live 12/17/2018, R2 Go-Live: 12/4/2019 and R3 Go-Live:

- iv. Train-the-Trainer approach with “25+ instructor-led courses” delivered “both onsite and virtually” and provided webinars. Provided user manuals, job aids, interactive web-based training courses and microlearning videos. 11/2/2020.

- **State of Arizona:** (pg. 13)
 - i. Source-to-Pay... *Full Suite eProcurement implementation.*
 - ii. “35+ Integrations/Interfaces” with CGI Advantage for Vendor, Requisitions, Purchase Orders, Receipts, Invoices, Master Data and Inventory.
 - iii. Project dates: Nov 2017 to Feb 2019
- **State of Alabama:** (pg. 13/14)
 - i. Source-to-Pay... *Full Suite eProcurement implementation.*
 - ii. “50+ Integrations/Interfaces” with CGI Advantage for Suppliers, Chart of Accounts, Budget Validation, Purchase Orders and Invoices.
 - iii. Migrated 15K+ suppliers and 1.5K+ contracts.
 - iv. Created “localization template to bring additional agencies and state entities onto the Ivalua platform”.
 - v. Project dates: March 2020, on-going. Go-Live June 2021.
- **Teachers Retirement System of Texas:** (pg. 14/15)
 - i. Source-to-Pay implementation, Supplier Mgmt, Purchase Request/intake, Sourcing, Contract Authoring/Mgmt, KPMG cognitive contract mgmt tool, Purchase/Change Order, Invoicing, Payment and Reporting.
 - ii. Inbound/Outbound interfaces with PeopleSoft: Contracts, Supplier, Account codes, Fund, Depts, PCA, Budget, Invoice OK to pay, Payment info, Users, SSO, DocuSign and auditing.
 - iii. Train-the-Trainer sessions: instructor-led, web-based with quick ref guides.
 - iv. Project dates: Sept 2020 to April 2021, Go-Live Jan 2021
- **CalTrans:** (pg. 15)
 - i. Supplier and Contract management mentioned but full list of Ivalua modules that were implemented not listed .
 - ii. Migrated contracts
 - iii. Train-the-Trainer w/quick ref. guides.
 - iv. Project dates: Sept 2020 to April 2021, Go-Live Jan 2021

3. Subcontractors

- **Ivalua:** (pg. 17)
 - i. First Source-to-Pay SaaS client in 2006
 - ii. “First wave of U.S. clients beginning in 2013”.
 - iii. Ivalua Professional Services will be a subcontractor to KPMG to implement the Ivalua integrated solution”.
 - iv. KPMG will lead project implementation. Ivalua will “provide platform-level engineering support”.

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DATE: 8/25-21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

4. Organizational Chart

- Org chart does reflect a project implementation with State, KPMG and Ivalua roles identified. While high level, the chart does reflect the core/key roles. (pg. 19)
- The Role/Responsibilities table identifies the primary responsibilities for only the KPMG resources. Does not address Ivalua or State positions. (pg. 20-22).

5. Litigation

- "Have not pending litigation that would materially affect the firm's operations or our ability to perform services for you".
- "KPMG is not aware of any significant issues relating to client contracts, or any terminations of those contracts, which would interfere with KPMG's ability to successfully perform the services contemplated".

6. Financial Viability

- Total revenue for fiscal year ending Sept. 2020 was "\$9.6 billion"
- KPMG's outstanding debt rating by the National Association of Insurance Commissioners is "NAIC-1", the "highest credit quality ranking on the NAIC ratings scale".
- Only provided 2 of the 3 required recent year Audit reports.

**STATE OF MAINE
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SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

KPMG Exceptions to Maser Agreement, pg. 193-221: Need review by Maine and NASPO ValuePoint

- 31 exceptions to Maine T&Cs
- 28 exceptions to the NASPO ValuePoint T&Cs
- Added terms for Help Desk and Managed Services:
 - o Definitions
 - o Provider Services Personnel
 - o Term and Termination
 - o Disclaimer and Limitation of Liability
 - o Indemnification
 - o Cooperation; Use of information and State Materials.

KPMG Assumptions, pg. 180-187:

- **General**, pg. 181/182
 - o 1st bullet: Participating Entities will "contract directly with the eProcurement Solution provider for the software licenses and with KPMG for implementation services". CONCERN, this may not be possible with some States or other Participating Entities based on their laws.
 - o 4th bullet: pricing is "subject to five percent year-over-year increase". CONCERN, not all Participating Entities can agree to an automatic price increase. In some cases they may need to use a Term/Condition for price increases based on an index instead. NEGOTIATION, suggest negotiating this.
 - o 7th bullet: "KPMG assumes up to 25% travel". NOTE, pricing reflects this amount of travel expense. NEGOTIATION, suggest having a means to reduce costs if a particular project does not need this much KPMG travel.
 - o 14th bullet: WEAKNESS... KPMG "may not be permitted to participate in a NASPO ValuePoint Administrative Fee or a State imposed administrative fee under this contract"
- **Project Related**, pg. 182-184
 - o 1st bullet: Fixed prices assume implementation periods of Small State=12 months, Medium State=15 months & Large State=24 months. CONCERN, this may make the prices between proposals not be comparable. Also, the time period for Small and Medium is too short.
 - o 2nd bullet: "Implementation plans provided assume 15 pilot agencies during each implementation. Any additional agencies/localization is out of scope and may be contracted by your organization as a change order." CONCERN, it is unrealistic to have

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assumed the same number of agencies for each size of State. So the pricing is not realistic and also not going to be comparable to other proposals.

- 9th bullet: “any modifications to the out of the box functionality requiring custom code” is limited to only situations where there are “statutory requirements”. CONCERN, there may be RFP/RTM req’ts that end up requiring “custom code” so suggest getting this language modified to include any changes necessary to comply with RFP/RTM req’ts. NOTE, this assumption is repeated under reports (10th bullet, pg. 186)
- 13th bullet: “Client will procure five environments”. CONCERN, on pg. 63, Solution Environments” it refers to 3 environments. Need to CLARIFY what is included in the pricing.
- 15th bullet” “up to three supplier management questionnaires” will be configured. NEGOTIATION, suggest getting this number increased to five for Medium and Large State implementations.
- 16th bullet: “will configure up to five contract templates”. NEGOTIATION, suggest getting this number increased to ten for Medium and Large State implementations.
- 17th bullet: “maximum of 25 configured fields”. NEGOTIATION, suggest getting this number increased to 50 for Medium and Large State implementations.
- 19th bullet: “eProcurement system is considered the system of record for eProcurement supplier information”. CONCERN, some Participating Entities may have to have the Finance System be the system of record, depends on the implementation. Suggest NEGOTIATING to strike this assumption.
- 24th bullet: “During hypercare” the Participating Entity will “perform Tier 1 support”. “KPMG will act as Tier 2 support” and Ivalua “will act as Tier 3 support”. NOTE, need to check this against the narrative regarding Implementation Services HELP DESK.

- **Help Desk/Managed Services** (pg. 184-185)

- 1st bullet: Participating Entities will be limited to 25 users that can submit tickets to the KPMG Service Desk. NEGOTIATIONS, suggest increasing this number for Medium and Large States.
- 3rd bullet: On-going help desk services assumes that the Participating Entity will provide “Tier 1 support”. NOTE, need to check this against the narrative regarding Managed Services HELP DESK.
- 6th bullet: “assumes approximately 1% of the users will call/day with an average call duration lasting between 10 to 20 minutes”. CONCERN, what about support for Suppliers? Are the considered “users”?
- 7th bullet: “20 to 35 calls/analyst/day is assumed (8:00 AM to 5:00 pm local time)”. CONCERN, unclear how this metric fits with the “1% of the users” in the previous bullet. Also, what is meant by “local time”? Also, same question as previous bullet regarding Suppliers.
- 9th bullet: End-user support numbers. WEAKNESS
 - the “Total end-users” count does not match the Cost Workbook req’ts.
 - The “At Go-live” numbers are too low
 - “Ramp-up” numbers based on quarters along with the implementation plan months in the Projects assumptions means Large doesn’t get to 8000 users until end of 3rd year of implementation and just past 2 years for Medium and Small. This is not realistic.

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- 10th bullet: WEAKNESS, Supplier support numbers for “Total Suppliers” should be 50,000 for each size State according to the Cost Workbook req’ts. Also the numbers are too low for “At Go-live”.
- 13TH bullet: SLA metrics.
 - KPMG is only agreeing to two of the 10 Production SLAs, Catalog Onboarding/Maintenance and External Sources Onboarding.
 - KPMG is not agreeing to any of the Implementation SLAs
 - Ivalua is responsible any other SLAs and according to the Service Level Agreement section (pg. 67) they have their own “hosting and maintenance SLA”.
 -
- **Reports/Conversion/Interfaces**, pg. 185/186
 - 1st bullet: Limits the number of reports for each size of State. NEGOTIATION, suggest increasing to at least twice the listed numbers.
 - 16th bullet, pg.186: “only active suppliers, purchase orders, and contracts will be converted/moved”. NOTE, this conflicts with Implementation Req’ts Data Conversion Services, pg. 118-120, which states the “preliminary recommendation of the data conversions based on the req’ts state in the RFP” includes In-process Requisitions, Approve Requisitions, Purchase Orders Transactions, Solicitation Data, Contract Data, Vendor Performance Data, User Account Data, Chart of Accounts Data and Historical Spend Data.
 - 10TH BULLET: “any modifications to the out of the box functionality requiring custom code” is limited to only situations where there are “statutory requirements”. CONCERN, there may be RFP/RTM req’ts that end up requiring “custom code” so suggest getting this language modified to include any changes necessary to comply with RFP/RTM reqts.
- **OCM/Training**, pg. 186/187
 - 4th bullet: Client required to do “analysis of historic purchasing data...” NEED TO CHECK OCM SECTION TO SEE IF THIS ANALYSIS IS INCLUDED.
 - 5TH bullet: KPMG will leverage your organization’s current Learning Management System”. CONCERN, there will be some Participating Entities that do not have LMS’s. What will the impact be?
 - 7th bullet: Limits the number of “Client end users”, “Key Technical Resources” and “Help Desk Administrators” to be trained. NEGOTIATIONS, suggest that getting these numbers increased.
 - 8th bullet: TTT is limited to not “exceed three weeks”. WEAKNESS, this is too short a timeframe to learn the entire system and it will not fit into a phased implementation where training is divided among the phases.

General Principal and Requirements *(note parts 1-5 narrative are same as Ivalua proposal)*

Key Solution Functionality Elements, pg. 2-5 :

- Single Point of Entry: “has a single landing page when a user logs in. At this point user/profile-specific content is displayed.” (pg. 2)
- Smart Routing: “Workflow routing is attached to any object in the system”. “determine the workflow routing based on business rules for each object.” (pg. 2/3)

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- Compliance: "Ivalua understands that each organization has their own procurement code they must follow". System has the "flexibility to tailor the solution to meet the needs of individual public organizations" with a "robust configuration layer that allows organizations to add new fields, tailor business rules, add alerts, and managed workflow for your organization". (pg. 3)
- Portal: "they will have one place to manage all their activity and actions throughout the procurement lifecycle". "configurable homepage dashboards, users will be able to quickly see and take action on pending tasks. They will also have the ability to personalize this page to meet their needs". "collaboration tools such as internal blogs, discussion forums, and comments through the process". (pg. 3)
- Open Marketplace Environment: "find it no matter if it is from an internal catalog or an external supplier catalog". "accommodates hosted catalogs (catalogs managed by the organization), punchout catalogs (catalogs managed by retail sites)". "powerful search 360 functionality" which allows "search hosted and punchout catalogs side by side". (pg. 4)
- Integration: "robust integration toolbox capable of connecting with multiple ERP solutions, third-party data providers, suppliers' systems and so on.". "multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI, SFTP, HTTP, etc.)". "includes hundreds of data mapping formats and standard integration templates". (pg. 4)
- Workflow: "workflow allows for easy work queue / process management and rule-based assignments.". "Client administrators are given latitude within the tool to adjust approval thresholds and approval assignments without needing to configure". (pg. 4)
- "over 50 different controls per workflow step including even the specific notification methods and addressees and "callback" support that can be used to invoke scripted actions like integration web services calls or cross-workflow signaling ". (pg. 4)
- Document Management: "functionality based on a common data model and a unified code base across all source-to-pay solutions". "consistent access to every data element, workflow element, supplier record, document management, UI functionality, and automation component."
- Reporting: "have an analytics layer across all our solution areas (source-to-pay) with numerous out of the box reports and dashboards as well as easy capabilities for users to create their own reports / dashboard". "users can save their personal reports within their own dashboard as well as share with others, as necessary." (pg. 5)
- Configurable: "Coding is not required to make changes to tailor the solution to meet the needs of each client." Create new fields, Change field names, Add tooltips/watermarks/regex, Conditional logic on fields, Mandatory fields, Tailored workflows, contract templates, standard documents. (pg. 5)
- Transparency: "public portal allows for suppliers or concerned parties without an account to view all aspects of the procurement process within the solution". "public portal allows for suppliers or concerned parties without an account to view all aspects of the procurement process within the solution." (pg. 5)

User Experience, pg. 6/7 : - Response did not address "Wizard-driven capabilities", "Mobile access/use" or "Workload management" to re-assign work.

- "Homepages are unique per profile, but also can be configured by the individual user." "includes quick links and shortcuts to frequently used objects."
- "access their pending workflow tasks directly from their home screen"
- "Each user is given one or multiple roles in the system which is tied to a series of authorizations. These authorizations will dictate what the users can see and do within the solution."

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- "Users can also mass reassign their workflow tasks to other users using the delegate function"
- "Users or administrators can also set-up out of office forwarding for users."

Bidder Best Practices and Roadmap, pg. 7-9 : Did not address "constantly assess and recommend opportunities to reduce costs".

- New Releases: "Major Software Product releases are delivered by the Ivalua R&D division twice a year." "Multi-instance SaaS, "client to decide which major version to choose" and "when to upgrade". "Activable Features which enables customers to take advantage of new innovations in their versions without needing to upgrade"
- Latest Technologies: "specific standards that our platform should adhere to for a specific industry, for example, we achieved the security status of being FedRAMP Ready due to our work in the US Public Sector". "leverage advanced technologies such as machine learning, natural language processing (NLP) and more."
- Timely Updates: "Once a customer decides to schedule an upgrade, together with a dedicated upgrade support team, the customer success manager, and our R&D team, we work to ensure that upgrades happen in the timeframe laid out."
- Alternate Approaches: "we have built up significant in-house knowledge on best practices within the public sector". "During the implementation phase, Ivalua together with our partner community will always be there to guide customers towards better, more effective solutions, processes, and approaches, based on our experience." "customers themselves have a high degree of ownership over the solution, to be able to make changes and evolve as needed, without having to rely on us or our partners".
- Roadmap: "We have a dedicated Public Sector team that interfaces with R&D to ensure necessary and innovative Public Sector requirements and functionality are prominently featured on the roadmap.". "Key areas of investment are focused on":
 - o Enhance Mobile experience: Already have "Progressive Web Apps" for "workflow actions, notifications/alerts and more capabilities". "year to improve and enhance this around contracts, invoicing, supplier mobile capabilities. "
 - o Invoice/Payments: "Enabling the ability to execute payments within Ivalua"
 - o AI powered Contract Lifecycle Mgmt: "leveraging AI" for a "more guided, collaborative, and intelligent experience".
 - o Supplier Risk/Performance: add new features to existing capabilities.
 - o Security: Already FedRAMP. "evaluate additional threats and standards (like StateRAMP) to ensure...pursuing the appropriate certifications"

Innovations and Value-Added Features/Services, pg. 9-11:

- Help Desk, pg11/12: Level 1 help desk for suppliers/internal users. CONCERN, response refers to Help Desk as "not contemplated in the RFP" however there are specific req'ts for this in Implementation Services and Managed Services.
- Advanced Services Procurement, pg 12: Contingent labor purchasing. "external labor with an efficient engagement and follow-up channel". "Talent channels... selection process". "compliance with policies/legislation... secure re-engagement process". "full visibility of service quality... full visibility of service quality". Monitor through "alerts, timesheet, and milestone approvals."
 - o Service profile RFx types
 - o Configurable profile seniority
 - o Configurable working duration

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- o Work assignment
 - o Time/Material purchase request
 - o Timesheet receiving (hours, days, percentage)
- Expenses, pg. 10: "Expense Stream handles the flow of claims and their images into the Payables team"
- Vendor Master Management (VMM), pg. 11) "capture, cleanse and maintain clean and accurate supplier master data" "solution can integrate with various ERPs to consume, aggregate and cleanse data using smart deduplication and merge capabilities before redeploying the pristine and accurate data back to those systems." **NOTE:** unclear how this VMM is different from the 'in-scope' Vendor Enablement and vendor integration work req'd in the RFP.

Customizations/Extensions, pg. 11:

- "Ivalua SaaS platform relies on configuration, not custom code"
- "Ivalua does not make coding customizations specific to individual clients; all coding changes on the Ivalua platform are part of their release cycle and are by definition part of the baseline product"
- "Ivalua maintains a copy of the organization's Ivalua instance." "upgrades are first applied to that solution, then will be tested, and released, and are subject to the entire cycle of testing, approvals, and quality assurance that is part of our Software Development Life Cycle (SDLC)."

Alternative Funding Models, pg. 11/12 :

- "numbers below are representational only". "additional due diligence with each participating entity... to discuss actual ranges".
- **Options 1 Hybrid Fixed Fee plus transaction-based funding model**
 - o "Participating Entity pay a reduced fixed fee and finance a portion of the program cost through a transaction fee-based funding model"
 - o "Fixed Fee payment reduced 50-75%". "fees would be decreased from our original estimate, by an amount to be agreed"
 - o Transaction Fee of 1-3%" added to "every purchase order processed"
 - o "KPMG would need to recover not only the proposed project cost, but, in addition the cost of capital for the deferred collections"
- **Option 2 Value-Based Funding Model** - NOTE this model is about the Participating Entity identifying internal savings and taking these savings from the organizations that experienced them as funds to pay for the system.
 - o "self-funding or value-based funding model with limited cost to the State"
 - o "would eliminate the initial State funding of the program". "would require a different implementation roadmap focused on delivering value rapidly"
 - o "savings that can be leveraged to create a source of funding"

Contract Transition and Flexibility, pg. 13:

- "we will work with the participating entity to assess the above and other factors and mutually agree to transition"

Functional Requirements - *(note this entire section and the RTM are the same as the Ivalua proposal)*

General Functionality, pg. 15:

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- "Source-to-Pay suite in the market which includes Public Portal, Supplier Risk & Performance Management, Sourcing, Contract Management and P2P processes, standard integrations and extensive system administration and reporting capabilities"

RTM

- "POTENTIAL WEAKNESS, GEN-15: Transaction print formats are based on "the layout of the screen" and to have "additional templates" for printing format requires "additional effort".

Supplier Portal, pg. 15/16:

- "free supplier portal where suppliers may perform self-registration and other activities with their customers"
- "have unlimited suppliers with unlimited users registered to do business"
- "register with basic information such as their tax identification number, email address, and company name to establish an account" then they "will have access to their supplier portal" to "manage all their activity with the organization from an integrated location"
 - o Manage their account information, user roles & users
 - o Submit contract usage reports
 - o Respond to sourcing events
 - o Manage/redline contracts
 - o Upload catalogs
 - o View orders
 - o Create advanced shipping notices
 - o Create invoices
 - o View their performance
 - o Collaborate on improvement plans

RTM

- Meets req'ts
- One req't needs clarification.

Supplier Enablement/Management, pg. 17-23:

- NOTE, registration is a two step process. Create basic account for one user, then that Admin user needs to log into the system to set up user roles, other users and complete the rest of their registration information that will be needed to create a supplier record in the finance system and award Contracts/POs to the supplier. Primary capabilities of a Basic registration allows them to managed their account and bid.
- "conditional logic can be utilized to tailor the registration page to specific information required by type – such as US vs. non-US"
- "Fields captured through the registration process will be tailored to your needs"
- "submits their registration it is processed through an automated workflow". "workflow process and acceptance/rejection criteria will be established by each client"
- STRENGTH: "onboarding progress tracker" provides "quick view into the remaining items required to complete their activation" (pg. 19)
- Integrations "to external systems in batch processes or in real-time to verify profile information or bring in data from external sources"

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- Can "maintain and store documents within their profile"(account). "organization can specify specific documents that are required by the supplier to complete their enrollment" (pg. 20)
- "system can track expiration dates of the documents and trigger reminders to both internal and supplier users when those documents are nearing their expiration" (pg. 20)
- "internal users will also be able to manage the supplier's information, activity, risk, as well as their performance" (pg. 22)
- Suppliers update their accounts by submitting a 'Change Request' (pg. 23)
 - o Change requests are auditable/trackable down to the field level
 - o Can be routed to the workflow for internal approval

RTM

- WEAKNESS, VDR-15: Duplicate registrations are not prevented at the time of registration. They are identified as part of workflow, if auto rejected, vendor is notified after the fact, not while completing the registration. Otherwise the State must resolve the duplicate.
- POTENTIAL WEAKNESS, VDR-19, 20 & 24-27: State will have to license the 3rd party system for validating IRS TIN/Name.
- POTENTIAL WEAKNESS, VDR-39: Response seems to indicate a "score carding" feature which may not provide the automated performance reporting on the metrics identified in this requirement.
- Two req'ts need clarification.

Buyer Portal, pg. 23-26:

- "Once the user login they will be directed to their homepage" which has dashboard that is unique to the user based on their role.
- "users can also add new aspects to their homepage or rearrange the webparts on the screen"
- Users are "given one or multiple roles" which has "authorizations" that "dictate what the user can see and do".
- Users also assigned a "perimeter, which corresponds to the agencies/departments/division they support and/or the commodities they support" which will "further limit the user's view into on seeing or editing objects".

RTM

- STRENGTH, BPRT-4: The capability to for users to be able to "change the layout and reports" on their dashboard is a significant benefit to users.
- One req't needs clarification.

Need Identification, pg. 26:

- "provides users the ability to initiate any procurement action from a single spot through the platform."
- "provides a powerful and flexible workflow engine that not only invokes approval flows, but also provides the ability to invoke processes" that "invoke business processes allows procurement policies and regulations to become part of workflow"
- "will guide the end user to begin any type of procurement activity by clearly identifying and outlining the process and steps that need to be taken"

RTM

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- Meets req'ts
- Two req'ts need clarification.

Request through Pay, pg. 27-30: NOTE, response did not address the req't for "access to external retail marketplace products".

- "All purchases within the Ivalua solution will begin from a purchase request within the tool"
- "Requests can accommodate multiple types of requests ranging from goods and services, as well as deliverable-based purchases and subscriptions"
- STRENGTH: purchase requests include an "Internal blog to communicate with stakeholders" (pg. 26)
- Workflow (pg. 27)
 - o "uses a combination of algorithms and user approval to navigate through the approvals". "define conditional logic to determine when and who should be approving each requisition"
 - o "can also trigger different workflows to accommodate for varying business processes, as well as trigger different workflows on goods vs. services purchases"
 - o "can also trigger real-time integrations to external systems, such as an ERP at a workflow step, such as checking if budget is available for the purchase"
- "order is transmitted to the supplier through their email, including a PDF version of the order. It can also be extracted and printed". NOTE: Tech Proposal did not address electronic order transmission (EDI/cXML) however this capability was acknowledged in RTM PO-17.
- "Receipts can be created in multiple ways, from a purchase order, from scratch, or from a supplier entered Advanced Shipping Notice". Receipts can be workflowed for review/approval. (pg. 28/29)
- Invoices
 - o "Invoices can be created by PO flip, from scratch, EDI/cXML transmission, OCR capability". (pg. 29)
 - o Invoices are workflowed for review/approval. (pg. 30)
 - o "system will automatically calculate the three-way match based on ordered, received, and invoiced amount, and will display alerts" (pg. 30)
 - o "flexible to accommodate 2-way match if specific commodities do not require a receipt in order to be paid." CONCERN, it may be that 2-way match is decided based on a commodity code which could be too general to fit the situations a State/Entity needs to have supported.
- "Once the invoice is fully reviewed and approved, it will trigger an integration to the ERP for payment". "will push an ok-to-pay file to the ERP"

RTM

- WEAKNESS, PRD-7: Purchase requests with a future release date for the Purchase Order required a manual step to release the PO once the date has passed, it is not automated.
- STRENGTH, PRD-8: The capability to communicate/collaborate with other users "under the request document".
- POTENTIAL WEAKNESS, PRD-13: There is no automated functionality that will include text or attachments based on a commodity or other field value.
- STRENGTH, PRD-19: The State will have access to "Ivalua's Design Mode, Workflow Engine and Alerts & Notification toolbox" which will provide the State with self-service capabilities for configuration.

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- STRENGTH, WRK-1: The workflow functionality provides both routing rules and approval rules in the single rules engines. Also allows you to build SQL statements to address complex scenarios.
- STRENGTH, WRK-2: The "whiteboard-like" user interface to design workflows.
- STRENGTH, WRK-6: The capability to "include SQL to route requisitions" is significant capability to address exceptions such as the need to have "by-pass conditions".
- STRENGTH, WRK-15: The capability to set up "specific messages" for each step.
- STRENGTH, WRK-22: "State can add fields to be auditable" provides additional flexibility to meet any changes in State audit needs.
- WEAKNESS, PO-15: System does not have the capability to have two versions of a printed purchase order.
- POTENTIAL WEAKNESS, PO-17: eFax of orders "is not currently supported".
- NOTE: Ivalua did not understand that the functionality desired is not the same as bank administration of user Pcards.
- "POTENTIAL WEAKNESS, PC-8: Pcard reconciliation currently can only be provided ""as a customized solution"" with Ivalua's expense module which is not included.
- STRENGTH, RC-17: Fixed asset receiving fields can be available for only "certain types of goods" instead of having to be on the users' receiving screen when they are entering any type of receipt.
- STRENGTH, RC-18: Creation of an "exception" to document an receipt issue and include give "corrective actions".
- Ten req'ts need clarification.

Catalog Capability, pg. 31-33: NOTE, Technical Proposal response did not address the req'ts to "provide access" to "external internet retail or commercial markets of goods/services" or access to "non-contract Suppliers offering goods and services".

- System supports both "internal and external (punchout) catalogs".
- "view catalogs are limited to the user's organization scope" (pg. 31) NOTE: scope = combination of Role/Authorizations/Perimeter/Commodity restrictions assigned to a user.
- Suppliers can "self-service" manage their catalogs by uploading them to the system. Done via excel templates. After upload "system does an automated format check". (pg. 31)
- "routed through an approval process for an internal user to validate" with "side-by-side comparison of old vs. new pricing" (pg. 31)
- "internal users can also upload catalogs on a supplier's behalf"
- "Search 360" (pg. 32)
 - o "predictive and fuzzy search capabilities"
 - o "can also search any field"
 - o "item tags" to "provide visual indicators" on search results to "identify preferred, discounted, or emergency items". Tags can be 'prioritized'.
 - o "has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal Ivalua catalog"

RTM

- STRENGTH, CAT-24: The capability to route catalogs for approval based more than a user having a role as catalog approver or buyer responsible for a contract. Specifically, can route based on "region, cost center, commodity types, etc."

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- STRENGTH, CAT-34: The Search 360 functionality will automatically search punchouts sites as well as hosted catalogs to present both results. Otherwise the user has to search Hosted Catalogs in the system and then go to each punchout individually to do their search.
- No req'ts need clarification.

Sourcing/Bid Management, pg. 33-42:

- "solicitation (BPM) type which drives which tabs and parts of the solicitation process are required." (pg. 33)
- "can accommodate a range of solicitation methods, from very simple quick quote events to multi-phase RFPs with multiple envelopes". (pg. 33)
- "Suppliers can be automatically added to the invited suppliers list based on the commodity or commodities" and "can be added by searching the supplier database". (pg. 34)
- Documents Tab: can have unlimited number of attachments, "standard organization documents" and "solicitation owner can upload" docs.
- STRENGTH: "Documents can have workflows associated with them and accommodate versioning." (pg. 36)
- "Bids are protected through lvalua's sealed bid functionality" (pg. 36)
- Questionnaires: (pg. 36/37)
 - o "questionnaire capability, non-price components can be captured from the supplier".
 - o "Templates can be used"
 - o "ability to make a question required, the option to add a comment or attachment to clarify the answer, or to allows more than one response to a question. Conditional logic can also be added to questions to create if-then statements that will determine the visibility of questions based on previous responses."
- Pricing grids ("item grid") can have templates to be "automatically applied to the event". Columns on the grid can be "internal" (only State/Entity user can see) or "external" (Supplier can see). (pg. 37)
- Solicitations have "workflow to approve and release". Once approved "user can manually send out the solicitation or have it released automatically at the opening date and time". (pg. 37/38)
- Public Portal: (pg. 38/39)
 - o "public portal allows users without an account to view open and close solicitation, active contracts and facilitate the submission of public facing forms if needed."
 - o "lvalua can also integrate to the organization's website for posting of events."
 - o "public view of the solicitation includes all attributes of the solicitation including general information, documents, questionnaires, and price lists. In addition, the public solicitation page can also post bid tabulations and award posting once the bid due date and time has been reached and an award has been made."
- Responding:
 - o Suppliers can "craft their response within the system or can download the entire solicitation to a zip file to view and response offline if needed." (pg. 39)
 - o Supplier options: "create proposal from scratch, copy forward a previously submitted proposal, cancel a proposal in progress, withdraw a proposal" (pg. 40)
- Analyze and award: (pg. 41)
 - o "view side by side comparisons of items and qualitative information for two or more suppliers."

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- “can also select ‘award strategies’ which will apply a selected algorithm to create the award”
- “review their savings tracking that is based on the target and reference price”
- Awards have workflow/approvals capability. (pg. 42)

RTM

- STRENGTH, SRC-28: The Discussion Forum feature allowing messaging to "private or public" with "chat in real-time" for auctions.
- POTENTIAL WEAKNESS, SRC-25: No check-in/check-out capabilities for "documents, Terms/conditions and templates".
- STRENGTH, SRC-48: "drag-and-drop capabilities" as the user interface for creating workflows is more effective than other, more common options.
- WEAKNESS, SRC-66: System does not provide a means for a user to add "un-registered Vendors" to the "generated Vendor list" of a solicitation.
- POTENTIAL WEAKNESS, SRC-68: System does not support eFax.
- POTENTIAL WEAKNESS, SRC-76: The system does not OOTB provide capabilities to post to the "State's public procurement website".
- "POTENTIAL WEAKNESS, SRC-80: System does not have functionality to require vendors to provide ""basic"" information when downloading a solicitation document from the public website. Also, eFax is not supported."
- POTENTIAL WEAKNESS, SRC-83: System does not have a means to 'conduct pre-response/pre-proposal conferences'. Users would have to provide a link to a external webinar system that is not part of the eProcurement system.
- WEAKNESS, SRC-105: System does not provide notifications to vendors when submitting a response to a "set-aside solicitation and they are not a certified MBE".
- Seven req'ts need clarification.

Contract Management, pg. 43-46:

- “contract record within lvalua captures all aspects of contract information, documentation, activity, and performance within the single record.” (pg. 43)
- “system will automatically trigger reminders when the contract is nearing expiration” (pg. 43)
- “Different contract types can determine what field requirements, workflow, and alerts are relevant to the contract being created.” (pg. 43)
- Contract documents: (pg. 44)
 - “documents tab captures all documentation associated with the contract through attachments”.
 - “document has a ‘type’ associated with it that can categorize the documents”
 - “alerts can be triggered to the user if documentation is missing from the contract record or is nearing expiration”
 - STRENGTH: “has a built-in authoring tool that will allow users to write and redline contracts directly in the lvalua solution”. “Redlines are tracked from user to user with the ability to compare previous versions of the contract side by side”. “offers a native integration to Microsoft Word, so users redline in the Word can sync their version back to lvalua”. With “workflow capability, the “authored document can be passed back and forth between users to facilitate redlines, versioning, and approvals”.
- “any subcontractors and distributors that are being used by the prime supplier on the event”. “system can also trigger a subcontractor report to prime suppliers “ (pg. 45)

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- "accommodates a standard integration with multiple eSignature tools, including DocuSign, Adobe Sign, and Universign." (pg. 45)

RTM

- POTENTIAL WEAKNESS, CNT-7: System only has check-in/check-out capabilities for "documents authored within Microsoft word". Does not provide this for other documents or templates.
- STRENGTH, CNT-25: Authoring contract documents with MS Word is a significant capability.
- STRENGTH, CNT-50: The history feature capturing "at the clause level" is a significant additional feature.
- WEAKNESS, CNT-51 through CNT-63: The Ivalua "Public Contract Browse" feature cannot be modified to meet State needs/req'ts without "Ivalue security review or custom code".
- Three req'ts need clarification.

Vendor Performance, pg. 46/47:

- "users can create performance assessments against their suppliers or contracts."
- "can trigger alerts to users if a supplier is consistently performing poorly."
- "Templates for performance criteria are stored within Ivalua for users to respond to questions related to the supplier's performance". Weights for each question determine a total score.
- "Completed performance evaluations can be routed through a workflow if additional review or approval is needed"
- "ability to track exceptions and collaborate with suppliers to address these exceptions"
- "exception documents the issue or non-conformance and the severity, tied to the triggering event"
- "supplier is notified of the exception, allowing them to respond and actively manage any corrective action associated with the exception"
- "workflow to manage each step of the process" of exception management. "workflow can guide end users to collect documents and collaborate with the supplier to mitigate the identified issue."
- Improvement Plans: (pg. 47)
 - o "creating tasks that will lead to overall supplier improvement"
 - o "typically tied to an exception"
 - o "consist of a list of tasks that can be created from a template or individually"
 - o "Each task is assigned to a user with assigned due dates for both internal tasks and supplier actions"
 - o "Suppliers can access their improvement plans and update the status of their tasks"

RTM

- WEAKNESS, VPE-2 thru 12: System relies on "questionnaire" and users to respond to capture performance metrics. There is not automated capture of performance based on transactions processed or data.
- Three req'ts need clarification.

Purchasing/Data Analytics, pg. 48-51:

- "three different types of reporting with the Ivalua solution, ranging from simple excel extracts to data visualization dashboards" (pg. 48)
- "Importing data from an external system can be accommodated."
- "over 100 out of the box reports" "that can be filtered and drilled down"
- Super users can configure additional reports
- Ad Hoc Reporting: (pg. 48)

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- o "Any browse page within Ivalua can become a report"
 - o "search and filter on any criteria" and "export their results into excel for a quick report"
- Queries: (pg. 48)
 - o "Excel based reports that are run via SQL statements in Ivalua's reporting module"
 - o "can combine data from multiple modules within a single report as well as conduct calculations"
 - o "parameters can be set up so users can filter the view of the data before extraction"
- Analysis Reports: (pg. 49-51)
 - o "provide data visualization to users in the form of charts, graphs, and pivot tables that can then be combined to create a dashboard view for any users"
 - o "drill down on source data and apply filters to get a comprehensive view of data"
 - o "users can easily create their own dashboards or rearrange existing ones."
 - o Standard reports "can also be embedded" within dashboards.
 - o "New analysis can be built by using a template or by using an analysis builder"

RTM

- STRENGTH, PDA-1: The spend analysis and PBI modules described is more robust than expected and provides some capabilities beyond what was required.
- WEAKNESS, PDA-32: The system reporting tool does not have a means to publish reports on an "internal or public website". Can only make reports available within the system itself.
- Four req'ts need clarification.

Technical Requirements – NOTE: Except for the SLA section, responses to this section are the same as was submitted in Ivalua proposal.

Availability, pg. 53: Meets req'ts.

- "accessible 24 hours a day, 7 days a week"
- "guarantee by Hosting SLA an uptime of 99.8% outside of scheduled maintenance, which will never occur during Peak hours"
- "co-locates its production and DR system in state-of-the-art data centers" "with fully redundant subsystems and compartmentalized security zones"
- "data centers have: Uninterruptible Power Supply (UPS, Diesel Generator); Redundant heating ventilation air conditioning and all components are fully fault-tolerant including uplinks, storage, chillers, HVAC systems, etc. Everything is dual powered."

Accessibility Requirements, pg. 53: Does not meet. NOTE: response indicates that work is underway to become compliant but no information was provided to indicate when.

- "is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance"
- "is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance"
- "accessibility audit and compliance are broken into 3 manageable areas, corresponding to very distinct user typologies (internal, external, and anonymous),"
- "Ivalua has completed VPATs which can be provided upon request."

Audit Trail and History, pg. 53/54 & TECH-1 thru 5: Meets req'ts.

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- "provides robust audit and logging capabilities"
- User logged on... "all actions and activities are registered, logged and time stamped."
- Every transaction "is part of this logging effort"
- Fields have an "auditable checkbox" to mark that the field to have an audit trail.
- "audit train can be produced in reports"
- "approval history shows who validated/ actioned the previous steps and who will validate the current step"
- "mail history frame shows the history of notifications/ emails"

RTM

- Meets req'ts
- One req't needs clarification.

Browsers Supported, pg. 54:

- "Ivalua works with Internet Explorer, Edge, Firefox, Chrome, and Safari."
- IE: all still supported by MS. MS Edge, Chrome, Firefox: last 3 major releases
- Response did not address req't to support "any browser that is ranked as more than 10% of web traffic"

User Accounts and Administration, pg. 54-57 & TECH-6 thru 20: Partially meets. Response did not address the req't to be able to delegate "administration responsibilities" of "specific functions and organizations" and did not properly respond to TECH-20.

- "User roles and user access to Ivalua Solution are defined in the application through the administration components" by "application administrator(s)".
- Access to "application pages and functions are controlled by profiles, authorization, and perimeters."
- "a user has access to data and can transact across a certain region or other logical portion of the enterprise" or "a user has access to certain features and functionality" "or a combination of both."
- Option to "limit data access of business objects on a per user basis" which would allow restrictions for situations like "only access PO of the organization" that the user belongs to.
- "permissions can be controlled at the module, page, tab, and even field level for view and edit rights"

User Authentication, pg. 57/58 & TECH-21 thru 25: Partially meets. Response did not address req'ts for Identify Proofing.

- "supports multiple authentication schemes including:
 - o Login / password authentication
 - o Single Sign On (SSO) SAML 2 Web based authentication standard
 - o Two-factor authentication
 - o Reverse Proxy / IIS Agent based authentication (CA Single Sign On, formerly CA Site Minder)"
- "can configure password policies to meet State policies"

RTM

- Meets req'ts.

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Federated Identity Management, pg. 58: Meets req'ts.

- "Ivalua Solution supports SAML 2.0 protocols for Single Sign On. The Ivalua Solution has been integrated with the most popular Identity providers."
- "only require one ID and password to access the full solution, with support for auto-provisioning of roles and permissions"

Data Conversion, pg. 59 & TECH-26 thru 34: Partially meets req'ts, see comments for TECH-28 & 30.

- "Ivalua EAI/ETL module" to "perform data import, transformation and load the source data into the system"
- "do not use third-party services"
- Will "provide tools" for "data transfer and data cleansing" including "Supplier Cleansing Workbench"
- "includes data transformation and business logic"
- "data conversion dry runs will be limited to three cycles"
- Participating Entity "will be responsible for extracting the data from its current systems and any external third-party systems into an Ivalua defined format"

RTM

- POTENTIAL WEAKNESS, TECH-28: System does not provide an automated means to load/convert active solicitations from an existing system.
- POTENTIAL WEAKNESS, TECH-30: System does not provide an automated means to load/convert Vendor performance data from an existing system.

Interface and Integration, pg. 59-61 & TECH-35 thru 60: Meets req'ts.

- "enterprise-class integration tools... work with all back-end systems, regardless of how many instances or different system types" (pg. 59)
- "has strong integration capabilities with a variety of ERPs including PeopleSoft, CGI Advantage, Oracle and SAP, among others" (pg. 60)
- "includes unidirectional or bidirectional data flows" using batch, asynchronous or synchronous interfaces. (pg. 60)
- integration module includes comprehensive format definitions, rules-based transformations, and validated loading of data. (pg. 60/61)

RTM

- Meets req'ts except TECH-60 where response did not address the req't to have "automated failure recovery".
- Two req'ts need clarification.

Office Automation Integration, pg. 61 & TECH-61: Meets req'ts

- supports all file types as attachments
- Excel support across the sourcing process
- reporting tools natively export to MS Word, MS Excel, and PDF.

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- contract tool we can import MS Word documents and break them into clauses
- contract data can be exported into Word or PDF formats

Mobile Device Support, pg. 61 & TECH-62: Meets req'ts.

- "is a fully responsive HTML application"

RTM

- Meets req't.

Mobile Applications, pg. 61 : Does not meet req'ts.

- POTENTIAL WEAKNESS, system does not have a Mobile App. Relies on the system being a "fully responsive" application for use on mobile devices to give access to the entire system.

Data Ownership and Access, pg. 62: Meets req'ts

- Customer is "data owner and data controller"
- Customers can "directly export data using features available" in the system

Date Retention, Archive and Purge Considerations, pg. 62 & TECH-63: Meets req'ts

- "Ivalua does not delete or modify customer data, unless requested by the customer to do so
- "deployment allows the implementation project teams to configure when and what frequency to run the offline archiving functionality

RTM

- Meets req't.

Disaster Recovery Plan, pg. 62/63 : Meets req'ts.

- "has established a Business Continuity (BC) and Disaster Recovery (DR) Program
- "plan is reviewed and approved by the management annually
- "Program is based on ISO/IEC 22301 standard framework
- "Disaster Recovery Plan is based on a fully duplicated and hot-standby infrastructure".
"Replicated web servers & application servers, replicated database backups and redundant support service"
- "contingency plan includes": " Geographically separate sites, different hosting/internet service providers, recovery site service level equal to primary site.
- "Maximum recovery time can be as low as 4 hours **with the Platinum package**". CONCERN, need to lock in the "package" so there is a specific commitment to recovery time included in proposal and potential contract.
- "DRP plan is tested at least once a year
- Incident Response program "reviewed and approved by the management annually".
- Customer notifications of breaches "within seventy-two (72) hours – unless a shorter time is specified in the contract". NOTE, suggest making sure that the breach notification time limits in

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any agreement are at least negotiated/locked-in or req'd to meet the notification req'ts specified later in this Security Req'ts section of the RFP.

Solution Environments, pg. 63 & TECH-64 thru 68: Partially meets. Training environment is not included. Need to NEGOTIATE to have Training environment include at no additional cost.

- "Each client will be provided at least 3 environments"
- "can also support the need for a training or other additional environments. All of these "extra" environments may come with additional maintenance fees"

RTM

- POTENTIAL WEAKNESS, TECH-65: Only the "acceptance environment" is "integrated" for testing. The Training environment does have integration.
- One req'ts needs clarification.

Solution Technical Architecture, pg. 63-65: Meets req'ts except response did not provide the req'd information to describe development tools, languages, and techniques "used in developing application modules".

Solution Network Architecture, pg. 65/66: Meets req'ts except response did not address req'ts to provide a diagram of the network architecture.

System Development Methodology, pg. 66/67: Partially meets req'ts.

- Did identify Development Methodology as "based on Agile methodology" and state that they "embeds Quality Assurance into the ongoing development process". However, response discussed the implementation work to configure, test, launch and manage configuration changes for a customer but did not address the req'd detail regarding the following in context of the system development practices they follow with building their software solution:
 - o Testing processes/tools/methods
 - o Stress testing
 - o QA assurance program
 - o Config/Change Mgmt for application development.

Service Level Agreement, pg. 67:

- KPMG
 - o In the Help Desk/Managed Services assumptions (pg. 185) KPMG only agrees to be accountable for two Production SLAs, Catalog Onboarding/Maintenance and External Sources Onboarding.
 - o In their list of Exceptions (pg. 192) they've taken exceptions with the RFP SLA
- Ivalua: "for hosting and maintenance, Ivalua offers its own" SLA which I did not find included in the proposal documents. We will need to clarify what SLA responsibilities KPMG is agreeing to and what Ivalua will be responsible for.

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Security Requirements – NOTE: responses to this section are the same as was submitted for Ivalua proposal

Cloud Security Alliance (CSA) Compliance, pg. 69: Meets req't to complete CAIQ.

Security and Privacy Controls, pg. 69: Partially meets.

- WEAKNESS, Ivalua is not currently in compliance with NIST (SP) 800-53. However they are "currently in the process of validating" to this standards at "Moderate" risk controls.

Security Certifications, pg. 69: Meets req'ts. However, note that they are not "currently audited for PCI-DSS compliance" but do have cardholder data controls in place "in accordance with the PCI-DSS standards. Also note that they are "FedRAMP ready".

Annual Security Plan, pg. 69-74: Generally meets req'ts however discussed most req'ts at a high level instead of providing detail.

- "currently in the process of validating controls and safeguards against NIST SP 800-53"
- POTENTIAL WEAKNESS, Annual Security Plan, Encryption Data At Rest, pg. 71: Encrypting data at rest MAY NOT be part of their standard offering. Their HSM module/tool for this is a "paying option". CONFLICT/NOTE: in the Encryption section it states that "Data at-rest and in-transit is encrypted" however in the 2nd paragraph of this section it refers to "HSM-based encryption for data at rest" as a "value-added service (paying option)". So how can data at rest be encrypted as a standard for the Solution but yet be a "paying option"?

Secure Application and Network Environment, pg. 77-76: Meets req'ts though the detail provided was not comprehensive for the RFP listed req'd topics though some were addressed in previous Security sections of the response.

Secure Application and Network Access, pg. 77-79 & SEC-1 thru 5: Meets req'ts in RFP doc but has weakness in regards to some of the RTM Security req'ts.

RTM

- POTENTIAL WEAKNESS, SEC-1: System can track usage by user account, not device.
- WEAKNESS, SEC-3: System does not provide an admin capability to "force logout/end specific user sessions". Only has an auto logout feature to force all actives users out of the system.
- POTENTIAL WEAKNESS, SEC-4: System does not use "persistent cookies".

Data Security, pg. 79-81: Meets req'ts. NOTE, Risk Mgmt discussed in Annual Security Plan section on pg. 76.

Personally Identifiable Information Protection, pg. 81/86: Meets req'ts, however did not discuss compliance specifically for "Federal PII" requirements and did take two Exceptions (pg. 190) asking to revise two req'ts:

- "Upon request by the Participating Entity, promptly destroy...all PII received from the Participating Entity": added a statement that allows them to "retain a copy" to "comply with its contractual obligations and applicable professional standards".

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- "Cooperate with... Participating Entity to monitor Bidder's compliance...": changed to "Provide commercially reasonable cooperation" and changed "monitor" to "confirm".

Security/Privacy Issue Occurrence, pg. 81 & Exceptions pg. 190: Does not meet and the response on pg. 81 conflicts with the Exception response regarding this req't..

- The response language on pg. 81 indicates notification response time of 72 hours however in the Exceptions the requirement has been re-written for all of the notification timing and added "material" and "where technically and reasonably feasible" language.

PII Data Actual/Attempted Access or Disclosure, pg. 81 & Exceptions pg. 190191: Partially meets.

- The Standard for Ivalua does not meet the notification timeline req'ts, instead their default is within 72 hours. However, the response implies that they would follow "reporting obligations... set forth in Ivalua's customer contract". So should NEGOTIATE these RFP req'ts into the contract.
- Exception has language changes
 - o "Fully cooperate with the Participating Entity in estimating..." req't: Removed the "fully" and "the consequences of" language from the req't.
 - o "In the case of a Disclosure" req't:
 - Changed "cooperate full with the Participating Entity to notify the effected persons" to "provide commercially reasonable cooperation to the Participating Entity in connection with the Participating Entity's notification to the effected persons"
 - Changed "Bidder must cooperate fully with all government regulatory agencies" to "Bidder must provide commercially reasonable cooperation to Participating Entity in connections with requests from government regulatory agencies..." and added "related to a Disclosure" to the end of the req't.

Security Breach Reporting, pg. 81 & Exceptions pg. 191: Does not meet and the response on pg. 81 conflicts with the Exception response regarding this req't..

- The response language on pg. 81 indicates notification response time of 72 hours however in the Exceptions the requirement has been re-written for all of the notification timing and made significant language changes to the req't.. NOTE, other than the notification timing conflict, the language changes appear to still fit the intent of the original req't.

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Implementation Services Requirements

Project Management, pg. 83-101: Meets req'ts except for need to negotiate to change/remove the deliverable review/approval timelines. *NOTE: same as KPMG-GEP proposal*

- "leverage our Program and Project Management (PPM) Methodology"
- "will implement an integrated Project Management Office (PMO)"
- PMO Tasks: OK
- Scope Management (pg. 84): OK includes defining "formal change control"
- Schedule Management (pg. 84/85): OK
- Budget Management (pg. 86): OK
- Quality Management (pg. 86/87): OK except for issue on review/approval times should be changed during Negotiations.
 - o "before starting project activities" will "work with you to define...each deliverable"
 - o "submit deliverables... based on submission timelines specified"
 - o WEAKNESS (top pg. 87): "As a standard practice, we propose that your organization have five business days to review each submitted deliverable and provide comments". For corrected/resubmitted Deliverables, "expect your organization's approval or additional clarification...within five business days". This time is insufficient for large deliverables such as Design Documents.
- Resource Management (pg. 87): OK
- Communications Management, including Status Reporting (pg. 87/88): OK
- Risk Management (pg. 88/89): OK
- Issue Management (pg. 89-91): OK
- Project Manager Profile (pg. 91): OK
- Sample Implementation Plan (pg. 92): WEAKNESS, plan is for "small State entity" and has 9 months from start to go-live which is too aggressive. Should be 12 months to be realistic.
- Sample Bidder Staffing Plan (pg. 92-95): OK Good representation of what is needed.
- Sample Entity Staffing Plan (pg.95-100): OK
- Project Governance Model (pg. 100-101): OK

Project Implementation Methodology, pg. 101-112: . Meets req'ts. *NOTE: same as KPMG-GEP proposal*

Catalog Support Services, pg. 112-115 : Meets req'ts, though need a CLARIFICATION to confirm that they have committed to set up "commercial retail online marketplaces" where the Participating Entity does not have a contract.

- Suppliers "able to manage catalogs in a self-service manner by uploading their own catalogs"
- "internal users can also upload catalogs on a supplier's behalf"
- KPMG (pg. 114):
 - o "will execute a spend analysis to match spend categories to the platform buying channels". "takes a methodical approach in identifying the correct suppliers fit for punch-out and hosted catalogs"
 - o "obtain historical data for the last 2 years along with contract data to assess and prioritize" for "hosted or punchout catalogs"
 - o "will propose a Content Enablement Strategy and finalize the suppliers to move forward with in Ivalua"

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 1

DATE: 12/14/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Will “begin outreach to suppliers”
- “will begin the setup and configuration of punch-out catalog within Ivalua, setup the online marketplaces”. “will begin to complete the appropriate hosted catalog templates to upload into the system”. “will engage State users to test the catalogs”
- “will train the State to manage punch-out catalogs and suppliers to manage hosted catalogs”
- will train “State users on setting up new punch-out and hosted catalogs” and train to “identify additional vendors to enable”.

Data Conversion Services, pg. 115-123: PROBLEM

- “will automate the various steps” using “Ivalua ETL/EAI module and using internal accelerators”.
- “Ivalua ETL module” to “perform data import, transformation and load”.
- CONCERN... Recommended Data Conversions, pg. 118-120: The list on these pages conflicts with the Assumptions section (16th bullet, pg.186) states that “only active suppliers, purchase orders, and contracts will be converted/moved”.
- OPTIONAL, Cognitive Contract Management (CCM): tool that will “read and ingest documents such as contracts, price lists, and catalogs” to extract/load contract metadata from “enterprise 125state-wide, and local applications and databases”.

Interface/Integration Development Services, pg. :

- “have experience integrating Ivalua with leading financial and ERP systems” including SAP, PeopleSoft, CGI Advantage, among others”
- Experience “deploying a combination of batch and real-time”
- EVOLVE, Post-Implementation, pg. : CONCERN, response indicates that support will be moved to the State/Entity tech team. Need to NEGOTIATE that maintenance/support for the KPMG portion of interfaces/integration will be covered by the on-going maintenance support services.
- Paragraph just before “System Integrations & Interfaces table, pg. 126: refers to “real-time integrations getting from the source system an “immediate (synchronous) response”. “Immediate” is not viable for some integrations so suggest NEGOTIATE to remove the word “immediate” from this paragraph.
- Table of System Integrations/Interfaces, pg. 126-128: CONCERN,
 - #1 Vendor Sync: identifies this as “Batch” and “Daily”. Need language added to the Notes to say that these may need to change based on design decisions so live procurements (Solicitation Awards, Contracts, Purchase Orders) are not held up for a day waiting for confirmation from ERP that vendor was successfully created.
 - #2 Verification of accounting codes: having this be Batch/Daily means that a requisition will have a 1 day delay before the user can move forward with the procurement. Need to have this changed to Real-Time and to be all of the accounting code values.
 - #3 Requisition & #4 P: need to remove “immediate” to allow for potential actions that may need to happen within the ERP (e.g. RTM req’t TECH-47 Approvals in the ERP) before a response can be returned.

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Organizational Change Management (OCM Services) , pg. 128-138: Overall meets req'ts however as noted below the more significant services/tools that are discussed are listed as "Additional". So the OCM included is not as strong as it could be.

- The following req'd OCM deliverables are identified in the graphic on pg. 131 but are not listed in the table of OCM Services on pgs. 131-136: Coaching Plan and Resistance Assessment/Mgmt Plan.
- People TRIP, pg. 132: Note, this is a Readiness Assessment service listed separately from the req'd "Readiness Assessment" which they address on pg. 133. This tool is identified with an asterisk meaning it is "Additional" (not included) but pg. 136 it is referred to as a "no cost tool".
- "Additional KPMG recommended services" (bottom of pgs. 131-136): Many of the more valuable tools/services are "Additional" so the included OCM services are actually not extensive. NEGOTIATION, get these to be included at no additional cost.

Training Services, pg. 138-148: Meets req'ts. Train the Trainer approach with State training End Users. Very mature and comprehensive approach to training.

-

Help Desk Services, pg. 148/149 & IMPL-1 thru 5: Meets req'ts.

- Tier 1 is to be provided by the "Client"
- Tier 2 is to be provided by KPMG
- Tier 3 is to be provided by Ivalua or Client, depending on whether the issue is with the Ivalua system or the Client-side integration/interface.
- "would assign anywhere between five and ten FTEs" with the "capacity to expand up to thirty FTEs, as needed"
- "uses ServiceNow cloud-based platform"
- "we've included help desk support for the initial six months post go-live". NOTE: but this is not Tier 1 support.

RTM

- Meets req'ts.

On-Site System Stabilization Support, pg. 150-152: Does not meet req'ts. Services will only "address defects and transition to steady state run and operate mode"..

- "design documents will not be updated due to defects"
- "KPMG can provide Tier 1/Level 1 support as well if desired and contracted by your organization". NEGOTIATION, suggest locking down an Optional price for KPMG to provide Tier 1 support for the 3 month period.
- Response did not address providing
 - o System setup/configuration changes
 - o Monitoring system performance/stability
 - o System use assessment

STATE OF MAINE INDIVIDUAL SME NOTES

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SME DEPARTMENT/STATE: NASPO

Managed Services Requirements

Solution Support, pg. 154-158 & MNGD-1: Generally meets req'ts however response did not specifically speak to providing the services for "all Production and non-Production environments" as req'd in the RFP.

- "KPMG's Powered Evolution services help sustain your investment"
- Includes (pg. 165)
 - o Triaging functional issues
 - o Assisting with the usage and navigation of features and functions
 - o Troubleshooting technical issues
 - o Assisting with data quality efforts
 - o Coordinating with third-party support organizations to resolve incidents
 - o Ivalua update support and planning
 - o Regression testing
 - o Maintaining configuration documentation
 - o Maintaining standard operating procedures
 - o Report writing
 - o Data load support
 - o Configuration changes
 - o Uptaking new functionality
 - o Governance
 - o Management reporting
 - o Change management (of system changes)
- Enrichment (pg. 165): CONCERN, Enhancements (80hrs or less/deploy in one month) are included but Large Enhancements (>80 hrs) are "considered separate project" (additional costs).
- Configuration Changes (pg. 157): CONCERN, only configuration changes "which require 5 days or less effort" are included in the scope of services. CLARIFICATION, how will configuration changes that require more than 5 days be addressed?
- Service Levels (pg. 157/158):
 - o CONCERN/NEGOTIATE, SLAs do not include response time commitments
 - o STRENGTH, the "Priority/Severity" descriptions are comparable, from business perspective, to those in the RFP SLA. NOTE: the response for the Technical Requirements, Service Level Agreement section does not include this, or any other, definition of Priority/Severity. NEGOTIATION, need to confirm that KPMG is accepting the definitions in the RFP SLA definition for the two SLAs they've agree to follow.

Organizational Change Management (OCM Services) , pg. 159-160: Meets req'ts.

Training Services, pg. 160-162 : Meets req'ts.

Catalog Support Services, pg. 162: Meets req'ts.

Help Desk Services, pg. 162-163: Partially meets req'ts. It is unclear whether KPMG would provide Tier 1 support or if the Participating Entity must provide that level. Note that in the Support Services section on pg. 155 the Table list "Base Services" refers to L2 and L3 support which implies that the Participating Entity is providing L1 (Tier 1) support.

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Transition Out Assistance Services, pg. 163-165: Tasks/work meets req'ts however the timeline of 10 weeks does not meet the RFP req'd timing of continuing "for a period of up to six (6) months".

Other Available Services - pg. 167-175: *NOTE: same as KPMG-GEP proposal*

- Strategic Sourcing, pg. 167-170: Optional Service. KPMG would provide "strategic sourcing process entails spend analysis, market analysis, demand research, go-to market strategy development, bid document creation, bid evaluation and analysis, supplier negotiations, and contract awards."
- Should-Cost Modeling, pg. 170-173: Optional Service. KPMG would provide cost modeling using "Data Engineering, External Market Data Library, Granular Economic Modeling, Advanced Root Cause Analysis".
- Contract Performance Management (CPM), pg. 173-175: Optional Service. KPMG would provide contract management for the State/Entity, identifying contract leakage and taking corrective action.
- Localization Support, pg. 175: Optional Service. KPMG can "help onboard the remaining agencies as a part of the post implementation activities"... "loading data, training end users, and deploying the solution".

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Full service implementation of Ivalua
 - Six core areas.
 -
2. Previous Projects
 - Public sector – extensive at state level – Ohio (KPMG-Ivalua implementation)
 -
3. Subcontractors
 - Ivalua
 -
 -
4. Organizational Chart
 - KPMG implementation. Detailed.
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG (Ivalua implementation)

CATEGORY #(s) 1:

DATE: 1/16/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Ivalua - Unified Business platform.

General Principal and Requirements

- Key Solution Functionality Elements – fully integrated system. Start from single landing page; homogenous look and feel between modules. Single data ecosystem.
 - P5 Ivalua has extensive experience in delivering procurement solutions for State & Local organizations. As we work with our customers, we have continued to build in public sector best practices throughout the solution. Some of these features include:
 - Native public transparency portal
 - Renaming throughout the solution to align to public procurement terminology
 - M/WBE Management
 - Sealed Bidding
 - Subcontractor Reporting
 - Cooperative Reporting
 - Portal entry – single login, configurable dashboards. Collaboration tools – blogs, forums, comments.
 - Open marketplace - hosted catalogs; punchout catalogs (side-by-side hosted and punchout searches; off catalog searches.
 - P5 Integration toolbox capable of connecting with multiple ERP solutions, third-party data providers, suppliers' systems and so on. Likewise, Ivalua supports multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI, SFTP, HTTP, etc.). Our integrations toolkit and library connects to over 60+ ERPs and includes hundreds of data mapping formats and standard integration templates.
 - Workflow, Document Management, Configurable (p6 example list), Public portal – transparency.
- User Experience – login routes to homepage unique to user, role and tasks.
 - One or more roles guide the user experience.
 - No cost for suppliers to access portal to submit bids.
 - P7 search capability is accessed directly from the home screen for users to be able to start searching the catalog, or to create new requests.
 - P7 access pending workflow tasks directly from home screen
 - P9 Users or administrators can also set-up out of office forwarding for users. This will delegate all workflow tasks assigned to that user within a defined time period to another user or group of users.

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- Bidder Best Practices and Roadmap
 - Major releases delivered 2 times per year.
 - Recommends major updates 18 months for best product maintenance
 - Fedramp ready
 - Public sector longtime focused; best practices developer for public sector tailored solution.
 - Roadmap is 60% customer-sourced.
 - Roadmap – web apps; invoicing and payment execution inside Ivalua; contract lifecycle management using AI; supplier risk and performance; StateRamp; enhanced clause libraries; collaborative authoring.
- Innovations and Value-Added Features/Services
 - P11 Ivalua Help Desk as alternative to state-operated. Level 1 with 0-% tickets solved within 1 hour. Level 2 redirect. (Cost item)
 - P12 Advanced Services procurement. (Cost item)
 - Vendor Master Management – supplier data (Cost item)
 - Adoption of ERP specific source schema tables to support bidirectional master data integration
 - Use of a supplier cleansing workbench for merging and deduplicating records from multiple source systems
- Customizations/Extensions – Configuration not custom code.
 - Coding changes part of release cycle.
 - Users have flexibility to deploy releases. Reduces risk of automated upgrades-prompted problems.
- Alternative Funding Models – Two options – hybrid fixed fee (e.g. 75% plus 1-3% transaction fee); value-based funding model that would be an unstated “different implementation model” but proposed to fund through savings. Option 2 would need clarification for any state looking to use it. Should not be considered part of pricing evaluation since it is an optional method and based entirely on projections.
- Contract transition. Existing customers may discuss contract transition with Ivalua. GFE not guarantee.

Functional Requirements

- General Functionality
- Six modules integrated: Supplier Risk & Performance; Solicitations & Bid Management; Contract Management;
 - *P16 Master data throughout the solution for selection of organizations, commodity codes, units of measure,*
 - *Single platform manages the end-to-end solicitation and purchasing process for the organization, suppliers, and political subdivisions*
 - *EPROC-GEN-3 - Posting to Ivalua's native site does not require any integration. Ivalua can also integrate to state's websites or other sites, as needed. Our recommended approach is using Ivalua's public portal and putting a link within the State's website, to leverage the simplicity of standard functionality while easily allowing access for users from the State's website.*
 - *EPROC-GEN-39 - Throughout each implementation, Ivalua works with organizations to identify any additional information outside of standard that should be available on the*

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public portal. Document posting can be controlled at the individual document level or by document type (Ex. confidential documents not made public). Authorized users will be able to modify the document types made public.

- Supplier Portal – P17 *free supplier portal where suppliers may perform self-registration and other activities with their customers. Ivalua supplier registration & information management capabilities allows to quickly and easily onboard suppliers for RFPs, orders and invoices, and push data to ERP or other relevant system*
 - *Supplier features:*
 - *Managing their supplier information and users*
 - *Submitting reports for cooperative contract usage*
 - *Responding to sourcing events*
 - *Managing/redlining contracts*
 - *Uploading catalogs*
 - *Viewing orders*
 - *Creating advanced shipping notices*
 - *Creating invoices*
 - *Viewing their performance*
 - *Collaborating on improvement plans*
 - **EPROC-SPR-14 Needs clarification** *ERP financial data is integrated into the system as standard throughout the Procure to pay process. Additional fields can be captured through integration. Is this integration included in the price or required to be developed on customer ERP side?*
 - *EPROC-SPR-19 Administrative fee payments will be submitted through a third party payment provider. Ivalua can offer a close integration to the third party provider to track payment within the system*
- Supplier Enablement/Management- p18 *Supplier activation within Ivalua takes place in two parts. The first is a public facing registration page that allows any new supplier to create an account within the system. The second is the 'full enrollment' process, where the supplier can login and collect additional information required to be fully onboarded with the organization and to do business. The registration page can be found by accessing the public facing homepage of Ivalua. Potential suppliers can access the portal 24 hours a day, 7 days a week, 365 days a year. The Ivalua supplier portal is 100% free for the suppliers, no setup and/or transaction fees.*
 - **EPROC-CDR-18 to -27** – *Third party integration to validate supplier data. Needs clarification – Ivalua supplies or customer supplies?*
 - *EPROC-VDR-32 Ivalua segregates organizations – workflow can't pass between organizations.*
 - **EPROC-VDR-40 – Needs clarification** *(vendor email signup) – is this a Customization as marked or a Configuration as stated in comments?*
 - **P 20** *The supplier submits their registration it is processed through an automated workflow that will automatically accept or reject the registration based on system conditions, such as a duplicate check. The workflow process and acceptance/rejection criteria will be established by each client. If the supplier's registration is approved, they will receive an email notification informing them that their account has been created, and they can login using their username and password that were established on the registration page. Needs clarification – is approval following automated step or is there manual intervention by Ivalua or State?*

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- P21 – documents can be stored in profile for use in response and contract management.
 - P24 – supplier self-service for account maintenance then routes to internal user for approval; can sent updates to ERP.
- Buyer Portal – Internal users log in via username/paw or SSO.
 - P25 Alternatively, **suppliers** can login via SSO with their organization. **Needs clarification** – is this a typo as this is buyer portal response? Is there an SSO supported for suppliers?
 - P26 User role or roles tied to authorizations. Perimeter can limit visibility into certain departments' data or permissions.
 - EPROC-BPRT-8 – Daily summary of notifications not available.
- Need Identification – P27 *Options from home page: Create a Needs Request form; Create a Purchase Request - contract, non-contract, punch-out, non-catalog products, or for the procurement of services; Complete an Exemption Request; Create a sourcing event; Gather quotes; Create a Contract.*
 - **EPROC-Need-3 – Needs clarification** – Why is guided buying listed as a C? Is there not standard or configurable workflow?
- Request through Pay – starts with requisition; routes for budget; moves to sourcing event. Fully integrated process through requisition, purchase order, receipt and approval.
 - P32 – multiple methods of receipt input: PO; from scratch; EDI/cXML; OCR.
 - Integrates to ERP to trigger and record payment.
 - **EPROC-PC-1 thru -9 – Needs clarification** – status of pcard development.
 - EPROC-RC-21 – UOM conversion to set inventory as different from PO is configurable.
- Catalog Capability – items from multiple suppliers can be on the same PO.
 - CXML punchout; unlimited items; unlimited catalogs
 - Spot bid functionality EPROC-CAT-11
 - Supplier uploaded catalogs routes for approval to internal user.
 - P35 Ivalua also has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal Ivalua catalog. This will provide the user with a single place to conduct a search, instead of having to punch out to the external catalog first.
- Sourcing/Bid Management – All RTM listed sourcing methods supported as standard or configurable.
 - P36 – Suppliers added to tab for solicitation notification in supplier tab manually; suppliers can be searched by any field in supplier database. (This will include supplier record details – contacts, performance, documents.)
 - P37 Documents tab can host unlimited attachments, e.g. T&Cs; workflows for documents and versioning; standardize for agency.
 - Sealed bid management blocks access by internal users until bid due date; time stamp on screen for auditability.
 - Pricing collected in system, p39; Templates permitted; modifications, new fields can be created; system calculates price savings against reference prices if included
 - Public portal for posting – recommendation to host solicitation on Ivalua, link with basic information from state or other sites to minimize integration effort.
 - **P39 – Needs clarification.** *Public sourcing events allow **any user without an account** to view and **respond to event** within the Ivalua sourcing solution. How is user data captured and ongoing communication facilitated without a confirmed account? See EPROC-SRC-66 **If these suppliers choose to respond they will be required to make an account in the system.***

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- P43 During active solicitation, internal users can see activity of suppliers including participation, as well as email notifications received; Sealed bids content protected until closing date.
- P44 Contract creation starts with award notifications and carries over solicitation/response fields to avoid duplicate re-entry of data.
- **EPROC-SRC-35 – Needs clarification.** *This can be accomplished via configuration. For editing via Ivalua's Microsoft word authoring - check-in/check-out is supported out of the box, but not for attachments only. What does “not for attachments only” mean?*
- EPROC-SRC-48 *Workflows can be designed by administrators using drag-and-drop capabilities. It is easy to develop tasks for human approval, or routing decisions based on business rules or factors such as threshold amounts*
Configuration will be required to ensure the workflow meets the needs of each organization
- **EPROC-SRC-68 – Needs clarification** – Is eFax a roadmap item or does Ivalua plan to not support?
- EPROC-SRC-76 – *Posting all solicitation documents to state's public website is customization with high complexity. See earlier not for simpler recommended process.*
- EPROC-SRC-83 – No integrated video conference. Third party link can be inserted. Attachment can be uploaded.
- EPROC-SRC-102 – Ivalua native plugins for third-party electronic signatures.
- Contract Management
 - P45 *The contract record within Ivalua captures all aspects of contract information, documentation, activity, and performance within the single record.*
The header tab of the contract captures the basic information about the contract brought over from the solicitation as well as manages any dates associated with the contract. Based on the dates that are set-up in the header of the contract, the system will automatically trigger reminders when the contract is nearing expiration.
 - Document management. P46 *Within the document management capability, Ivalua has a built-in authoring tool that will allow users to write and redline contracts directly in the Ivalua solution. All organization contract templates and clauses will be stored within the system that can then be easily pulled into the contract document. Legal users will have the ability to import or edit templates and clauses, when needed. Redlines are tracked from user to user with the ability to compare previous versions of the contract side by side. Ivalua also offers a native integration to Microsoft Word, so users redline in the Word can sync their version back to Ivalua.*
 - P47 *Through the third parties tab, Ivalua can capture any subcontractors and distributors that are being used by the prime supplier on the event. They can define who the subcontractor is, their M/WBE status, as well as the amount of percentage of the total contract value the supplier is responsible for.*
 - P48 *system can also trigger a subcontractor report to prime suppliers. This allows them to report how much has been paid to their defined subcontractors in that period. The report is then routed through a workflow for approval.*
 - EPROC-CNT-72 – Fee comparison. Marked as C, but comments say configuration. Is this code?
- Vendor Performance P49 *performance information is maintained within the supplier's profile for reporting, as well as can trigger alerts to users if a supplier is consistently performing poorly.*

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- Templates for performance assessments. Vendor score. *As evaluators respond to the supplier assessments, they will be able to add comments and attachments, where needed.*
 - Improvement plans can be set up as collaboration tool to create tasks aimed at supplier improvement. Supplier and Internal user can both access.
- Purchasing/Data Analytics – 100 out of the box reports; ad hoc reports; SQL queries.
 - Analysis reports with data visualizations.
 - Three RTM requirements depending on completion of the Pcard functionality.

Technical Requirements

- Availability – 99.8% uptime. Monthly scheduled maintenance.
 - Service credit 5% for <99/8% increasing through levels to max of 25% for <85%. Credits applied against future prof. serv. Fees. No refunds unless <90 on contract.
- Accessibility Requirements – P55 *Ivalua is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance. Ivalua is committed to being Section 508-compliant (against WCAG 2.0 Level AA requirements) as soon as possible across all application pages.*
- Audit Trail and History – P56 *While a user is logged on, all actions and activities are registered, logged and time stamped. Every transaction created, every status change, every movement through to the next step in a workflow, every addition or deletion of a data item of any kind is part of this logging effort.*
- Browsers Supported – Common browsers – last 3 major releases; Explorer – only MS-supported.
- User Accounts and Administration – Role-based administration to access permitted sections of Ivalua environment.
 - User Authentication – Supported: Login / password authentication; Single Sign On (SSO) SAML 2 Web based authentication standard; Two-factor authentication; Reverse Proxy / IIS Agent based authentication (CA Single Sign On, formerly CA Site Minder)
- Federated Identity Management: SAML 2.0 protocols for Single Sign On. Single login for entire platform.
- Data Conversion – P61 Uses integrated Ivalua ETL (Extract/Transform/Load) utility.
 - KPMG-Ivalua team work with customer to define common data model and data to be exported. Three cycles of dry conversion data runs. Customer responsible for validated exported legacy data. Conversion will be executed multiple times during dev and UAT before Prod.
 - *EPROC-TECH* – Date conversion legacy data supported except for Solicitation data in State's system and Vendor performance data.
- Interface and Integration – P59 Synchronous and Asynchronous data transfers supported. Multiple communication protocols and data formats, including flat files, JSON, XML, cXML, OCI, IDOC (SAP)
 -
- Office Automation Integration – All file types supported as attachment.
 - Excel support across sourcing process.
 - Reporting tools natively export to Word, Excel and PDF
 - Contract tool imports Word documents.
 - Contract data can export Word and Pdf.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- Mobile Device Support – P61 *Ivalua is a fully responsive HTML application; screens adjust to devices, e.g., on when using Ivalua on a mobile device the screen menus change for PC layout to Mobile-friendly layout.*
- Mobile Applications – Mobile solution runs on Webkit-enabled browser; no separate app.
- Data Ownership and Access – P61 *Customers remain the data owner and data controller of all data they place into their Ivalua instance and should apply access controls to restrict access to data within their instances based on their own requirements and needs, in accordance with their access control, data retention and data classification policies.*
Internally, Ivalua has its own data classification policy. All customer data is classified as Confidential and access to the environment where customer data is stored is limited to a small number of individuals on a need-to-know basis.
- Date Retention, Archive and Purge Considerations – P62 *Ivalua does not delete or modify customer data, unless requested by the customer to do so, and only processes data in accordance with its contractual obligations and the customer's configuration of their instance(s).*
- Disaster Recovery Plan – P62 *Ivalua BC and DR Program is based on ISO/IEC 22301 standard framework*
 - Documented backup and recovery procedures
 - Crisis/incident management procedures
 - Stakeholder communication processes
 - Replicated Web server and Application server; replicated database backups; redundant support services; contingency plan for hosting and ISP.
 - P63 *Ivalua notifies impacted customers of data breaches which Ivalua becomes aware of without undue delay, but within seventy-two (72) hours - unless a shorter time is specified in the contract*
- Solution Environments – Minimum 3 environments – Dev, Acc (test), Prod.
 - Training environment available. – add fee.
- Solution Technical Architecture – All customers environments isolated in enterprise grade cloud architecture. End users access Ivalua from web browser – no client software installation required. – 64-bit MS stack. Plus open standards REST, JavaScript, HTML, XML and JSON.
 - Database layer on servers in non-internet routable network segment – requests not made directly to database tier; only issue from customer's instance.
 - No commingling of customer data.
- Solution Network Architecture – All RTMs standard functionality.
 - P66 *Intrusion Detection System and Intrusion Prevention system (IDS/IPS), monitors and blocks malicious traffic or attack on network traffic traversing the device.*
 - *systems log unexpected network activity (volume of traffic, protocol anomaly, signature-based attack) and notify Ivalua IT staff in real time via emails and text messages.*
 - P67 *Equinix DC3 Data Center - Ashburn, VA (Primary, DR); CH3 Data Center - Elk Grove, IL (Primary, DR)*
 - *Ivalua also guarantees a Hosting SLA (hit response time, uptime) and can share a monthly report with the client upon request.*
- System Development Methodology - P67 *secure-SDLC policy and procedures that ensure security-related functions are covered during the development life cycle from design to implementation to testing. New features are evaluated for their security impact during the design phase, regular code reviews (peers and SAST tools) are conducted internally during the implementation phase and tested for effectiveness during the QA process.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG (Ivalua implementation)

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- *Ivalua's development process is based on the Agile methodology with its iterative approach to software development and assessment. This embeds Quality Assurance directly into the ongoing development process.*
 - *P68 Configuration Management Program for its Cloud services in accordance with NIST Security-Focused Configuration Management of Information Systems guidelines. Ivalua applies Security-focused Configuration Management for establishing baselines and for tracking, controlling, and managing many aspects of the secure lifecycle of all information system resources, configurations, and processes.*
 - *All application changes/updates are at the customer request and control, and they will be performed either behind the scenes (for minor updates) or through scheduled downtime (for major updates). Customers typically enforce their own change management process.*
- **Service Level Agreement** – Sample attached. 99.8% uptime. Monthly scheduled maintenance.
 - *Service credit 5% for <99/8% increasing through levels to max of 25% for <85%.Credits applied against future prof. serv. Fees. No refunds unless <90 on contract.*

Security Requirements

- **Cloud Security Alliance (CSA) Compliance** – CAIQ 3.0.1 provided (No unusual.)
 - *IAM-02.7 Ivalua doesn't share internal security metrics with customers. The termination control is tested as part of the SOC control and SOC report is provided to the customers upon request.*
- **Security and Privacy Controls-** **P69 Needs clarification** Ivalua is currently in the process of validating controls and safeguards against NIST SP 800-53 Revision 4 "Moderate" risk controls for FISMA compliance with our Commercial Cloud. **Is this complete?**
- **Security Certifications** - *Ivalua has implemented an Information Security Management System (ISMS) in accordance with ISO/IEC 27001. Ivalua is annually audited SSAE-18 SOC1 and SOC2 (US) and ISAE-3402 (Europe). Ivalua is also annually audited HIPAA and complies with business associates' requirements of the Privacy, Security, and Breach Notification Rules.*
 - *P70 Ivalua is not currently audited for PCI-DSS compliance. However, Ivalua has safeguards and security controls in place to protect cardholder data in accordance with the PCI-DSS standards and is leveraging its Hardware Security Module (HSM) infrastructure to manage cryptographic keys used to secure cardholder data.*
 - *Ivalua is FedRAMP Ready with our GovCloud and listed on the FedRAMP Marketplace.*
- **Annual Security Plan** – *P71 Ivalua has built its security program and implemented an Information Security Management System (ISMS) in accordance with ISO-27001. The security controls deployed are in alignment with ISO/IEC 27001 and NIST SP 800-53 "Moderate" baseline requirements to address the information security risks. We are certified SSAE-18 (US) and ISAE-3402 (Europe).*
 - *Ivalua enforces the principle of least privilege across the entire organization. Role-based access control at directory and application levels and firewall rules are used to manage access.*
 - *Only users with the appropriate profile can load a page or execute a function. It is also possible to limit the data access of business objects on a per user basis.*
 - *Ivalua Solution architecture leverages a multi-instance tenancy model on shared servers. Our model creates a very distinct boundary between the data of each client.*
 - *Ivalua invests a large number of resources to get itself audited by a 3rd party auditor against the SOC and HIPAA security frameworks. Every year it produces a report that is shared with its customers, upon request.*

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- *5-stage incident response: Preparation; Detection and analysis; containment, eradication and recovery; post-incident activity; communication.*
 - *Ivalua applies a single data classification to all customer data it hosts. Ivalua does not inspect or monitor its customers' data and has no ability to understand how any data may have been classified by individual customers.*
 - *Ivalua has implemented numerous privacy and security practices to ensure Ivalua compliance with the GDPR.*
- Secure Application and Network Environment – Equipment hardened; proactive network security. See architecture above.
 - P77 Data at-rest and in-transit is encrypted using the industry-standard AES 256-bit encryption. Ivalua Cloud infrastructure where client data are stored, processed, and transmitted:
 - The web traffic between the end-users and the servers is encrypted using TLS (HTTPS). Ivalua SSL X.509 CA certificates are generated with RSA 2048 key size and SHA-256.
 - P78 *In Ivalua's infrastructure, managed devices (switches, routers, firewalls) and services communicate their activity logs to two different servers, located in two geographically distant data centers.*
 - *While a user is logged on, all actions and activities are registered, logged and time stamped. Every transaction created, every status change, every movement through to the next step in a workflow, every addition or deletion of a data item of any kind is part of this logging effort. As a result, the system can produce a detailed audit trail of exactly who did what, where and when. This audit trail can be produced in reports on a real-time basis.*
 - DLP strategy includes an administrative policy around removable media and data loss prevention.
- Secure Application and Network Access
 - P81 *Each client application instance runs under a dedicated application pool process with a client dedicated identity. This model also facilitates the ability to perform upgrades and maintenance on an individual basis without impacting other clients' instances. This model enables higher instance availability.*
- Data Security – See above. All narrative in this section has been stated in other areas.
- Personally Identifiable Information Protection – P85 *Ivalua has implemented numerous privacy and security practices to ensure Ivalua compliance with the GDPR.*
 - *Customers may configure access to PII such that customer-defined roles have access to PII within the Ivalua platform. When providing customer support, Ivalua may have access to PII data.*
 - *Ivalua is also annually audited for HIPAA and complies with business associates' requirements of the Privacy, Security, and Breach Notification Rules.*
- Security/Privacy Issue Occurrence - *reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours.*
- PII Data Actual/Attempted Access or Disclosure – See previous
- Security Breach Reporting – See previous

Implementation Services Requirements

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- Project Management – KPMG governance and project management plan detailed from p84 in Section III response. KPMG project manager. Integrates key customer stakeholders in the implementation team. Detailed risk management and issue management processes.
- Project Implementation Methodology – 5 phases. Vision, validate, construct, deploy, evolve.
 - Use of pre-configured delivery models, training materials and benchmarks to accelerate project. Avoids reinventing the wheel.
 - P109 Test scripts to be developed in collaboration with customer organizations. Note that in assumptions on p185: KPMG not responsible for developing UAT test plan or UAT scripts.
 - Cutover to production occurs as part of go/no-go prior to full go-live.
 - Post go-live support/hypercare (4 stage severity levels for defect resolution.) Evolve phase.
 - Supplier enablement- start with current/future state identification.
 - Identified org role-based map according to project responsibility: leadership, functional and supplier support; data migration, testing, change mgmt/training, managed services
 - Identifies roles in customer org. including time commitment expected.
- Catalog Support Services – KPMG and customer identify hosted/punchout best fit for each supplier.
 - KPMG does catalog set up with internal users; Vision – 2 years spend data to assess; Validate contracts; Publish punchout and hosted catalogs prior to go-live; construct – configure punchout – setup online marketplace. KPMG engage state users to test catalogs and validate. trains customers on future hosted and punchout catalog set up.
- Data Conversion Services –KPMG works with state on data migration strategy, defining data conversion, mock and production data extracts, data cleansing, transform/load processes, quality assurance.
 - Uses Ivalua ETL/ETA module. Phases: Extract; Transform and Load; Data Reconciliation.
 - 9 preliminary datasets identified as likely for conversion with sources data (ERP or external (existing) systems.
 - P123 Optional Cognitive Contract Management (CCM) KPG platform to read and ingest documents including contracts, price lists and catalogs.
- Interface/Integration Development Services
- Restated 5-step deployment Vision, Validate, Construct, Deploy, Evolve for development. Parallel workstreams for GEP-KPMG and customer teams.
 - 10 integrations identified and process outlined including source and destination systems.
 - KPMG will design the format, develop, and test interfaces feeding in/out of Ivalua.
 - P127 Your organization will be responsible for mapping the data elements to your systems, developing and testing the interfaces coming into your organization systems and out of your organization systems into the proposed solution's services per the project schedule. Interfaces identified and finalized during Design Phase will be built in collaboration with your IT resources. It is assumed that for any interfaces/integrations to other third-party systems, your organization will provide for the necessary licenses, if applicable
 - Middleware solution or adapter will management integration between Ivalua, ERP, other apps.
- Organizational Change Management (OCM Services) – Detailed KPMG OCMT process outlined (can be scaled back for less complex projects)

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- Proposal lists included projects and additional KPMG services. Clarification may be needed to state if proposal complies with RFP requirements without the “additional recommended KPMG services” (Difference between OCMT Strategy and OCMT Plan, for example). Are these additional services included in cost workbook? Should they have been referenced in the Value Added section?
- Training Services – KPMG Targeted learning model. Training the Trainer. – combination of instructor-led classroom/online and webinar. Self-service on-demand web-based training. Quick-ref guides.
 - Role-based training needs assessment; table breakdown of topics.
 - Troubleshooting guides. Developed training becomes property of customer.
 - Separate training plans for Trainers, System admins, help desk, suppliers.
- Help Desk Services – P150 KPMG provides Help Desk/Service Desk as part of managed services framework during the implementation. Trains state help desk staff on specific deployment.
 - Augments existing Help Desk by providing case management support for state’s power users via tickets submitted to KPMG’s ServiceNow system. Tickets to:
 - Tier 1 (client org)
 - Tier 2 – KPMG
 - Tier 3 – Ivalua or client IT as applicable.
 - KPMG subcontractor can provide Tier 1. (Needs clarification of optional cost.)
 - Help desk support is included for six months after go-live. Transition to state’s help desk, includes training and knowledge transfer.
 - EPROC_IMPL-3 and -4 – No live chat available.
 - EPROC_IMPL-5 – Ivalua Extranet ticket system can be viewed by customer, but does not integrate to customer’s ticket help system.
- On-site stabilization. Hypercare – 3 months. Monitor rollout; triage and support high-priority tickets; adjust configuration, defects. Focus on end-user adoption; transition to state support team and Ivalua Run team.
 - KPMG knowledge transfer plan
 - Quality gates with exit criteria to help stabilize system during hypercare for longer term managed services transition to steady state operations. 1. Pre-contracting and contacting; 2. Initiation and planning exit; 3. Execute and test exit; 4. Implement and stabilize exit.
 - P185 Assumptions – Assume Tier 1 support during hypercare is performed by customer; KPMG acts as Tier 2 support. Ivalua acts as Tier 3 support.

Managed Services Requirements

- Solution Support – P156 “Powered Evolution Services”: governance; base services; enrichment.
 - Identify support and escalation standards, performance category, issue severity level with descriptions.
- Repeat of description of infrastructure, SLA and environments.
 - SDLC policy and development and testing plans for rollout explained.
 - Testing has 4 levels: Manual tests and code reviews; load and performance testing; functional testing; regression and automated testing.
 - Repeat of contracted level 3 support and optional level 1 supports.
- Organizational Change Management (OCM Services) – P161 – OCMT (referenced in implementation – for areas that are needing to be additionally supported).
 - Focus on 1. Service delivery; 2. Service quality.

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- Stakeholder analysis/assessment.
 - Surveys to identify metrics.
 - Communication plan - engage change agent network to review software updates
- Training Services Service Center change monitoring Process – maintain current content.
 - Examples of training modalities: Email; team huddles; quick ref guides; micro-learning videos; eLearning; Instructor-led or Virtual live learning; office hours.
- Catalog support services. **P164** Proposal to refine and maintain existing catalogs, determine new catalogs as hosted or punchout; setup and configure punchout catalogs; publish hosted and punchout catalogs. **Needs clarification – is this in proposal cost or optional cost service?**
- Help Desk Services – case management support for state's power users via tickets submitted to KPBG's ServiceNow system. Tickets to:
 - Tier 1 (client org)
 - Tier 2 – KPMG
 - Tier 3 – Ivalua or client IT as applicable.
 - P186 – 25 ServiceNow licenses provided for power users.
- Transition out - P105KPMG team manages and oversees tasks to remove client users from system and information. In client environment, KPMG execute protocols to ensure KPMG personnel offboard.
 - Phased approach – formal toll gates act as check points to align clients and all parties. Three toll gates with processes totaling up to 10 weeks.
- Other Available Services: KPMG strategic sourcing, Contract Performance Management, Localization.

Video Demonstrations

- Major elements of Ivalua system and scenarios demonstrated.
- Clean system with consistent look and feel.

Other notes on Assumptions – p185

- Client procures 5 environments: 1 prod; 4 non-prod.
- All suppliers register directly in the solution
- KPMG configure 5 contract templates in contracting module
- Maximum of 25 configured fields
- KPMG not responsible for developing UAT test plan or UAT scripts.
- P188 Only active suppliers, POs and contracts converted.; Active solicitations completed in legacy system.
- P188 KPMG will use client's existing LMS.
- P188-189 Proposed training approach assumes Small=20; Medium=30; Large = 60 plus 5 Tech and 10 help desk for on-site end user training not to exceed 3 weeks; KPMG develops training materials.
- KPMG responsible for user documentation and on-demand electronic user materials.
- Client responsible for providing training development software licenses for Adobe Captivate or Articulate storyline to KPMG as requested.

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Additional Needs Clarification:

P188 – KPMG assumes client will contract directly with eprocurement solution provider for software licenses required for the development. – Does that comply with Category 1 bid requirements or only Category 4?

**STATE OF MAINE
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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): 1

DATE: 8/25/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- LSI Consulting has provided product design, training design and delivery, organizational change management, and implementation consulting services for SAP customers since the establishment of SAP Public Services Inc.
- LSI has over 1,200 full-time employees,
- Supplier Relationship Management and Procurement (Ariba)
- LSI has developed a national practice across our Public Sector clients including State of Nevada, State of Arkansas, Commonwealth of Pennsylvania, San Diego County, San Bernardino County, Price George County, Clark County, Collier County, Houston Independent School District, City of San Diego, City of Palo Alto, Colorado Department of Transportation, Sedgewick County, Hawaii Department of Transportation, Port of San Diego, and many more which can be best reflected in the
- most recent Ariba implementations at County of San Diego and Sempra amongst others.
- LSi has significant experience implementing SAP ERP solutions but may not have done as much with the proposed full SAP Ariba suite of tools.

2. Previous Projects

- LSI has extensive list of Public Sector and Higher Education clients, though the list (pg. 8) does not specify what SAP solutions were implemented for each.
- **San Diego County** (pg. 9): LSI implemented Ariba Supplier Lifecycle and Contracting modules with integration to Oracle Financials. Also created Single Sign-On software. *Not a Full Suite eProcurement implementation.*
- **University of Kentucky** (pg. 10): LSI implemented SAP HCM, Finance, SAP Student Lifecycle Management, BW, SRM/PPS 7.0, Analytics and Ariba Contracts. *Not a Full Suite eProcurement implementation.*
- **Sempra Energy** (pg. 11): LSI implemented Ariba Contract Management with integration to their existing ERP with Microsoft Dynamics and Active Directory. *Not a Full Suite eProcurement implementation.*
- **City of San Diego** (pg. 12):
 - i. City implemented the "SAP Ariba procurement platform. City manages "buying, contracting, digital purchasing, increased spend visibility and more with SAP Ariba". LSI was not listed as being part of the project.

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- **Washington D.C.** (pg. 13):
 - i. The District has been an Ariba On-Premise user and is now looking to transition to Ariba in the cloud. LSI is not listed as being part of the project.
 - **California Dept of Healthcare Services** (pg. 13):
 - i. "DHCS has deployed the complete SAP Ariba procurement platform, including strategic sourcing and buying & invoicing solutions". LSI was not listed as being part of the project.
3. Subcontractors
- No subcontractors
4. Organizational Chart
- Org chart does reflect an implementation project with high LSI positions identified. State positions are not identified, just listed as "State Team Project SMEs & Project Stakeholders" however the Role/Responsibility table does identify State positions/roles needed. (pg. 14)
 - Role/Responsibility table does identify the appropriate responsibilities for core/key staff (pg. 15-21)
5. Litigation
- No litigation.
6. Financial Viability
- All areas except Financial Stress rated at Low or Low-Moderate risk. (pg. 24)
 - Financial Stress (pg. 26): Moderate Risk, due to "low proportion of satisfactory payment experiences to total payment experiences".
 - One Tax Lien from South Carolina Dept of Employment and Workforce and five open UCC Filings. However, details are not clear as to the situation, circumstances or whether these are related to the proposed solution.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: LSI
CATEGORY #(s): 1
DATE: 12/15/21
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

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Individual SME Comments:

Exceptions, pg. 142145:

- LSI takes exception to 7 of the NASPO T&Cs.

General Principal and Requirements – pg. 48-21

Key Solution Functionality Elements, pg. 8-10:

- SAP Ariba is the solution
- Single Point of Entry: "AP Ariba Guided Buying serving as the single point of entry for all procurement-related requests."
- Smart routing: "Ariba includes a highly configurable workflow engine"
- Compliance: "SAP S/4HANA for product compliance, you can manage regulations, track registrations and substance volumes, classify products, and create compliance documents, as well as package, transport, and store hazardous materials properly with accurate labeling."
- Portal: "SAP Portal product portfolio". Available
 - o as "SAP Enterprise Portal (on-premise)
 - o on SAP BTP as SAP cloud Portal service
 - o (portal-like) sap Launchpad serviceCLARIFICATION, need to identify which is being offered.
- Open Marketplace environment: "SAP Ariba Business Network (SBN)". Customers choose to have access to all suppliers on the network or "only to their preferred suppliers". Also have "Spot Buy catalog solution" for "end users to find and buy non-sourced goods".
- Integration: "SAP's holistic integration approach"
- Workflow: "SAP Business Workflow enables the design and execution of business processes"
- Document Management: "SAP Ariba Contract Management module can track, manage, and store documents".
- Reporting, dashboards and data visualization: "SAP Ariba is delivered with native reporting and analytics, including numerous pre-packaged reports."
- Configurable: "configurable workflows to document templates" with "the flexibility to reflect state-wide or agency-specific rule-sets and processes"

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- Transparency: "Vendor Portal" and "The offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data." (pg. 10)

User Experience, pg. 10-12:

- "design to deliver a fast and ergonomic user experience minimizing end user training"
- "has configurable dashboards to meet each of the different type of user's needs."
- "SAP Ariba also provides mobile procurement tools to review and approve requisitions"

Bidder Best Practices and Roadmap, pg. 12/13:

- Quarterly Release: Feb, May, Aug & Nov
- Monthly Feature Deliveries: optional, no-impact release. Changes "virtually invisible to the end users".
- Production quality metrics tracked for improvement needs.

Innovations and Value-Added Features/Services, pg. 13-16:

- SAP FieldGlass:
 - o SAP Fieldglass External Talent Management automates the entire process of procuring and managing flexible labor, from requisition through invoice and payment.
 - o "SAP Fieldglass Services Procurement can handle the management of a variety of Statement of Work (SOW) engagements including projects, offshore/offsite, independent contractors, managed programs, business services and Business Process Outsourcing (BPO) models".
 - o "SAP Fieldglass Worker Profile Management enables companies to track and manage all non-traditional workers who are not tied to a job posting or Statement of Work (SOW)."
- SAP Ariba Supplier Risk Management: "lets the State tailor risk views and alerts to state's business, to each supplier relationship, and to the State's role. The State can also segment suppliers based on risk exposure."

Customizations/Extensions, pg. 17 : System does not allow customizations but can have "extensions" added outside of the scope of the contract by other "partner" contractors.

- "SAP Ariba application extension partners can create and deliver applications that augment SAP Ariba solutions" (NOTE: these are companies that can create additional functionality from what is being proposed).

Alternative Funding Models, pg. 20 : Response did not offer any alternative funding models. Instead promoted the SAP Fieldglass application.

Contract Transition and Flexibility, pg. 20 :

- "LSI possesses an extremely high level of flexibility to transition from a state's current contract to a new contract or amendment"

Functional Requirements – pg. 22-46 [Note, narrative same as IBM proposal](#)

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General Functionality, pg. 22-24: Meets req'ts.

- "Ariba is a role-based solution"
- SAP Ariba Buying & Invoicing (including Guided Buying)
- SAP Ariba Sourcing
- SAP Ariba Contracts
- SAP Ariba Supplier Lifecycle & Performance Management
- SAP Ariba Network
- SAP Fieldglass
- "A super user will be granted broader access to the solution by assigning multiple roles" to access functionality across the solution and "provide administration capabilities across the solution or for specific functional areas".
- "Guided Buying is the exception, which is designed for casual users to procure with a consumer like user experience".
- CONCERN, by default the system has built in use of the UNSPSC code set. Since Ariba is a SaaS (shared instance) State/Entities with a different commodity code standard will have to adapt to UNSPSC codes in some areas of the system where a crosswalk to their commodity codes will cannot be incorporated.
- SAP Ariba Business Network is a B2B network ("dynamic, digital marketplace") transacting "business commerce between more than 3.6 million" companies.

RTM

- WEAKNESS, GEN-4: User must manually post copy of a solicitation to a State's public website.
- WEAKNESS, GEN-5: To post Contracts on the public website, integration would be put in place to put a "link" on the website that would go to the Contract BUT only "licensed users" would be able to use the link to see the Contract.

Supplier Portal, pg. 24-30: Generally meets req'ts, however no details provided for public RTM req'ts (see RTM notes).

- Ariba Business Network (aka Ariba Network, Ariba Supplier Network)
 - o Single supplier account to transact with all Ariba customers, "supplier unified seller experience"
 - o State/Entity can choose to only access "their preferred suppliers" or all suppliers that are members of the Network.
- Ariba "Supplier Enablement Services" for the Network are included
 - o "will be responsible for most of the enablement process", onboarding
 - o The services will 'scale' up to meet "the State's volume" of suppliers
 - o Sends request for suppliers to confirm/accept relationship on the Network
 - o Provide phone support for registration "and conduct change management"
 - o Provide training on invoice submission
 - o Provide an Account Manager to State/Entity to "support suppliers and increase project engagement"
 - o Send "go-live letters" to inform suppliers when the State/Entity is going to start doing "electronic transactions"
- Supplier Portal functionality across all customers, not specific to a State/Entity using Ariba
 - o Consolidated order dashboard
 - o Order task reminders and rules-based order routing

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- o Access to Ariba Discovery public solicitation posting (postings by all Ariba customers)
- o Contract collaboration/redlining
- o Self-service hosted catalog creation as CIF, cXML and Excel files
- o Self-service Punchout setup, separate setup for each Ariba customer
- o Dashboard to manage catalog activity
- o Option to have "public catalogs on the SAP Ariba Spot Buy Catalog solution" (similar to putting catalog in Amazon but only accessible by Ariba customers).
- o Invoice create/submission to Ariba customers via PO-Flip or electronically from Suppliers internal system (cXML, EDI, CSV). With option to create non-PO invoices.
- o Self-service Administration to define Supplier user roles and users
- o Link multiple registration accounts to a Parent account
- o Mobile app for access to orders, invoices, notifications, order/invoice graphs and can "confirm customer orders".

RTM

- CONCERN, SPR-9 & 10: Response does not provide details and there is conflicting responses in the Technical Proposal referring to a Transparency Portal (pg. 10), Ariba Discovery (pg. 38) and using Ariba APIs to "exposed data" (pg. 40).
- CONCERN, SPR-18: Response only stated "Partner". No detailed response provided for req'ts to allow suppliers to respond to a performance complaint/issue.
- CONCERN, SPR-19: Response stated "Not supported - Partner". No detailed response provided for req'ts to allow suppliers to submit Admin fee payments.
- SPR-12 needs clarification, response did not address the full req't.

Supplier Enablement/Management, pg. 30 : Generally meets req'ts.

- SAP Supplier Enablement Team will "design and develop the most effective enablement strategy" based on their "profile, PO and invoice volume, and spend". Segment the "State's vendor master data to effectively target/onboard suppliers in tiered waves".
- Provides IRS TIN/Name "verification capabilities"
- For the Ariba Network, offers suppliers "user guides, FAQs, technical documentation, and free online seminars".
- Can have "account specific information" via a "supplier information portal embedded in the Ariba Network".

RTM

- NOTE, VDR-1: Registration is for the Ariba Network and uses a "supplier profile questionnaire" to capture State/Entity specific registration data.
- WEAKNESS, VDR-11: The Ariba Network captures UNSPSC codes with registration. State/Entity would have to add to the 'questionnaire' a selector for other Commodity Code taxonomies (e.g. NIGP codes) with registration.
- NOTE, VDR-19: Response does not address the req't to validate IRT TIN/Name but in the Technical Proposal (pg. 25) it does indicate that this verification is available.
- WEAKNESS, VDR-20: Address validation is for "format" only. System does not use anything to confirm that the address is good.
- WEAKNESS, VDR-23: Debarment/watch list verification is an "add-on", not included in the offering.
- Four req'ts need clarification, response did not address the full req't.

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Buyer Portal, pg. 31-34: Meets req'ts.

- Casual/Power Users, pg. 26/27: CONCERN,
 - o Running "pre-packaged reports" is listed for Power Users, not Casual Users.
 - o "Post solicitations" is listed for Power Users, so it may be that Casual Users won't be able to do 3 Bids/Buy (aka Quick Quote) functionality (see PRD-36 & SRC-11 references).

RTM

- Meets req'ts except 3 req'ts that need clarification, response did not address the full req't..

Need Identification, pg. 34/35 :

- Guided Buying, pg. 29: NOTE, Ariba concept for Guided Buying appears to be a Landing Page once the user logs in that provides a variety of options with titles that tries to 'Guide' the user based on what they are trying to do. So it's really up to the user to figure out which 'path' to take from the Landing Page.

RTM

- Meets req'ts.

Request through Pay, pg. 36: Generally meets req'ts.

- pg. 31/32: Ariba Buying/Invoicing module provides
 - o Requisition, PO generation with Order delivery to Suppliers and Supplier Invoice submission via Ariba Business Network.
 - o Approval workflow is on the Requisition, Change Order, Receipts and Invoices with in-tool/email/mobile approvals.
 - o Suppliers can send order confirmation, advanced ship notice and invoices via their acct on the Ariba Business Network.

RTM

- WEAKNESS, PRD-6: System does not provide an automated means to control whether combining purchase for multiple Fiscal Years are allowed on a Requisition/Order.
- STRENGTH, PRD-11: System has the capability for Suppliers to invoice against a Contract instead of a PO.
- "POTENTIAL WEAKNESS, PRD-13:
 - System does not provide a "library concept" for standard specifications.
 - Attachments size is limited to 100MB each."
- WEAKNESS, PRD-15: Attachments throughout the system have individual size limits of 100MB per attachment.
- POTENTIAL WEAKNESS, PRD-23: System does not have a requisition feature for the user to enter a discount percentage that is automatically applied to the requisition pricing. However, can automatically apply a discount that is recorded on an associated contract record.
- STRENGTH, PRD-24: Input forms can have a workflow defined for the individual form.
- STRENGTH, PRD-33: Suppliers can set up their Ariba Network account to route Change Orders differently than original Orders.
- POTENTIAL WEAKNESS, PRD-37: System does not identify matching state source items to non-contract items or save matching items for later analysis.
- POTENTIAL WEAKNESS, PRD-39: System does not identify matching state source items to retail/commercial market items or save matching items for later analysis.

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- POTENTIAL WEAKNESS, PRD-53: System does not provide a means for users to enter 'speed codes' that "automatically map/populate" other accounting fields.
- WEAKNESS, PRD-56: The system does not provide a means to enter 'back dated' requisitions/orders. So system will not be able to allow recording of purchases done outside the system.
- POTENTIAL WEAKNESS, PRD-62: System does not provide a means to specify a payment method "other than invoicing" on the purchase request.
- POTENTIAL WEAKNESS, WRK-10: For an authorized Approver to be able to over-ride/bypass to make a purchase request bypass any steps they have to manually remove each step from the workflow. There is no automation available for this.
- POTENTIAL WEAKNESS, WRK-12: Attachments size is limited to 100MB each.
- POTENTIAL WEAKNESS, WRK-13: Approvers cannot approve/deny by line item. To only approve part of the line items the Approver must delete the line items they want to deny.
- WEAKNESS, WRK-14: When an Approver edits a purchase request the workflow cannot be re-triggered to start again at the beginning.
- POTENTIAL WEAKNESS, PO-2: System does not have the capability to split a Requisition into separate POs for different Fiscal Years, holding the future Fiscal Year POs.
- WEAKNESS, PO-5: System does not provide the capability to have Agency/Organization specific PO templates.
- WEAKNESS, PO-15: The system cannot provide an internal and supplier printed version of an order. Though it can be customized, there is only one print format for an order.
- POTENTIAL WEAKNESS, PO-16: There is not eSignature functionality available for Orders.
- POTENTIAL WEAKNESS, PO-17: Attachments size is limited to 100MB each.
- POTENTIAL WEAKNESS, PO-24: The system does not notify "reviewers, approvers" when a PO has been cancelled.
- POTENTIAL WEAKNESS, PO-27: Orders cannot be created with out create a Requisition.
- POTENTIAL WEAKNESS, PO-28: Orders cannot be created from a Contract directly, must create a Requisition from the Contract.
- POTENTIAL WEAKNESS, PO-29: System does not provide a means to specify payment method, other than invoicing, on the PO.
- POTENTIAL WEAKNESS, PC-3: System does not provide a means to prevent Pcard use based on the type of a Purchase Request.
- WEAKNESS, PC-6: System does not provide a means for a user to enter/maintain their own Pcard information. Must have a Pcard Administrator manage this for users.
- STRENGTH, PC-8: Pcard reconciliation capabilities are comprehensive.
- WEAKNESS, PC-9: System does not have a means for users to record "non-purchase order Pcard transactions" as part of reconciliation.
- POTENTIAL WEAKNESS, PC-16: System does not provide a Pcard transaction integration to the Finance system for budget/funds verification and to encumber funds.
- POTENTIAL WEAKNESS, RC-3: System does not provide a means to record receipts without a corresponding PO in the system.
- POTENTIAL WEAKNESS, RC-4: Receipts cannot be recorded in the system and later associate it to a PO.
- WEAKNESS, RC-16: System does not have Receiving tolerances capability. Tolerances are defined on Invoicing.

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- POTENTIAL WEAKNESS, INV-2: System does not provide a means to control which Agencies/Entities that a Vendor may submit electronic invoices for. The only control available is to control which Vendors are able to submit electronic invoices.
- STRENGTH, INV-8: System provides a "messaging feature" on Orders and Invoices to communicate with the Vendor.
- Ten req'ts need clarification, response did not address the full req't.

Catalog Capability, pg. 36 : Generally meets req'ts, with these caveats.

- Ariba Spot Buy catalog solution, pg. 33:
 - o NOTE, Ariba Spot Buy is NOT the equivalent to 3-Bids/Buy (Quick Quote). It is shopping "non-sourced" catalogs in a marketplace that Ariba has available through their Business Network where member suppliers can offer catalogs to sell to Ariba buying customers. Similar to accessing/shopping Amazon.
 - o WEAKNESS, to shop Spot Buy, users have to do a second Search after they have searched the State/Entity catalogs.

RTM

- WEAKNESS, CAT-6: System has a limit of 5000 catalogs.
- WEAKNESS, CAT-7: System has a limit of 500,000 catalog items in a catalog.
- WEAKNESS, CAT-10: System does not provide the capability to have catalog items that provide instructions to users without pricing.
- POTENTIAL WEAKNESS, CAT-11: System does not provide a means
- WEAKNESS, CAT-12: System does not provide catalog capabilities for configurable products or services.
- WEAKNESS, CAT-13: System does not have catalog capability to have pre-configured items with ability to substitute optional components.
- WEAKNESS, CAT-19: System does not allow for negative dollar value catalog items.
- Three req'ts need clarification, response did not address the full req't.

Sourcing/Bid Management, pg. 37-40: Generally meets req'ts, with these caveats.

- pg. 38: Public posting of the solicitation would only be on the Ariba Network "Discovery" website, which has all Ariba customer solicitations. As noted in the response to SRC-52 & 76, an integration would have to be created (not included) using the "Ariba Discovery API" to post on a State/Entity public website.
 - o CONCERN, conflicting answers for public posting
 - o Transparency Portal section, pg. 10: states that "the offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data". Response on pg. 38 only mentions Ariba Discovery.
 - o ALSO, on pg. 40 there is a reference to "Public Access to Data" in the Vendor Performance area which refers to APIs that could be used to "expose data to the public via a public website".
- Project Mgmt, pg. 39: STRENGTH, system provides "project management" feature of defining Phases/Tasks that users are "required to complete as part of the solicitation".

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- POTENTIAL WEAKNESS, SRC-16: System does not have a specific solicitation type for "Invitation for Qualified Products".
- CONCERN, SRC-23: The reference to access being "based on user licenses" may mean that the sourcing module is licensed separately from other modules. Need to look closely at the Cost Workbook.
- STRENGTH, SRC-28: The messaging feature seems to be a very strong fit to the collaboration requirement.
- WEAKNESS, SRC-35: The system does not provide "check-in/out capabilities for the repository.
- WEAKNESS, SRC-37: System does not provide a means to update documents, terms/conditions, specifications and have Templates that include them be automatically updated.
- WEAKNESS, SRC-38: System does not provide a means to identify templates that include documents, terms/conditions, specifications that have been updated.
- CONCERN, SRC-40: The statement "SAP Ariba will maintain the header data fields on behalf of the State..." implies that the State will not have Admin access to make configuration changes to the system.
- CONCERN, SRC-52, 76, 81, 90, 138 & 147: Response conflicts with responses in the Technical Proposal referring to a Transparency Portal (pg. 10), Ariba Discovery (pg. 38) and using Ariba APIs to "exposed data" (pg. 40).
- CONCERN, SRC-53: The limit of loading 9 attachments at a time may be a frustrating user experience if they have to load more than 9 documents.
- POTENTIAL WEAKNESS, SRC-54: OOTB the system utilizes UNSPSC codes. It may not directly support NIGP codes.
- POTENTIAL STRENGTH, SRC-56: The capability to "assign a weight to graders on a grader by grader basis".
- "WEAKNESS, SRC-63: Solicitations are ""limited to 100 supplier participants"" and to do more you have to set up ""different events"".
-
- CONCERN, SRC-63: The ""100 supplier participants"" limit ""to ensure maximum performance"" may mean that the system can't handle larger numbers of participants. May be a technical limit."
- POTENTIAL WEAKNESS, SRC-64: System does not provide a means for Suppliers to sign up to be notified when a sourcing event for an existing Contract is being issued.
- POTENTIAL WEAKNESS, SRC-67: System does not provide a means for un-registered suppliers to add themselves to a solicitation supplier list.
- STRENGTH, SRC-84: The "message board" can be copied on emails to post the email content into the message board automatically.
- WEAKNESS, SRC-88: The system can workflow full set of Q&A as a "tracking document" but does not support the specific details of this requirement.
- WEAKNESS, SRC-102: The sourcing module utilizes acct login as the esignature on solicitations. However they can do customization to provide DocuSign or Adobe eSign services with bids.
- CONCERN, SRC-118: The system does not have a designed means to capture subcontract data as part of vendor responses. Workaround is to attempt to use "RFx questions, lots and/or line items".
- CONCERN, SRC-120: If the report means that the user has to leave the Solicitation record/screen to run a report then this approach is likely to be frustrating to the user.

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- CONCERN, SRC-125: If the report means that the user has to leave the Solicitation record/screen to run a report then this approach is likely to be frustrating to the user.
- WEAKNESS, SRC-129: Attachments sizes are limited to 100MB each.
- WEAKNESS, SRC-136: The system does not provide means to award directly to a purchase order. You must create a Contract and then do a release from the contract to create a PO.
- CONCERN, SRC-142: If re-seller and delivery locations are captured using "questions" then concerned how this information would be available for placing orders against the contract.
- Ten req'ts need clarification, response did not address the full req't.

Contract Management, pg. 40/41: : Generally meets req'ts, with these caveats.

- No specific detail provided in the Technical Proposal other than to say that the system provides "two components of the contract lifecycle", Contract Management and Contract Administration.

RTM

- "STRENGTH, CNT-2:
 - "redlined versions of a contract either using the application or... Microsoft Word"
 - "new Word document" providing a "version-to-version compare"
 - "final set of documents" to be published "automatically consolidates the selected documents to a final PDF version"
- POTENTIAL WEAKNESS, CNT-7: System does not provide a check-in/check-out feature for maintenance of standard documents/templates
- POTENTIAL WEAKNESS, CNT-8: System does not provide a means to automatically update templates that include standard documents where those document standards have been updated.
- POTENTIAL WEAKNESS, CNT-9: System does not provide a means to identify templates that include standard documents where the standard has been updated.
- WEAKNESS, CNT-10: System limits attachment size to 100MB.
- NEGOTIATION, CNT-12: Suggest negotiating in the integration with DocuSign or Adobe Sign (State/Entity choice of which) to be included in the proposed scope/cost.
- NOTE, CNT-23: Contract document authored is provided. See the response to CNT-2 provides more details on the creation of contract documents.
- NOTE: see response to CNT-2 for more details on MS Office and Adobe PDF with creating contract documents.
- POTENTIAL STRENGTH, CNT-26: Feature in "upcoming release of AI/ML" will give recommended approvals based on history and "automatically include additional review/approval" when modifications are made to contracts.
- WEAKNESS, CNT-38: Attachments must be used to capture subcontractor information.
- CONCERN, CNT-45, 51-62: Response conflicts with responses in the Technical Proposal referring to a Transparency Portal (pg. 10), Ariba Discovery (pg. 38) and using Ariba APIs to "exposed data" (pg. 40).
- STRENGTH, CNT-46: The "full text search" of uploaded documents is a significant feature.
- Six req'ts need clarification, response did not address the full req't.

Vendor Performance, pg. 42-44: Generally meets req'ts, with these caveats.

- No specific detail provided in the Technical Proposal except general info on pg. 40:

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- System provides "performance surveys" and "KPI based vendor performance scorecards".
- Multiple charts available to display "supplier performance data".
- Not clear whether there is a Contract specific performance assessment/survey feature.
- Public Access to Data, pg. 43: WEAKNESS, Public posting of any data in the solution to a State/Entity "public website" requires use of "a set of APIs" to create integrations to post the information. This work is not included in the proposed solution.

RTM

- Meets req'ts

Purchasing/Data Analytics, pg. 44 : : Meets req'ts.

- Pg. 44/45:
 - "report can be displayed as a chart or graph (line, bar, pie, donut, etc.) and added to the user's personal dashboard. "
 - Creating new reports via "3-step report creation wizard"
 - Charts have dynamic "drill down"
 - Provides "Parameter-based reports", "Scheduled reports" and can have "visual alerts and grades".
- pg. 45: STRENGTH, report personalization by users. "pre-packaged reports can be modified" by the user and "added to their dashboard".

RTM

- Meets req'ts except for PDA-17 which needs clarification, response did not address the full req't..

Technical Requirements – pg. 47-59

Availability, pg. 47: Partially meets req'ts.

- SAP Cloud Services SLA states "99.5% System Availability Percentage during each Month" based on "Total Minutes in the Month" that "are measured 24 at 7 days a week".

Accessibility Requirements, pg. 47: Partially meets req'ts.

- "target Web Content Accessibility Guidelines Level A and AA and EN 301 549"
- "solutions are not fully optimized for accessibility"

Audit Trail and History, pg. 48 & TECH-1 thru 5: Meets req'ts.

Browsers Supported, pg. 48: Partially meets req'ts. Response did not address these req'ts.

- Support any browser ranked as more than 10% of web traffic
- Track browsers used to access the Solution
- Solution testing with multiple browsers
- Contain a notice if solution is accessed with an unsupported browser.

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User Accounts and Administration, pg. 48/49 & TECH-6 thru 20: Overall meets req'ts however as noted below for the RTM, there are a couple Potential Weaknesses & several req'ts that where the response did not address the req't.

- Access is "based on roles and permissions"
- "permissions for a user is derived from the roles mapped to that user and the groups the user"
- "can inherit roles and their associated permissions by being a member of a group"
- "User, Group, Role and Permission objects can be managed from the provided UI or populated from a variety of sources, such as corporate systems and/or flat files"

RTM

- POTENTIAL WEAKNESS, TECH-12: System does not provide "dual sign on" where one login can be both a buyer and supplier.
- WEAKNESS, TECH-13: The only concept of "Super User" in the Ariba system is an Administrator and that user will not have the req'd "access to "any other user transactions" to "create, update, delete".
- POTENTIAL WEAKNESS, TECH-16: "System can't automatically" deactivate users after a period of inactivity. Admins must manually monitor activity and manually deactivate users.

User Authorization, pg. 49 TECH-21 thru 25: Meets req'ts except for State/Entity password policy for complexity which is standard for Ariba.

- Two possible authentication methods: "Regular user authentication" (Ariba system login/password) or "Single Sign-On" ("log into their corporate network")
- "may activate 2 factor authentications if they use SAML based authentication or ADFS"
- Password policy: Single Sign-On uses whatever is in place with the State/Entity system. Ariba login policy is standard. WEAKNESS, not configurable to meet a State/Entity policy. Ariba standard is:
- case-sensitivity between 8 and 16 characters in length. Passwords can include any Latin characters and punctuation marks and must include at least one numeral between the first and last character. They must also include at least one letter.
- Passwords much be changed "at least every 180 days"

RTM

- POTENTIAL WEAKNESS, TECH-23: Password policy is standard across Ariba clients and is not configurable to meet a State/Entity password policy that is different.

Federated Identity Management, pg. 50 : Meets req'ts.

Data Conversion, pg. 50 & TECH-26 thru 34: Does not meet.

- Technical proposal details did not address data conversion. Instead discussed their implementation methodology and staffing plans.

RTM

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- Responses to all RTM req't did not address what was req'd. Instead integration to external systems with Ariba and export of data from Ariba was described.

Interface and Integration, pg. 51 & TECH-35 thru 60: Overall meets req'ts however need clarification, response did not address the full req't. 17 RTM req'ts to confirm specific integration points.

- "integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems."
- Real-time and/or batch integration
 - o HTTPS using CSV interface
 - o SAP Web services
 - o REST APIs
- "are based on SSL 256 bit encryption and support various authentication methods such as WS-Security, basic and digital certificate authentication as standard."

RTM

- Seventeen req'ts did not address the specific integration points required with the Finance system.

Office Automation Integration, pg. 51 & TECH-61: Meets req'ts

Mobile Device Support, pg. 52 & TECH-62: Response described mobile app and did not address whether the Solution can be accessed from mobile devices.

Mobile Applications, pg. 52 : Meets req'ts

- Details on app functionality are described in the Mobile Device Support section.

Data Ownership and Access, pg. 54 : Meets req'ts.

Date Retention, Archive and Purge Considerations, pg. 54 & TECH-63: Partially meets Data Retention however does not have Archive capabilities.

RTM

- WEAKNESS, TECH-63: System does not provide an archive capability. State/Entity can only delete/purge transactions instead.

Disaster Recovery Plan, pg. 54: Meets req'ts.

Solution Environments, pg. 55 & TECH-64 thru 68: Does not meet req'ts. Separate Development and Training environments are not provided. The Test environment will be used for initial configuration and setup. Additional environments for "an additional charge".

RTM

- Four req'ts need clarification, response did not address the full req't. because they did not address the req'ts .

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Solution Technical Architecture, pg. 55-57: Partially meets req'ts. Response did not provide the required "technical architecture diagrams"

Solution Network Architecture, pg. 57/58: Meets req'ts however details on the web -hosting center (e.g. power, HVAC, floor space, etc.) were not provided.

System Development Methodology, pg. 58/59: Meets req'ts.

Service Level Agreement, pg. 59: Partially meets.

- Response did not indicate that they had reviewed and whether they complied with the SLA in the RFP.
- The SAP Cloud Services SLA is only for System Availability which is committed to be at 99.5%. No other SLA areas are included.

Security Requirements – pg. 60-72 *Note: Responses in this section are same as IBM proposal*

Cloud Security Alliance (CSA) Compliance, pg. 60: Meets req'ts.

Security and Privacy Controls, pg. 60 : Meets req'ts through SOC compliance

- SAP Ariba is officially not certified NIST 800-53. Ariba uses SOC guidelines.
- Ariba is audited/certified for ISE 3402 DOC1 Type II, SOC2 compliance every 6 months
- SOC 3 report issued annually.
- Hosting facility is audited for compliance to SSAE 16 SOC1 TYPE II, SOC2 Type II

Security Certifications, pg. 60-62: Meets all req'ts except HIPPA (see note below)

- Is Level 1 PCI DSS certified
- Complies with VISA USA Cardholder Information security Program (CISP) and MasterCard Site Data Protection (SDP) Program
- POTENTIAL WEAKNESS, "Ariba is not designed to handle HIPAA data". "Ariba does not support storing HIPAA/PII/Personal data".

Annual Security Plan, pg. 62: Could not assess. Response did not address the req't to describe their Security Plan. Stated that their "annual security plan are internal facing documents" and they do not "attach SOC reports with RFP responses".

Secure Application and Network Environment, pg. 62-66: : Meets req'ts. Security protections are comprehensive.

Secure Application and Network Access, pg. 66-68 & SEC-1 thru 5: Meets req'ts. Security controls are comprehensive

- Response did not address:
 - o Protocols used for import/export of data and relevant interoperability/portability standards
 - o Changes made to any hypervisor

Data Security, pg. 68-71: Meets req'ts.

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Personally Identifiable Information Protection, pg. 71: : Does not meet req'ts.

- WEAKNESS, SAP Ariba policy/practices (covered in more detail under Data Security) indicate that the solution "does not support storing HIPAA/PII/Personal data. For example SSN, Personal Banking information, etc.". This does not fit the business req'ts for Supplier registration where the business uses a SSN and Personal Banking (e.g. LLCs). This is a conflict.

Security/Privacy Issue Occurrence, pg. 71/72: Meets intent however there are Gaps (see notes below)

- Issue management practices are similar to what has been required in the RFP however they are focused internally with SAP determining what involvement with customers is necessary and they do not commit to the specific communication/notification timelines req'd in the RFP.

PII Data Actual/Attempted Access or Disclosure, pg. 72: Response is same as the Security/Privacy Occurrence above.

Security Breach Reporting, pg. 72 : Response is same as the Security/Privacy Occurrence above.

Implementation Services Requirements – pg. 73-126

Project Management, pg. 73-75: Generally meets req'ts. Response is high level and did not provide the details listed below.

- "leadership provided by the Program Sponsor, Engagement Lead and Project Manager".
NEGOTIATION, suggest that cost workbook should not include costs for the Program Sponsor and Engagement Lead as they are not direct resources delivering a project.
- Response in this section did not include
 - o Bidders staffing plan w/key positions, roles and responsibilities
 - o Participating Entity required staffing, roles, skills and responsibilities
- NOTE, the req'd example implementation plan & typical project deliverables are detailed in the Project Implementation Methodology section.

Project Implementation Methodology, pg. 75 : Meets req'ts.

- "use the SAP Activate Cloud methodology"
- is lean and fast, while at the same time incorporating the iterative and agile approach where it makes sense
- "has four phases for the implementation project lifecycle: Prepare, Explore, Realize, and Deploy"
- "are four Quality Gates, also called Q-Gates, executed during the implementation" to confirm "deliverables meet the req'ts and... project can continue".

Catalog Support Services, pg. 94 : Partially meets. Service does not provide assessment of contracts and does not create hosted catalogs.

- "We perform cleansing; the supplier is responsible for uploading catalogs on the Ariba Network"
- SAP Ariba catalog management service includes "Supplier Road Mapping, Project Management, Electronic Catalog Enablement, Catalog Maintenance, PunchOut Catalog Enablement, Punch-Out Catalog Maintenance, and State & Supplier Helpdesk Support."
- POTENTIAL WEAKNESS, last sentence in section: "Enablement of Punch Out catalogs are available as an optional item for additional charges." So this part of the "includes" list in

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SME DEPARTMENT/STATE: NASPO

previous bullet is only included at an extra cost. NEGOTIATION, need to get this setup/enableness of Punch Out catalogs included in the scope/pricing for situations where a supplier cannot do it for themselves.

Data Conversion Services, pg. 94-98: Meets req'ts.

- "six activities"... Strategy, Analyze, Design, Build, Test/Implement, Deploy

Interface/Integration Development Services, pg. 98/99: Meets req'ts.

- "we develop an **Interface Strategy document**"

Organizational Change Management (OCM Services), pg. 99-109: Meets req'ts. Comprehensive and mature methodology.

Training Services, pg. 109-117: Meets req'ts. Comprehensive and mature practices.

- LSI trains "Project implementation team" on "LSI's template of the implemented system"
- Project team can also attend SAP Ariba Virtual Live Classroom sessions
 - o CONCERN, there is a limit for SAP courses of "one student may attend an open session" of a course. "Additional core team training for more than one (1) Customer attendee may be purchased separately". CLARIFICATION, need to know if only one Core Team person can take these SAP Ariba courses or is it one at a time. NEGOTIATION, need to get additional seats in the training so the Core Team can get the training done quickly to be ready for Design sessions.
- End User training is "train-the-trainer". LSI will train the State trainers.

Help Desk Services, pg.117 & IMPL-1 thru 5: Meets req'ts however as noted with CONCERN below, it is not clear what level of service is being offered.

- Pg. 58: "Subscription includes system maintenance, automatic upgrades, enhancements and application of service packs, Level 1- 3 help desk support, professional services and best practices built directly into the application."
- After go-live & hyper-care support, LSI will provide Application Management Services (AMS). "AMS include development, implementation, integration, testing, maintenance and support (technical), and help desk services". "also includes application monitoring as well as back-up and recovery of applications and interfaces" (pg. 117)
- "Application Helpdesk support covers Level II Application Critical Support, and Level III Application Enhancement Support," (pg. 119).
- State to provide Level 1 support and only the Level 1 users will have access to submit tickets to LSI helpdesk. (pg. 119)
- Incident priorities and response times are reasonable and comparable to the intent of the RFP SLA. (pg. 120/121)
- CONCERN, pg. 122: "Support Models can range from full time onsite to a pool-of-hours model allowing clients to access expert consultants without the need to bring on full-time resources". Need clarification, response did not address the full req't. to know what specifically has been included in the proposed scope/pricing.

RTM

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- Meets req'ts.

On-Site System Stabilization Support, pg. 126 : Does not meet req'ts. Response shows very little responsibility on LSI and does not address support req'ts for setup/config changes, system performance/stability monitoring, and coordinate documentation.

- "Run Hypercare Phase" purpose is "to support the users" and "restore/maintain stability of business operations". (pg. 126)
- Team will "run reports.. to review data entered by various user groups". Any group identified as "not entering data" will be investigated to identify the reasons and offer assistance. (pg. 126)
- Issues "are logged and assigned to the appropriate member of the State helpdesk for resolution" (NOTE, not assigned to LSI Hypercare staff). Issues that can't be resolved are assigned to State Project Team (State members and "consultants")
- "quality review of the project is performed to identify lessons learned"

Managed Services Requirements – pg. 127

Solution Support, pg. 127-130 & MNGD-1: Meets req'ts

- "Customers automatically receive patches and upgrades"
- "We deploy and manage the infrastructure"
- "Subscriptions include system maintenance, automatic upgrades, enhancements and application of services packs, helpdesk support, professional services". Also includes "help diagnose, troubleshoot, and resolve functional and technical problems for users". (pg. 127)
- LSI's SAP ARIBA Support State Size Offerings table, pg. 128: CONCERN
 - o the number of hours for each type of support per quarter & month are too low
 - o the "Small" state priority response times are different from Medium and Large but should be the same because the criticality to a State is the same regardless of size.
 - o Small and Medium do not get Level 3 supportNEGOTIATION, need to get these values improved/increased.

RTM

- POTENTIAL WEAKNESS, MNGD-1: SAP uses internal monitoring tools instead of an "independent" service.

Organizational Change Management (OCM Services) , pg. 130: Based on the response, it is unclear what OCM services are being made available. If they are the same as described in the Implementation Req'ts section, then this Meets Req'ts.

Training Services, pg. 130: Meets req'ts.

Catalog Support Services, pg. 130: Based on the response, it is unclear what Catalog Support services are being made available. If they are the same as described in the Implementation Req'ts section, then this Partially Meets Req'ts.

Help Desk Services, pg. 130 : Meets req'ts.

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Transition Out Assistance Services, pg. 131: No details provided except a “sample” Transition Plan which does not conform to the details of the RFP req'ts. Need clarification, response did not address the full req't. that the LSI Transition Out Assistance Services will meet the RFP req'ts.

-

Other Available Services – pg. 131

- SAP S/4 Financials Assessment, pg. 131: Assessment to “help you to identify whether moving to SAP’s S/4 Financials module(s) will streamline financial processes, save money and provide a long-term foundation for your IT infrastructure.”
- SAP Fieldglass, pg. 131: “cloud-based, open [Vendor Management System \(VMS\)](#) that helps organizations find, engage, manage, pay, and unlock more value from this growing external workforce”

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BIDDER NAME: LSI

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Deploy SAP Ariba
 - Full ERP.
2. Previous Projects
 - Public sector
 -
3. Subcontractors
 - None
 -
4. Organizational Chart
 - Detailed role description
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

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RFP #: 202102021

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BIDDER NAME: LSI Consulting

CATEGORY #(s) 1:

DATE: 1/13/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

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Individual Evaluator Comments:

SAP Ariba - Unified Business platform. End-to-end procurement process.
Labyrinth Consulting (LSI); 30 Ariba deployments.

P6 LSI's Proprietary GovOne Accelerator - LSI Consulting has created the GovOne solution for State and Local Government organizations, utilizing SAP's Public Sector business application software. GovOne is our flexible, pre-templated accelerator that provides preconfigured system options and controls, and basic accounting, budgeting and procurement structures.

General Principal and Requirements

- Key Solution Functionality Elements – Guided Buying (state's approved suppliers.)
 - Single-point of Entry; Smart Routing, compliance with SAP S/4HANA, SAP portal for on-prem or cloud deployments, Contract Management module, reporting, configurable.
 - Vendor portal – SAP Business Technology platform.
 - P10 *The offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data.*
- User Experience – focus on Guided Buying module and mobile procurement tools.
 - SAP Ariba Best Practices Center – flexible, as-needed support tailored to customer; single, named point of contact; best practices; claimed faster ROI.
- Bidder Best Practices and Roadmap – Standard Ariba quarterly release and monthly feature deliveries.
 - Product roadmap identified
 - Ariba network. Ariba Spot Buy
- Innovations and Value-Added Features/Services
 - SAP Fieldglass
 - AP Ariba Supplier Risk Management
- Customizations/Extensions –
 - Spotline (chatbot)
 - Seal Software (analytics for risk control)
 - Cloud Trade(PDF invoicing)
 - Keelvar Sourcing – optimizer to run, analyze and award events, bidirectional data.
 - Cordis – procure-to-pay integration with Oracle ERP;
 - P-18-20 – long list of extensions.
- Alternative Funding Models – P20. Listed SAP Fieldglass for external workforce strategy. Non-responsive to e-procurement requirements.

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- Contract transition: LSI Partner Managed Cloud offering allows contract relationship to be software and incremental services. Responsiveness to RFP question not immediately clear.

Functional Requirements

- General Functionality – Ariba integrated applications. Facilitates occasional and frequent buyers.
 - SAP Ariba Buying& Invoicing
 - SAP Ariba Sourcing
 - SAP Ariba Contracts
 - SAP Ariba Supplier Lifecycle & Performance Management
 - SAP Ariba Network
 - SAP Fieldglass
 - *P23 customers can achieve zero-touch processing and invoicing, eliminating once more non-value added work for AP, Finance, Invoice managers, etc.*
 - *P23 Data is categorized consistently within the solution leveraging a common data model inclusive of suppliers, commodity codes (UNSPSC), Agencies/Organizations, users, etc. Data created as a result of system utilization is available for analysis within the user interface via SAP Ariba's native reporting and analysis engine.*
 - *SAP Ariba supports importing data from external systems.*
 - Most EPROC-GEN requirements listed as Standard functionality. Integrations usually not described.
 - **EPROC_GEN-3, -5 Award posting integration needed. Needs clarification – Is integration added cost? What integration is proposed?**
- Supplier Portal – Supplier Business Network.
 - **P26 Supplier enablement services are included in our offering. This reduces the level of effort/resources required from the State to enable suppliers on the SBN. Our team of 700+ enablement experts will be responsible for most of the enablement process. We also offer flexible partner onboarding: it is simple for ALL types of suppliers, big and small, integrated and portal. Needs clarification – is this SAP or LSI?**
 - **EPROC-SPR-7 – Needs clarification what integration is proposed?**
 - **EPROC-SPR-18, -19 Needs clarification** Comments say “Partner, not supported, but availability listed as A. What is the solution?”
 - **P27 Publicly posted solicitations via Ariba Discovery and the State's Public site Needs clarification. Is this included integration to post direct to state site**
 - Catalog support – hosted and punchout
 - Spot Buy catalog solution
 - Mobile app – rapid request fulfillment; at a glance update to orders, 12 month invoice and order searches.
- Supplier Enablement/Management
 - *P31 Customized enablement strategy: Use our team's expertise to help you design and develop the most effective enablement strategy for your suppliers based on their profile, purchase order (PO) and invoice volume, and spend. Our approach includes duplicate detection (deduping) and segmentation of your vendor master data to effectively target and onboard suppliers in tiered waves that align with your priorities and objectives.*
 - *P31 Supplier education: user guides, FAQs, technical documentation, and free online seminars that explain the basics of using Ariba Network. We can also*

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deliver your account specific information to suppliers through a supplier information portal embedded in Ariba Network.

- **EPROC-VDR-40** – Stated as out of box and configurable; other Ariba bidders were non-responsive on this requirement or partial function claimed. **Needs clarification.**
- Buyer Portal - Offers 2 primary entry points designed for casual user or power user. Casual user gets guided buying experience, can submit requests. Power user enters via dashboard, gets more self-service approach including buying, solicitation development, vendor management, report generation.
- Need Identification – Ariba Guided Buying function
 - Functions stated as supported.
- Request through Pay – Native SAP Ariba Buying and Invoicing module for state ide; invoices to suppliers through Ariba Business Network portal.
 - *P36 Purchase orders will be sent to suppliers via the SAP Ariba Business Network. Subsequent change orders will be routed to suppliers via the Ariba Network as well. Change orders will be subject to a configurable workflow. Leveraging the Ariba Network suppliers can create an order confirmation, advance ship notice and invoice. All of which is accomplished electronically to streamline the source to settle process.*
 - 100MB limit on attachments throughout the portal.
 - **EPROC-PRD-28** – Custom form can be created for special considerations such as trade-in. Is this considered a customization or native functionality? If negative numbers not accepted, how would this be handled? **Needs clarification.**
 - **EPROC-PRD-48 – Needs clarification.** Does LSI proposal encourage native functionality for loading values cited or is this assumed to be an integration. Entry is marked A.
 - **EPROC-PRD-62 and PRO-29 – Needs clarification.** Requirement is for header level; response is that supplier level is common. Non-responsive as presented.
 - **EPROC-PO-16 – clarification needed** – Signatures on POs – LSI says not available in comments, but marked A.
 - EPROC-RC-21 – UOM defined by PO – not convertible to inventory unit UOM for receipt entry.
 - **Note: There are multiple responses in this Requirement set where configurable is stated but the Availability is marked A not CF.**
- Catalog Capability – p36 *With SAP Ariba Catalog, suppliers can upload all their content using a single, simple user interface. And with recently launched, innovative capabilities, they have enterprise-grade content management tools to define, validate, and enrich catalog content. By creating catalog rules to cleanse and enrich the data, you'll be assured of compliant, error-free catalogs while you monitor content quality with your new dashboard reports.* No notes on hands-on customer-side hosted catalog management.
 - **EPROC-CAT-6 & -7 Needs clarification.** Listed as A, but limitations cited. 500,000 items per catalog; 5,000 catalogs per system. This would likely be in excess of catalogs needed by states, but the item threshold would not reach the limit for MRO vendor catalogs, for example. Does 5,000 catalogs include expired or inactive catalogs; can one vendor have multiple catalogs archived and not count against the total?
 - **EPROC-CAT-11- needs clarification. Comments are circular – say to see CAT-11. (possibly means CAT-8 custom forms).**
 - EPROC-CAT-19 – negative values supported requirement not met.

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- Sourcing/Bid Management - claimed out of box functionality on common procurement types, 50% reduction in solicitation cycle time, savings.
 - Solicitation development using templates inside Ariba Sourcing.
 - P38 *The solution also supports other critical components of the solicitation process including addendums, amendments, Q&A, supplier notifications, supplier communications, internal communications, document management, etc. SAP Ariba Sourcing is natively integrated to SAP Ariba Contract Management and this will allow the State to create state-wide Contracts, Agency-specific contracts, Project-specific/one-time contracts, or Purchase Orders. P39 Proposals are received electronically and are automatically available for comparison side by side within the user interface (unless configured otherwise including envelope and sealed bids). Users may score/grade responses leveraging delivered functionality. Upon completion, side by side comparison by score, price, etc. can be done quickly and easily.*
 - EPROC-SRC-67 – suppliers have to register to postings. Not public facing – non responsive. Needs clarification.
 - EPROC-SRC-73 – is posting to state's website included in standard functionality? Needs clarification. See SRC-77 and -78.
 - EPROC-SRC-107 – needs clarification. Does surrogate bid meet requirement for posting?
- Contract Management
 - P40 *With SAP Ariba Contract Management, the State can connect directly with suppliers when creating, negotiating, executing, and managing the ongoing administration of contracts. SAP Ariba Contract Management is natively integrated with Sourcing which allows the creation of a contract directly from the solicitation award. The resulting contract will be stored in a central repository and can be published to SAP Ariba Buying and Invoicing.*
- Vendor Performance- Cloud-based vendor data model; supplier 360- review; supplier scorecards based on KPIs.
 - P43 - *The State may leverage a set of APIs delivered as part of the SAP Ariba platform to expose data to the public via a public website. Data captured as part of the supplier management process supported by SAP Ariba Supplier Lifecycle and Performance is available via API. Data can be formatted and combined with other data sources and displayed on a public website to meet FOIA requirements.*
 - P44. Supplier surveys can capture stakeholder responses and compile performance score.
- Purchasing/Data Analytics - 3-step report creation wizard; data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate.
 - Pre-packaged or ad-hoc reports.
 - EPROC-PDA-35 - *SAP Ariba can support two reporting taxonomies. Supported taxonomies such as UNSPSC, the Ariba Classification taxonomy, and a customer-specific, custom taxonomy.*

Technical Requirements

- Availability— 99.5% uptime. Linked service agreement document provides definitions of credit, maintenance windows, availability calculation etc.
- Accessibility Requirements

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- P47 *Accessibility at SAP refers to the possibility for everyone, including and especially people who are differently-abled, to access and use technology and information products. SAP ensures the implementation of user-interface (UI) accessibility features for Products via our SAP Accessibility standard.*
 - P47 *When developing software, SAP's product teams target Web Content Accessibility Guidelines Level A and AA and EN 301 549. **While SAP continues to implement and develop accessibility features across its product portfolio, solutions are not fully optimized for accessibility.***
- Audit Trail and History – p48 *Specific logging takes place that is viewable by the customer administrator or their designee. Audit logs produced through use of the solution are considered customer data and are maintained within the customer's instance of the database. These logs are retained so long as the customer has an active contract. Also see EPROC-TECH-1.*
- Browsers Supported - Common browsers supported
- User Accounts and Administration
 - P48 *Access to data and functionality within the modules is based on roles and permissions that determine which features of the solution a user can see and work with, and what data the user can access. The set of permissions for a user is derived from the roles mapped to that user and the groups the user may be a member of. Permissions are mapped to roles and then roles can be mapped to other roles, to users and/or to groups.*
 - *The solution also provides a single point of integration and administration for users and user profiles, organizations, groups and group memberships, roles and permission mappings.*
 - *This common data is shared and synchronized across modules automatically. The User, Group, Role and Permission objects can be managed from the provided UI or populated from a variety of sources, such as corporate systems and/or flat files.*
 - EPROC-TECH-10 *Least privilege: For customer users, this is a customer complementary control consideration due to the fact that the customer administrator manages user access and role assignment.*
 - **EPROC-TECH-12 Needs clarification.** Listed as A, but comments say Dual SignOn via one account is not support.
 - **EPROC-TECH-16 – Needs clarification.** Doesn't meet requirement for automatic deactivation of accounts after 6 months.
- User Authentication
 - P49 *Username and password from login page or Single Sign-on from corporate network permitted.*
 - 2FA available for SAML-Based authentication.
 - **EPROC-TECH-24 – needs clarification** about new password auto generation. Not responsive.
- Federated Identity Management – See previous answer.
- Data Conversion - SAP Activate Methodology for accelerated migration through Delivery team with responsibility for project management, functional and technical expertise, OCM and training to coordinated with customer org.
 - EPROC-Tech-27 – detailed description of master data integration and Transaction Data integration.
- Interface and Integration – P51 *SAP Ariba applications integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI*

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infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems.

- P51 - *These standard integration options across our solution portfolio are:*
 - a) Master data integration is done primarily in batch mode, HTTPS using CSV files (Batch integration, and depending on the data volume this can be scheduled to run frequently to achieve near real-time integration)*
 - b) SOAP Web services that use an XML payload (Real-time integration suitable for transactional data)*
 - c) REST APIs (supports both synchronous & asynchronous calls)**All of these integration methods are based on SSL 256 bit encryption and support various authentication methods such as WS-Security, basic and digital certificate authentication as standard. Our customers can opt for two or more or all the options to help achieve the desired level of integration.*
 - *Uses Ariba Open APIs.*
 - *Sample interface plan document supplied – generic – no specific interfaces included.*
- **Office Automation Integration – EPROC-TECH-61**
 - *Support of Excel format for data uploads and downloads. For example, SAP Ariba Sourcing is designed to allow Excel uploads for market designs.*
 - *Support of Excel templates for analysis and reporting:*
 - *Microsoft Outlook – SAP Ariba Sourcing and Contracts can export tasks within projects to Microsoft Outlook.*
 - *Word – SAP Ariba Contracts provides sophisticated contract authoring capabilities using Microsoft Word documents. SAP Ariba Contracts offers bi-directional integration with Microsoft Word to assemble contracts and templates from a clause library, and then to detect changes to contract documents, including automated flagging of alterations to clauses, and support for clause substitution from pre-approved clause libraries.*
- **Mobile Device Support** – *site is built for mobile responsiveness. Components with mobile functionality including shopping cart, approvals, viewing reqs. Supplier 360 reports available to view on Airba ios app.*
- **Mobile Applications** – *ios and Android supported. Touch ID, App pin, fingerprint recognition options for access.*
- **Data Ownership and Access** – *p54 The customer owns the data; they can extract the data at point of time during the throughout subscription. Tools to download the data. For example: User Interface (Import CSV), API's.*
- **Date Retention, Archive and Purge Considerations** – *p54 Data retention is governed by the active contract. We retain your data on the service for the duration of the subscription term and any subsequent renewal term.*
 - *EPROC-TECH-63 - Customer is in complete control of data deletion and purging which can be manual or automated via integration.*
- **Disaster Recovery Plan - Data centers in regional pairs.**
 - *URLs will continue to work if failover. Cloud Engineering Services move area within RTO; after switch, secondary becomes the new primary.*
 - *Customer will receive email from SAP notifying of unplanned down time. Expectation for communication not stated in narrative.*

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- Solution Environments – p55 *Customers receive two environments by default: production and test. The test environment is used for initial configuration and setup. The production environment is used for production. Additional environment is available for an additional charge.*
- Solution Technical Architecture – p56 *SAP Ariba applications uses cXML language for the document exchange between SAP Ariba Network and Ariba Modules.*
 - *See Data Conversion for integration to external systems.*
 - *P57 The software's data model keeps customers' data separated. Customer data is isolated via realms. Each individual customer is assigned a distinct realm to identify and store their data.*
- Solution Network Architecture – p57 *The system is powered by high-performance servers and utilizes a network infrastructure designed for scalability, reliability, and security. The SAP Ariba Operations team is constantly monitoring and maintaining the systems.*
- **P58 Needs clarification** *SAP Ariba solution is available only as a SaaS multi-tenant model hosted by us. Who is us — SAP or LSI?*
 - *Our solutions are offered and delivered in a true subscription-based model and shared service (multi-tenant) offering. There is no software to install, no hardware to buy, no maintenance or support costs and no need to hire consultants or tech specialists to run the system.*
 - *Subscription includes system maintenance, automatic upgrades, enhancements and application of service packs, Level 1- 3 help desk support, professional services and best practices built directly into the application.*
 - *Data will be hosted in North American data center.*
- System Development Methodology - Agile scrum implementation of Product Lifecycle Methodology.
- **P58 Ariba leverages a Secure Software Development cycle (Secure SDC) that is aligned with ISO 27034 principles. This includes:**
 - Secure code (OWASP Top Ten) training to engineers*
 - Code review by peers before build cycles*
 - Static and dynamic code analysis, with load testing for resiliency*
 - Reviews and approvals at multiple phases for meeting security criteria prior to release to production.*
- Service Level Agreement – one page SLA attached. Referenced above.

Security Requirements (This section is common with IBM submission)

- Cloud Security Alliance (CSA) Compliance = CAIQ 3.0.1 supplied.
 - **MOS-15 – Clarification needed** – How are changes to mobile operating systems, patches performed if not SAP change management processes? No comments provided.
- **Security and Privacy Controls - Needs clarification.** P60 SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines. **Does will SAP intend to become compliant with NIST requirement?**
- *SAP Ariba is audited and certified by independent third-party auditor PricewaterhouseCoopers (PwC) for compliance with ISAE 3402 SOC1 Type II, SOC2 every six months. A SOC 3 report is issued annually. Upon completion of the audit, an attestation letter is issued, stating our compliance. In addition, our primary hosting facility (Equinix) infrastructure is audited for compliance with SSAE 16 SOC1 Type II, SOC 2 Type II.*
- Security Certifications . See previous entry.
 - PCI Service Level 1 compliant;

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s) 1:

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EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- compliance with the Visa USA Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) program
 - Not HIPPA certified – limited relevance for procurement
- Annual Security Plan – p62 – states plan is internal document. Gives links to request SAP SOC reports. Not included with response.
- Secure Application and Network Environment - 24/7 system monitoring. Firewall separation of SAP corporate with customer cloud.
 - Only SAP authorized staff using SAP authorized computers in data centers.
 - 2FA authentication for SAP staff entering cloud environment.
 - Exception-based authorization for Cloud Engineering to access specific customer cloud instances.
 - P64 *Data disposal practices are aligned with the NIST 800-88 standards for clearing, sanitizing, and data destruction to prevent data remanence prior to retiring or allowing storage media outside of our security envelope.*
- Secure Application and Network Access
 - EPROC-SEC-2 - *Concurrent login is available. SAP Ariba allows for 2 concurrent session for the same user so that mobile and desktop (e.g. report generation) can be used. However, security measures are in place to detect concurrent logins from multiple IP addresses.*
 - Data at rest and in transit encrypted.
 - Detailed descriptions of security provisions provided for hardware and physical premises.
- Data Security – Stated in narrative. P69-70. SAP has DPA setting out terms. **No NIST standards referenced as proposed in RFP.**
- **Personally Identifiable Information Protection – Needs clarification for responsiveness.** P.71 *SAP Ariba are not designed to handle HIPAA data. Our solutions are designed Business to business transaction, and SAP Ariba does not support storing HIPAA/PII/Personal data. For example: SSN, Personal Banking information etc.*
- Security/Privacy Issue Occurrence – Scenario described. Full process documentation stated to be confidential.
- PII Data Actual/Attempted Access or Disclosure – As previous entry.
- Security Breach Reporting – As previous entry.

Implementation Services Requirements

- Project Management Leadership are Engagement Lead and Project Manager – Operational responsibilities, and Program Sponsor – strategic. (p73)
 - PMO defines scope, finalizes resources; implements toolset for risk and issue management; establishes communication protocols; RTM framework and prepares kickoff presentation to communicate standards and expectations.
 - Kickoff - *Joint PMO and led by the program executives from LSI and the State to reinforce the “one voice” concept of leadership*
 - *LSI and the State maintain primary responsibility for their own project team members. The team leads are responsible for coaching/mentoring under-performing resources and providing training as appropriate.*
 - State responsible for establishing issue management repository: *expectation at each project that the State establishes a project repository (i.e. MS Teams, Slack, SharePoint,*

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Shared Drive, Google Drive, DropBox) as a platform to manage project issues and documentation of resolution. This repository will provide detailed logging of issues, defects and a robust reporting system based on configurable project scope, categorization, and nomenclature. Guidelines will be established for what constitutes an issue, for severity level classification, and escalation procedures. All team members will have access to the issues database; project managers are expected to review issues regularly and review aging open issues for possible escalation. Additionally, the project repository is a customer-provided and customer-maintained site that utilized by both LSI and customer project team members during a project.

- *Project repository site is front loaded with LSI's pre-configured implementation accelerator templates, strategies, organizational structure, and additional project documentation*
 - *Project requirements traceability matrix provides the framework for managing solution scope and quality throughout the project.*
- Project Implementation Methodology - SAP Activate Cloud methodology follows Agile principles.
 - 4-stage delivery model: Prepare; Explore; Realize; Deploy.
 - P76 Quality Gates are performed to confirm that all stakeholders of the implementation project agree that specific deliverables meet the requirements and consequently that the project can continue. Project. Verification; Solution Acceptance; Readiness Acceptance; Go-live.
 - Sample Phase plan demonstrating task descriptions and responsibilities. P79-81.
 - P85 - Realize Phase Sprint 1
 - LSI consultants will perform unit testing of standard transactions and updating the unit test log. LSI Project Manager shall prepare the Unit Test Summary Report; **State** Project Manager is responsible for review and feedback prior to presentation to executive leadership.*
 - State** is responsible for definition and development of test cases, test scenarios and test scripts representing the comprehensive success criteria for this test phase. LSI shall assist with test case and scenario definition and script preparation.*
 - *LSI Training Lead is responsible for the overall training plan; **State** Training Lead is responsible for providing appropriate schedules for end user training delivery, train-the-trainer candidates, and attendee lists.*
 - *Note: This suggests lean LSI project team with heavier participation from state team than some implementers that will design and lead testing phases.*
- Catalog Support Services – *Needs clarification as to involvement*, if any, of LSI personnel in catalog implementation phase. Are SAP staff engaged?
 - ***P94** - SAP Ariba brings to the table specialized Catalog Management services as part of the software subscription to help the State manage their catalog content throughout the State's time using the software.*
 - *SAP catalog management services manage enabled (hosted) catalogs and punchout catalogs. We perform cleansing; the supplier is responsible for uploading catalogs on the Ariba Network. SAP Ariba catalog management services manage the enabled catalogs including validation, cleansing, catalog activation and any subsequent refreshes.*
 - *Enablement of Punch Out catalogs are available as an optional item for additional charges.*

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- Data Conversion Services – Six phase plan. Strategy; Analyze; Design; Build; Test/Implement; Deploy.
 - Minimize data from legacy system.
 - P96 *SAP systems, due to their tight integration, require a very high degree of referential integrity in data being converted. Typical data not converted include inactive vendors and customers, paid invoices, journal entries, requisitions and purchase orders.*
 - P97 *A preliminary analysis is made to determine whether a standard SAP solution exists for the data conversion or whether a custom solution must be built. In addition to this analysis, the best tool is identified for the data conversion, for example, using SAP's Migration Cockpit,*
 - *LSI will be responsible for the design, building, and testing of the programs that read these flat files, as-is, and upload the data to SAP. LSI will rely on State experts to participate in this process by validating the loaded data*
- Interface/Integration Development Services - *LSI will recommend, design and deploy interfaces based on the best practices and the latest tools available with the SAP environment.* P98
 - Interface Strategy Document – LSI designs – includes general architecture of current and future landscapes, file transfer, process of interface design and implementation – evolving document. Sample provided.
- Organizational Change Management (OCM Services) – Note: one of the most detailed parts of the proposal.
 - Change readiness assessment. (4 weeks) Understand leadership alignment; evaluate communications processes; understand stakeholders and influencers.
 - Framework - Leadership Alignment model: collective actions; make decisions; identify solutions; validate common understanding; reality check (internal and external); identify gaps.
 - Factors outlined that determine change impacts (p104)
 - Identify business readiness – workforce preparation. Roles: Business readiness Lead; Change Agent; Superuser; Coordinator.
- Training Services
- P 109 *Training is divided into two different but critical areas: 1. Project Team Training 2. End User Training*
 - *Functional project team receives the training it needs to conduct the Explore phase using the same system that is being implemented.*
 - *In addition to the LSI provided project team training, SAP Ariba services can provide project team training. Training seats can only be used towards attendance in our Virtual Live Classroom (VLC) public sessions. In many cases, it's recommended the project team participate in the SAP Ariba services training first and then attend the LSI project team training.*
 - P111 *Training for end-users is developed and delivered as a part of the implementation project and modeled after the train-the-trainer methods.*
 - *Training development methodology, LSI Perform. 5 phases – planning through delivery.*
 - *Instructor Led Training – with students working on the system*
 - *Small group sessions for audience sizes up to 8 – coaching/training/ classroom or on the job.*
 - *Generic Ariba guides also proposed. (LSI not proposing to customize for customer.)*
- Help Desk Services – Note: Like OCM, also one of most detailed parts of proposal.

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- After go-live and hypercare, LSI will perform post-implementation support, SAP Application management support.
 - P117 *These services include ensuring systems are up and performing as per SLA, backups are performed regularly, then also perform any additional services not handled directly by the State basis team, e.g., from the list: troubleshoot any system crashes, recover databases if necessary, applying operating system and database patches as needed, transports, SAP application monitoring, day to day Basis support, security, applying OSS notes.*
 - P117 For consideration will also be SAP HR legal patch applications, and SAP Support packs. Needs clarification “For consideration” means what?
 - EPROC-IMPL1 – separate online support sites for Buyers and Suppliers. Needs clarification – Is this SAP license helpdesk or LSI provided as seemed to be stated on p117?
 - EPROC-IMPL-2 Training and documentation available from LSI to State Help Deks.
 - EPROC-IMPL-3 and -4 – Needs clarification – where is Chatbot hosted? Unnamed solution separate from Ariba support listed in EPROC-1?
 - P119-120 – Three tier support levels proposed. Level 1 – All users; Level II – Limited to identified personnel; Level III – Enhancement Support. Separate cost? Retainer hours referenced – not seen pricing yet.
 - 4-level Priority response time table with small, medium, large state response SLAs.
 - AMS staffing – platinum level consultants with 10+years experience.
 - P125-125 Responsibility matrix for support. SAP/LSI/State
- On-Site System Stabilization Support – 3 month hypercare
 - P126 *purpose of this phase is to support the users as they adapt to the new business processes and to restore/maintain stability of business operations*
 - Defect correct; quality review of projects to determine enhancements, future support needs, verify contract compliance.

Managed Services Requirements

- Solution Support
 - EPROC-MNGD-1 Needs clarification – Is the response SAP’s response that they conduct the monitoring rather than an LSI response? Should this be an LSI response? Is the benchmark measurement reported back to state customer?
 - P127 – LSI Ariba customers run latest versions.
 - P127 As part of the Cloud subscription, our solution provides Customer Support services to help diagnose, troubleshoot, and resolve functional and technical problems for users. LSI’s customer service staff can be contacted via phone (toll free), email or Web from Monday-Friday, 24/5.
 - Different Support offerings based on Small/Medium/Large states.
 - P129 *Unscheduled Outage*
LSI will maintain email listings for each business and service owner of the eProcurement solution including third party Solution components. In the event of an outage, LSI will promptly notify the appropriate contacts of such outage and restoration of service in accordance with what was agreed upon in the contract.
P130 LSI Solution Support security responsibilities include:
 - User Management Security

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- *User Administrator (Create new user, deleting user when they leave organization)*
 - *User Groups (Add and modify user groups, Create and edit project groups)*
 - *Maintain Extended Login Security: Single sign-on, Multifactor authentication*
- *Managing Audit information*
- *Certificate Maintenance*
 - All other security responsibilities are handled by SAP Ariba.*
- Organizational Change Management (OCM Services) – Hourly rate
- Training Services – Hourly rate
- Catalog support services – Hourly rate
- Help Desk Services – **F5 p130 – Needs clarification**. States that Help Desk provided in E.8 can be provided separate from services proposed in Implementation section. E.8 is the Implementation section.
- Transition Out Assistance Services – Plan provided. LSI Partner Managed Cloud offering allows contract relationship to be software and incremental services

Video Demonstrations

- Sales pitch demonstrating understanding of end-to-end procurement cycle
- Product walk-through – Ariba buying and source to pay integrated system. No demo of help desk or discussion of implementation and support services.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Optis

CATEGORY #(s): 1

DATE: 8/25/21

EVALUATOR NAME: Bob Sievert

EVALUATOR DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- “Specialized team of ‘Source-to-Pay Architects’ have delivered over 50 transformation programs for entities and clients of various sizes and industries”.
- Implementation Partner with
 - i. GEP since 2020
 - ii. Ivalua since 2018
 - iii. Coupa since 2015
 - iv. Ariba since 2011
- Concerned that this section is not speaking of a proposed solution for Category 1.

2. Previous Projects

- Projects do not indicate Optis specific role. Also, these projects are demonstrating multiple eProcurement solutions but cannot tell which solution is being proposed for Category 1.
- Los Angeles Dept of Water & Power: July 2021, Ivalua full suite.
- Suffolk County, New York: Ivalua full suite, project doesn't start until Sept 2021.
- Transmountain: Jan 2020, Ivalua full suite.
- TransLink: June 2017, Ariba full suite.
- BC Hydro: March 2016, Ariba but does not indicate if full suite.
- ICBC: June 2016, consulting project, readiness assessment and future state requirements.
- Telus: July 2021, Ivalua Guided Buying. Not full suite.
- Parkland Fuel Corporation: July 2021, Ivalua full suite.
- Teck: Ivalua Sourcing & Contracts Mgmt. Not full suite. Project doesn't start until Sept 2021.
- Covenant: Sept 2020, Ivalua full suite.
- Navistar: July 2020, Ivalua full suite.
- Swissport: April 2019, Ivalua Procure-to-Pay. Not full suite.
- Maxim Healthcare Services: Nov 2017, Ivalua Procure-to-Pay. Not full suite.
- CIBC: Coupa, “pre-implementation software selection support”.
- Give & Go: July 2021, Coupa Procure-to-Pay & Expenses. Not full suite.
- T. Row Price: April 2021, Coupa Contract Mgmt, Projects & Spend Analytics. Not full suite.

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- ERCO Worldwide: Aug 2020, Coupa Procure-to-Pay, Supplier Info Mgmt & Spend Analytics. Not full suite.
 - Dentsu Egis Network: Oct 2020, Coupa Contracts Mgmt, Procure-to-Pay & SIM. Not full suite.
 - Alberta Blue Cross: May 2020, Coupa Procure-to-Pay. Not full suite.
 - Omega: Feb 2019, Coupa full suite.
 - Apotex: June 2020, Ariba Sourcing. Not full suite.
 - Sin Opec: Aug 2019, Ariba full suite.
 - Hydro One: March 2016, Ariba full suite.
3. Subcontractors
- No subcontractors.
4. Organizational Chart
- Org chart is included in File 4 instead of File 2.
5. Litigation
- No litigation.
6. Financial Viability
- Optis US: Risk categories low except for Credit Limit which is "Moderate".
 - Optis Canada:
 - i. Overall Business Risk is "Moderate"
 - ii. Viability Rating is "Moderate" risk
 - iii. Failure score is "Moderate" risk
 - iv. Delinquency score and Paydex are "Low" risk

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Optis

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Options for deployment. SAP Ariba. Ivalua. Coupa.
2. Previous Projects
 - Public sector
 - Private sector
3. Subcontractors
 - None
 -
4. Organizational Chart
 - Referenced another part of the submission. Not included in SME review documents for stage 1.
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Proactis

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Own product. Webprocure
 - Full service including catalog commerce.
2. Previous Projects
 - Public sector – several states. Proactis
 - Public sector – several states. Civic Initiatives.
3. Subcontractors
 - Civic Initiatives
 -
4. Organizational Chart
 - Combined org chart for Proactis and Civic Initiatives
 - Roles not defined.
5. Litigation
 -
 -
 -
6. Financial Viability
 - Public company.
 -
 -

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s) 1:

DATE: 1/17/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Integrated system – currently used by Missouri and Rhode Island. (WebProcure)

General Principal and Requirements

- Key Solution Functionality Elements – COTS system – designed for public sector.
 - P5 Real-time integration capable with external systems and ERPS using ProcureLINK
 - Users are assigned roles and permissions to determine access.
 - Modular implementation – gives flexibility.
 - Customizable vendor registration process.
 - Solicitation mgmt.; Contract mgmt.; Catalog mgmt.; Request mgmt..Order Mgmt; Invoice mgmt.; Analytics and Reporting; supplier portal; public components.
- User Experience – single point of entry for new transactions.
 - Home page with dashboards designated by user or org.
 - Notifications for task reminders on every page user button
 - Responsive web design natively formats for tablet and smartphone (no separate app)
- Bidder Best Practices and Roadmap – lean-Agile approach to software dev. 6-8 releases per year.
 - Review current and future business practices during implementation.
 - Strategic account manager – conduct business reviews through contract
- Innovations and Value-Added Features/Services
 - Civic Initiatives value-added services. (Acquisition Support; Strategic Procurement Transformation; Procurement Automation)
 - Proactis: For suppliers: InstantMarkets – search engine for intelligently searching solicitation packets. Sources from entity including federal government sites.- Proactis proposes including InstantMarkets in the deployment.
- Customizations/Extensions – configurable without complex coding.
 - Platform, template and supplemental data fields.
 - Registration template is fully customizable by the state.
 - Unlimited line items to requisitions
- Alternative Funding Models – Open to this. No specifics.
- Contract transition – Will allow customers to transition to better terms in PA if benefitis them.

Functional Requirements

- General Functionality – Modular installation: Vendor Management; Solicitation Management; Contract Management; Procurement; Invoice Management; Reporting & Analytics
 -
 - EPROC-GEN-3 - State can deploy any number of bid boards for its primary as well as sub-agencies. For example, DAFS may deploy its own version showing all bids across

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the State, while other departments can deploy their own versions to only show those bids from their departments

- EPROC-GEN-20 – Can match commodity code being used by State ERP. (State pays license cost). Needs clarification at time of contract – is state buying license or allocating any sets to Proactis, or is this a state use-only cost.
- EPROC-GEN-27 and -28 – State admin fee management and billing is not available – would required third party integration.
- EPROC-GEN-32 – Only English and French currently supported. Additional languages would be cost option.
- Supplier Portal – No narrative – requirements pasted into File 3 only.
 - EPROC-SPR-18 – No vendor complaint communication tool
 - EPROC-SPR-19 – no native functionality to accept payments (can use paypal as T/P)
 - EPROC-SPR-23 – No supplier request method for contract changes in tool
- Supplier Enablement/Management. – Vendors register in Webprocure – self-service with ability to require fields including NIGP or UNSPSC for complete registration.
 - P24 – state notified of new registrants and can approve, reject or set vendor to “pending”. Pending vendors can submit bids but not receive awards.
 - P24 – Vendors responses/bids submitted through vendor portal; answer questions, submit documents; digitally sign.
 - P24 *Key Performance Indicators (KPI) framework to collect and manage supplier performance criteria. The KPI scorecard provides the ability to create and assign KPIs to both vendor and buyer users. Authorized users can create scorecards composed of performance assessment questions.*
 - P25 – ACH Banking Management listed as key feature. Needs clarification – is this for data transfer to ERP only or is there ACH payment functionality?
 - EPROC-VDR – certain fields require integrations to validate.
 - EPROC-VDR-28 – Field can be added for state solicitation ID if different from system-generated identifier.
- Buyer Portal – login from state’s website or stat’s authentication service. Buyer home page tailored to ser. – Other RTMs – standard functionality.
- Need Identification – From home page, modules can be selected for specific need – bid solicitation or purchase request via catalog, punchout etc. Pre-defined approvals workflow follows.
 - EPROC-NEED-5 – Inventory levels require a vendor integration.
- Request through Pay – Multiple types of purchase requests can be generated — catalog, round trip punchout, off-catalog (spot buy.) Templates can be made from existing requests p36
 - P37 Approvals triggered in workflow; Admins can set up users, roles and workflows. Different approval workflows can exist with rule order guiding the process.
 - Status of workflows can be monitored in WebProcure.
 - Orders sent to vendors via portal or integrations via XML, EDI, email or fax.
 - Order receipt can be entered with comments and attachments.
 - Invoices can be created by buyers with multiple POs; vendors can create invoices through portal. Buyers can create payment vouchers or issue credit memos.
 - EPROC-PRD-19 – Supplemental fields for Purchase Requests are custom development.
 - EPROC-PRD-32 – Sales tax is assigned based on location. Tax on specific items would be custom deliverable.

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- EPROC-PRD-46-48 – Integrations required for accounts data and codes from state's system. Needs clarification. Has Proactis got developed APIs for common ERPs that could be integrated?
 - EPROC-PO-9 – Field validation at org/enterprise level not line level.
 - EPROC-CT-19 – Negative dollar values handled with credit memos.
- Catalog Capability – Search hosted or punchouts by keyword, commodity code, supplier, manufacturer, part number.
 - P56 Advanced catalog – end user search manager and catalog manager.
 - P56 *Catalog manager solves the problems associated with catalog creation and ongoing maintenance.* Vendors can be active participants in catalog creation, state retains control.
 - Only buyer-approved supplier content is available in search manager.
 - P57 *For the State, catalog manager helps to control, administer and release vendor catalogs. Buyers are provided with detailed information regarding catalog updates and changes in the form of a diffing report. Based on this information, buyers can verify, accept or reject line items changes and/or the associated terms.*
 - Automated catalog approval thresholds can be set.
 - Vendors can: upload content – CSV XLS, XML online or via FTP; validate content based on state check routines
- Sourcing/Bid Management
 - P64 *Solicitation management supports multi-round evaluations as well as two envelope bid types to separate technical from pricing evaluations. The State can automatically add vendors to the bid, deselect vendors, or add new vendors to the list. Solicitations are automatically posted to the State's bid board once an event is active*
 - Solicitation board has direct links to social media.
 - Posting to public sites automatically managed through webprocure
 - Unlimited solicitation types
 - P65 *The commodity code selected during creation not only automatically suggests all registered vendors that provide such goods or services, but also notifies them via email and within the portal when the bid starts.*
 - P66 *State can collaborate with vendors via the Q&A center where vendors can post questions anonymously, review responses, and view bulletin board messages from the State.*
 - P67 *solicitation can then be converted either into a contract or a request that will result in a purchase order. See other features bulleted on p67*
 - EPROC-SRC-12-14 Reverse Auction / Surplus Auction and Sealed Bids – third party integration
 - EPROC-SRC-34-45 (CNT-6 and -7)– Version control and document check-in, check-out – future integrations
 - EPROC-SRC-117 – hiding supplier names – future enhancement
 - EPROC-SRC-83 – No integrated video conference. Third party link can be inserted. Attachment can be uploaded.
- Contract Management – create and manage contracts; track contract spend; establish open market contracts for punchouts; create contracts from template; associate catalogs to contracts; digital signature.
 - P81-83 *Once solicitations created from a master contract are issued, evaluated, awarded, and finalized, purchase orders can be created and released against the resultant contract.*

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- *Ability to flip a solicitation award automatically into a contract.*
 - *Hyperlink to original solicitation for historical reference.*
 - *Supports diversity allocation by dollar or percentage.*
 - *Contract scorecards for performance evaluation.*
- Vendor Performance – p91 *WebProcure provides a Key Performance Indicators (KPI) framework to collect and manage vendor performance through customer-defined scorecard criteria. The scorecard provides the ability to create and assign KPIs to both vendor and buyer users.*
 - *EPROC-VPE-10 Vendor eProcurement fees invoiced and payments made: Reporting can be used to track these metrics and associated with KPI values. Payment data for administrative fees would be external to our solution.*
- Purchasing/Data Analytics – P94 Standard and adhoc reporting.
 - *P94 Crosstab views consolidate data in a similar fashion to PivotTables, allowing a user to select a measured value and drill down into the data which roll up into the summary metrics.*
 - *All RTMS except EPROC-PDA-34 – standard functionality.*

Technical Requirements

- Availability – P99 – detailed description of data center ops.
 - *Recovery Time Objective is less than 8 hours. Needs clarification – RTO 6 hours on p128*
 - *Our systems can be rolled back to any point in the preceding 30 days with our EMC Recover Point appliance.*
 - *File level replication and storage has a snapshot every 2 weeks and is saved for 6 months.*
 - *Database snapshots (deltas) happen daily with two full backups (level 0) every week.*
 - *Needs clarification – what is the uptime SLA?*
- Accessibility Requirements – P100 *WebProcure was designed with Section 508 standards in mind. In support of Web-Based Intranet and Internet Information Applications Standards (section 1194.22), WebProcure enables access for people with vision impairments who depend on external assistive products to access computer-based information. – Needs clarification – Is the system actually compliant with an accessibility standard?*
- Audit Trail and History – P101 *The audit engine logs all user activity including changes at the field level with date and time stamps. WebProcure's automated audit tool also provides a manual audit feature to capture events like phone calls and emails, which occur outside of the system.*
- Browsers Supported – Chrome, Firefox, Edge, Safari; Not IE.
- User Accounts and Administration – Hierarchical structure for roles and permission. Enterprise-level users determine access for their agencies, agencies for their users.
 - *Workflows can accommodate existing and new multilevel orgs. Admins can assign individual approvers or group.*
- User Authentication – Username/password or SSO.
 - *Password standards, lockout, security questions – acceptable.*
 - *Webprocure passwords can be administered by state administrators.*
 - *EPROC_Tech-25 – future enhancement. (Automate acceptance of end user acceptable use agreements requiring scheduled renewal.)*
- Federated Identity Management – SAML for SSO. User provision module and functionality access based on roles and permissions; one login for all modules.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Perfect Commerce

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- Data Conversion –
 - P107 *Bulk upload tools allow our customers to collect or export data from existing data sources and format them into an easy to use Excel file.*
 - *The Excel file can then be uploaded into WebProcure by a system administrator. Proactis will perform the initial data upload into WebProcure as part of our implementation services, but these utilities will also be available to the State for future use.*
 - All data conversions are initially performed in the stage/test environment , and then in production once review and testing is complete. These tasks are shared between the implementation team and the State subject matter experts, IT staff and data owners. See matrix on p107.
 - EPROC-TECH-30 – vendor needs clarification about connection with ERP. Vendor Performance data may be handled through integration rather than upload.
- Interface and Integration – ERP agnostic. Real time or batch data transfer.
 - Formats; XML, CSV, tab separate, Excel, xCML and xCBL or EDI.
 - *ProcureLINK utilizes established, standard, distributed information exchange mechanisms like web services, SOAP (Simple Object Access Protocol), XML over HTTP, SMTP, and IMAP to achieve this form of secure and reliable data interchange.*
- Office Automation Integration – data can imported, exported or attached. Microsoft office supported.
- Mobile Device Support – Web responsive framework; Mobile devices not recommended as primary toolset.
 - P116 *Currently, there are no apps required to access any of the WebProcure modules*
- Mobile Applications – See previous.
- Data Ownership and Access - *Ownership of any and all data provided by the State whether existing in electronic, magnetic or any other tangible or intangible form that is uploaded, collected, stored, held, hosted, located or utilized within the system is at all times and will always remain vested in the State.*
- Date Retention, Archive and Purge Considerations – P119 *The State has access within numerous areas of the solution to download its data on demand without cost.*
 - EPROC-TECH-63 - *Our solution archives records and keeps them online for historical access. Unless specified in an executed agreement, Proactis will not purge data from our solution.*
- Disaster Recovery Plan – P120 *Proactis maintains a comprehensive disaster recovery plan designed to combat any number of eventualities which might interrupt service. WebProcure is hosted in both a primary and secondary data center with full replication between locations and a distance of more than 700 miles between each data center.*
 - *The Proactis disaster recovery process is regularly tested and audited to ensure compliance with published and audited disaster recovery procedures, and as part of our ISO 27001 certification.*
- Solution Environments – 2 environments: Production and UAT/Traning.
 - *software development team maintains additional development and QA instances. However, the development and QA instances are not customer accessible.*
- Solution Technical Architecture – Java-based cloud environment. Scaleable – vertically and horizontally.
 - P122 *peak usage reaches 75-80% utilization, additional servers are added to handle the load. All of these servers are load balanced using redundant Cisco ACE Load Balancers.*

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Disk space can be added dynamically for data growth as the storage resides on an external EMC Storage Area Network (SAN).

- Solution Network Architecture – U.S. – based hosting. – redundant data centers 500 miles apart.
 - Detailed description of data center capabilities.
 - *Aggressive internal intrusion and threat detection.*
 - *Continuous 24x7x365 monitoring by experienced security personnel.*
- System Development Methodology – P125 Proactis uses an Agile methodology for all software development.
- All customer requirements implemented by the development team begin their lifecycle as ideas entered on our customer portal. A product owner will take those ideas and expand them into a more detailed requirement.
- *P125 Customers get an opportunity to review the updates in our UAT environments. The product owner collects any feedback for internal review.*
- Service Level Agreement – To be agreed with PA.

Security Requirements

- Cloud Security Alliance (CSA) Compliance - supplied
- Security and Privacy Controls
- Security Certifications _ *Proactis has developed, implemented and maintains a comprehensive security plan that comports with ISO 27001 and ISAE 3402 standards which encompass many of the NIST SP 800-53 requirements.*
- Annual Security Plan – P127 *Proactis has developed, implemented and maintains a comprehensive security plan that comports with ISO 27001 and ISAE 3402 standards which encompass many of the NIST SP 800-53 requirements.*
 - *Proactis has developed, implemented and maintains a comprehensive security plan that comports with ISO 27001 and ISAE 3402 standards which encompass many of the NIST SP 800-53*
- Secure Application and Network Environment – **P 128** *Proactis has developed, implemented and maintains a comprehensive security plan that comports with ISO 27001 and ISAE 3402 standards*
 - *Proactis utilizes two factor authentication for some internal systems and some SaaS solutions. At the current time, two factor authentication is not utilized in the WebProcure solution, however, personally identifiable information is minimally contained within the product and the Client can control the information contained within the product.*
 - *Proactis replicates data across a secure data connection between our primary and secondary data centers utilizing block level duplication on our SAN solution, and has a recovery point objective (RPO) of 30 minutes and a recovery time objective (RTO) of no more than six hours which support our business continuity plan. **Needs clarification – RTO was listed as less than 8 hours on p99. Which is more accurate?***
- Secure Application and Network Access – p129 *Proactis supports modern standard such as TLS 1.2 and TLS 1.3.*
 - *We allow no non-encrypted traffic to be used in conjunction with our services. Integration data will normally be provided using either in-built-in web APIs, SFTP or site to site VPN connectivity.*
 - *Proactis implements protocols such as logical separation; least access privilege controls; employee background checks and confidentiality agreements; and fault logging to assist in achieving its security goal.*

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- *key administrative information within the system is retained for the life-cycle of the customer.*
 - *Server log files are maintained for a minimum of 6 months including security and application logs.*
 - *EPROC-SEC-5 Our solution incorporates full redundancy within the data centers as well as fail-over redundancy to a secondary data center.*
- *Personally Identifiable Information Protection – p134 Proactis does not require personal data of the type considered to be special categories of personal data (as defined in the GDPR), nor HIPAA data, nor Federal PII. Personal data used in the solutions is akin to that typically presented on a business card.*
 - *Any personal data processed in the Hosted Environments is only done so in accordance with client contracts and in alignment with applicable data privacy legislation.*
- *Security/Privacy Issue Occurrence – P135 Customers will be notified about security or privacy issues which involve their particular solution and/or service as soon as reasonably possible after Proactis has confirmed a security or privacy event has occurred. Needs clarification. What does Proactis determine reasonable. Has Proactis previously established an SLA for this type of response notification?*
 - *P135. – additional discovery of communications type and method.*
- *PII Data Actual/Attempted Access or Disclosure – See previous entry.*
- *Security Breach Reporting – See previous entry.*

Implementation Services Requirements

- *Project Management – Phased project life cycle. Measured by tailored deliverable development and incremental reviews.*
 - *Systematic approach that incorporates comprehensive documentation and progress analyzes to minimize redundancy, ensure traceability of requirements and effectively managed risk.*
 - *Integrated team approach of Proactis and client team.*
 - *P137 Proactis ensures active involvement by the client in the detailed planning phase in order for us to identify the skills needed to develop a detailed understanding of the project requirements, design requirements, testing parameters, and training needs, as well as ensuring effective transfer of knowledge.*
 - *Project Planning – includes risk management, comms and requirements, data conversion plans, test plan and training plan. All project records will be stored and maintained in the Proactis Wiki, a web-based, secure collaboration platform.*
 - *Project Tracking, Oversight*
 - *Change Control/Configuration Management*
 - *Communication Management*
 - *Issues Management - Issue management begins when someone suggests a matter should come to the attention of the project management team. Management may conclude the matter is not a concern, but more often decides otherwise... allows for escalation of an issue to a risk.*
- P145 Issues will be logged in a tracking database and reviewed by project management for completeness, relevance, and duplication. At any time a client would be able to review a list of issues and run various reports to check on progress or gather additional information about an issue.*

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- Document Management
 - Schedule Management
 - Subcontractor Management - *subcontractor management methodology focuses on establishing strong partnerships with Proactis' subcontractors. To establish and maintain effective business relations, we feel clear expectations and accountabilities must be defined upfront. See p149-150 for Proactis subcontractor management.*
 - Project workplan and RACI matrix guide project timeline and responsibilities for Proactis and State.
 - Resumes provided for Civic Initiatives subcontractors to Proactis and Proactis staff.
- Project Implementation Methodology –
 - P193 *Our methodology utilizes iterative and agile methods for delivery, and structured risk and change management for the project management.*
 - *Our product development organization utilizes highly optimized Kanban methodology enabling consistent delivery of products meeting customers' demands on time while continuously adapting to change on a weekly basis.*
 - *Methodology: Project Planning; Solution Design; Solution Build; Test Readiness; Solution Deployment; Transition.*
 - *Test readiness – Needs Clarification – P197 – Is all testing scripted and performed by state or does Proactis team have testing roles and at what stage of implementation?*
- Catalog Support Services – p199 *our catalog enablement team will provide the services necessary for the initial launch of the marketplace. These services include the creation, loading, management, and maintenance of hosted catalogs and punchout sites.*
 - *Supplier and spend assessment to identify and prioritize contracts as potential for hosted or punchout catalog*
 - *Conversion plan for catalog data (i.e. contract line item or legacy catalogs)*
 - *Creation of hosted catalogs*
 - *Setup/configuration of punchout sites*
 - *On-boarding and training of suppliers to prepare them to manage catalog content*
 - *Training of State support staff to assume catalog management duties*
 - *Post-implementation. Proactis can continue to monitor and expand the catalog environment with additional suppliers, products and services as needed. Our support team is capable identifying and building new content through review of new contracts or solicitation awards.*
 - *P200 The overall goal of our catalog enablement team is to initiate catalog use, making it easy for stakeholders to view and order materials online, with less human interaction and with improved accuracy.*
- Data Conversion Services – p201 *Proactis will perform the initial data upload into WebProcure as part of our implementation services. Additionally these same utilities will be available directly to our customers for future use.*
 - *The data migration and conversion tasks are shared between the Proactis implementation team and the customer's subject matter experts, IT staff and data "owners". – See matrix for responsibilities.*
- Interface/Integration Development Services – p202 *The majority of the transaction interchanges take place through the integration platform ProcureLINK. ProcureLINK utilizes established, standard, distributed information exchange mechanisms like web services, SOAP (Simple Object Access Protocol), XML over HTTP, SMTP, and IMAP to achieve this form of secure and reliable data*

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interchange. WebProcure is capable of real-time integration with a variety of external systems and ERPs.

- P203 ProcureLINK records each action during the down time and subsequent remedial actions once the system is restored which can later be reviewed to ensure all data has been properly accounted for. This functionality ensures that all the integrated data is consistent, accurate and never overlooked.
 - Clarification needed: Since ProcureLink is a Proactis tool, what resources are required from state ERP team to perform an integration; is all coding on the Proactis side?
- Organizational Change Management (OCM Services) – p 203 during implementation, where OCM processes are embedded in tasks related to process design, configuration, report development and of course training.
 - Key Process: managing stakeholders; identifying changes and impacts; planning and executing communication; assessing change readiness; ensuring knowledge acquisition via education and training; ensuring sustainment of an innovation.
- Training Services – p206 informal training begins at the very outset of our projects. Before the initial discovery sessions, all system training documentation will be delivered to the project team for their review.
 - Detailed walkthrough with core team during Discovery. The core team and relevant subject matter experts will receive additional training during the configuration process, and again prior to the user acceptance test.
 - End user training. Specific training approach for all end users which will be tailored to meet the State's needs. Frequently this approach includes predefined training courses based on users' roles and the timing of the rollout.
 - broad based training sessions used to train large numbers of users. We will conduct as many web-based training sessions as is necessary to adequately train the anticipated 100+ users.
 - remote web-based training sessions are the most effective way to deliver end user training to a large number of end-users, but we can also conduct on-site, in-person trainings provided logistical constraints allow. All training exercises will be conducted on a live training environment with State data, which is by far the most effective hands-on learning experience.
 - Train-the-Trainer program has proven to be the most effective method to encourage customer ownership and system usage. To begin to build confidence using WebProcure the identified State internal trainers will participate in training sessions on each module of WebProcure lead by a Proactis head instructor... trainers will receive certification and reference materials so they can schedule and conduct future sessions independent of a Proactis instructor.
 - P207 Continuing with the effort to achieve self-sufficiency, the State will identify system administrators who will be eligible for system administration training designed to allow system administrators to manage and administer the state-wide configuration of the system for the State
 - The State will identify the individuals it chooses to be the state supplier management administrators.
 - P208 Suppliers can call us directly for help related to WebProcure. We also provide material to suppliers that contains step-by-step instructions on how to review and respond to bids and purchase orders; how to manage the supplier user profiles; and how

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- to create invoices. Also have access to computer-based tutorials and video recordings of instructor-led training.*
 - o Full release notes explaining new functionality and enhancements is made available prior to release data. Significant functionality changes will come to state via training session*
- *Help Desk Services – P208 Ongoing help desk support is available for both buyers and suppliers who interact with the State via our solution. Client-facing support is available 24/7 for mission critical items. First level procurement support is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Standard Time, excluding holidays.*
 - o Support is accessible via email, telephone, and our on-line support ticketing system Help Desk.*
 - o Online context sensitive help is available for both the State and its suppliers. Help includes video tutorials that contains step-by-step instructions on how to complete any action in the system.*
 - o EPROC-IMPL-4 – Live chat functionality is in development. Needs clarification – is it ready yet?*
- *On-Site System Stabilization Support – p211 stabilization period of 3 months post project implementation. This resource(s) will monitor and facilitate system setup and configuration changes; issue assessment and resolution; system performance and stability monitoring; and system use assessment.*
 - o EPROC-MNGD-1 – Needs clarification - Is the response indicating third party monitoring could be integrated?*
 - o In addition to the standard support provided, and as previously described, the State will also be assigned a customer operations manager (COM) and strategic account manager (SAM) for the lifecycle of the contract. Our primary goal is to ensure our products and services contribute to rapid return on investment, increased process efficiency, and enhanced strategic decision-making.*

Managed Services Requirements – Proactis listed this section as Not applicable.

- Solution Support
- Organizational Change Management (OCM Services)
- Training Services
- Catalog support services.
- Help Desk Services
- Transition Out Assistance Services

Video Demonstrations

- Micro videos showing overall platform and individual sections.
- Nice demo of “tutorials” in online help. Voiceover training with “show me and try me”.
- Demo Missouri Buys (using WebProcure) and Rhode Island. – Showed instructional docs for suppliers.
- Showed the contract clauses that are optional or mandatory in solicitations and contract modules.

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: **Periscope**

CATEGORY #(s): 1

DATE: 8/25/21

SME NAME: **Robert Sievert**

SME DEPARTMENT/STATE: **NASPO**

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Public Sector clients: "8 states, 1 US Territory, and over 1,000 cities, counties local agencies, and special districts" (pg. 1)
- Provide "supplier services to ensure vendors are registering with the right commodity codes, receiving the right bids, and can easily enable their catalogs". (pg. 1)
- "Staff consists of former state procurement directors and a host of individuals with combined decades of public policy expertise". (pg. 1)
- In 2019 launched Marketplace, "a shopping environment" that can be "stand-alone" or part of the eProcurement solution. (pg. 4)
- "Periscope holds the exclusive license to maintain, enhance, and market the NIGP Commodity / Services Code". (pg. 4)
- Periscope "manages the NIGP Consulting Program on behalf of NIGP". (pg. 4)
- Periscope Supplier Network "created specifically for the public sector and higher education, connects over 500,000 suppliers... to public sector agencies and organizations". It also supports 90K+ buying organizations that "include cities, counties, state agencies, non-profits and higher education institutions". (pg. 4)
- Periscope "only serves the public sector". "ePro was designed by public sector professionals for public sector purchasing". (pg. 6)
- Periscope implementation approaches: Phased system functionality, Agency on-boarding in waves, Core/Pilot agencies first with remaining agencies on-boarded by the State.
- "Range of prove licdensing, financing, and delivery options": SaaS, Perpetual license w/annual support, Financing of Perpetual Licens, Leasing of Perpetual License, and risk-sharing of admin fees/revenue.
- Has integrated with "mainframe systems, ERP systems, B2G/supplier validation systems and maintenance management systems". (pg. 8)

2. Previous Projects

- **Arkansas:** ePro full suite implementation with integration to State finance system (SAP). Periscope responsible for "Project Governance and Project Management activities". Office of State Procurement live May 2021, remaining departments and local entities "scheduled to be live at the end of this year". (pg. 14)

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- **Oregon:** ePro full suite implementation with integration to State financial system. Periscope performs “overall project management activities” including “coordination of State tasks and responsibilities”. Self-funded model “leveraging an administrative fee for vendors selling to local government through select contracts”. Will rollout to “145 agencies and nearly 800 locals this Summer”. (pg. 14)
 - **Illinois:** ePro implementation except for Contract Management. Includes integration with State finance system (SAP). Implementation began in 2015. (pg. 15)
 - **Massachusetts:** ePro full suite implementation through 3 Phases. Local Gov’t and non-profiles have access “to manage sourcing and catalog-ordering”. (pg. 15)
 - i. 8,296 solicitations in FY17
 - ii. \$358M in FY17 catalog/punchout spend
 - iii. 21,000 suppliers
 - iv. 240,000 buyers
 - v. 15,000 bids managed
 - vi. 970,000 statewide contract catalog items
 - vii. Over \$1B in orders over past 4 years
 - **New Jersey:** ePro full suite implementation began April 2014 with integration to State financial system. (pg. 16)
3. Subcontractors
- “Periscope can sub-contract with companies like CGI, Accenture, PCG, Guidehouse, Deloitte, Civic Initiatives, and more.” (pg. 18)
 - CGI (pg. 18)
 - i. Serve more than 300 state and local government clients.
 - ii. In 2016 signed managed services contract with Maine through 2026.
4. Organizational Chart
- The org chart is a very high level representation of a project implementation. It does represent State and Contractor roles but does not provide any detail. (pg. 20)
5. Litigation
- No litigation.
6. Financial Viability
- 2018-May 2021 Gross Profit and EBITDA show a profit growth each year with a much larger EBITDA for the partial year of 2021 than prior full three years. (pg. 23).

STATE OF MAINE INDIVIDUAL SME NOTES

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BIDDER NAME: Periscope
CATEGORY #(s): 1
DATE: 12/16/21
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements, pg. 2-27:

- **Single Point of Entry:** "Both the supplier community and agency users have a single point of entry" (pg. 2)
- **Smart routing:** "can create rule-based fields to route or streamline end-users down the appropriate path based on specified business practices" (pg. 3)
- **Compliance:** "our solutions have evolved to changing processes, regulations, and technology demands" (pg. 5)
- **Portal:** (pg. 5)
 - o "a single portal that seamlessly connects each and every part of the procurement lifecycle for both buyers and suppliers"
 - o "also delivers in-system chat for collaboration."
 - o "Users can configure landing page dashboards providing personalization to the tasks and work that matter to them."
- **Open Marketplace environment:** (pg. 6)
 - o "Marketplace enables an unlimited number of catalogs (punchouts level 1 and 2, external cooperative contracts, hosted catalogs loaded by the Supplier or State and other agencies publicly sourced and publicly shared catalogs)"
 - o "Periscope Marketplace also supports open market suppliers, if desired, to enhance price comparison and potential cost savings."
- **Integration:** "has provided proven integrations to State systems across our different customers and customer needs." (pg. 7)
- **Workflow:** (pg. 26)
 - o "Organization Administrator manage approval workflow configurations"
 - o Provides "inherited (statewide or multi-org) approval workflow" and "local workflow" rules. Local Gov'ts normally setup to not inherit state rules.
 - o "Users can be added to an approval path for special routing"
 - o CONCERN, approvers can "cancel" a transaction (e.g. cancel a Requisition)
- **Document Management:** provides "a central location to store all records and documents." (pg. 26)
- **Reporting, dashboards and data visualization:** "Every field within ePro, including State Defined Fields, may be used when creating published reports, ad-hoc reports, and dashboards." (pg. 27)
- **Configurable:** "extensive configurability through our solution to support unique processes and needs". (pg. 27)

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- **Transparency:** (pg. 27)
 - o “Bid Solicitation or Contract is published, ePro will automatically post it publicly through the portal.”
 - o “publicly posted contracts will show all content (not marked as confidential or proprietary) including spend to date.”

User Experience, pg. 28-37:

- “provides a uniform look-and-feel for all users”
- **Dashboards**
 - o Users can “select their individual dashboard from among a list of published dashboards”
 - o “administrator can select default dashboards for each role type”
 - o “Users with ad hoc report creation privileges can build their own custom dashboards”. WEAKNESS, you must give users ad hoc report creation privileges to be able to make their own dashboard.
- **Intuitive Navigation** (pg. 29)
 - o “left navigation bar provides access to your documents by type” (pg. 29)
 - o “Central Search Bar that remains at the top of the page and allows the user to perform a quick search for documents, suppliers, and items.”
- **Wizard-driven:** “also add user-defined fields that may be linked to a guided narrative text informing a user to the appropriate steps and fields to successfully create a new transaction” (pg. 31)
- **Portal that informs:** (pg. 31/32)
 - o “six colored boxes on the Homepage change based on the user’s role and display the number of documents for each status that requires the user’s attention and/or action.”
 - o “displays the five most recent documents the user has accessed”
 - o “alerts provide access to events, reminders, and systems messages”
- **Mobile Access:** “designed to support mobile use delivering different screen size options” (pg. 34)
- **Workload Management:** “proxy and or “mass user replace” features may be utilized to ensure projects continue to flow smoothly.” (pg. 35)
- **Role-Based:** (pg. 35)
 - o “user’s role and privileges will determine available functionality within the solution.”
 - o “users’s role carries through to all organizations they have access to”. CONCERN, users may not be able to have a different role with different organizations that they support.

Bidder Best Practices and Roadmap, pg. 38-45:

- “accustomed to providing product enhancements to meet new legislation or new business initiatives” (pg. 38)
- “current schedule allows 4 new releases a year,” (pg. 39)
- “creating our roadmap, we evaluate both our client and known industry pain points”
- “SupplierWorkbench – the supplier’s best practice to interact with their government customers”

Innovations and Value-Added Features/Services, pg. 46- 53:

- **Periscope Supplier Network**, pg. 46: STRENGTH, the network gives Suppliers access to all Periscope customers, not just the State.
- **ePro For Locals:** (pg. 49)

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- STRENGTH, Local gov't will have free access to most, but not all, of the eProc functionality.
 - CONCERN, the list of what locals can use does not include full Contract Management and setting up their own Catalogs for Marketplace. CLARIFICATION, need full description of what Locals will NOT have access to.
- **Periscope Reconciler**, (pg. 49): functionality for transaction/admin/convenience fees on contracts
 - Buyers features: control fee rates & pay periods, receive payment automatically, reports, integrated with Periscope ePro
 - Supplier features: manage payment one place for all Periscope customers, review/approve fees, upload additional purchases (outside ePro), pay fees
 - CONCERN, this is an add-on for \$150,000/year and need to consider impact to any RTM req't that identifies Reconciler as means to meet it. NEGOTIATION, need to at least get this price reduced as an Optional component.
- **Payment Gateway**, (pg. 49/50): Partnered with NIC "to collect current contract utilization fees" integrated with Reconciler and can process "credit card, debit card, PayPal, and eCheck (ACH) transactions".
- **Ecovadis**, (pg. 50-52): "helps buyers and suppliers adopt more sustainable practices and reduce the carbon footprint of their activities". Add on cost for \$30k-\$50k/year.
- **Grants Management**, (pg. 52): the included Sourcing Open Enrollment feature allows Grant "respondents to submit proposals without due dates, and the managing buyer/grant administrator can make awards at any time".
- **NIGP Consulting Services** (pg. 52): "Periscope is the exclusive program manager of the NIGP Consulting program". "The cost of NIGP consulting services is dependant on Project Scope"
- **Strategic Sourcing**, (pg. 52/53): "can include a contract portfolio analysis, data analytics, assessment, market analysis, and opportunity assessments with guidance and support in the procurement event execution."
- **Diversity Equity and Inclusion**, (pg. 53): "Periscope solutions accommodate the promotion of Diversity, Equity, and Inclusion (DEI)."
- **SAP Experts – Phoenix Team**, (pg. 53): "We can partner with Phoenix Business Team to assist with SAP integration"
- **Procurated**, (pg. 53): "can integrate to Procurated, the new "Yelp-like" supplier rating system for the public sector ". "Pricing TBD based on level of desired integration"

Customizations/Extensions, pg. 54:

- "If a new enhancement is the best solution, Periscope will provide a quote and timeline to add the request in the next available release."
- "request will be added and available as standard functionality into the product"

Alternative Funding Models, pg. 55-57:

- Periscope has developed a range of proven subscription, licensing, financing, and delivery options, including perpetual license with annual support, financing of a perpetual license, Software-as-a-Service (SaaS), and risk-sharing of convenience fees and revenue generated by the eProcurement solution"
- "can also offer a hybrid of traditional SaaS and self-funded"

**STATE OF MAINE
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Contract Transition and Flexibility, pg.58: "Periscope will work with any existing clients to provide them the best contract options at the time of renewal or when their current contract has exceeded extensions."

Functional Requirements

General Functionality, pg. 61 : Overall, meets req'ts.

- Solution created "by public procurement professionals" (pg. 59)
- "all enhancements made to our solutions are specific to government procurement" (pg. 60)
- "AWS (Amazon Web Services), our hosting provider, will dedicate resources to establish and support the hosting infrastructure" (pg. 61)

RTM

- POTENTIAL WEAKNESS, GEN-6: System does not provide integration with a State data warehouse & BI reporting tool
- POTENTIAL WEAKNESS, GEN-12: System only searches attachment titles in the CLM module.
- WEAKNESS, GEN-15: To print procurement transactions will require defining a report in the BI module.
- WEAKNESS, GEN-20: System keeps the "newest version" of Commodity codes, does not keep in sync with the version that is in Finance System.
- POTENTIAL WEAKNESS, GEN-23: State cannot determine which Supplier name field will be used throughout the system.
- CONCERN, GEN-26 & GEN-27: Response refers to "Reconciler module" but this is not included in the "Proposed Tools" column (Column D).
- POTENTIAL WEAKNESS, GEN-32: Solution does not provide foreign language versions of web/application pages.
- POTENTIAL WEAKNESS, GEN-34: System does not support future/effective dating except on Master Blanket PO line items.
- POTENTIAL WEAKNESS, GEN-36: System only has eSignature capabilities with CLM.
- Three req'ts need clarification.

Supplier Portal, pg. 61/62 : Meets req'ts.

- "Through this portal, a supplier may self-maintain their profile, read State posted communications, review and respond to bid opportunities, create and review quote history, receive and acknowledge purchase orders, receive contracts, create and track invoices, maintain catalogs, etc" "Supplier user roles may be assigned to control specialized access"

RTM

- CONCERN, SPR-19: Reconciler module is identified on this requirement as tool to meet it however response says "Periscope offers" and in Technical Proposal Innovation section (pg. 359) it is identified as an "optional" tool. So not clear whether this tool is included in the proposal.
- One req't needs clarification

Supplier Enablement/Management, pg. 62/63: Overall, meets req'ts.

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- STRENGTH, pg. 63: "having a "history of the EIN/SSN numbers" is an uncommon feature. Most systems require a Vendor to create a new account instead of giving them a way to update their existing account should TIN be accidentally entered wrong or there is a 'real' change to TIN.
- Pre-Qualify Suppliers, pg. 63: POTENTIAL STRENGTH, this feature might be usable to have Suppliers indicate being available for Emergencies.

RTM

- CONCERN, VDR-13: Foreign vendors may be required to have a tax ID number to be able to register in the system.
- NOTE, VDR-23: The "integration to verify debarment status" is not included in the proposed scope/pricing.
- NOTE, VDR-24: The "integration to verify licensure" is not included in the proposed scope/pricing.
- "NOTE, VDR-25:
 - The ""integration to verify tax data"" is not included in the proposed scope/pricing."
- NOTE, VDR-27: The "integration to verify certification of businesses" is not included in the proposed scope/pricing.
- WEAKNESS, VDR-36: System does not have an automated "yearly reminder" notification to vendors to update their account. Instead must set the account to "inactive" with "reason code of Outdated Profile".
- WEAKNESS, VDR-39: System does not automatically "capture relevant vendor performance information/metrics" from the eProcurement components. System has a performance survey ("Evaluation ticket) concept instead.
- WEAKNESS, VDR-40: System does not provide a means for suppliers to "sign up for e-mail notification when a specific contract" is re-solicited.
- Four req'ts needs clarification

Buyer Portal, pg. 64: Meets req'ts.

- "uniform look-and-feel for all users, with a Homepage portal that is designed to provide quick and efficient access to documents that require attention"

RTM

- Meets req't's.
- Three req'ts needs clarification

Need Identification, pg. 64/65: Meets req'ts.

- "Once a Need is Identified and submitted, the ePro approval and workflow engine are triggered."

RTM

- Meets req'ts
- Two req'ts needs clarification

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Request through Pay, pg. 65-72:

- "provides an easy-to-use, guided shopping experience of all State-enabled catalogs for authorized users by allowing the State to configure which catalogs (state contracts, cooperatives, punchouts, Periscope's Open Market Network Catalogs) are displayed and available for purchasing" (pg. 68)
- POTENTIAL STRENGTH, pg. 68: System seems to allow for different catalog prioritization settings for different departments.
- STRENGTH, pg. 68/69: "Organization Administrator" feature allowing agency specific workflow to be managed at agency level.
- "local government/co-op members are typically set up as standalone organizations. That means that they do not inherit statewide approval paths from the State." (pg. 69)
- "can support both central and desktop receipts" (pg. 69)
- "supports manual entry of invoices... as well as eInvoicing and purchase order flip" (pg. 71)
- CONCERN, pg. 71: Data defaulted from the PO to an invoice "cannot be updated by accounts payable staff". This will prevent A/P from being able to adjust values when an invoice is different but correct instead of what the PO has pushed forward.
- STRENGTH, pg. 71/72: The system has credit memo functionality to capture receiving adjustments and can apply these when processing invoices.
- STRENGTH, Subcontractor Payment Tracking, pg. 72: System provides a means for subcontractors to confirm that "they have been paid" on an invoice.

RTM

- WEAKNESS, PRD-8: Requisition collaboration to "solicit demand" is only done across "all State agencies", does not support doing this "within the same Organization or across the multiple organizations".
- WEAKNESS, PRD-11: System does not provide means to set up a "standard purchase request for recurring purchases" with "automatic schedule to submit".
- STRENGTH, PRD-20: The capability to also set defaults based on "location, role, privileges" and to control "drop-down options" as well.
- WEAKNESS, PRD-24: System does not provide a Forms builder capability to "define input forms" that can be "used for entry of items on a Purchase Request".
- STRENGTH, PRD-29: The capability to have "items where the value has been disabled".
- CONCERN, PRD-33: Changes to an order are done as a change to the order, not the requisition. (see response to PRD-33 for additional information).
- STRENGTH, PRD-44: "a based item could be configured or built based on potential add on or removable options"
- WEAKNESS, PRD-52: Accounting field splits cannot be done by Quantity, only by "dollar or percent".
- WEAKNESS, WRK-10: System does not provide a means for "authorized Approvers to override/bypass specific approvals".
- WEAKNESS, WRK-13: System does not provide means to approve at "line-item level".
- WEAKNESS, WRK-14: System does can provide a means for an approver to make requisition, purchase order or solicitation changes that do not, based on rules, re-start approvals.
- WEAKNESS, PO-17: System does not send Purchase Orders by email. Vendors will get email notification to go into the system to "access the purchase order".
- STRENGTH, PO-21: Can "require the Supplier to accept the changes or just to acknowledge receipt of the changes".

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- WEAKNESS, PC-3: System does not provide a means to specify "unable to use Pcard" on purchase requests, contracts or Vendors.
- POTENTIAL WEAKNESS, PC-5: System does not provide a Pcard Administrator concept. Users must manage Pcards themselves. Need to discuss whether this impacts the State or not.
- POTENTIAL WEAKNESS, PC-8 through PC-20: System does not provide Pcard reconciliation capabilities. Need to discuss whether this impacts the State or not.
- WEAKNESS, RC-16: System does not provide a means to "load Vendor electronic Advance Shipping Notices" into the system.
- POTENTIAL WEAKNESS, INV-8: System does not have the capability to send email notification to a supplier when invoice is rejected.
- NEGOTIATION, INV-11: Need to get the integrating of attached documents to an invoice included in the scope/pricing instead of the "extra" referenced in the response.
- Twelve req'ts needs clarification

Catalog Capability, pg.73-75: Meets req'ts.

- following capabilities are included in Marketplace: (pg. 74)
 - o Unlimited catalogs from the State
 - o Level 1 and Level 2 punchouts
 - o External cooperative contracts
 - o Other publicly sourced contracts provided by suppliers
 - o Automatically displayed price comparison shopping between all types of contracts, including open-market
 - o Supplier enabled/updated catalogs and pricing with automatic administration notification if there is a price change
 - o Multi-catalog capability for the same supplier
 - o Open market / off-contract access to catalogs
 - o Workflow and approvals that can be configured based on specific business unit requirements
 - o Order generation and electronic delivery to vendors
 - o Payment methods including P-Card and purchase orders
 - o Administering and collecting administrative fees
- "our supplier enablement team will also assist suppliers." (pg. 75)

RTM

- POTENTIAL WEAKNESS, CAT-19: Catalogs cannot have negative dollar value items. However, user can free-form a requisition line item to record a negative dollar value item.
- Two req'ts needs clarification

Sourcing/Bid Management, pg.76-87:

- "conduct all types of solicitations, including reverse auctions" (pg. 77)
- "enable RFx documents to be drafted using stored templates and clauses. Once drafted,
- "identified users can collaborate on the RFx document" (pg. 77)

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- "Auto-attached documents can be configured" (pg. 78)
- "Periscope Supplier Network (PSN) database, allowing the State to extend notifications beyond those suppliers who are directly registered in the State's system" (pg. 78)
- Special Bid Types
 - o Solicitation-enabled Contracts: "pre-approved multi-supplier agreements... from which future price quotes/RFRs may be conducted". POs/Contractds from these "are considered releases" against that contract.
 - o Demand Requisition: "ability to poll organizations to assess their needs and aggregate" into a bid.
 - o Reverse Auction
 - o Open and Rolling Enrollment: STRENGTH, "menu of approved suppliers that can be added to on an ongoing basis". "Grant solicitations" is an example of use.
- "Bid amendments can be created within the bid document at any time between when a bid is published (sent) and opened." (PG. 82)
- "compiles supplier responses into a Bid Tabulation document for easy review" (PG. 83)
- "contract manager can request a clarified or "Best and Final" offer from suppliers" (pg. 85)
- "allows each user to enter notes on a bid evaluation summary" (pg. 85)
- "has the ability to tabulate solicitations after solicitation opening and apply preferences based on supplier categories." (pg. 86)
- "support an Intent to Award status" as a "tentative award.... When some agencies have a protest period" (pg. 86)
- Protest Submission/Mgmt, pg. 87: Documents "negotiation records, additional evaluation forms, etc.,"

RTM

- POTENTIAL WEAKNESS, SRC-34: To force cost and technical to not be viewable at the same time user would need to do separate rounds on the solicitations... one for technical and 2nd for cost.
- WEAKNESS, CAT-37: Users cannot return to their search results "once they have selected an item". Users must "conduct a new search".
- POTENTIAL WEAKNESS, SRC-4: System does not support 2-Step Invitation to Bid type solicitations.
- POTENTIAL WEAKNESS, SRC-13 & 14: System does not support Surplus auctions. Will be additional costs to add this capability to the system.
- POTENTIAL WEAKNESS, SRC-22: To force cost and technical to not be viewable at the same time user would need to do separate rounds on the solicitations... one for technical and 2nd for cost.
- WEAKNESS, SRC-28: System does not have a collaboration tool within solicitations. Users would post notes on the solicitation to communicate instead.
- WEAKNESS, SRC-35: System does not provide check-in/out capabilities for content in the solicitation "document repository".
- WEAKNESS, SRC-60: System does not automatically include vENdors "with prior or active contracts/purchase orders" where the commodity code on those transactions is the same codes as on the solicitation.
- WEAKNESS, SRC-64: The system does not provide a means for suppliers to sign up for notification when a contract is to be re-solicited.

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- WEAKNESS, SRC-65: System does not "eliminate duplicate e-mail addresses" from the vendor list.
- WEAKNESS, SRC-67: A supplier must be registered (have a "profile") to be able to add themselves to a solicitation vendor list. Un-registered vendors cannot add themselves.
- WEAKNESS, SRC-75: System does not provide a means for vendors to "opt out of notifications for a specific solicitation".
- WEAKNESS, SRC-78: System does not have a means to only post an alert about a solicitation. Must post an amendment to be able to post an alert.
- "WEAKNESS, SRC-80: System does not provide a means to ""gather basic information"" from vendors downloading a solicitation from the public procurement website.
- STRENGTH, SRC-80: The capability to add vendors ""with a pending registraiton status"" to solicitation notifications."
- WEAKNESS, SRC-83: System does not have "web-conferencing" capabilities but recorded web-conferencing sessions can be attached.
- POTENTIAL WEAKNESS, SRC-88: System does not provide a means to "workflow vendor questions" to specific users for review/response.
- WEAKNESS, SRC-105: System does not provide alert to unqualified vendor if they try to submit response to MBE set-aside solicitation.
- POTENTIAL WEAKNESS, SRC-117: System cannot hide Supplier names on the Evaluation screen.
- WEAKNESS, SRC-120: System does not provide a means to "export" response/score data. Can be printed.
- POTENTIAL WEAKNESS, SRC-130: System does not have a collaboration tool within solicitations for evaluation panel members.
- WEAKNESS, SRC-131: System does not have a collaboration tool within solicitations for Buyer/Agency representatives. Would have to record notes on the solicitation to capture communications.
- WEAKNESS, SRC-133: System does not "notify the BuyerAnalyst" after each approval of award.
- WEAKNESS, SRC-143: The system does not provide the capability to cancel a fully awarded contract and award to a different supplier.
- WEAKNESS, SRC-146: System does not provide notifications that are specific to non-awarded Vendors.
- POTENTIAL WEAKNESS, SRC-151: System does not provide unit of measure conversion capabilities.
- Twenty req'ts needs clarification

Contract Management, pg. 87-91:

- "has the ability to tabulate solicitations after solicitation opening and apply preferences based on supplier categories." (pg. 88)
- "drafting contract documents (using stored templates and clauses), conducting electronic negotiations, obtaining signatures, creating reports, tracking supplier performance." (pg. 88)
- Contract approvals: "Power users can override the approval workflows as needed" (pg. 89)
- "can configure, monitor, complete, and enforce milestones... workflows or tasks" (pg. 89)
- "supports electronic signatures via DocuSign™" (pg. 90)
- STRENGTH, "user may define the Supplier Fees associated with that contract".

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- “may be defined as flat percent across all line items”
- “flat percent with a max fee cap for the payment period”
- “flat fee”
- “auto-calculated fees are then assigned to the supplier to pay using Periscope’s Reconciler module”
- Suppliers “may also add additional spend on a contract that occurred outside ePro”

RTM

- POTENTIAL WEAKNESS, CNT-10: System does not provide capability to define standard specifications and have attached document.
- "NOTE: Response to CNT-25 does indicate that system has MS Word integration for document authoring capabilities.
-
- STRENGTH, CNT-23: ""Versions of a contract document can be compared""."
- POTENTIAL WEAKNESS, CNT-27: System does not have a means to specify access restrictions for specific documents attached to a contract.
- STRENGTH, CNT-32: Readable PDF documents are "searchable".
- WEAKNESS, CNT-34: System does not have controls to limit who can enter backdated contracts.
- WEAKNESS, CNT-66: System does not provide a means to publicly post alert associated with a contract. User must post an attached document to communicate this.
- POTENTIAL STRENGTH, CNT-70: Reconciler module to upload "sales/usage details".
- POTENTIAL STRENGTH, CNT-71: Reconciler module.
- POTENTIAL STRENGTH, CNT-72: Reconciler module.
- STRENGTH, CNT-73: Task functionality to assign contracts for review by "project management and/or project quality office".
- WEAKNESS, CNT-83: System does not "provide data balances" on "remaining contract limits, remaining budgets and applicable thresholds".
- Six req'ts needs clarification

Vendor Performance, pg. 91: NEED TO SEE IF THERE IS A SURVEY FEATURE FOR SUPPLIER PERFORMANCE ACROSS ENTIRE SYSTEM

- WEAKNESS: Performance measuring is only against a contract. “may complete and track Supplier Performance on a contract” (pg. 91)
- Ticket option: State “defines performance issues” in a document that is sent to the supplier and supplier “may respond... defining upcoming actions”
- Contract review: “creates a performance rating for that specific supplier and contract”

RTM

- POTENTIAL WEAKNESS, VPE-12 System does not provide supplier performance reporting from transaction data captured in the system. Can only capture/report on survey inputs.
- NEGOTIATION, VPE-14: OOTB CLM does not include setup contract surveys. This would be an additional cost. Suggest negotiating this to be included as a standard feature without additional cost.
- Two req'ts needs clarification

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Purchasing/Data Analytics, pg. 92- : Meets req'ts.

- Reporting tool works from a copy of production data: "Replicated database refers to our standard architecture, where the ePro™ production database is replicated nightly and copied to the BI database" (pg.95)
- STRENGTH, Reports can be made public (pg. 92)
- Standard Reports
 - o Spend Analysis Reports: existing, standard reports of spend by Commodity, On/Off Contract, Supplier, Purchasing Statistics (pg. 92/93)
 - o Cycle Time Reports: for PO, Requisition & Bid (pg. 93)
 - o Workload Management Reports (pg. 93)
 - o Contract usage Reports (pg. 93)
 - o Financial management Reports: Open POs, Received/Not Invoiced, Unpaid Receipts (pg. 93/94)
 - o Supplier Reports (pg. 94)
- Ad Hoc Reports: "ad-hoc reports can then be published to allow end users to run them from within ePro™, or they can be embedded in dashboards" (pg. 94/95)
- Dashboards: (pg. 95)
 - o "any standard or any ad-hoc report to be converted into a dashboard"
 - o "end-user can configure their individual dashboard themselves on their "My Account" screen." WEAKNESS, this capability is limited to "Users with ad hoc report creation privileges" (pg. 28)
 - o "Dashboards can be published for suppliers as well."

RTM

- STRENGTH, PDA-22: ePro BI and Reporting module reports "can be shared publicly".
- No req'ts needs clarification

Technical Requirements - pg. 100-144

Availability, pg. 100: Meets req'ts.

- "Solution will be available 99.99% of the time (excluding scheduled maintenance" (SLA Attachment A, pg. 6 which is pg. 7 of Part 2 doc).

Accessibility Requirements, pg. 100: Meets req'ts.

- "We provide regularly updated accessibility compliance certification through our Voluntary Product Assessment Template (VPATs). With new feature releases, our software is tested for web accessibility standards with the Rehabilitation Act Federal ICT Accessibility / Section 508, W3C Accessibility Initiative, and WCAG 2.1 Level AA (which exceeds Section 508's standards)."
- "Our Quality Assurance program utilizes both the WAVE and ANDI toolsets, along with randomized keyboard testing."

Audit Trail and History, pg. 100 TECH-1 thru 5: Partially meets. Response did not address req't to have a "history page other option" accessible "without support from an Administrator".

- "Auditing Event Tracking"

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- "application has high-level/logical audit trails built into its core operations, allowing every step in a transaction to be tracked."
- "The DBMS has configurable row-level DML and DDL audit trails as well providing the ability to track, record, and review"

RTM

- WEAKNESS, TECH-4: System does not provide a means for an authorized user to override approval rules.

Browsers Supported, pg.101: Meets req'ts

- "products and all their features are designed to be browser and operating system agnostic and work best on all the latest manufactures' supported browsers."
- "look and function the same if the user is on a Windows, Android, Apple, or another device; and with Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari browsers."
- "Periscope's goals include supporting browsers that are greater than 10% of market penetration. We manage this by tracking browser types of inbound users."

User Accounts and Administration, pg. 102/103 & TECH-6 thru 20: Meets req'ts

- "provides roles that have clear separations of responsibilities"
- "User accounts may be created by Internal Administrators or Organization Administrators"
- Multiple versions of "SuperUser", "Standard User" and "Marketplace User" roles
- CLARIFICATION, response did not address req't to "describe all capabilities for the definition of additional roles".

RTM

- WEAKNESS, TECH-4: System does not provide a means for an authorized user to override approval rules.
- NOTE, TECH-11: Response did not fully respond to the req'ts however the details in the Tech Proposal (pg. 102) provided detail that met this req't.
- POTENTIAL WEAKNESS, TECH-12: System does not support dual sign-on via one account.
- NOTE, TECH-14: Response did not fully respond to the req'ts however the details in the Tech Proposal (pg. 102) provided detail that met this req't.
- POTENTIAL WEAKNESS, TECH-18: System does not email users when there have been changes to their account.
- Three req'ts need clarification.

User Authentication, pg. 104 TECH-21 thru 25: Partially meets

- ePro™ provides SAML (Security Assertion Markup Language) single sign-on integration
- Active Directory Federation Services (ADFS) 2.0 and 3.0
- provides user security and controls by having group and user-defined solution privileges.
- a profile is secured with 2-factor authentication
- System has default password policy"

RTM

- POTENTIAL WEAKNESS, TECH-25: System does not have functionality to automate acceptance/tracking of acceptable use agreements.

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Federated Identity Management, pg. 105: Meets req'ts

- "Periscope SSO is based on SAML 2.0 specifications"
- Successful SSO integrations include "Active Director Federation Services (ADFS) 2.0 and 3.0"

Data Conversion, pg. 105 TECH-26 thru 34: Partially meets req'ts.

- "our approach focuses on migrating ONLY that data necessary to support core business functions in the new system at go-live"
- "in-scope data migration includes the following data elements: *NOTE, the list of included data migration here (pg. 105) does not include "User data/role assignments" which shows as included under Implementation Req'ts/Data Conversion Services (pg. 190)*
 - o Organizational setup, including departmental structures (including 2 levels of organizational hierarchy and bill-to/ship-to addresses)
 - o Active term contracts/Master Blanket POs and related vendor data (to support ordering at go-live)
- WEAKNESS, PG. 105: Supplier migration is not included in proposed scope/pricing. "can provide optional pricing to the State to migrate existing vendors using standard ePro data migration templates and utilities"
- "State is responsible for extracting data into standard ePro templates, data cleansing, and validation/signoff on migrated data before loading in production"

RTM

- POTENTIAL WEAKNESS, TECH-27: Conversion of Requisitions & POs is NOT included in the proposed scope/pricing.
- POTENTIAL WEAKNESS, TECH-28: Conversion of Solicitations is NOT included in the proposed scope/pricing.
- POTENTIAL WEAKNESS, TECH-30: Conversion of Vendor Performance Data is NOT included in the proposed scope/pricing.

Interface and Integration, pg. 106 TECH-35 thru 60: Meets req'ts.

- Periscope has extensive experience with multiple systems, including ERP's such as Oracle, CGI, SAP, and PeopleSoft
- "in the development interfaces, both batch and realtime, ePro's™ Financial System Integration is typically used to create and maintain a customer's supplier records.
- customer and Periscope will determine together at which point in the purchasing process that the agency would like ePro™ to trigger transactions to their financial system
- Accounting Codes may be accepted into ePro™ from the financial system.
- ePro™ provides a high degree of configurability to allow clients to define when integration transactions occur and how those transactions process.
- The ePro™ Financial System Integration uses simple Transaction Validation steps to ensure that all financial transactions and their corresponding records are successful and complete

RTM

- POTENTIAL WEAKNESS, TECH-38: Integration with Secretary of State licensing system is not included in the proposed costs.
- POTENTIAL WEAKNESS, TECH-43: Integration to an inventory system "outside of SAP" will be additional costs.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): 1

DATE: 12/16/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- WEAKNESS, TECH-50: The integration functionality does not have integrate receipt data to finance systems.
- Three req'ts need clarification.

Office Automation Integration, pg. 109 & TECH-61: Meets req'ts.

- Microsoft Office suite of products (.docx, xlsx, pptx, etc. – and previous versions) are considered a standard for
- business automation and used for digital transformation.
- also accept Adobe products and other standard transformation file
- formats such as RTF, JPG, XML, & CSV for uploading, attaching, and linking for business documentation
- CLM has
- integration into Microsoft Word for contract redlining between both parties.

RTM

- Meets req't.

Mobile Device Support and Mobile Applications, pg. 111 & TECH-62: Meets Mobile Device Support. Does not meet Mobile Applications.

- Users can utilize the Periscope suite of products on all their devices
- Periscope utilizes responsive web design rather than unique applications for each device type.
- POTENTIAL WEAKNESS, system does not have Mobile Apps.

RTM

- Meets req't

Data Ownership and Access, pg.112-114: Partially meets. Response discussed ways for customer to get copy of data but did not address ownership of the data.

Date Retention, Archive and Purge Considerations, pg. 114 & TECH-63: Meets req'ts.

- Periscope can configure it to
- meet State-specific retention policies.

RTM

- Meets req't.

Disaster Recovery Plan, pg. 115 : Meets req'ts.

- "Periscope's Contingency Plans and Disaster Recovery Plans (CP / DRP) are designed to mitigate the risk of system and service unavailability by providing written solutions for the prompt and effective continuation or resumption of mission-critical services in the event of an incident or disaster."
- "Periscope's Business Continuity Plans have been developed to comply with the compliance requirements, such as those of the Federal Information Security Modernization Act (FISMA), National Institute of Standards and Technology (NIST) 800-53 requirements."

Solution Environments, pg. 116 & TECH-64 thru 68: Meets req'ts.

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- standard environment deployments provide users acceptance (UAT), training, and production environments.
- Our non-production environments can be integrated into the State's lower testing environments to facilitate end-to-end testing.

RTM

- NOTE, TECH-65: Integration with Test and Training environments addressed in the Technical Proposal, pg. 116.
- Meets req'ts.

Solution Technical Architecture, pg. 117-125: Partially meets req'ts. Periscope will not provide technical architecture information without "execution of a non-disclosure agreement".

- BuySpeed™ modules are written with Java technology
- supports both SOAP and REST web service formats

Solution Network Architecture, pg. 126: Partially meets req'ts. Periscope will not provide technical network information without "execution of a non-disclosure agreement".

- "Periscope strictly adheres to the NIST 800-53 standards and is certified annually via a FISMA audit as well as SOC
- II and PCI-DSS audits. All of our architecture and tools, and associated policies and procedures, are examined and
- certified by these audits as being on par with industry best practices.

System Development Methodology, pg. 126 : Meets req'ts.

- Periscope develops and manages a Software Development Life Cycle (SDLC)
 - o "have a role-based access control system to restrict system access privileges"
 - o "there is a separation between non-production and production application environments"
 - o "three operational environments": Development, Test/QA, Production and Training."
 - o Performance testing with "JMeter and automated test scripts"
 - o Quality assurance program
 - o Configuration/Change Management methodologies.

Service Level Agreement, pg. 130-144: Partially meets req'ts.

- Did not provide a review of or accept States' SLA. Provided their Standard SLA but indicated that they are willing to negotiate "addition of certain elements". NOTE: details of their SLA are not bad. Focus is more 'customer/business operations' focused than is common in the industry. Though their Sev 2 definition would have been a Sev 1 with State's SLA.
- WEAKNESS, no Implementation SLAs.
- CONCERN, pg. 134 (pg. 4 of 14 in SLA): The available days/times in SLA states M-F, 6am-7pm MT" but in the Implementation Req'ts, Help Desk section (pg. 204 & 205) it states "M-F, 8AM-7PM ET".
- Attachment A-2, pg. 141 (pg. 11 of 14 in SLA): Positive is that SLA does cover Prod, Training, UAT and Demo environments.
- WEAKNESS, Attach A-2, Sev 2, pg. 142 (pg. 12 of 14 in SLA): The "Events" listed would have been Severity 1 in State SLA.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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Security Requirements 145-155 (see Part 2 doc)

Cloud Security Alliance (CSA) Compliance, pg.145: Does not meet req't. Did not provide either the CAIQ or a report "documenting compliance with CCM".

- We strictly adhere to the NIST 800-53 standards and are certified annually via a FISMA audit as well as SOC II and PCI-DSS audits. We are confident that the control families in the CAIQ are already addressed by these audits.

Security and Privacy Controls, pg. 145: Meets req'ts.

- "confirmed that the hosting environment satisfied the required technical controls as specified within NIST 800-53 revision 4 for a moderately categorized SaaS solution."

Security Certifications, pg. 145: Partially meets req'ts. Response did not indicate whether they have certifications/credentials for HIPPA, FERPA, CJIS, IRS Publication 1075, NIST SP 800-71 and FIPS 200.

- Periscope is annually audited by a third-party firm and certified FISMA, SOC II-Type II, and PCI-DSS compliant.

Annual Security Plan, pg. 145 : Does not meet req'ts. Periscope will not provide the req'd details without "execution of a non-disclosure agreement".

- "We strictly adhere to NIST 800-53 standards. As a standard part of our operations, we develop an annual security plan based, in part, on findings returned from"
- "Because the security information is sensitive and we have a high desire to protect all of our clients, we will only provide details of our security footprint with the execution of a non-disclosure agreement."

Secure Application and Network Environment, pg. 147: Meets req'ts.

- "Periscope secures the environment to ensure that perimeter devices such as firewalls and IDS are configured correctly to allow only recognized and valid connections"
- Tier III data center provides for a completely redundant and continually operating facility that has a 99.9% uptime track record. It is a carrier-neutral environment with 24 / 7 security and engineering staff."
- "Periscope uses the AWS application firewalls with elastic IPs."
- "Activity login is tracked"
- "All personnel "required to use multi-factor authentication"
- "has clearly defined data classification policies and procedures"
- "utilizes and monitors using Meraki IDS/IPS."
- "Secure data is encrypted at rest and data transfers are only accomplished via secure TLS 1.2 HTTPS protocols"
- "Periscope Platform is architected as a 3-tier application with a clear separation between the web, application, and database layers."
- "Periscope's Business Continuity Plans have been developed to comply with the compliance requirements, such as those of the Federal Information Security Modernization Act (FISMA), National Institute of Standards and Technology (NIST) 800-53 requirements."
- "Access to any client data is highly restricted (principles of least privilege) and monitored."

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- "All Periscope computing devices have administrator-controlled anti-virus and system-controlled password protection."

Secure Application and Network Access, pg.150 & SEC-1 thru 5:

- "is hosted with AWS. Access to the system is restricted via VPN authentication, AWS Identity management, and ssh keys. Application access is secured with SSL (port 443) certificates supplied by the customer or issued through AWS route 53."
- "No customer Hypervisor settings are in place"
- "The system is scanned for vulnerabilities by Rapid7 and patched as available."
- "Meraki IDS is in place to detect and mitigate external threats to the network."
- "Being hosted in AWS, physical access is limited to AWS personal"

RTM

- POTENTIAL WEAKNESS, SEC-4: System does not use persistent cookies.

Data Security, pg. 151: Meets req'ts.

- "Adhere to NIST 800-53 standards"
- "certified annually via a FISMA, SOC II and PCI-DSS audits"
- System interoperability executed via HTTPS and TLS 1.2
- Data classification is based on the concept of need to know. "people who have a legitimate business need for the information"
- "controls are in place to authenticate the identity of users"
- "sensitive information is provided only after the written authorization of the Data Owner has been obtained".
- Data disposal, "a method must be used that completely erases all data". For media where data cannot be erased, the media "must be destroyed"

Personally Identifiable Information Protection, pg. 153: Meets req'ts.

- Periscope Solutions do not have PII information as a part of its data set. Should a supplier use their social security
- number as their tax-id the solution encrypts at rest, the tax-id, and any associated data points.

Security/Privacy Issue Occurrence, pg. 153/154: Partially meets req'ts. However the SLA document does specifically identify what Severity level a "security or privacy issue" would be classified as. CLARIFICATION, need Periscope to identify that a security or privacy issue would be classified as Severity 1 for their SLA.

- "Our service level agreements are designed to accommodate the handling of all issues, including Security and Privacy Issues"

PII Data Actual/Attempted Access or Disclosure, pg. 154: Response did not address the req't of responding to PII actual/attempted access. Though Periscope's position is that the "Solution does not have PII information as a part of its' data set" they do acknowledge that a supplier may use their social security number as their tax-id, so a response for that situation should be addressed.

STATE OF MAINE INDIVIDUAL SME NOTES

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Security Breach Reporting, pg. 154: Partially meets req'ts. However, need Periscope to identify that a Security Breach would be classified as Severity 1 for their SLA.

Implementation Services Requirements – pg. 156-207

Project Management, pg. 156-177: Partially meets req'ts.

- Periscope understands the importance of status reporting, deliverable management, issue management, and risk assessment and mitigation for the delivery of a successful project". "we discuss each of these" during "initial Project Set-Up"
- "The named Project Manager dedicated to the project will not be assigned to other projects during the implementation period."
- "Project Managers are PMP certified and many have public sector experience"
- CONCERN, Fig. 7.2 Sample Implementation Plan does not indicate if it represents a Small, Medium or Large State implementation, however the timeline of being 'live' with all functionality in 12 months is too aggressive. (pg. 157)
 - o 24 Months, System live in 12 months, Wave Rollout 2nd 12 months
 - o Unclear which "End Users" will be going live in months 11/12.
 - o Vendor Registration, live end Month 4... No System Test/UAT, without Integration
 - o Rest of system Big Bang over Months 11-12... No System Test/UAT
 - o Go Live Support, only month 12... does not reflect the req'd 3 month support and isn't providing support for what about adjustments during Rollout?
 - o Interface/integration goes live Months 11-12 but what about Vendor integration when Vendor goes live in Month 4
 - o OCM not included in the project tasks
- Typical PM deliverables: Proj Schedule Baseline, Scope/Change Control Plan, Risk Mgmt Plan/Risk Register, Status report, Payment/Billing Schedule
- Staffing plan (pg. 158-174): looks good
- State Project Support Plan (pg. 175-177) looks good.

Project Implementation Methodology, pg. 177-186: Generally meets req'ts however concerns about the workload on the Participating Entity at Go-Live (see below)

- "the plan is organized in a sequential manner, we have worked with clients to create and implement in a more agile manner than this plan's waterfall layout."
- Four phases: Project Setup/Analysis, Exploration & Design, System Implementation/Configuration, Post Implementation Go Live & Support (pg. 178)
- WEAKNESS, Administrative Data Migration and Data Entry, pg 183: As noted in the Data Conversion section, Periscope methodology only plans to migrate only Contracts and no other transaction data. Also, Supplier data migration is not planned.

**STATE OF MAINE
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SME NAME: Robert Sievert

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- CONCERN, Go-Readiness, Configuration, pg. 184/185: the Participating Entity will be responsible for entry of configuration ("user data, approval paths, etc., customized printing/report features, punchouts, functional options") in the Production environment.

Catalog Support Services, pg. 187-189: Meets req'ts however note that Periscope does not create catalogs for Suppliers/State.

- "Periscope will analyze and consolidate data provided by the State on current suppliers."
- "Periscope will develop a comprehensive communication framework used to manage supplier outreach"
- "Periscope's supplier enablement team works with the supplier to enable their catalog and prepare them for successful, ongoing management of their catalog." (pg. 188)
- "Many suppliers complete this upload process without requiring assistance from Periscope, but our Supplier
- Enablement team conducts online meetings with suppliers to assist and review their catalog setup." Suppliers are expected to create/upload their catalogs. Periscope services does not include creating catalogs.
- Punchout: "Periscope will manage this configuration for the state and engage with
- the appropriate state and supplier resources to test, approve, and promote production." (pg. 189)
- "Periscope's support team will provide ongoing support of the State's suppliers"

Data Conversion Services, pg. 190: Meets req'ts.

- "our approach focuses on migrating only that data
- necessary to support core business functions in the new system at go-live."
- NOTE, the list of included data migration under Technical Req'ts/Data Conversion (pg. 105) does not include "User data/role assignments" which shows as included here.
- "Periscope will work with the State to develop a Data Migration Plan" State is responsible for extracting data into standard ePro™ data migration templates, data cleansing, and validation/signoff of migrated data."

Interface/Integration Development Services, pg. 191/192: Meets req'ts. NOTE: if any integration/interface requires changes from "existing" Periscope "specifications/capabilities" then there will be additional costs.

- POTENTIAL STRENGTH, Integration Module, pg. 72: Periscope has optional services to setup and manage the State's side of integration if needed.
- "Integration module was developed to enable integration across multiple financial systems"
- "our proposal includes services to review our existing integration module specifications and capabilities as described below to determine a fit-gap with the financial system. If they can be leveraged, then enablement is included as part of our project costs. If Periscope needs to accommodate a custom element to support integration to the financial system, we can work with the State to scope any required development to meet such custom elements and determine the impact on project cost and timelines."
- "the analysis phase, we also collect information on the requirements"
- "An Interface Design document will be developed, including specific data definitions, file formats, processing triggers, and processing and update requirements in both systems, using the Periscope ePro™ Standard Integration Module and the output available from it."

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BIDDER NAME: Periscope

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DATE: 12/16/21

SME NAME: Robert Sievert

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Organizational Change Management (OCM Services), pg. 192-198: Meets req'ts

- "Periscope uses Prosci's ADKAR® Model of individual change". "acting as an assessment tool, providing guidelines for structuring key parts of our change management program, and facilitating important conversations about the change throughout the organization." (pg. 193/194)
- "change management must leverage both an individual change management model and an organizational change management approach." (pg. 194)
- "makes use of an informational project website and an email campaign to effectively communicate messages" (pg. 194)
- Agency Core Teams (pg. 195): "Each agency's core team is comprised of subject matter experts from the functional areas impacted by the system." "Core Team members later become "power users", providing support to the end-users in their agencies".
- Change Liaisons (pg. 195): "make use of departmental change advocates". "will be focused on assisting with the organizational change management activities for their agency
- Change Management Plan (pg. 195): "the communication plan, the sponsorship roadmap, the stakeholder engagement plan, the training plan, and the resistance management plan"
- Sponsorship Roadmap (pg. 197): "Sponsorship Roadmap is to create an actionable plan for preparing and leveraging all the sponsors to promote, gain support for, and drive adoption of the change"
- Stakeholder Engagement Plan (pg. 197): "approach to ensure that individuals or groups impacted by a change and those who can positively affect the overall success of the change are engaged in the change effort".
- Resistance Management Plan (pg. 198): "proactive resistance management and reactive resistance management tactics".

Training Services, pg. 198-203: Meets req'ts. The content in this section is repeated in the Managed Services Training Services section along with the sample Training Plan, see notes there.

Help Desk Services, pg. 204-207 & IMPL-1 thru 5: Meets req'ts.

- Periscope shall provide the following Support Desk services to User:
 - o Online support portal and ticketing system to report and track issues: Available 24 hours a day, 7 days a week; monitored during Business Hours (Monday-Friday 8am - 7pm Eastern excluding Periscope holidays);
 - o Ability to contact call center to report technical and functional issues during Business Hours;
 - o An easily accessible frequently asked question list and a technical and functional team available during Business Hours;
 - o Non-Business Hours response to tickets reported as Severity Level One issues;
 - o Ability to review responses to and update issues in the Online Support Portal;
 - o Ability to access online functional help tools such as quick reference guides and online video tutorials; and
 - o Ability to view all functional issues reported by the Customer in the Online Support Portal.
- "Support Analysts are equipped with industry-standard tools to meet the Support needs, including the Zendesk ITSM, telephone system, chat support and FAQ resources" (pg. 204) "will provide the State with read-only access to the State's instance of the Zendesk ITSM system" (pg. 206)
- "Customer Satisfaction (CSAT) surveys are provided to every user at the end of every ticketing experience." (pg. 206)

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- Tier 1: by State unless alternate funding model accepted. Tier 2 & 3 by Periscope (pg. 206/207)

RTM

-

On-Site System Stabilization Support, pg. 207: Meets req'ts.

- "will enable the system setup and configuration tuning"
- "provide system utilization assessment, shoulder-to-shoulder mentoring of State operations staff, documentation of lessons-learned, resource management, and ongoing identification of opportunities to maximize the value of the e-Procurement solution assets."

Managed Services Requirements – pg. 208-248

Solution Support, pg. 208 & MNGD-1: Meets req'ts. However the Release testing program timing has concerns.

- CONCERN, 20/10/10 Program for releases, pg. 186 & pg. 208: Unless the functionality being testing is small in size, the number of days allocated in this plan is unrealistic.
 - o 20 days for Participating Entity to do UAT
 - o 10 days for Periscope to resolve issues found during UAT
 - o 10 days for Participating Entity to confirm fixes
- Performance metrics "set forth in the SLA", Participating Entity can request a review to the performance metrics "once a year". (8.1.7, pg. 209)

RTM

- MNGD-1: Periscope uses "Pingdom" to "monitor average response time"

Organizational Change Management (OCM Services) , pg. 213-219: Meets req'ts. Content in this section is exacts repeat of Implementation Reqs OCM Services, see notes there.

Training Services, pg. 220-240: Meets req'ts.

- "Using the ADDIE (Analyze, Design, Develop, Implement and Evaluate) Instructional Design Methodology" (pg. 221)
- STRENGTH, Micro-Learning videos (pg. 221): "Micro-learning videos" is a very effective approach to training videos.
- User-based Training Summary Table 8.4 - 9.10, pg. 221-224:
 - o POTENTIAL STRENGTH, the training curricula appear to be comprehensive and good fit for users.
 - o WEAKNESS, curricula are 'generic', not State specific, so State will have to build out companion materials to give State specific guidance.
- "we know that 70% of an individual's competency development comes through assignments (e.g., on-the-job experiences)" (pg. 224)
- "Core Team will have "Core Team Orientation" that "in-depth exploration of all major ePro™ functionality associated with the scope of the project." (pg. 224)
- Additional Training, pg. 224: CONCERN, the "knowledge transfer with key stakeholders" is only to the "Core Team" which is a limited/small number of people. So the issue of addressing "on-the-job experiences" to the broad number of users that will be trained is not going to be sufficiently

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

addressed with only the Core Team receiving this "transfer" and also they will be too few as "super users" to help all of the agency users. Need a plan to build out these 'super users' in every agency.

- Sample Training Plan (pg. 225-240): plan is comprehensive and a good model.

Catalog Support Services, pg. 241-243 : Meets req'ts. Content in this section is exact repeat of Implementation Reqs OCM Services, see notes there (pg. 187).

Help Desk Services, pg. 243-246: Meets req'ts. Content in this section is exact repeat of Implementation Reqs OCM Services, see notes there (pg. 204).

Transition Out Assistance Services, pg. 246 -247: Meets req'ts

- "Periscope works with each customer to identify needs, scope accordingly, and develop a specific SOW for the delivery of identified services."

Other Available Services – pg. 248:

Other available services are included in Periscope's Innovation, Value-Add Section.

Innovations and Value Added Services – pg. 249: See notes from the General Principles, Innovation and Value-Add section.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Own product. CLM.
 - Full service including catalog commerce. Marketplace. Supplier Network.
 - Promises speed to market.
 - 508 compliance.
 - Multiple ERP integrations.
2. Previous Projects
 - Public sector – 8 states.
 - Many local governments.
 -
3. Subcontractors
 - Example of CGI for Maine ERP integration.
 -
4. Organizational Chart
 - High level.
 - Roles not defined.
5. Litigation
 -
 -
 -
6. Financial Viability
 - Audited statement.
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s) 1:

DATE: 1/18/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Public sector focused only. – Periscope ePro

8 states /1000 locals

Integrate to ERPS and financial systems

Equal opportunity and support local and MWDBEs – integrates to B2Gnow.

Modular standalone or full epro

General Principal and Requirements

- Key Solution Functionality Elements
 - P15 Single point of entry; SSO supported; ePro is transparency portal for posted solicitations and awards; contract spend; state supplier lists.
 - P16 Routing based on business rules; state establishes user-defined fields by enterprise or org. Admin set, not custom.
 - P18 Periscope cloud (instance) is portal to connect all aspects of the process for buyers and suppliers. – In-system chat for collaboration. Supplier side allows registration, bid responses, contract negotiations, PO receipt; invoicing; performance resolution; transaction fee submission.
 - P19 Marketplace catalogs for buying on contract; open-market catalogs;
 - P20 - list of examples ERPs and systems that integrate. (White paper on integration process). P23 *While Periscope Holdings will provide example XML and XSD schema documents for all XML transaction generated by this integration solutions, Periscope Holdings also offers XSLT transformation services, giving this solution additional flexibility in how the XML is formatted in the transaction.*
 - Default is that agency tool handles integration, but Periscope can provide transformation services to convert XML into acceptable format.
- User Experience – P41 Options: user can personalize home screen relevant to role; Admin defaults dashboard to role.
 - Some users will have ability to create ad hoc reports.
 - P42 Intuitive navigation aimed at fewest clicks to completion.
 - Central search bar on all pages; advanced search with field level search config with dropdown and free fields.
 - Guided workflows. (Wizard-drive fields - Nevada)
 - P45 – Color-coded homepage dashboard displays actions required or statuses of workflows. P46 – Alerts and reminders Alarm at top of every page.
 - Mobile access through browser.
 - Managers can track assignments and reassign with org/dept/location. Proxy features available.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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CATEGORY #(s) 1:

DATE: 1/18/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- P 48 Role-based functionality – *Standard roles are: department user, basic purchaser, accounts payable, auditor, super users, and multiple administrative roles) with the ability to assign unique privileges to each user.*
 - *Multi-organization access is granted to users as part of their overall user profile. This access is granted by Internal Administrators, a role that provides administrative privileges across all organizations.*
- Bidder Best Practices and Roadmap – Configurable – ca make changes through life of application.
 - P51 *ability to track a subcontractor from solicitation through contract utilization*
 - P51 - focus on public sector only, therefore only public approach contracting supported.
 - Agile development. – new features can be configured and phased in after go-live.
 - 2020 – added PCI compliant P-card vault; Added Reconciler to supplier report and payment portal.
 - P53 – ability to compare contracts based on value and sourced credentials.
 - Next steps – Predictive Intelligence, Guided Buying.
 - LMS for end users – appropriate to user group.
 - Roadmap: enterprise customer success; grow supplier network; continued innovation.
 - P55 – Triangle stack from bottom- Business intelligence; supplier fee admin; catalog loading and shopping; ux/ui design.
- Innovations and Value-Added Features/Services
 - Grants management. – deployed by Texas Department of Agriculture - ePro Sourcing variation that has rolling enrollment solicitation .Included as no0cost/value add.
 - NIGP consulting services
 - Strategic Sourcing
 - Diversity inclusion – integration to B2G; integrate to SAP by Phoenix Team; Procured vendor performance integration.
- Customizations/Extensions – P67 *Periscope development methodology follows the Agile method, which allows enhancements to be applied at a rapid pace. All enhancements built into our software are available to every customer. Our roadmap is published year ahead of schedule so customers may align their organization needs with the right tools provided on a scheduled basis.*
- Alternative Funding Models – Self-funded model – See p69. Shared revenue and opens the following:
 - Strategic Sourcing;
 - Supplier Support (tier 1) and enablement; account management; marketing of contracts; train poli-subs; admin fee collection.
- Contract transition – existing clients will determine best contract option for them. Previously have transitioned clients between contracts.

Functional Requirements

- General Functionality – COTS Marketplace – standalone or functional within the ePro system.
 - Can be used by all state agencies and polisubs.
 - Seamless integration of procurement functions: *online supplier registration, requisitions, online solicitations, online bid/quote, reverse auctions, evaluations, and tabulations, purchase order and contract awards, contract and catalog management, a public shopping Marketplace, delivery of orders to vendors, minority participation tracking, receiving, and invoice matching.*
 - Cloud-based SAAS. Hosted on AWS.

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- P74 *Much of the work performed by Periscope's Hosting and Infrastructure Team will be performed behind the scenes, setting up and supporting the off-site hosting infrastructure for the solution.*
 - ERPOC-GEN-6 – Integration with state data warehouse and State BI reporting – not available – roadmap item.
 - EPROC-GEN-32 – Only English language system available
- Supplier Portal – P75 *Once a supplier has completed their registration and received their unique login information, they may log into their portal. A supplier may self-maintain their profile, read State posted communications, review and respond to bid opportunities, create and review quote history, receive and acknowledge purchase orders, receive contracts, create and track invoices, maintain catalogs, etc.*
- Supplier Enablement/Management – State will onboard suppliers or Periscope can provides as additional offering or in alternative funding model.
 - P76 *State users with roles of Internal Administrator (who have full administrative privileges in the system) or supplier Administrator (whose administrative privileges are limited to supplier data) can manage supplier settings and supplier records in ePro.*
 - P77 *Typically, active suppliers are loaded into ePro using data from the financial/ ERP system at go-live, with a synchronized Alternate ID linking the ePro supplier account to the existing account (as well as a link for each supplier's address). After go-live, supplier data is sent to the financial/ERP system when an award is made to a supplier (the specific timing will be determined with the State as part of integration design).*
 - EPROC-VDR – certain data validations will require integrations. Pricing varies by state's need.
- Buyer Portal – P77 *All buyers will initiate and utilize activities to complete the full life cycle of procurement activities through this portal. ePro allows users to create new procurements, search for existing procurement and purchasing documents, update their user profile, view alerts, and access other system features all from the Homepage.*
- Need Identification - P77 – based on the item being requested, privileges, and configured business rules to route that request through the appropriate steps to facilitate efficient procurement completion.
 - ePro demand aggregation functionality allows for ease of combining all agencies ' needs for the same items and/or services into one solicitation without the redundant work of recreating the line items.
 - P78 *Once a Need is Identified and submitted, the ePro approval and workflow engine are triggered. This provides the ability to easily configure and manage automated approval workflows meeting State business rules and can be based on a range of criteria, including; document type (requisition, solicitation, contract, etc.), dollar amount, organizational unit or department, commodity code (e.g., IT goods/services, vehicles, etc.) and general ledger account code.*
 - EPROC-NEED-5 *ePro supports all types of needs. A user can request items (services and commodities) off contract through catalogs and punch outs. Requisitions can also be placed as RPA, open market, or demand. A solicitation can be created for unique purchases such as a quick quotes, emergency purchase, competition impractical, etc.*
- Request through Pay – claimed request-to-pay cycle time reductions over 40% for state clients.
 - Roles and privileges limit access to areas staff don't need and guide them through procurement steps.
 - Search marketplace catalogs from PC or mobile devices.

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- P81 Guided buying process. Hosted catalogs; Punchout level 2; option to add noncontract vendors.
- P82 POs central document for tracking; receipts of good and services can be entered based on quantity or dollar.
- P84 Pcards can be used to pay transactions processed through the system for suppliers that accept it.
- P85 Credit memos can be used to adjust for canceled or returned goods or services.
- P85 Subcontractor payments can be tracked; subs will login to verify their payments to the state.
- P85 Epro can integrate with sending XML files via HTTP or web services delivery to financial systems
- P85 Epro can managed pre-approved multi-supplier agreements – obtaining future price quotes. *POs and contracts generated through Solicitation-Enabled Contracts are considered “releases” against that Solicitation-Enabled Contract (the PO # is the Solicitation-Enabled Contract concatenated with the release number). Spend recorded through those POs and contracts is aggregated and displayed on the Solicitation-Enabled Contract as “Dollars Expended to Date.”*
- PROC-PRD-11 – recurring orders – not part of functionality
- EPROC-PRD-59 – non workdays not specifically highlighted. Weekday/weekend shown.
- EPROC-WRK-10 – override function not available for approvers – only creators have the capability to override or bypass.
- EPROC-WRK-13 – line level approvals not part of functionality.
- EPROC-PC8-21 – Pcard reconciliation not part of functionality.
- **EPROC-RC-3 and -4 – Entering receipts without PO not part of functionality. Periscope asks for use case to determine if it should be. Cites not best practice.**
- EPROC-INV-8 – No email functionality for invoices with comments and attachments.
- Catalog Capability – Marketplace. Claim is contract spend increases of 51% adopting marketplace.
 - All catalogs in one location; no limit to number of catalogs; Periscope will promote catalogs.
 - *P 87Working with our client-partners has afforded us the ability to create a solution that solves many of the issues that*
 - *continue to plague public sector procurement.*
 - *Marketplace is built to provide agencies, users, and suppliers with a streamlined user interface, but with government required*
 - *control. The following capabilities are included in Marketplace:*
 1. *Unlimited catalogs from the State*
 2. *Level 1 and Level 2 punchouts*
 3. *External cooperative contracts*
 4. *Other publicly sourced contracts provided by suppliers*
 5. *Automatically displayed price comparison shopping between all types of contracts, including open-market*
 6. *Supplier enabled/updated catalogs and pricing with automatic administration notification if there is a price*
 - *change*
 - *7. Multi-catalog capability for the same supplier*
 - *8. Open market / off-contract access to catalogs*

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- 9. Workflow and approvals that can be configured based on specific business unit requirements
 - 10. Order generation and electronic delivery to vendors
 - 11. Payment methods including P-Card and purchase orders
 - 12. Administering and collecting administrative fees
- P88 Catalog suppliers have numerous methods to connect to the State. They are able to provide Level 1 and Level 2 Punch Out, XML Sync, CSV, or utilize internal catalog management. Our supplier enablement team will be responsible for working with the suppliers to load/enable their catalogs, and we will work with the State's catalog administrator to decide which catalogs to turn on and when.
- Catalogs can be loaded by suppliers, agency personnel or, Periscope. Periscope typically takes on the supplier enablement responsibilities, assisting suppliers.
- punchouts are based on industry-standard cXML.
- Sourcing/Bid Management
 - P89 process. All related documents created during the purchasing cycle are linked, stored in the solution, and searchable, allowing for easy retrieval of information and availability for audit purposes. Documents are routed through the solution based on predetermined approval authority, and the solution automatically tracks and updates the status of individual procurement documents, attachments/templates/forms and processes (with dates and times for changes in status provided) based upon the automatic or manual completion of related documents and events. This linkage provides an inherent method of audit tracking all activity throughout the process and enables a guided procurement process, from initial submission of qualifying docs and price points, through award and contracting activities.
 - P90 modules also enable RFx documents to be drafted using stored templates and clauses. Once drafted, identified users can collaborate on the RFx document (storing all versions for comparison), and finalize it prior to including it on the solicitation to be posted publicly. Posted bids are published on the web to enable public transparency and electronic response by registered suppliers. After the response time has ended, bid responses can be viewed, evaluated, and awarded via the BID tab, which can be sorted by different criteria.
 - P91 integrated into the Periscope Supplier Network (PSN) database, allowing the State to extend notifications beyond those suppliers who are directly registered in the State's system.
 - P93 – unique solicitation types. Solicitation-enabled contracts; Demand Req; Reverse auction exceeding 1k items; open and rolling enrollment.
 - P82 – Open, informal, closed bid options supported. Q&A option through portal.
 - Supplier responses can be encrypted and locked until opening date; vendors can withdraw submitted bids and resubmit prior to opening time.
 - Epro compiles bid tabulation to review. BAFO can be requested through portal. Bid tabulation not public until award completed/PO or contract issued.
 - Intent to award status; multi awards supported.
 - P87 Evaluators can log in to submit individual responses and attachments. *Evaluation committee members, predetermined by the State, may log into a secure scoring/evaluation tool that tabulates individual responses into configurable reports.*
 - Protest submission and management.
 - EPROC-SRC-3 – Two step ITB not supported.

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- EPROC-SRC-83 – No integrated video conference. Third party link can be inserted. Attachment can be uploaded.
 - EPROC-SRC-117 – cost can be hidden from evaluators but not bidders' names.
- Contract Management – P101 *web-based contract management solution that allows users to create, approve, negotiate, execute, manage, retrieve, and report on every contract type and version across the organization.*
 - *Built-in automated workflow and approval paths enable projects to flow seamlessly through drafting, negotiating, maintaining, and closeout. The solution also has electronic signature capability between the State and a supplier.*
 - *solution provides the ability to create contracts from custom templates, providing common language needed to meet legal directives, or any other regulations, standards, and guidelines required. Based on user input, the appropriate clauses are joined together in a contract document wherever they are needed. Clause library available.*
 - Standard and ad hoc reporting. Automated reports to user or groups.
 - Contracts can be archived.
 - Visibility into contract spend. Change order functionality.
 - Supplier fees can be managed from item pricing or ad-onn fee.
 - EPROC-CNT-34 – backdated contracts can be entered. Marked BP.
- Vendor Performance
 - P104 State can define performance issues to be reviewed and responded by supplier; Along with scheduled contract review, supplier performance rating created for supplier profile.
 - EPROC-VPE-20 – Orders for contract items cannot be sent without the contract number in ePro, therefore notifications as stipulated would not be sent.
- Purchasing/Data Analytics – Epro Business Intelligence Solution.
 - Pre-built analytical reports. KPIs.
 - Multiple spend analysis, cycle time, workload management, contract usage and supplier reports bundled. Ad hoc reports available.
 - Dashboards streamline reporting and review.
 - EPROC-PDA-37 – price comparison for contract items and non-contract items in the Marketplace not available.

Technical Requirements

- Availability – sample SLA – 99.99% time outside schedule maintenance. 5% credit of monthly cost if not met.
- Accessibility Requirements – good faith. P113 *With new feature releases, our software is tested for web accessibility standards with the Rehabilitation Act Federal ICT Accessibility / Section 508, W3C Accessibility Initiative, and WCAG 2.1 Level AA (which exceeds Section 508's standards).*
- Audit Trail and History – Robust tracking claimed. Logs: User ID; date//time; changed information; outcome; if NIST800-53; other state-required info. Admin can set permissions to grant deletion or modifications; can export logs; can generate reports.
 - **EPROC-TECH-4 – Marked A** but comments say not part of solution. Override approvals not permitted.
- Browsers Supported – Chrome, Firefox, Edge, Safari – Mac or PC.
- User Accounts and Administration – Combination of Superuser and Standard User roles.

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- Superuser roles breakdown responsibilities for internal and external, enterprise and agency.
 - Standard users limit access to appropriate modules.
 - Marketplace User Roles. – Agency users for shoppers, admins, approvals; Supplier Users for seller (maintain catalogs) and seller admins (maintain profiles and catalogs).
 - P116 Unlimited user access provided – not seat-based license costs.
 - EPROC-TECH-12 – Dual Buyer and supplier account logins not supported.
 - EPROC-TECH-18 – Email confirmations of account changes not supported. (listed as BP, but this is actually non-compliant functional)
- User Authentication – P117 SSO – SAML (XML-base) – 2.0.
 - ADFS, oneLogin, Okta, Auth0, Salesforce – previously integrated.
 - User security and controls – group and user-defined solution privileges.
 - P17 – passport controls listed.
- Federated Identity Management – See previous.
- Data Conversion – P118 *approach focuses on migrating ONLY that data necessary to support core business functions in the new system at go-live. Historical data should be accessed outside of the new eProcurement system (e.g., in a data warehouse, etc.).*
 - *Best practices recommend that clients work with vendors to create new accounts once ePro goes live, as many times additional data elements are requested beyond what is captured in legacy systems. However, we can provide optional pricing to the State to migrate existing vendors using standard ePro data migration templates and utilities.*
 - *Periscope resources will work with the State to develop a Data Migration Plan, addressing the scope, timing, and validation steps to be used in migrating in-scope data elements.*
 - *P119 The State is responsible for extracting data into standard ePro templates, data cleansing, and validation/signoff on migrated data before loading in production.*
- Interface and Integration - P119 *standard XLM Interface Module to facilitate integrations, as well as the capability for customized integrations*
 - *integration can either create a new supplier record or make updates to an existing record. To update an existing supplier record, updates are passed from ePro to the financial system whenever updates are made to a supplier record within ePro.*
 - *When configuring an agency's integration, the customer and Periscope will determine together at which point in the purchasing process that the agency would like ePro to trigger transactions to their financial system. (automated process.)*
 - *Additional detailed description of transcription integration process and examples of validation messages.*
- Office Automation Integration – Office files are incorporated and can be loaded for procurement activities. – Exports are CSV.
- Mobile Device Support – As noted in general functions, responsive web-based design makes Periscope systems work on iOS and Android tablet and phones.
- Mobile Applications – See previous.
- Data Ownership and Access – Detailed explanation of reporting capabilities and spend reports. Not responsive to Data ownership.
- Date Retention, Archive and Purge Considerations – *P127 Periscope's ePro solution, by default, maintains information in perpetuity. However, Periscope can configure it to meet State-specific retention policies.*

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- EPROC-TECH-63 ePro provides the ability to archive data from a production environment while keeping the data available for reporting on historical data.
- Disaster Recovery Plan – P128 Initial assessment of damage/disruption may lead to Continuity or Disaster Recovery plans being implemented. (Periscope plans are separate from AWS DRP)
 - Annual failover testing performed.
 - In the event of a disaster declaration, SLAs are suspended until the primary site is restored. Needs clarification – who declares a disaster declaration – a state declaration? If the system is offline, why would SLAs be suspended? For example, if this means a state declaration, the entire state of Texas is under a COVID disaster declaration for nearly 2 years, but that is not impactful for a data center, compared to the Texas storm that caused significant power outages in the state? Shouldn't the data centers have backup plans to ensure continuity?
 - Full disaster recovery is defined as a full loss of critical systems within the primary data center for an extended period of time. The RTO for recovery is 24 hours. Before performing a full failover, executive management and IT meet to determine the extent of the outage and if a full failover must occur. Only authorized Periscope IT and Executive management can approve the execution of a full failover recovery.
 - Periscope Platform is architected as a 3-tier application with a clear separation between the web, application, and database layers.
 - Periscope's Business Continuity Plans have been developed to comply with the compliance requirements, such as those of the Federal Information Security Modernization Act (FISMA), National Institute of Standards and Technology (NIST) 800-53 requirements.
- Solution Environments – P129 Periscope's standard environment deployments provide users acceptance (UAT), training, and production environments.
 - Our non-production environments can be integrated into the State's lower testing environments to facilitate end-to-end testing.
- Solution Technical Architecture – P130 adheres to the NIST 800-53 standards and are certified annually via a FISMA audit as well as SOC II and PCI-DSS audits.
 - Periscope solutions are hosted with Amazon Web Services (AWS) with each ePro client segregated in their own virtual private clouds to ensure absolute isolation between clients. All system interoperability between Periscope and our clients is executed via HTTPS and TLS 1.2.
 - supports both SOAP and REST web service formats and easily integrates with many standard systems.
 - does not use open APIs, but we build each integration/interface to the specifications of the client.
- Solution Network Architecture – P139 All databases reside solely in US-based cloud storage and are strictly segregated from any other databases.
 - Periscope applies the principles of least trust in all of our environments.
- System Development Methodology – P139 Periscope develops and manages a Software Development Life Cycle (SDLC) for the organization.
 - SDLC activities and tasks address the following ten activity areas:
 - 1. Project Initiation/Definition – Discovery, Estimation, SOW, High-level Requirements
 - 2. Risk Assessment

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- 3. Functional User Requirements (User Stories)
 - 4. Technical and Architectural Systems Design
 - 5. System Programming or Customized Off the Shelf (COTS) Software Development/Acquisition
 - 6. Quality Assurance
 - 7. Documentation and Training
 - 8. Systems Testing and Acceptance
 - 9. Installation
 - 10. Maintenance / Application Sunset
- Service Level Agreement – File3 – Part 2 sample SLA provided **MARKED CONFIDENTIAL**
 - Details issue severity levels. Highest level – Severity 1 addressed 24/365.
 - Scheduled maintenance – 2nd Friday per month during non business hours or mutually agreed time.
 - Disaster Recovery – RPO of no more than 1 hour of lost data. RTO = <24hours.
 - Contractor support desk – 24/7 electronic online support and ticketing. Call center to report issues during business hours; technical and functional team available during business hours.
 - Severity level 1.- response in non-business hours. Response time stated in attachment A - 15 minutes.

Security Requirements

- Cloud Security Alliance (CSA) Compliance
 - P2-16 We strictly adhere to the NIST 800-53 standards and are certified annually via a FISMA audit as well as SOC II and PCI-DSS audits
 - CAIQ not provided without NDA.
- Security and Privacy Controls - Periscope performs an annual FISMA compliance audit administered by an independent third party to ensure that we maintain the appropriate security posture for a medium categorized offering. The audit confirmed that the hosting environment satisfied the required technical controls as specified within NIST 800-53 revision 4 for a moderately categorized SaaS solution.
- Security Certifications
 - HIPAA, FERPA, CJIS Security Policy, PCI Data Security Standards (DSS), IRS Publication 1075, FISMA, NIST 800-53, NIST SP 800-171, and FIPS 200 if they apply.
 - Periscope is annually audited by a third-party firm and certified FISMA, SOC II-Type II, and PCI-DSS compliant.
- Annual Security Plan – Repeated NIST 800-53 statement **Plan not provided without NDA.**
- Secure Application and Network Environment – Internal **Plan not provided without NDA.**
 - P2-18
 - Externally: Periscope uses the AWS application firewalls with elastic IPs. Login is established with SSL encryption.
 - Internally: Host to host communication is limited to specific use only.
 - Periscope's Business Continuity Plans have been developed to comply with the compliance requirements, such as those of the Federal Information Security Modernization Act (FISMA), National Institute of Standards and Technology (NIST) 800-53 requirements. Each BCP is maintained on an ongoing basis, with critical processes tested at regular periodic intervals. The BCPs will not only provide for recovery from an

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interruption of services but also put measures in place to prevent or reduce the likelihood of an interruption.

- Secure Application and Network Access
 - ePro is hosted with AWS. Access to the system is restricted via VPN authentication, AWS Identity management, and ssh keys. Application access is secured with SSL (port 443) certificates supplied by the customer or issued through AWS route 53.
 - No customer Hypervisor settings are in place. Virtualization is controlled with Terraform and its version controlled.
 - EPROC-SEC-1 – Because of browser-based password storage, new user functionality not tracked as new device. N.
 - EPROC-SEC-4 – Persistent cookies not used. N.
- Data Security – See previous.
 - P2-24 Data classifications provided.
- Personally Identifiable Information Protection – P24 No PII in Periscope data. Tax-id and associated data points encrypted.
- Security/Privacy Issue Occurrence -P2-24 *The contractor will notify the Customer any time the Solution is not available as soon as practical, but not more than one hour, after becoming aware of such unavailability.*
 - *4-stage severity level. Level 1 – 15 minute response – 24hr restoration.*
- PII Data Actual/Attempted Access or Disclosure – See previous PII
- Security Breach Reporting – See previous Security occurrence response.

Implementation Services Requirements

- Project Management – P2-27 Shared Ownership/Collaborative decision-making/Sustained focus on project goals/right resources.
 - Dedicated project manager. Details of PM provided with implementation sample timeline.
 - 4 phases: 1. Project setup and process analysis; 2. Exploration and design; 3. system implementation and configuration; 4. Go live and go live support.
 - In addition to the implementation activities and deliverables, Periscope will provide ongoing project management services throughout the life of the project
 - • Project Schedule Baseline; including key milestones and project deliverables
 - • Scope & Change Control Plan
 - • Risk Management Plan & Risk Register
 - • Status Report & Monthly Reporting Templates
 - • Payment/Billing Schedule
 - Staffing: Project Director; PM; business lead; technical lead; organizational change manager; hosting and infrastructure team (supports AWS); Supplier enablement and marketplace onboarding; customer success and (ongoing) Support team.
 - Table of time commitment for each of major staff identified.
 - P2-32 *Periscope will provide on-site support including representatives from the project team (including project manager and functional analyst representation). These resources will assist in monitoring user adoption, resolving issues, and helping the Support Team defined below to resolve issues. Face-to-face contact is imperative for a successful project, however, this approach is not necessary for all stages of implementation. In fact, our experience is that projects are most successful when the project team is onsite just the right amount of time. Post go-live onsite 30 days.*

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- Project Implementation Methodology
 - P2-48 *plan is organized in a sequential manner, we have worked with clients to create and implement in a more agile manner than this plan's waterfall layout. For example, we often prioritize and accelerate the implementation of certain ePro modules that do not require interfaces with other systems (e.g., supplier registration, Marketplace, solicitations/ awards, etc.) or in cases where integrations will be developed and implemented in subsequent project phases. We have found this approach to be effective in creating momentum and early successes, smoothing workloads, and minimizing risk concentrations.*
 - P2-50 *business process focus is used throughout our implementation to ensure that we are focused on the underlying changes affecting end-users and on the key targets for process and management effectiveness. Our approach is to focus on improving business functions, not just implementing new software.*
 - P2-51 *Core Team Orientation, Periscope leads the State in an in-depth orientation to familiarize the core project team with Periscope ePro.*
 - *training is designed to provide core team members with hands-on experience in system navigation, baseline functions, configuration options, and common uses of the system. The objectives of this orientation are to provide a level of comfort with the system that will allow core team members to identify process improvements that can be realized as part of system implementation, to support configuration and usage decisions, and to identify gaps to be addressed. (orientation include a core team consisting of the project manager(s), future system administrators, and key stakeholders and users who will be affected directly.)*
 - *We will work with the State personnel to gather, format, load, and validate the following data:*
 - • Contract header data
 - • Contract items (descriptions, pricing, unit of measure, etc.)
 - • Organizational data including agencies, departments, users
 - • Departmental bill to/ship to addresses
 - *Periscope will also provide guidance and templates to the State for collecting approval and user data that will support the State's creation of approval paths and user rights.*
 - *Periscope supports the planning phase of user testing by providing the State with guidance and recommendations on the user testing approach, user testing scenarios, and user testing tracking templates. We highly encourage our customers to adopt a user testing approach based on functional scenarios rather than scripts.*
 - *During the user testing process, we work closely with the State to understand, investigate, and respond to testing issues.*
 - ***Needs clarification P2-56 Periscope will provide on-site support for ninety (90) days following system go-live. (P2-32 said on-site staff for 30 days.)***
 - *Team members participating in on-site support will work with the State's support resources to manage the diagnosis and response to user and technical issues. Where necessary, issues will be escalated to Periscope's dedicated support team for analysis and resolution.*
 - *Periscope testing:*
 - *The following test processes are executed on every release:*
 - • Unit Testing

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- • *Functional Testing*
 - • *Integration Testing*
 - • *Regression Testing*
 - • *Interface Testing*
 - • *Microarchitecture Testing*
 - • *Multitenancy / Multiplatform / Multidevice / Multi-browser testing*
 - • *Private / Public Cloud testing with third-party vendors*
 - • *Compliance / 508 testing*
 - • *Security / Penetration testing*
 - • *Performance / Availability and Scale testing*
- *Releases are issued quarterly, following our 20-10-10 program:*
 - *User Testing – the 20/10/10 Program*
 - • *(20) After deployment to UAT, customers are provided 20 business days to test their business processes across the newly released product features and to gain familiarity before going live.*
 - • *(10) Periscope then resolves issues specific to the release, over the course of 10 business days, deploying a patch to UAT by the end of this period.*
 - • *(10) After the patch is deployed, customers have 10 business days to confirm that the issues identified during the first 20 days in the patch have been resolved.*
 - • *Following the completion of testing, the release is promoted to Production and Training regions.*
- *Catalog Support Services – P2-56 The primary and initial focus will be on suppliers that have a statewide contract and then shift to other suppliers doing business with the state wishing to do so.*
 - *Suppliers will be categorized into distinct groups in order to provide a structured and tailored approach to enablement, based on how those suppliers currently do business with the State. Each supplier category can potentially have a different business relationship with the State, which affects the timing for outreach, how we message them, and the degree of data needed for them.*
 - *P2-59 Periscope will manage a webpage to provide information for potential, new, and existing suppliers. Throughout the initial campaign, the focus of the website will be encouraging supplier registration and participation.*
 - *Periscope will develop materials to provide suppliers with knowledge on how to complete the activities required of them in ePro. Rather than provide a formal, classroom training program, suppliers will be provided with online materials published on the Supplier website. Videos – specific supplier activities; quick ref guides.*
 - *P2-60 Ongoing support: Periscope's support team will provide ongoing support of the State's suppliers. Our supplier enablement team and our support teams combine to serve our supplier users throughout the life of the contract with the State. While suppliers are trained and able to inactivate their catalog offerings and to set parameters on which agencies they allow to use their catalogs, our supplier enablement team can also assist them in turning off published catalogs.*
- *Data Conversion Services – Pretty much the same as Data Conversion description in Functional Requirements.*
 - *Periscope will work with the State to develop a Data Migration Plan; addressing the scope, timing, and validation steps to be used in migrating in-scope data elements. We will also document data requirements for ePro conversion utilities, and develop extract*

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- plans from existing legacy systems. We will develop a plan for gathering such data, loading it into test environments, validating, and preparing for production data loads.*
- Interface/Integration Development Services – P2-62 *During the analysis phase, we also collect information on the requirements associated with any planned interfaces/integrations. Periscope technical analysts will work with the State to review the data flows between Periscope ePro and the financial system.*
 - *The State will be responsible for providing technical resources with expertise on the financial and other State systems.*
- Organizational Change Management (OCM Services)
 - *OCM approach is focused on the organizational change management elements of communication, stakeholder engagement, and resistance management. The objective is to provide key stakeholders with the information and tools needed to successfully transition to the new ways of working.*
 - *Engage early and often; use various channels to communicate messages repeatedly.*
 - *Actively manage resistance. Monitor and measure effectiveness.*
 - *ADKAR is an important element of our structured approach to managing change and we use it to:*
 - *• Develop a change management plan for your employees*
 - *• Diagnose employee resistance to change*
 - *• Develop tactics to address employee resistance to change*
 - *• Help employees' transition through the change process*
 - *We proactively track and manage feedback along the way and when resistance is encountered, we react rapidly and appropriately with resistance management techniques.*
 - *Tailoring the communication activities to the audience needs.*
 - *Change Curve Exit – Awareness; Desire; Knowledge; Ability; Reinforcement.*
 - *The purpose of the Sponsorship Roadmap is to create an actionable plan for preparing and leveraging all the sponsors to promote, gain support for, and drive adoption of the change. As early as possible, Periscope's Change Management Lead will also make recommendations to address any sponsorship gaps that must be addressed for successful adoption of the change.*
 - *Stakeholder engagement plan and Resistance management plan.*
- Training Services *Training plan: training roles; learning approach & tools; learning development methodology; state resources.*
 - *P2-71 Microlearning videos; e-learning & simulations; virtual instructor-led training; classroom training.*
 - *Blended user training approach that allocates training resources to best meet needs and contain costs. That means leveraging technology to deliver training content to many users (through a Learning Management system or other web-based programs).*
- Help Desk Services
 - *Tier 1 Level Support – Provided by Periscope or the State depending on funding model. If the State assumes Tier 1 support responsibilities, Periscope will work with the State to set up a sustainable Help Desk for Tier 1 Level Support by defining support staffing requirements, including the number of resources, identification of training requirements, and definition of roles and responsibilities.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s) 1:

DATE: 1/18/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- *Tier 2 Level Support – Provided by Periscope. Tier 2 Support Analysts have a deep understanding of the ePro solution and are experienced in providing detailed guidance to user stakeholders*
- *Tier 3 Level Support: Periscope will provide Tier 3 Support services in accordance with the State's description. The Tier 3 Support analysts have extensive experience with Periscope's product as well as the implementation and operation in multiple client environments.*

On-Site System Stabilization Support The post-go-live support stabilization team will enable the system setup and configuration tuning as deemed appropriate by the State Stakeholder team.

Managed Services Requirements

- Solution Support
 - Periscope will maintain the performance and availability of the Solution throughout the life of agreement.
 - Anticipated changes are outlined for each release in a series of release notes which are provided to Customers. The first set of release notes are provided to participating entities twenty (20) days prior to a scheduled release being deployed in a Customer's UAT environment of our Release Management Program
- Organizational Change Management (OCM Services) – See OCM description in Implementation.
- Training Services – Separate or does it need to be incorporated in existing state LMS?
 - Sample Training plan provided.
- Catalog support services. – Same as implementation.
- Help Desk Services – 4 phase severity plan.
- Transition Out Assistance Services – See value-added from introduction.

Video Demonstration

- Demoed elements and implementations services.
- Requisition, solicitation, catalogs, POs and Invoicing. Reporting through procurement process.
- CLM contract life cycle; S2G supplier to govt.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysoft

CATEGORY #(s): 1

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 1)

- Smartprocure system “used by public agencies since 2002”.
- Sysoft provides SaaS “business intelligence and data analytics software services” for Contract management and Supply Chain.
- Has “Certified Information System Auditors (CISA)” engineers.
- Staff have 12-20 years eProcurement expertise/experience. (pg. 2/3)
- “Blockchain methodology” built into the Solution. (pg. 2)

2. Previous Projects

- No State or large implementation projects cited.
- Projects do not provide details beyond listing the functionality that was deployed, so does not provide sufficient insight to assess.
- **City of Norfolk:** Spend Analytics & Contract Management. *Not Full Suite eProcurement implementation.*
- **Hillsborough Community College:** eprocurement, Vendor portal, Proposal Evaluation & Bid Management, Vendor performance Monitoring, and Contract Management. *Full suite.*
- **Saint Paul Public Schools:** eProcurement, Vendor portal, Proposal Evaluation & Bid Management, Vendor performance Monitoring, and Contract Management. *Full suite.*
- **Florida State College at Jacksonville:** eProcurement, Vendor portal, Proposal Evaluation & Bid Management. *Not full suite.*
- **Luzerne County Human Services Division:** Contract Management. *Not full suite.*

3. Subcontractors

- No subcontractors.

4. Organizational Chart

- Org chart does provide detail for assessment and does not appear to be specific to a project implementation.
- Staff (pg. 2) identified
 - i. Sam Adhikair, “CEO”: CISA “with 30+ years of experience”. “Performed extensive research on eProcurement at Stanford University and built the blockchain based architecture” of the solution.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysoft

CATEGORY #(s): 1

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- ii. Seema Mirchandani, "Manager": "20+ years of experience in eProcurement, supply chain logistics and optimization" however no details were provided regarding this experience to assess. "Teaches eProcurement and data analytics at a research university".

5. Litigation

- No litigation.

6. Financial Viability

- Credit Limit: "Moderate" risk based on the "company's financial ratios and its cash flow" (pg. 7)
- Viability Score: "Moderate" risk (pg. 8)
- Banking and Finance (pgs. 11/12): Data only provided for 1999 and 2000. No insight into current financials.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysoft

CATEGORY #(s): 1

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Not recommended as qualified based on size, risk and lack of state experience.

Organization Qualifications and Experience

1. Overview of the Organization
 - Own product. Listed multiple elements including e-procurement and bid tabulation to compose full-service.
 - Blockchain hosting.
2. Previous Projects
 - Public sector – Local government examples only.
 -
3. Subcontractors
 -
 -
4. Organizational Chart
 - Incomplete.
5. Litigation
 -
 -
 -
6. Financial Viability
 - D&B noted risk..
 -
 -

**CATEGORY 2 –
Individual Workstream
Implementation**

**INDIVIDUAL EVALUATION NOTES
(Evaluation Team Members)**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2012.
 - SaaS provider of building procurement products.
2. Previous Projects
 - 4 projects given, the projects meet Category 2.
 - Delaware Health and Social Service. Onboarded Bonfire's sourcing / bid management & Contract management software.
 - Texas Dept. of Transportation. Used Bonfire's Sourcing / bid management to digitize their solicitation and evaluation process.
 - Port Authority of NY and NJ. Used Bonfire's Sourcing / bid management to ensure compliance with public procurement codes.
 - New Mexico DHS. Used Bonfire's Bid management and Sourcing Software to streamline their RFP process.
3. Subcontractors
 - Vendor states there are no subcontractors.
4. Organizational Chart
 - Yes, a project organization chart and job descriptions are provided.
5. Litigation
 - Vendor states there are no litigation.
6. Financial Viability
 - DnB provided. Low-moderate risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 1/8/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Licensing, mainte. Imple, depoy and ongoing operations and support

Overall/General

- Bonfire Platform
- SaaS
- Bonfire does not offer Purchase Orders or Request through Pay workstream solutions.
- Page 24 – “Bonfire’s Sourcing/Bid Management module is the market leading Sourcing/Bid Management platform of choice for 500+ public sector organizations. Bonfire Sourcing/Bid Management contains modules designed to move the State’s entire process online, from pre-solicitation collaboration to post-award reporting. Bonfire makes it easy to centralize and execute all tenders, from simple request for quotes to complex RFPs.”

A. General Principal and Requirements

1. Key Solution Functionality Elements – p. page 4 - 11

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.
- Single Point of Entry: Yes, “portal acts as a central access point at a configurable URL”
- Smart Routing: Yes.
- Compliance: Yes - they feel this is one of their core principles.
- Portal: Yes. “Bonfire portal is a centralized location for all Sourcing and Bid Management”.
- Open Marketplace Environment: No, but in their long term roadmap.
- Integration: Yes, “Bonfire has an Open, RESTful API and can create custom integrations (both batch and realtime)”
- Workflow: Yes, “provides a fully customizable approval process for new inbound requests or solicitations” **NOTE:** “in the current iteration, each approval is not rule/role-based, as each approval is defined by the end user on a case-by-case basis, or templated using our template functionality”
- Document Management: Yes, “allows users to store and manage documents throughout the platform.”

- Reporting, Dashboards & Data Visualization:
- Yes, Bonfire states that Reporting is a key element of their system. They also tout their pulling of spend analysis.
- Configurable: Yes.
- Transparency: Yes.

2. User Experience – p. page 11-13

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.

- Personalization: Yes, *“allows users to personalize their initial screen based on their needs or use of the solution.”*
- Intuitive Navigation: Yes.
- Wizard-driven: Yes. System tasks are designed to provide a stepwise creation flow.
- Portal: Yes.
- Mobile access and use: Supports mobile views, but does not have a mobile application.
- Workload Mgmt: Yes. *“Specified users are able to re-assign work to other users”*
- Role-Based: Yes. *“provides an extensive amount of user roles for a variety of different functions”*

3. Bidder Best Practices and Roadmap – p. page 14 - 18

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

- Platform updates every 2 weeks based on Software development Life Cycle
- Latest technologies: Bonfire states they ensure the latest technologies are utilized with a disclaimer of **“where applicable”**
- *“Implementation Specialist and Client Success Manager will continuously assess and recommend opportunities”*
- Bonfire’s company vision is *“Reinvent procurement to better our world.”*
- Roadmap – Yes, have one.

4. Innovations and Value-Added Features/Services – p. page 19

In addition to the stated requirementGEs, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

- Nothing offered here. N/A

5. Customizations/Extensions – p. page 19 - 20

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such

customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- *"As Bonfire is a platform based SaaS tool, customizations/extensions are not built for individual clients as solutions must work for all clients".*

6. Alternative Funding Models – p. page 20

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

- *Nothing offered here. N/A*

7. Contract Transition and Flexibility – p. page 21

- *"Bonfire offers custom flexible contracting on an agency by agency basis." This can be done during a client's renewal or during a new contract execution"*

B. Functional Requirements: pages 21 – 24

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The electronic procurement solution **must** be cloud-based with a Software as a Service (SaaS) delivery model

1. General Functionality. Tab 2, GEN-1 through GEN-40 and - p. 21 - 24

- a. 2 -"INT-Integration/interface", 5 – N "Not Available", 1 – TP "Third Party", 1 – BP "Business Process", 1 – ID "In Development"
 - b. 2 – Extreme, 1 - High
- **GEN – 6:** Any integration would need to be done through an integration utilizing their services team.
 - **GEN – 9 and 10 – Not available.** *" Bonfire allows users to select from all commodity codes, but does not provide a 'short list' to select from. Users can pre-configure commodity codes on templates to act as a 'short list'. And " Bonfire allows for 'keyword' search functionality in several modules of the solutions, including Contract Management and Vendor Management. However, detailed 'keyword' search is not available in all modules. "*
 - **Gen 14 –** no built in spell check
 - **Gen 19 –** Not available *" Bonfire does not have out of the box functionality to support potential Bill to and Ship To address for various agencies. Users are able to configure each solicitation and documentation as needed to include this information, but it is not a built-in functionality as part of the platform. "*
 - **Gen 22 , Gen 25 – Not Available**
 - **Gen 36 – Not available.** *" Bonfire does not currently support the use of electronic signatures but it is an area of focus/development for future releases. Expected to be available early 2022. "*

- “Suppliers pay no Fees”
- “was built specifically for public sector purchasing teams”
- 2. **Supplier Portal.** Tab 3, SPR-1 through SPR-23
 - N/A
 -
- 3. **Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43
 - N/A
- 4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15
 - N/A
- 5. **Need Identification.** Tab 3, NEED-1 through NEED-7
 - N/A
- 6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11
 - N/A
- 7. **Catalog Capability -** Tab 3, CAT-1 through CAT-40
 - N/A
- 8. **Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151 and - p. 24 - 41
 - a. x -“INT-Integration/interface”, 13 – N “Not Available”, 1 – TP “Third Party”, 3 – BP “Business Process” , 2 – ID “In Development”
 - b. 2 – Extreme, 2 - Medium
 - Partially meets req’ts. Solution.
 - SRC 2: *“Bonfire was built and designed to facilitate all type of solicitations within the solution. Bonfire works with 500+ public sector procurement teams today of all sizes and complexities, from small single buyer organizations to large State agencies with hundreds of buyers.”*
 - **SRC 34, 35, 37, and 38 – Not Available.** Version control to track changes, check in / out capabilities, updates to documents t&c’s, and capability to updated templates, solicitations, etc.
 - **SRC 45 - 50 – Not Available.** Doesn’t provide ability to create approval / workflow rules and doesn’t allow for combination of multiple purchase requests at a time, doesn’t provide a rules engine to build approvals off of.
 - **SRC 60 – Not Available.** *“ Bonfire does not automatically generate a registered supplier list based on prior or active contracts. However, Bonfire does provide the ability for the user to create supplier lists based on that information, just not automatically. Bonfire does provide automatic supplier lists or invitations based on commodity code matching. “*
 - **SRC 64 – Not Available.** *“ Bonfire does not automatically generate a registered supplier list based on existing contracts. However, Bonfire does provide the ability for the user to create supplier lists based on that information, just not automatically.”*
 - **SRC 102 – Not Available. – marked as ID.** *“ Bonfire does not currently utilize electronic signatures for suppliers to sign their responses. Electronic signatures are a planned improvement and expected to be available in early 2022.”*
 - **SRC 105 – Not Available. –** *“ Bonfire does not alert of send system messages to a supplier if they attempt to respond to a solicitation and they are not certified. “*
 - Bonfire’s Sourcing / Bid Management capabilities:
 - Bonfire Response
 - Bonfire Intake
 - Online Supplier Self-Registration
 - Internal Supplier Management Dashboard
 - Solicitation Templates and Drafts
 - Solicitation Issuance
 - Supplier Communication and Addenda
 - Receiving and unsealing electronic bid and proposal responses
 - Bonfire approvals
 - Evaluating Bid/ RFP responses
 - BidTables (line-item bids)
 - Questionnaires

- Scorecard Evaluation
 - Multi-category decisions
- Evaluator Permissions and structure
- Award Processing
- Reporting Capabilities
- Bonfire Benchmarking
- Contract Management
- Post Solicitation Contract Management
- Contract Reporting
- Ability of the system to auto-generate contracts
- Contract Template and Types
- Vendor Performance Management

9. Contract Management. Tab 3, CNT-1 through CNT-88

- N/A – matrix not completed.

10. Vendor Performance Tab 3, VPE-1 through VPE-25

- N/A – matrix not completed.

11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37

- N/A – matrix not completed.

C. Technical Requirements: pages 42 - 68

- 1. Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- Meets Requirements.
- Page 42 – “The Bonfire system is available for access 24 hours a day, 7 days a week, 365 days a year. Software updates and system maintenance are applied outside of Core Business Hours”

- 2. Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*

- Meets Requirements.
- Page 44 – “ The software system and services provided support users with disabilities and is in compliance with Section 508, Federal Rehabilitation Act, and Accessibility for Ontarians with Disabilities Act (AODA) “

3. Audit Trail and History RTM: Tab 4, TECH-1 through TECH-5

- a. 1- “BP-BusinessProcess”
- Yes, meets most requirements.
- Will need a BP for TECH 5.

4. Browsers Supported

- The general web browsers are supported: Internet Explorer 11 or Microsoft Edge (Windows), Google Chrome (Windows & Mac), Mozilla Firefox (Windows & Mac), or Safari (Windows & Mac).”

5. User Accounts and Administration RTM: Tab 4, TECH-6 through TECH-20

- a. 1- “BP-BusinessProcess”, 1 – ID “In Development”
- b. 2 – Medium
- Seems to meet requirements

6. User Authentication RTM: Tab 4, TECH-21 through TECH-25

- a. 1- “BP-BusinessProcess”, 1 – N “Not Available”,

- **TECH 25 – Not Available** - *“ The system is a multi-tenant SaaS application. Users are prompted based on type (Buyer or Vendor) to agree to terms. To register and act as Vendor the user will be prompted to accept the Bonfire Vendor and Submission Portal Terms of Service. Buyers will not be prompted as they covered by the Terms and Conditions outlined in the contract between Bonfire and the Buying Agency. “*
 - Rest of requirements met
- 7. Federated Identity Management – Pages 55**
- The system supports and integrates with customer identity provider (IdP) via SAML 2.0 SSO. When integrated with customer IdP, all usernames, passwords, 2FA, policy and additional requirements are defined and centrally managed by the customer.
- 8. Data Conversion** RTM: Tab 4, TECH-26 through TECH-34
- a. 4 -“INT-Integration/interface”, 1- TP “ Third Party
 - b. 6 – Medium
 - Partially meets these requirements – refer to matrix
 - Solicitations need to be imported via Internal Submissions to Projects
 - Page 56 - Contract management import – *“ The system currently provides import services for legacy imports into the Contract Management module. This import is completed during the implementation phase of the Contract Management module and will be facilitated by an Implementation Manager at Bonfire. Legacy data will need to be formatted into a Bonfire provided .xlsx import template for data import. Optionally, if you have documents from a legacy system they can be imported via FTP and a .xlsx Mapping Template “*
- 9. Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60
- a. 3 -“INT-Integration/interface”, 1- “BP-BusinessProcess” , 4 – ID “In Development” , 8 – N “Not Available”
 - b. 5 – Medium, 2 - High
 - **TECH 42 – 46, 49, 55 and 59: Do not meet requirements** – Not available – State *“ Not in scope for the solution”*
 - Partially meets requirements.
- 10. Office Automation Integration** RTM: Tab 4, TECH-61
- The system supports the following file types: csv, pdf, xls, xlsx, ppt, pptx, bmp, gif, jpeg, jpg, jpe, png, tiff, tif, txt, text, rtf, doc, docx, dot, dotx, word, dwg, dwf, dxf, mp3, wav, avi, mov, mp4, mpeg, wmv, zip.
- 11. Mobile Device Support** RTM: Tab 4, TECH-62
- The system is designed to be readable and usable on desktop, laptop, and tablet. The system is supported on Internet Explorer 11 or Microsoft Edge (Windows) , Google Chrome (Windows & Mac), Mozilla Firefox (Windows & Mac), Safari (Windows & Mac)Y
- 12. Mobile Applications** - p. 59
- No, system does not have a mobile application.
- 13. Data Ownership and Access** - p. 59
- Page 59 – *“ All data sent to or stored in the Bonfire system remains the ownership of the Participating Entity. Full details can be found in section 7.2 of our Terms and Conditions in the attached Exhibit "Bonfire Policy Bundle - Fall 2020.zip “*
- 14. Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63 and - p. 62
- *“Records can be archived within the system based on user interaction. Purging of records from the application database is available upon Contract Termination in accordance with our Data Destruction Policies.”*
- 15. Disaster Recovery Plan** - p. 60 - 61
- *Bonfire maintains a formal Disaster Recovery Plan that includes policies and procedures for technological disaster recovery.*
- 16. Solution Environments** RTM: Tab 4, TECH-64 through TECH-67 and - p. 61
- Minimally meets requirements on environments.
 - the platform is delivered via Software as a Service model and there is only one version available (the current version)
 - SaaS solution .

- *TECH 65: "A sandbox environment can be provided for UAT of system integrations before going live in a production environment."*
- *TECh 68: "The plaform is a a SaaS solution, built on Amazon Webservices with auto-scaling and configuration as code. The system is actively monitored and desingt to scale up an down to meet load requirements."*

17. Solution Technical Architecture - p. 62 - 63

- *"modules are built and hosted on Amazon Web Services (AWS)."*
- *"majority of the system is built using Javascript (Node.JS and React), Python, with some components in PHP which are progressively being migrated to Javascript."*
- *- "system is only accessible by HTTPS and any attempted connection via HTTP is automatically redirected to HTTPS."*

18. Solution Network Architecture - p. 63 - 65

- **AWS**

19. System Development Methodology - p. 65 - 67

-

20. Service Level Agreement - p. 68

- *Didn't address NASPO's Master instead state " These policies and procedures are aligned with the expectations of Exhibit 2. RFP 202102021 Model SLA. In order to provide consistent performance and services to the over 500 agencies across Canada, US, and Europe we require that clients standardize our Terms and Conditions".*

D. Security Requirements: p. pages 69 - 87

1. Cloud Security Alliance (CSA) Compliance

- *CAIQ attached - Spring of 2021.*

2. Security and Privacy Controls – *nothing to add.*

3. Security Certifications – *nothing to add.*

4. Annual Security Plan – *nothing to add.*

5. Secure Application and Network Environment– *nothing to add.*

6. Secure Application and Network Access – Tab 5, SEC-1 through SEC-6.

a. 1 – N "Not Available"

b. 1 – High

- *SEC 1 – Not Available – Requirement not met. This comment was off to the side, but nothing in the box. "Gap but plans. IdP stuff"*

- *There are various comments off the side in the matrix – believe they were meant to be internal.*

7. Data Security – *nothing to add.*

8. Personally Identifiable Information Protection – *nothing to add.*

9. Security/Privacy Issue Occurrence – *nothing to add.*

10. PII Data Actual/Attempted Access or Disclosure – *nothing to add.*

11. Security Breach Reporting – *nothing to add.*

E. Implementation Services Requirements: Pages 87 - 118

1. Project Management

- *Bonfire provides the name of who will be the dedicated PM – Nathan Tarr.*
- *Section is very small as they refer to attachments: Bonfire Implementation Plan, Bonfire GANTT Chart, and Project Milestone Plan.*
- *Implementation GANTT chart is only 3 months. That seems very short for an implementation.*

2. Project Implementation Methodology

- *Page 89 - "Bonfire's implementation approach follows a structured classroom-style guided training where users are prompted to follow along with the trainer and is customized to the implementation to ensure greatest adoption of the solution."*
- *Agile methodology.*

3. Catalog Support Services

- **N/A**

4. Data Conversion Services

- Will help State ready data to ensure it is clean and acceptable prior to importing using Bonfire's custom built import tool.
- Would like to know what roles the State plays and what Bonfire plays as help can be a little or a lot.

5. Interface/Integration Development Services

- The Bonfire Platform has been built to support System and Data Integrations through the use of either;
 - Event Webhooks and REST APIs.
 - Flat File Data Transfers (CSV, XML).

6. Organizational Change Management (OCM Services)

- Have an OCM strategy; however, it's more prescriptive and standard rather than working on Change (whether needed, risk, impacts who, etc.).

7. Training Services

- Training is given by implementation team
- Yes, meets requirements.

8. Help Desk Services - Tab 6 IMPL 1 – 5

- IMPL 4 and 5– Not Available – Requirement not met. *"Bonfire does not support live chat. And Bonfire utilizes Zendesk for ticketing competent. Would need to leverage states resources to support intergration."*
- Rest of requirements met..

9. On-Site System Stabilization Support

- Does not meet requirement. Page 118 – *"At this time, Bonfire does not offer or require on-site support. This can be revisited on a case-by-case basis in the future with our professional services team "*

F. Managed Services Requirements:

- Nothing in Bonfire's proposal for these deliverables.

1. Solution Support

2. Organizational Change Management (OCM Services)

3. Training Services

4. Catalog Support Services

5. Help Desk Services

6. Transition Out Assistance Services – p. 105

G. Other Available Services: p page 106: RTM: Tab 7 MNGD-1

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- MNGD 1 – *"Bonfire utilizes Zendesk Explore and Zendesk Benchmarking for comparison to other tech organizations."*

H. Video Demonstrations:

- Unable to access.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Bonfire Interactive LTD)

CATEGORY #(s): 2

DATE: (09/28/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Preliminary docs submitted. Cyber Liability not present in cert of ins.
 - SaaS, Source to Contract process, requisition to vendor performance
 - Building procurement products rather than digitizing a process
2. Previous Projects
 - Delaware Health and Social Service - Sourcing/Bid Mgt & Contract Mgt
 - Texas DOT – digitize solicitation and evaluation process
 - Port Authority of NY&NJ - source-to-contract
 - New Mexico Human Services Department – Bid Management/Sourcing
 - 65,000 project library and 500+ implementations = 4 projects
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Org chart only mentioned the implementation manager. Not project specific.
 - Profiles of senior leadership provided
 -
5. Litigation
 - None in last 5 years
 -
 -
6. Financial Viability
 - D&B snapshot report provided dated 6/2021
 - Delinquency Predictor Percentile 37 MODERATE RISK
 - Financial Stress Percentile 57 MODERATE RISK
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Bonfire Interactive
CATEGORY #(s): 2
DATE: 12/29/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **BONFIRE INTERACTIVE** central access point at a configurable URL. All procurement activities are initiated from this single point of entry. intuitive guided experience to ensure users can configure, build, and run solicitations using the appropriate procurement configurations and setup.

- User access can be controlled at the solicitation or department level to ensure users only have access and visibility to a specific set of solicitations.
- Sealed documents that can only be accessed after being unsealed, with full audit trails of who unsealed them and when.
- Suppliers cannot submit proposals once an opportunity has been closed.
- Evaluators can only access proposal documents once conflict of interest and/or nondisclosures are signed, and the project has been closed.

does not provide an open marketplace environment. Open, RESTful API and can create custom integrations (both batch and Realtime) with existing financial management and other core systems. each approval is not rule/role-based, as each approval is defined by the end user on a case-by-case basis, or templated using our template functionality. allows users to store and manage documents throughout the platform.

- Project Details: Overview of the project dates, highest-ranking supplier, and NDA + COI forms.
- Signature Block: Formatted page where you can have all of the participants sign the report.
- Q + A and discussions: Questions from suppliers and corresponding responses and any internal or supplier discussions.
- Approvals: Sent approvals including response, date and time, and user.
- Submissions: List of the suppliers (Email, Name, Confirmation Codes) that submitted for this project.
- Criteria: List of the criteria (title, points, description) for a particular project.
- Scoring Summary: Submissions and criteria scores.

view information in a chart format or extract the raw data for further offline analysis. Bonfire allows for custom public award statements to be published and the State can determine to share other activity publicly such as a scoring breakdown or bid tabulation.

User Experience Allows users to personalize their initial screen, intuitive user interface that guides users to the appropriate components, no wizard however bonfire embeds help tips support articles and walkthrough videos to assist, the dashboard allows users to visualize user work management. Supports desktop and mobile views. There is no mobile application. Bonfire is not optimized for mobile devices but usable. Detailed user roles and permissions reassignment to other users capable. Now is the time to quit smoking provides extensive user roles for variety of different functions like drafting reviewers approvers evaluators.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire Interactive

CATEGORY #(s): 2

DATE: 12/29/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Bidder Best Practices and Roadmap Platform updates every two weeks. Latest technologies utilized where applicable. Updates are automatic with the two week release process. Implementation specialist and client success manager will recommend opportunities for cost reduction no examples provided three year road map fundamentally empowering the procurement community through technology

Innovations and Value-Added Features/Services

No response

Customizations/Extensions Bonfire Is a platform based SaaS tool therefore customizations or extensions are not available to clients as a solution

Alternative Funding Models No response

Contract Transition and Flexibility Bonfire Offers flexible contracting on a client by client basis.

Functional Requirements

General Functionality - 1 biz process w/low LOE, 1 in devp w/extreme LOE, 2 INT w/high and extreme LOE, 7 N/A, 1 3rd party w/low LOE, and 28 OOBX

Supplier Portal – No response

Supplier Enablement/Management No response.

Buyer Portal No response

Need Identification No response

Request through Pay No response

Catalog Capability No response

Sourcing/Bid Management 3 biz process w/low LOE, 2 in devp w/EXTREME LOE, 14 N/A , 1 3rd party w/low LOE, 131 OOBX

Contract Management No response

Vendor Performance No response

Purchasing/Data Analytics No response

Technical Requirements

Availability available for access 24 hours a day, 7 days a week, 365 days a year. Software updates and system maintenance are applied outside of Core Business Hours

Accessibility Requirements software system and services provided support users with disabilities and is in compliance with Section 508, Federal Rehabilitation Act, and Accessibility for Ontarians with Disabilities Act (AODA) . built, tested, and audited to meet WCAG Level 2.0 AA standards

Audit Trail and History a history of evaluator scoring changes and the action taken is recorded and accessible by the Buyer and packaged in a downloadable report. Not sure vendor captured the concept of system logging in this response.

Browsers Supported

- Use a Supported Browser: This includes Internet Explorer 11 or Microsoft Edge (Windows), Google Chrome (Windows & Mac), Mozilla Firefox (Windows & Mac), or Safari (Windows & Mac).

- Enable Javascript.

- Enable Browser Cookies.

User Accounts and Administration offers a variety of user roles to allow you to control which users have visibility and/or control over which aspects of the platform.

- Organization-Wide Roles (multiple)

- Projects (multiple)

- Contracts (multiple)

- Vendors (multiple)

- Intake (multiple)

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Bonfire Interactive

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SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

User Authentication system supports both built-in authentication and integration with customer identity systems using SAML 2.0. Logging to a centralized logging system preserves audit trail and facilitates investigations.

Federated Identity Management– system supports and integrates with customer identity provider (IdP) via SAML 2.0 SSO. When integrated with customer IdP, all usernames, passwords, 2FA, policy and additional requirements are defined and centrally managed by the customer.

Data Conversion system currently provides import services for legacy imports into the Contract Management module. This import is completed during the implementation phase of the Contract Management module and will be facilitated by an Implementation Manager at Bonfire. Legacy data will need to be formatted into a Bonfire provided .xlsx import template for data import. Optionally, if you have documents from a legacy system they can be imported via FTP and a .xlsx Mapping Template.

Interface and Integration ability to interface on a nightly or real-time basis to support the data inflows and outflows needed with other systems. Given each customer has unique technical and business logic requirements, each integration is approached as a **custom interface** that needs to be **scoped by our professional services team. No standard interfaces to ERP systems mentioned.**

Office Automation Integration Supports numerous file types, however, these appear to be supported via imports or exports. The Microsoft suite does not appear to be integral or native to the solution. This appears to be a manual process.

Mobile Device Support system is designed to be readable and usable on desktop, laptop, and tablet.
Smart phone?

Mobile Applications System does not include a mobile application.

Data Ownership and Access All data sent to or stored in the Bonfire system remains the ownership of the Participating Entity.

Date Retention, Archive and Purge Considerations Records can be archived so you can store within the system based on user interaction with subscription agreement unlimited data storage is provided throughout the contract and you will retain your data so long as you remain a customer . Users have ability to delete data upon termination and export of all your data records via FTP is available . Bonfire will schedule data to be destroyed upon acceptance from the customer.

Disaster Recovery Plan Bonfire maintains a formal Disaster Recovery Plan that includes policies and procedures for technological disaster recovery. Procedures are defined around identification and evaluation of disasters, mitigation of damages, communication, recovery, and post recovery activities with the following goals:

- Minimize interruptions to normal operations.
- Limit the extent of disruption and damage.
- Minimize the economic impact of the interruption.
- Establish alternative means of operation in advance.
- Ensure all staff involved in, and affected by, the disaster recovery plan are aware of the plan and their role in it.
- Provide for smooth and rapid restoration of service.
- Encompass all essential infrastructure elements.
- Review and update the plan periodically and as needed to account for changing circumstances.
- Test the plan periodically to ensure that it can be implemented in the event of an actual disaster and that it is effective.

Solution Environments platform is delivered via Software as a Service model and there is only one version available (the current version) available to Participating Entities. This is provided via an instance in the Production Environment.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Solution Technical Architecture modules are built and hosted on Amazon Web Services (AWS). **primary method for data exchange is through end-user use of the application. programmatic data exchange required is achieved via REST Web-API or Flat File Data Exchange (.CSV, .XML). Could not find pictorial view.**

Solution Network Architecture Bonfire uses a Tier 1 cloud provider to run our operations. We use Amazon Web Services (AWS) data centers that have been certified for ISO, PCI, **SOC**, CSA, FedRAMP, FIPS, NIST, PIPEDA, and more. **Lacks detail**

System Development Methodology Developers are organized into feature teams who work on **2-week sprints** in conjunction with Product Management and Product Design teams. Each sprint the tickets go through:

- grooming
- assignment
- development (features work and automated tests)
- peer review via pull-request
- automated testing
 - Unit Tests
 - Integration Tests
 - Accessibility Tests
 - Security Tests
- acceptance testing

Service Level Agreement service level agreement outlines expectations for several different categories of service:

- System Availability
- System Performance
- Project Implementation Services
- Project & Other Services Levels
- Security Compliance
- Service Request Responsiveness

Security Requirements

Cloud Security Alliance (CSA) Compliance CAIQ completed. maintain our systems and applications following industry standards and best practices from CIS, NIST, CSA and OWASP (Open Web Application Security Project).

Security and Privacy Controls Our goal is to exceed NIST 800-53 baseline levels to ensure that our service meets the security requirements of our customers. With our SOC2 Type II certification completed, we are looking towards the future with FedRAMP/StateRAMP certification.

Security Certifications

SOC II-Type II

Annual Security Plan **no annual security plan**

Secure Application and Network Environment repeat of above sections

Secure Application and Network Access All communication between the customer and Bonfire solution, including APIs are encrypted while in-transit using industry-standard HTTPS/TLS(TLS 1.2 or higher) over the Internet, ensuring that all traffic between the customer and Bonfire is secure during transit. All Bonfire public web properties, applicable infrastructure components and applications use TLS, IPSEC and SSH to facilitate the encryption of data in transit over open, public networks and must use certificates signed by a known, trusted provider.

Data Security Multiple layers of prevention and detection controls are in place from Cloudflare at the Internet edge all the way into advanced security services in Amazon Web Services (AWS). These

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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DATE: 12/29/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

controls include, but are not limited to malware detection, patch management, access control lists (ACLs), security groups, firewalls, gateways, web application firewalls (WAF), rate limiting, malicious IP blocking, intrusion detection, logging, multi-factor authentication, TLS encrypted traffic, DDos protections, database replication, database encryption, use of multiple availability zones, dynamically scalable infrastructure, etc.

Personally Identifiable Information Protection Bonfire collects minimal business contact information including: name, email address, business phone number and business address.

Security/Privacy Issue Occurrence Response time **1st tier:** initial response one hour start work two hours resolution two days **next tier** initial response one hour start work 4 hours resolution three days **next tier** initial response one hour start work one day resolution four days. **Not sure if these tiers are segregated by incident type or severity.**

PII Data Actual/Attempted Access or Disclosure same as above and Bonfire will support and fully cooperate with the customer in their own investigation activities and to help identify the extent or impact of the incident/breach. We cooperate fully with all government regulatory agencies and/or law enforcement agencies having jurisdiction to investigate a Disclosure and/or any known or suspected criminal activity.

Security Breach Reporting same as above and Bonfire will support and fully cooperate with the customer in their own investigation activities and to help identify the extent or impact of the incident/breach.

Implementation Services Requirements

Project Management **BONFIRE project manager identified and project plan attached (3 months, one size fits all)** Bonfire's Project Governance approach is uniquely tailored to each organization and their business practice decisions. Bonfire recommends the creation of a steering committee to determine business practices and implementing best practices in Bonfire. This committee is usually made up by the organization's executive sponsor(s), project managers, and senior end-users. The steering committee will meet regularly with the Bonfire implementation manager(s) and dedicated project manager. Decisions are flexible and not set in stone. Bonfire can accommodate ongoing changes to implementation at the discretion of the steering committee.

Project Implementation Methodology Bonfire's implementation approach follows a structured classroom-style guided training where users are prompted to follow along with the trainer. Bonfire's implementation strategy is customized to the implementation to ensure greatest adoption of the solution. Bonfire also provides clients with access to Bonfire Academy, an online course-based, learning management system where users can self learn with guided courses. Bonfire follows an agile methodology that matches the unique needs of the client and can accommodate individual learning styles, schedules, team sizes and structures. Agile methods allow for ongoing evaluation and prioritization of key components to ensure organization users are learning at their pace and helps to address key challenge components immediately. Change control is managed through the Bonfire Project Manager and the organization's project sponsor. Please see Bonfire's attached Implementation Plan for further details.

Catalog Support Services **Bonfire does not provide catalog and punchout sites and is not responding to this workflow.**

Data Conversion Services Bonfire's Contract Management Module natively supports the Import of Contract metadata, including various default and custom contract fields and users. Bonfire's Client Experience Team will work with the client to ensure all data is clean and acceptable, prior to successfully importing the Metadata. Bonfire's Custom-Built Import tool and customized field mapper will be leveraged for this process.

Interface/Integration Development Services **Bonfire** Platform has been built to support System and Data Integrations through the use of either;

- Event Webhooks and REST APIs.
- Flat File Data Transfers (CSV, XML)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire Interactive

CATEGORY #(s): 2

DATE: 12/29/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Organizational Change Management (OCM Services **Bonfire's Readiness Assessment** revolves around Pulse Surveys with the following questions:

1. Project Sponsor Vision
2. Project Sponsor has shown clear commitment to making change happen
3. Key Team members Support for the project
4. Alignment with Procurement Processes and Goals
5. Clarity on Success Criteria of the Project

Impact assessments focus on several stakeholder groups: Purchasing teams or end users, potential evaluators, vendor community. Bonfire's 360 communication plan includes vendor communication for preregistration, internal stakeholder memo, benefits to citizens documentation, benefits to vendors documentation. Bonfire Implementation Plan and Enablement plan includes:

- 1) Dedicated Online Training
- 2) Webinar Based Training
- 3) Bonfire Academy
- 4) One-on-One Support

Bonfire's **Resistance Assessment and Management** takes stakeholder first approach. Proactive communication and ensuring the rationale behind the change is critical. This communication should be spread over the multiple levels of your organization including Executive Leadership, Mid-Level managers and Communications to the End-Users the change impacts the most. In the event a risk is identified, Bonfire's Client Experience team will engage the stakeholder and attempt to address any concerns proactively following Engage & Listen methodologies. In many cases, Bonfire can resolve the difficulties without any other stakeholder involvement. **In the event the resistance becomes disruptive the project's progression will document the risk and present the risk to the steering committee or project sponsor to work through potential resolution steps.** Our methodology generally takes the following approach:

1. Anticipate
2. Identify
3. Manage

Training Services Training plan is prescribed by the Implementation team and can be deconstructed into smaller sessions based on level of technical proficiency. Since Bonfire is composed of several different modules, the training will be broken down to cover each module. The training is done on a sample set of projects that reflect actual procurement scenarios. The buyers at the organization are encouraged to provide the Implementation Lead with their own procurement projects. These projects can be used during training to help tailor the sessions to the organization's needs. During the training phase, the buyers at the organization will be able to start setting up draft procurement projects to get hands-on experience in Bonfire. If all participants agree, training sessions will be recorded and the recording will be provided to the buyers at the organization. Method of Training

End-users: Receive approximately 7 hours of webinar based training

Train -the -trainers: Receive approximately 7 hours of webinar based training and exploratory consultative training

Suppliers: Trained with video recording that is embedded in the submission workflow

System Administrators and Participating Entity Helpdesk Staff: At request a session can be conducted to walk these personnel through account activation/deactivation

Help Desk Services

- Providing friendly, efficient and effective support to all clients - use of knowledgebase, videos/screenshots and providing proactive solutions to deter future tickets of the same nature
- Options for self service as well as agent support

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire Interactive

CATEGORY #(s): 2

DATE: 12/29/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

- Primarily technical support, will pass off to CSM/Implementation team if request is better suited to be handled by their specific representative

Our Help Desk team is an Email first support team. If required phone/zoom calls can be scheduled and are prioritized by;

- Buyers/organizations take first priority for phone/zoomcalls.

Vendors may have calls scheduled depending on severity/scope/time sensitivity of request

The support team records custom fields within tickets through **Zendesk** which assist with reporting/issue tracking and are only visible to agents. These include: Primary Reason, Secondary Reason, Client Organization and Ticket Category.

Bonfire support utilizes JIRA for issue tracking. The general use of Jira is to track issues and bugs related to Bonfire and it is also used for project management.

On-Site System Stabilization Support At this time, Bonfire does not offer or require on-site support. This can be revisited on a case-by-case basis in the future with our professional services team.

Managed Services Requirements

Solution Support **No Response at all for Managed Services Requirements**

Organizational Change Management (OCM Services

Training Services

Help Desk Services

Transition Out Assistance Services

Other Available Resources **No Response**

Video Demonstrations

- **Could not access video. Requested Google sign in**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2-Individual Workstream Implementation

DATE: 8/25/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Out of the Box, should understand if customization is possible if state's will need to change procedures to adopt.
 - Very brief explanation
 -
2. Previous Projects
 - Projects are sections of a state and not a full statewide implementation
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Smaller Org Chart
 - Primary experience in Canada, not clear how it relates to US procurement
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Something happened in April 2021 to reduce financial strength
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- Uses Bonfire Platform
- Business rules cannot be overridden, customer or vendor, configurability limitations
- Sourcing and Bid management platform
- 500 public sector agencies, 50,000 solicitations
- Shopping platform not available
- Workflow and reminder functionality
- Single online platform
- Reporting functionality
- Audit trail
- 500+ teams, 200+ buyers
- Link to state's public portal
- Left-handed navigation panel
- Dashboard
- 2-week platform updates
- 3-year roadmap
- Proposal analysis
- Refining ERP integration

Functional Requirements

- 50% reduction in project cycle times
- Supplier network over 250,000
- "Insights" tool a third party of Bonfire product
- Free access for suppliers
- MWBE certification are good
- Anyone can post solicitations, can it be limited
- No limit to number of files, what about size?
- Virtually manage process
- Templates are beneficial
- Bid tables look very clean, good identification of lowest price
- Evaluator Notes
- Evaluation functions are very intuitive
- Benchmarking process is unique
- Vendor performance management

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Technical Requirements

- 24/7 access
- AWS redundancy
- History recording for audits
- Defined user roles
- INTERESTING – project roles
- Contract Management module
- Legacy import ability
- Questionnaire templates are a good standardization option
- Readable on desktop, laptop, tablet
- Does not include a mobile application
- Sandbox environment

Security Requirements

- Seeking future FedRAMP / StateRAMP certification
- SOC Type II certified
- AWS Cloud provider
- Encryption at rest and transit
- Two-factor authentication
- Breach notification, limited action beyond notification
- No catalog services
- Training power users, no formal training for casual users

Implementation Services Requirements

- Simplicity and ease of use
- Clear presentation of deliverables for both parties
- Detailed implementation plan
- Bonfire Academy
- Article repository
- Ticket system

Managed Services Requirements

- Did not provide response

Video Demonstrations

- Unable to view video

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire Interactive

CATEGORY #(s): Stage 1 cat 2

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 2012
 - Source to contract pricing
 -
2. Previous Projects
 - Delaware Health, Texas DOT, Port Authority
 - New Mexico Human Services
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - No org chart 90 people
 - Gave chart for proposed project team
 -
5. Litigation
 - None in last 5 years
 -
 -
6. Financial Viability
 - D & B provided
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Overall

Stand-alone Sourcing tool with Vendor Registration, Contract Mgmt. & basic reporting features

General Principal and Requirements

Key Solution Functionality Elements

10	The Bonfire portal acts as a single point of entry for all procurement activities. From purchasing intake requisitions, to project creation, supplier management, and evaluation, all users have a 118 central access point at a configurable URL. All procurement activities are initiated from this single point of entry.	
	Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway	
	Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).	
	Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users	
	Open marketplace environment-does not provide an open marketplace environment	
	Integration – batch and real-time with existing financial management and other core systems.	
	Workflow – a configurable, rule/role-based approval automation.	
	Document management – automated solution to create, transact and store documents.	
	Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics	
	Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually	
	Transparency – provide public and internal visibility into purchasing activity and outcomes.	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

User Experience

11-13	Personalization of user's initial screen	
	Intuitive navigation – interface guides users to the appropriate solution	
	Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.	
	Portal that informs users and supports user work management.	
	Functionality optimized for mobile access and use. NO mobile	weakness
	Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.	
	Role-based functionality for drafting, review and approval, evaluator and other processes	

Bidder Best Practices and Roadmap – Meets requirements

14-18	Bonfire provides platform updates every 2 weeks based on the Software Development Life Cycle as defined in Section 19. New versions are available upon each update, meaning improvements and fixes will be incorporated immediately.	
	Specialist and Client Success Manager will continuously assess and recommend opportunities for cost reduction, process improvements, or alternative process approaches and methodologies	
	Clients automatically receive all updates as part of the release process (every 2 weeks).	

Innovations and Value-Added Features/Services

19	Optional – nothing offered	
----	----------------------------	--

Customizations/Extensions

19-20	Not required As Bonfire is a platform-based SaaS tool, customizations/extensions are not built for individual clients as solutions must work for all clients.	
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Alternative Funding Models

20	Optional – nothing offered	
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Contract Transition and Flexibility

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

21	has the ability to transition any current client contract to this newly established portfolio upon request by the client/agency. This can be done during a client's renewal or during a new contract execution.	
----	---	--

Functional Requirements

General Functionality

21-24	Bonfire enables efficiencies throughout the solicitation process. Bonfire automatically eliminates many manual tasks that are facilitated through emails and Excel. All Bonfire clients immediately gain access to the Bonfire Global Supplier Network with over 250,000+ suppliers Suppliers pay no fees and save costs by switching from paper to digital submissions.	
GEN 9	No crosswalk for commodity codes	weakness
GEN 10	Detailed keyword search not available	weakness
GEN 12	Can only search by description in contract management	weakness
GEN 19	Does not store bill to and ship to	weakness
GEN 20	Does not store unique commodity codes	weakness
GEN 22	No filtering on search	weakness
GEN 25	No customization on email address	weakness
GEN 34	No future dating	weakness
GEN 35	No comment library	weakness
GEN 36	No esignature	weakness

Supplier Portal

	N/A	
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Supplier Enablement/Management

	N/A	
--	-----	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire Interactive

CATEGORY #(s): Category 2 Stage 1

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Sourcing Module, now Source contract process
 - 500 Implementations to date
 -
2. Previous Projects
 - List of state projects
 - Projects are still listed as ongoing and do not go back 5 years?
 -
3. Subcontractors
 - Stated no contractors
 -
 -
4. Organizational Chart
 - Showed the company org chart with names and descriptions
 - Did not show what the state side structure would look like
 -
5. Litigation
 - State none to report
 -
 -
6. Financial Viability
 - Supplied DUNS report
 - Moderate to low risk
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: **BONFIRE**

CATEGORY #(s): **Category 2 Stage 2 – Individual Workstreams**

DATE: 12/24/2021

SME/EVALUATOR NAME: **Tom Hastings**

DEPARTMENT/STATE: **State of Montana**

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

THIS SUPPLIER IS ONLY OFFERING THE SOURCING/BID MANAGEMENT WORKSTREAM – STATES THEY HAVE CONTRACT MANAGEMENT BUT DID NOT SUPPLY REQUIREMENTS FOR THAT MODULE.

Individual SME Comments: This response has lots of concerns listed for only offering the sourcing workstream. The supplier has stated in multiple locations of their response that they support contract management, but did not supplied information on that module? The concerns listed below should be addressed to have a solution that would benefit our entities.

I have viewed the extra attachments that Bonfire submitted with their response and my comments are below:

Gantt Chart/Implementation Plan- Devised an implementation plan that shows total implementation time.

Acceptable Use Policy – Submitted to shows use policy to establish trust with supplier.

Business Continuity Policy – Submitted to explain the Business Continuity Plan

Data Protection Policy – Submitted to show their data protection policy.

Information Security Policy – Shows security of the system. Defer to security SME

Operational Controls Policy – Supplied to maintain system confidentiality, integrity, and availability.

Risk Management Plan – Provided to show implementation process and the risks involved.

Support and Incident Mangement Policy – Also states processes for customer support, privacy and security, maintenance, and disaster recovery.

Milestone Plan – Shows high level project milestones used to track progress on implementation.

User Roles – Document shows roles and responsibilities of each of the roles in the solution.

The video offered in this response.....VIDEO access can only be obtained by emailing a contact at Bonfire. Do we want to reach out to them for access?

General Principal and Requirements – Page 3

Key Solution Functionality Elements – Page 3 thru Page 11

- Single point of entry for Sourcing Only
- Guided experience to configure solicitations
- Business rules are written into the platform and cannot be overridden
- Does not provide an open marketplace environment.
- Has an Open API and can create custom integrations.
- Workflow is defined by the end user.
- Document management is used on Vendor Registration and Management, the intake request process, solicitations for the buyer and for the submitted proposals.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: BONFIRE

CATEGORY #(s): Category 2 Stage 2 – Individual Workstreams

DATE: 12/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Offered list of reports that can be pulled from the solution on Page 6
- Reporting tool called “Insights” Page 8 and 9
- Highly configurable solution.
- Can advertise on State’s Bonfire public portal. Page 10

User Experience – Page 11 thru Page 14

- Can personalize their initial screens
- Screenshot on Page 12 shows the left-hand side navigation options in a wizard like setting
- Can visualize the work management from the dashboard.
- Does not provide a mobile application, but is available through mobile web browsers
- User with the correct roles and permissions can re-assign work
- Supplied attachment titled “Bonfire User Roles” for more detailed information about roles in the system.

Bidder Best Practices and Roadmap – Page 14 thru Page 19

- Platform updates every 2 weeks
- Development and design assures latest technologies are utilized
- Solution staff continuously assess and recommend for cost reductions.
- Supplied current 3-year roadmap on Page 18 and 19
-

Innovations and Value-Added Features/Services – Page 19

- No response submitted on narrative

Customizations/Extensions – Page 19

- Customizations are not built for individual clients.
- Changes must align with their roadmap.

Alternative Funding Models – Page 20

- No response submitted on narrative

Contract Transition and Flexibility – Page 21

- Offers flexible contracting on an agency by agency basis.

Functional Requirements – Page 21

General Functionality – Page 21

- Efficiency – 50% reduction in project cycle times
- Competition – 250,000 suppliers
- Cost Savings – No fees for suppliers. Bonfire’s BidTables tool used to drive hard savings
- Spend Analytics – Known as Cost Management provides tool for buyers to track spend.
- Compliance and Controls – Built specifically for public sector purchasing teams
- Performance measures – Can capture data across all procurement activities.
- CONCERN - EPROC-GEN-4 – Tab 2 Line 8 – Solution does not offer Purchase Orders or Request through Pay solutions.
- CONCERN - EPROC-GEN-9 – Tab 2 Line 13 – does not provide short list of commodity codes to select from
- CONCERN - EPROC-GEN-10 – Tab 2 Line 14 - Detailed keyword search is not available in all modules

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: BONFIRE

CATEGORY #(s): Category 2 Stage 2 – Individual Workstreams

DATE: 12/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-GEN-12 – Tab 2 Line 16 – Does not support searching by attachment file name in Sourcing
- CONCERN - EPROC-GEN-14 – Tab 2 Line 18 - System does not offer built in spell check
- CONCERN - EPROC-GEN-19 – Tab 2 Line 23 - Solution does not have functionality to support potential Bill to and Ship to addresses.
- CONCERN - EPROC-GEN-20 – Tab 2 Line 24 - Does not support 1:1 mapping of commodity codes to each ERP system.
- CONCERN - EPROC-GEN-22 – Tab 2 Line 26 - system does not support maintaining a keyword search list
- CONCERN - EPROC-GEN-25 – Tab 2 Line 29 - System does not support customizing the From Email address for notifications.
- CONCERN - EPROC-GEN-34 – Tab 2 Line 38 – Does not support future dating
- CONCERN - EPROC-GEN-36 – Tab 2 Line 40 – Does not currently support electronic signature.

Supplier Portal

Supplier Enablement/Management

Buyer Portal

Need Identification

Request through Pay

Catalog Capability

Sourcing/Bid Management – Page 24 thru Page 40

- Offers entire process online, from pre-solicitation collaboration to post-award reporting.
- Request form on Page 25
- Supplied example link to bid page for Chicago Public Schools
- Associate commodity codes for receive bid notifications.
- Supplier self-registration screenshot on Page 26
- Internal Supplier Management allows for a dashboard containing data of suppliers. Page 27
- System uses templates or can create from scratch
- Supplier submission screen shot on Page 28
- Communication to suppliers feature screenshot on Page 29
- Offers sealed bid opening feature on Page 30
- Showed approval process on Page 31
- BidTables Evaluation Module. Page 31
- Side by Side comparison on questionnaires. Page 32
- Evaluation module makes scoring proposals simple. Page 33
- System allows for multi-category decisions. Page 34
- Evaluation process can be set up to the users liking with the correct roles and permissions.
- Award process allows notifications sent to winning and losing suppliers. Page 36
- Reporting is offered containing a full audit trail of a project
- Bonfire Benchmarks aids the user with a list of tools listed on Page 37
- Contract Management tool is offered on a configurable dashboard. Page 38
- Contract solution is customizable and can be created from awarded bids. Page 39
- Offers contract reporting. Page 40
- Can auto-generate contracts and can be added manually. Page 40
- Contract documents can be stored up to 1GB in size
- Can set up contract templates and types. Page 41
- Offers a Supplier Performance Management module that measures how the supplier is performing on contract. Page 41

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: BONFIRE

CATEGORY #(s): Category 2 Stage 2 – Individual Workstreams

DATE: 12/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-SRC-13 -Tab 3 Line 340 – System does not support surplus auctions.
- CONCERN - EPROC-SRC-34 -Tab 3 Line 361 – Does not support version control
- CONCERN - EPROC-SRC-35 -Tab 3 Line 362 – Does not support check in/check out capabilities
- CONCERN - EPROC-SRC-37 -Tab 3 Line 364 – Does not support cascade updates throughout other templates.
- CONCERN - EPROC-SRC-38 -Tab 3 Line 365 – Does not support a log when updates are made to templates.
- CONCERN - EPROC-SRC-41 – Tab 3 Line 368 – Does not have a document creation feature that supports MS Office.
- CONCERN - EPROC-SRC-45 – Tab 3 Line 372 – Does not allows for the combination of multiple purchase requests.
- CONCERN - EPROC-SRC-46 – Tab 3 Line 373 – Does not provide a rules engine to route solicitations
- CONCERN - EPROC-SRC-47 – Tab 3 Line 374 - Does not provide the ability to create workflow rules.
- CONCERN - EPROC-SRC-48 – Tab 3 Line 375 - Does not provide the ability to create workflow rules.
- CONCERN - EPROC-SRC-49 – Tab 3 Line 376 - Does not provide the ability to create workflow rules.
- CONCERN - EPROC-SRC-50 – Tab 3 Line 377 - Does not provide the ability to create workflow rules.
- CONCERN - EPROC-SRC-60 – Tab 3 Line 387 – Does not generate a suppliers list base on prior or active contracts.
- CONCERN - EPROC-SRC-64 – Tab 3 Line 391 - Does not generate a suppliers list base on prior or active contracts
- CONCERN - EPROC-SRC-102 – Tab 3 Line 429 – Does not currently use electronic signatures for suppliers to sign.
- CONCERN - EPROC-SRC-105 – Tab 3 Line 432 - Does not send alert to suppliers when responding to an event if they are not certified.
- STRENGTH – Line 470 – Can cancel an award and issue a new award to a different supplier.
-

Contract Management

Vendor Performance

Purchasing/Data Analytics

Technical Requirements – Page 41

Availability – Page 41

- States 24/7 Access with zero down time for deployments.
- Provided notification of events table on age 42 - 43
- Redundancy and Scalability supplied on Page 44

Accessibility Requirements – Page 44

- Provided link to their commitment to accessibility on Page 45

Audit Trail and History – Page 45

- Provided link to help desk reference article. Page 45

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: BONFIRE

CATEGORY #(s): Category 2 Stage 2 – Individual Workstreams

DATE: 12/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-TECH-5 – Tab 4 Line 9 – Need to send an email to obtain additional backend reporting logs?

Browsers Supported – Page 46

- Provided warning for unsupported browsers on Page 47

User Accounts and Administration –Page 47 – 48

- Provided types of roles on Page 48
- Provided list of roles starting on Page 49
- User are assigned to Projects in the system. Provided project roles starting on Page 51
- Contract Management roles are listed starting on Page 52
- Vendor Management roles are listed starting on Page 53
- Intake Module roles listed on Page 54
- CONCERN - EPROC-TECH-16 – Tab 4 Line 20 – Does not currently have automatic ability to deactivate users.

User Authentication – Page 55

- Meets requirements
- CONCERN - EPROC-TECH-25 – Tab 4 Line 29 - Buyers are not prompted to agree to user agreements.

Federated Identity Management – Page 55

- Meets requirements

Data Conversion – Page 56

- Provided information on importing contracts, solicitations, users and any additional data.
- Importing of data would require an integration to an external system.
- CONCERN - EPROC-TECH-34 – Tab 4 Line 38 - This requirement of the transfer of historical data seems to come with an additional cost?

Interface and Integration – Page 56 – 57

- Each integration is approached as a custom interface and needs to be scoped by their team.
- CONCERN - EPROC-TECH-35 – Tab 4 Line 39 - States narrative has detailed response, but it does not appear to have a detailed response.
- CONCERN - EPROC-TECH-42 thru EPROC-TECH-46 – Tab 4 Lines 46 thru 50 – Supplier states these requirements are not in scope for the solution.
- CONCERN - EPROC-TECH-47 thru EPROC-TECH-60 – Tab 4 Lines 51 thru 64 – The supplier responses to these requirements either state not in scope or makes a reference to narrative where I cannot find said narrative supports the requirement.

Office Automation Integration – Page 57

- Meets requirements of file types
- Explained uploading of vendor templates and the file viewer and data export functionality

Mobile Device Support – Page 58 – 59

- CONCERN – The narrative explains that system is designed to be readable on desktop, laptop and tablet. Does not address mobile device support.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: **BONFIRE**

CATEGORY #(s): **Category 2 Stage 2 – Individual Workstreams**

DATE: 12/24/2021

SME/EVALUATOR NAME: **Tom Hastings**

DEPARTMENT/STATE: **State of Montana**

- CONCERN - EPROC-TECH-62 – Tab 4 Line 66 – Does not address mobile cell phone access?

Mobile Applications – Page 59

- System does NOT include a mobile application

Data Ownership and Access – Page 59

- Referenced section 7.2 of their response to file Bonfire Policy Bundle.

Date Retention, Archive and Purge Considerations – Page 60

- Records can be archived with unlimited data storage
- Will retain data as long as state remains a customer.
- Referenced Bonfire Policy Bundle

Disaster Recovery Plan – Page 60 – 61

- Procedures are defined by goals listed on Page 61
- Could have supplied more information on this process.

Solution Environments – Page 62

- WEAKNESS - A production environment is the only instance offered.
- Sandbox environment only accessible during the implementation phase.
- CONCERN - EPROC-TECH-64 thru EPROC-TECH-68 – Tab 4 Line 68 thru line 72 - Test and training environments only available during the implementation phase!

Solution Technical Architecture – Page 62 – 63

- **CONCERN – States contract management is a provided module, but did not supplier narrative or functional requirements response?**
- Page 63 in third paragraph, it states that a contract can be created from the bid evaluation module?

Solution Network Architecture – Page 63 – 65

- Uses AWS data centers and listed certifications on Page 64
- Provided links to data center certifications and security controls along with a link to security white paper. (Security white paper has been “Archived”) Page 64
- US data stored in US data zones.

System Development Methodology – Page 65 – 67

- **CONCERN – State entities will NOT have the ability to test new functionalities. The bonfire developers and internal UAT staff test the upgrades before moving this to Production.**
- Feature flags contract the release of upgrades to the state's instance.
- Provided the process change process on page 67 which is NOT advantageous to the State

Service Level Agreement – Page 67 – 68

- Stated provided an SLA attachment but I was not able to locate?
- All sections of the SLA listed here in this response were referenced to another attachment or section of their response?

Security Requirements – Page 68

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: BONFIRE

CATEGORY #(s): Category 2 Stage 2 – Individual Workstreams

DATE: 12/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Cloud Security Alliance (CSA) Compliance – Page 68 – 69

- Provided completed CAIQ as an attachment

Security and Privacy Controls – Page 69 – 70

- Goal is to exceed NIST 800-53
- Defer any other comments to the Security SME

Security Certifications – Page 70

- Stated is SOC 2 Type II certified.
- Defer any other comments to the Security SME

Annual Security Plan – Page 70 – 74

- Uses best practices from NIST, CIS, and OWASP
- Defer any other comments to the Security SME

Secure Application and Network Environment – Page 74 – 76

- Uses best practices from NIST, CIS, and OWASP
- Defer any other comments to the Security SME

Secure Application and Network Access – Page 77 – 78

- Listed secure transmission protocols used on Page 77
- Provided links to AWS security controls. Page 78
- Defer any other comments to the Security SME
- CONCERN - EPROC-SEC-3 -Tab 5 Line 7 – Response talks about user's own ability to terminate session. This requirement asked if authorized users could for logout

Data Security – Page 78 – 80

- Stated has met or exceeded the requirements for security. Page 79 last paragraph
- Defer any other comments to the Security SME

Personally Identifiable Information Protection -Page 80 – 82

- States only asks for minimal business contact information. Page 81
- Listed the reason the system uses basic information on Page 81 – 82
- Information is store securely.
- Data retention – will retain data as long as necessary.
- Provided link to privacy policy on Page 82

Security/Privacy Issue Occurrence – Page 82

- Provided incident response standards on Page 83
- Stated further details found in Exhibit "Bonfire Policy Bundle – Fall 2020.zip"

PII Data Actual/Attempted Access or Disclosure – Page 83 – 85

- Provided information about external notifications, documentation and investigation support.
- Stated further details found in Exhibit "Bonfire Policy Bundle – Fall 2020.zip"

Security Breach Reporting – Page 85 – 86

- Same information supplied here was supplied in previous narrative requirements.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: BONFIRE

CATEGORY #(s): Category 2 Stage 2 – Individual Workstreams

DATE: 12/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Implementation Services Requirements – Page 87

Project Management – Page 87 – 88

- Reference the name of the project manager and his experience.
- Referenced attached exhibit ““Bonfire Implementation Plan” & “Bonfire GANTT Chart for example implementation plan
- Supplied key positions, roles and responsibilities starting on Page 88
- State what the roles, skills and responsibilities of the state entity should be.

Project Implementation Methodology – Page 89

- Access to Bonfire Academy
- Work with implementation manager or configurations
- Does not have system development requirements?
- Does not have testing methodology requirements?
- Referenced attached “Bonfire – Risk Management Plan”
- Uses Zendesk for managing support tickets. Page 91

Catalog Support Services – Page 91

- Does not provide catalog and punchout sites and is not responding to this workflow.

Data Conversion Services – Page 91 – 92

- Only states “Bonfire’s Contract Management Module natively supports the Import of Contract metadata, including various default and custom contract fields and users”. Did not mention any other data conversion.

Interface/Integration Development Services – Page 92 – 96

- Uses APIs or Flat File data transfers – Page 92
- Suggest completing implementation, training and going live, then build any integrations?
- Supplied example scenario on Page 93
- Provided list of terms used when describing integrations on page 94
- Integrations need to be worked by their professional services team who will work with you. They will provide a SOW with pricing before work begins.
- Integration Project Plan provided on Page 95
- CONCERN – SEE BELOW
We recommend that you first complete the Onboarding and Implementation process with our Implementation Specialists prior to engaging with our Professional Services team, as we’ve found clients to be much more successful in determining how they want the integration to behave once they have a deeper understanding of how they’re going to use Bonfire”

Organizational Change Management (OCM Services) – Page 96 – 98

- Uses Bonfire’s Readiness Assessment mentioned on Page 97

Training Services – Page 98 – 111

- Supplied Bonfire Implementation Plan starting on Page 99
- Section 2 of above-mentioned plan contains this vendors training plan.
- Listed a variety of resources available on Page 109

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: BONFIRE

CATEGORY #(s): Category 2 Stage 2 – Individual Workstreams

DATE: 12/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Link provided to BonFire Academy on Page 109
- Provided link to Bonfire Training Program on Page 110
- Provided link to Knowledge Base on Page 110

Help Desk Services – Page 111 –

- Help Desk is located in Ontario
- Email first support team with vendors having ability to schedule calls.
- CONCERN - EPROC- IMPL - 4 -Tab 6 Line 7 – Does not support Live Chat
- CONCERN - EPROC- IMPL - 5 -Tab 6 Line 8 – Does not support integration with state ticketing system.
-

On-Site System Stabilization Support

Managed Services Requirements

Solution Support

Organizational Change Management (OCM Services

Training Services

Help Desk Services

Transition Out Assistance Services

Video Demonstrations – Need to contact a bonfire contact for access to view the video via google .

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: CloudBuy

CATEGORY #(s): 2

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Est. 1998.
- CloudBuy e-commerce platform.
- Pg 5 – Investor, Al-Rajhi, is currently working on furthering their eCommerce and eProcurement capabilities by integrating CloudBuy eCommerce and eProcurement with their world class SAP systems.

2. Previous Projects

5 projects given. The projects meet Category 2.

- YRDSB. Case study attached to their proposal. YRDSB deploying CloudBuy Procure to Pay solution to reduce supplier spend and automate payment process.
- Bio Rad Antibodies. Implementation of Cloudbuy's e-commerce platform for content management.
- PHB Choices. Managed their personal budgets to purchase consumables such as PPE and approve PA timesheets.
- Ohio Schools Council. Implemented CloudBuy to provide OSC purchases to pay capabilities with Contract Management capabilities and linked to EASi e-auction contracts.
- Spend Insight. Not much info. They possibly analyzed e-invoices.

3. Subcontractors

- Vendor states there are no subcontractors.

4. Organizational Chart

- Yes, a project organization chart and job descriptions are provided.

5. Litigation

- Vendor states there are no litigation.

6. Financial Viability

- Provided financials (profit and loss statements, balance sheet).

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (CloudBuy)

CATEGORY #(s): 2

DATE: (09/28/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 2 of 3 Preliminary docs, no cert of insurance
 - e-marketplaces and private purchasing portals.
2. Previous Projects
 - York Schools District School Board - single sign "on"? through online shopping, requisition, approval, purchase order, goods receipt, invoice, invoice matching, payment and funds reconciliation. Procure To Pay
 - Bio Rad Antibodies UK - Content Management Systems and ecommerce system
 - NHS Shared Business Services - personal budgets to purchase consumables (PPE), Timesheets – COVID forced cancellation? Not clear how this project reflected any single stream of eProcurement.
 - Ohio Schools Council (OSC) - purchase to pay capabilities with integrated contract management, EASi e-auction contracts – is this a CloudBuy solution or did they integrate with it?
 - SpendInsight – "Contact details are not available for this project" However the following details were provided but it's not clear how they are associated....UK National Audit Office, National Health Service, Tungsten Network.
 - I did not read in any previous project evidence of a single stream of eProcurement
3. Subcontractors
 - None
4. Organizational Chart
 - Corp org chart
 - not project specific
 - Profiles for key personnel provided
5. Litigation
 - None in the last 5 years
 -
6. Financial Viability
 - Provided a P&L and balance sheet of their short fiscal history due to acquisition/merger
 - Millions or thousands?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: CloudBuy

CATEGORY #(s): 2-Individual Workstream Implementation

DATE: 8/25/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - eCommerce Platform
 - 1 year in business since Aug 2020
 - Perhaps too early for proven record performing at the level for this contract
2. Previous Projects
 - School District in Canada
 - Bio Rad Project since 2011, not clear what company this was at the time that implemented and has since provided service
 - Much investor involvement and instability
 - Examples given without references to the project; concerning
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - UK Company
 - Unsure if there are personnel in United States
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Only one year in business
 - Low sales
 - Staff in UK and India only
 - Concerning financial report

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Cloudbuy

CATEGORY #(s): Stage 1 cat 2

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 1998
 - 30 employees
 - Al-Rahji Investment owns 51%
2. Previous Projects
 - York Schools District School Board
 - Bio Rad Antibodies
 - PHBChoices
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Provided org chart and key personnel
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - First year as Cloudbuy Limited so no D & B
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: CloudBuy

CATEGORY #(s): Category 2 Stage 1

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Started in 1998 and uses Marketplaces
 - Sold company, now in its first year.
 - 30 permanent staff
 - Open Source – no customer lock in?
2. Previous Projects
 - Lists schools, medical clients
 - No dates of when these implementations took place?
 - Missing some contact details on certain projects
3. Subcontractors
 - Stated no use of subcontractors
 -
 -
4. Organizational Chart
 - Supplied company org chart with names and descriptions
 - No listing of the state org chart, roles and descriptions
 -
5. Litigation
 - Stated no litigation exists
 -
 -
6. Financial Viability
 - Unable to provide a Duns report
 - Reported sales from the first 5 months of operation.
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 2

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

1. Overview of the Organization
 - Yes. States 20 years of end-to-end procurement and supply chain expertise.
 - Seem to cover all areas of procurement.
2. Previous Projects
 - 5 listed. Four private entities and one university. They all fit Category 2.
 - Viatrix. Improved transparency across company with their system.
 - UCAL. Implemented S2C technology (spend analysis, sourcing, contract management, supplier mgt.) and a public bid site.
 - Chevron. Unified their online system with a mobile system.
 - LDS Church. Implement Contract and Supplier Management solution.
 - UMASS. Developed S2P processes, policies and workflows.
3. Subcontractors
 - Vendor states none.
4. Organizational Chart
 - Provided along with job descriptions.
5. Litigation
 - Vendor states none.
6. Financial Viability
 - D&B provided. Low risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 2

DATE: 1/8/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Product is GEP Software Source-to-Pay process.
- Note: NB Ventures Inc. dba Global eProcure (GEP)
- Product is cloud platform. SaaS.
- The technical proposal begin with small portions of information and I was unsure if they were meeting the mark, but once I was able to dig into the matrix it helped further see what they can do.
- Overall, it looks like much configuration can take place for any State entity. While this is great, I question how this would affect updates to the software (Clarification).
- Matrix - I like seeing that the level complexity is not all "L". It shows GEP put thought into each for each item.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 14)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

1. Product is GEP Software Source-to-Pay process. With modules of sourcing, savings tracking, category management, contract management, supplier management, and procure-to-pay.

- Single point of entry – yes – a centralized intake form. When I think Single point of entry- I do not think intake form.
- Smart routing – yes – GEP combined this bullet point with Compliance and Workflow. They state the platform can be configured to meet specific compliance policies/rules. GEP gives examples of Guided Buying, Robust Rule Engine, and Category Playbook.
- Compliance – refer to the second bullet.
- Portal – yes – buyers and suppliers have access to dedicated home page portal

- Open marketplace environment – yes – **Configure** hosted catalogs/punchouts.
- Integration – yes – has out of the box integration tool kit and use JSON protocols for document exchange.
- Workflow – yes – refer to the second bullet.
- Document management – yes – stored in centralized repository and accessed per user role.
- Reporting, dashboards and data visualization – yes – in-house cross-functional reporting framework.
- Configurable – yes – GEP Software cloud platform is a preconfigured application. GEP states they will use agile approach to preconfigure sandbox to align to State specific cases / requirements.
- Transparency – Yes – and mention track status on documents.

2. User Experience - pages 14 - 16

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.

2. GEP discusses their intuitive user interface built by using feedback from Fortune 500 costumers, user group requirements, industry standard practices, etc. **I have concerns with the Fortune 500 customers because we want a system that is more relatable to Govt/State business.**

- Initial Screen – yes, mention users can mark initial screen as landing page – **not sure this is what is meant in this section.**
- Intuitive Navigation – yes, GEP combines this bullet with “Wizard-driven capabilities” addresses few clicks, **but doesn't really address wizard capabilities.**
- Wizard-driven capabilities – Refer to second bullet.
- Informative Portal – Yes
- Mobile Optimization – yes, they call it Mobile App – IOS and Android.
- Workload Mgt Functionality – Yes they call it Work Management, addressed; however, **unsure if it contains the same intention of abilities as wanted in the RFP.**
- Role-Based Functionality – Yes, addressed.

3. Bidder Best Practices and Roadmap – pages 16 - 21

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

3. GEP introduced 4 best practices and roadmap: (1) Unified Source-to-Pay Platform, (2) Agile Methodology for Software Development, (3) Software Release and Update Cycles, and (4) Customer Success: Providing a High Touch Support Experience Throughout Engagement.

- Latest Technology – No – don't address any. Address their process as in number 3 above.
- Timely updates – yes – Quarterly and biweekly; however, **it's a bit confusing as they use words such as “generally available” Would like to see a more definite timeframe and surety.**
- Alternative Best Practices – yes see below bullet.

- Cost Reduction – Yes – Claim price compression will save 4% – 7% average realized savings, spend compliance 10%-50% reduction of noncompliant spend, productivity 40%-60% reduction in non-value added work, and working capital 10-20% extension in pay terms and 5-30% Increase in early pay discounts.
- Product Roadmap and Cont. Improvement. – Yes – see number 3 above.

4. Innovations and Value-Added Features/Services – pages 21 - 22

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

4. Yes - Completed section. They list Level (1) Organization Maturity Assessment, (2) Opportunity Assessment (3) Market Intelligence (4) Category Management. Explained further below.

- GEP illustrates their Assessment Approach in a 4 graphs and explains they would work with State to create a plan to outline desired outcomes by looking at various pieces of procurement operating models and identifying areas of improvement along with other types of analysis. **This reminds me of a BPM.**
- GEP illustrates in 3 graphs how they can analyze procurement spend to identify savings opportunities using GEP benchmarks, SME inputs, and industry best practices.
- GEP illustrates in 5 graphs how leveraging GEP's extensive network of SMEs and researchers could elevate the knowledge and awareness of State's procurement.
- GEP illustrates in 2 graphs a process for end-to-end category management across categories for sustainable outcomes

5. Customizations/Extensions – pages 22 - 23

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

They provide preconfigured application deployed as a standard configuration. They suggest using the standard out of the box software, but will configure as necessary per the requirements of the State.

6. Alternative Funding Models – Pages 23 - 27

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outlined above for each recommended funding model.

GEP does not have alternate funding models. They refer to Exhibit 3. Cost Proposal and other revisions of cost proposal.

7. Contract Transition and Flexibility – page 27

GEP complies with the contract review process and transition if negotiate terms. I feel they misunderstood the point of this question.

B. Functional Requirements: pages 28 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40. Matrix completed. 5 – High (21, 26, 27, 28, 39), 3 – Medium (9, 25, 36), rest are all “L” Low level of complexity, 3 – “CF Configuration Items (3, 5, 25), 1 – “C Customization/Extension” (39), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Request through Pay Software, GEP Sourcing/Bid Management Software, Contract Management, Procure-to-Pay.
 - For most of the items in 1 – 7 GPE offers use of their system, but these questions are about being able to integrate with other eProcurement Workstreams. In areas where GEP does do this they suggest links or to CF.
 - I do like seeing that the level complexity is not all “L”. It shows GEP put thought into each for each item.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
 - #36 GEP has their own built in electronic signature solution instead of a partnership like docusign, or adobe sign
 - #38 For number of licenses – sounds like gave cost based on what was provided in proposal; however, they confirm licensing is unlimited for business and supplier users. This may be deceiving, might want to confirm again that it's unlimited also for “State users”
2. Supplier Portal. Tab 3, SPR-1 through SPR-23. Matrix was completed. 1 – High (19), 1 – Medium (6), rest are all “L” Low level of complexity, 1 – “INT - Integration/Interface”(19), 1- “CF-Configuration Item” (6), and the rest “A – Available”. Solutions/Tools/Modules covered – Supplier Enablement / Management Software, GEP Core Platform, Contract Management, Request through Pay.
 - #13 I find it interesting that GEP has their own OCR in-house system. Nice to know, if State did not want to use or integrate theirs.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43 Matrix – was completed. 1 – Medium (36), rest all “L” Low level of complexity, 1- “CF-Configuration Item”, and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement / Management, Core Platform.
 - The “A” fields seem to be satisfactorily answered and their solution meets the standards.
 - For the INT items 19-27. GEP has a partnership with Global Risk Management Solutions (GRMS), Rapid Ratings and with TinCheck that provides most of these services. GEP Software will enable a link to these partners to allow users to view. My concern here would be the risk of leaving their system (if any), what security measures are in place?
4. Buyer Portal. Tab 3, BPRT-1 through BPRT-15. Matrix completed. 1 – Medium (9), rest are all “L” Low level of complexity. 1- “CF-Configuration Item”(9), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Request through Pay Software, GEP Supplier Enablement / Management.
 - The “A” fields seem to be satisfactorily answered.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
5. Need Identification. Tab 3, NEED-1 through NEED-7 Matrix completed. All “L” Low level of complexity. 1-“CF-Configuration Item”(5), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Sourcing Bid Management, Contract Management, and Request through Pay Software.

- The CF item does not seem to pose a problem. Other items seem to be standard within the software.
6. Request through Pay Workstream. Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11. Matrix completed. 1–High (PRD28), 5–Medium (PRD11, PRD56, WRK13, PO16, PC1-3, PC5-8, PC10-15, PC17-PC19, and PC21, RC4), rest are all “L” Low level of complexity, 17 – “IN - in development” (PC1-3, PC5-8, PC10-15, PC17-PC19, and PC21), 1- “CF-Configuration Item” (RC21), and the rest “A – Available”. Solutions/Tools/Modules covered–GEP Request through Pay Software, Contract Management.
 - For PRD (Purchase Request Development): No issues with this section. GEP’s responses meet the standards and our requests.
 - WRK (Workflow Management): All requirements in this section are sufficiently answered.
 - PO (Purchase Order Generation & Management): All requirements in this section are sufficiently answered.
 - PC (Payment Card Functionality): Much of the complexity is medium and the availability is “in development”. This is concerning if a State is counting on this service.
 - RC (Receiving): All requirements in this section are sufficiently answered.
 - INV (Invoicing): All requirements in this section are sufficiently answered.
 7. Catalog Capability - Tab 3, CAT-1 through CAT-40. Matrix completed. 1–High (19), 5–Medium (4,21,25,32,33) and the rest all “L” Low level of complexity, 4–“CF Configuration Item” (31-34), 1 – “ID - in development” (38), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Request through Pay Software, Contract Management.
 - Missing 38 – “The eProcurement Catalog functionality should provide the ability for catalogs to be accessible and searchable without requiring the user to login (e.g. public access for read/search only access). State must be able to specify any fields that will not be publicly visible (e.g. Tax ID).” GEP says “ID” and will work with State to have.
 - Other than 38 - All requirements in this section are sufficiently answered.
 8. Sourcing/Bid Management Workstream. Tab 3, SRC-1 through SRC-151. Matrix completed. 1–High (151), 5–Medium (31,77,78,83,138) and the rest all “L” Low level of complexity, 7–“CF Configuration Item” (17,18,73,76,102,138,147), 1–“ID - in development”(109), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Sourcing/Bid Management Software, Contract Management.
 - Items 15 and 16 – GEP says they can handle a surplus sealed bid and IFQC, but then say they would further like to discuss the requirement in detail with State as we move ahead in this process. Clarify – can they handle this type of procurement?
 - In some areas they offer multiple ways to tackle a situation – for example SRC72. This is seen throughout the Matrix.
 - Rest of requirements in this section are sufficiently answered.
 9. Contract Management. Tab 3, CNT-1 through CNT-88. Matrix completed. 3–High(30,71,72), 4–Medium (38,41,45,70) and the rest all “L” Low level of complexity, 8–“CF Configuration Item”(20,34,45,51,65,66,71,72), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement/Management, Request through Pay Software, Contract Management.
 - Items 71 and 72 – GEP says they can track suppliers admin fees , but then say they would further like to discuss the requirement in detail with State and understand the logic behind the calculation.
 - Rest of requirements in this section are sufficiently answered.
 10. Vendor Performance Tab 3, VPE-1 through VPE-25. Matrix completed. 1–High(14), and the rest all “L” Low level of complexity, 1–“CF Configuration Item”(15), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement/Management, Request through Pay Software, Contract Management.
 - Requirements in this section are sufficiently answered.
 11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37. Matrix completed. 2–High(32,33) and the rest all “L” Low level of complexity, 1–“CF Configuration Item”(37), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Platform.

- Question #37 – where GEP can offer comparison of punchout item to non contract item. They state yes as long as the supplier is ok exposing themselves to GEP web crawlers. Even if they are ok with this, is there enough security for State and any other web crawlers?
- Rest of requirements in this section are sufficiently answered.

C. **Technical Requirements: pages 49 - 74**

1. **Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.
 - Maintains a 99.8% uptime with a 24x7 availability.
 - Use Microsoft Azure (for backup)
2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
 - Short 3 sentence slide that gives confirmations that GEP: Observes ADA compliance standards, follows WCAG2.1 level AA guidelines, and will provide ACR.
3. **Audit Trail and History RTM:** Tab 4, TECH-1 through TECH-5. Matrix completed. 1–Medium(5) and the rest all “L” Low level of complexity, All “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - Audit logs are retained until end of contract life.
 - Mentions backup policies and use of Microsoft Azure backup.
 - Much crossover between slide in technical proposal and matrix. No concerns.
4. **Browsers Supported**
 - The general web browsers are supported (Microsoft Internet Explorer, M Edge, Chrome, Firefox, and Safari). No concerns.
5. **User Accounts and Administration RTM:** Tab 4, TECH-6 through TECH-20. Matrix completed. 1–Medium(12) and the rest all “L” Low level of complexity. 1–“CF Configuration Item”(16), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - No concerns. Meets requirements.
6. **User Authentication RTM:** Tab 4, TECH-21 through TECH-25. Matrix completed. 1–High(24) and the rest all “L” Low level of complexity, 1–“ID In Development”(25), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - #21 – Like the fact that they use Microsoft Active Directory for Single Sign on.
7. **Federated Identity Management –** No concerns. Meets requirements.
8. **Data Conversion RTM:** Tab 4, TECH-26 through TECH-34. Matrix completed. 1–High(28), 1–Medium(30), and the rest all “L” Low level of complexity. With all “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform, Software Implementation services for Supplier Enablement Management, Services for Software Implementation, Services for Spend Analysis, Services for Sourcing/Bid Management, and Services for Request through Pay.*
 - Seem flexible in their approach to converting data and working with the State. A couple assumptions, but they are reasonable.
 - GEP provided many slides with graphs and pics laying out the conversion process. – I found this helpful.
9. **Interface and Integration RTM:** Tab 4, TECH-35 through TECH-60. Matrix completed. 1–Medium(60) and the rest all “L” Low level of complexity, 1–“ID In Development”(55), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform, Request through pay software, contract management, supplier enablement management.*
 - Met all requirements besides the Pcard #55 which is ID.
 - They list many ERP systems they have or currently integrate with (SAP, Oracle, PeopleSoft, JD Edwards, MS Dynamics, CGI Advantage, etc.) and provide options of how to integrate.

10. Office Automation Integration
 - Yes, GEP integrates with Microsoft products listed and others.
11. Mobile Device Support RTM: Tab 4, TECH-62. Matrix completed. "L" Low level of complexity, "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - Yes it can be accessed Mobily
12. Mobile Applications - Nothing add here.
13. Data Ownership and Access
 - State will retain all ownership of data.
14. Date Retention, Archive and Purge Considerations RTM: Tab 4, TECH-63. Matrix completed. 1– "L" Low level of complexity, "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - Met all requirements. No concerns.
15. Disaster Recovery Plan
 - Coupa.
16. Solution Environments RTM: Tab 4, TECH-64 through TECH-67. Matrix completed "L" Low level of complexity, "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - State would receive four environments Development, Quality Control/User Acceptance Testing, Training, and Production.
 - Graphs of each environment are provided and at what point in the process they are used.
17. Solution Technical Architecture
 - Met all requirements. No concerns.
 - Graphs and tools that will be used are provided in the tech. proposal.
18. Solution Network Architecture
 - Again – great graphs listing the software used and when scans, patching, etc. are done.
19. System Development Methodology
 - Normal PM with much explanation and tables/graphs.
20. Service Level Agreement
 - GEP notes they want to discuss and finalize SLA requirements with State and refers us to the GEP SLA.

D. Security Requirements: pages 75 - 94

1. Cloud Security Alliance (CSA) Compliance
 - GEP supplied a CAIQ in file 3; I will rely on my more experienced SMEs to help evaluate the CAIQ.
2. Security and Privacy Controls
 - No Concerns based on data in the proposal.
3. Security Certifications
 - No Concerns based on data in the proposal.
4. Annual Security Plan
 - GEP details out their annual security plan.
 - GEP notes that they understand NASPO has asked for any additional documents and to see refer to GEP Appendix 2' which is their Information Security Policy. This will need to be reviewed when negotiating.
5. Secure Application and Network Environment
 - refer to GEP Appendix 3' which is their SMART Application Architecture & Security Overview.
6. Secure Application and Network Access – Tab 5, SEC-1 through SEC-6. Matrix completed. 2– Medium(1,2) and the rest all "L" Low level of complexity, 1–"CF Configuration Item"(2), 1–"ID In Development"(3), and the rest "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - Mentions backup policies and use of Microsoft Azure backup.
 - GEP meets some of the requirements in this section but need to customize or develop others.
7. Data Security – nothing to add.
8. Personally Identifiable Information Protection – nothing to add.
9. Security/Privacy Issue Occurrence – nothing to add.
10. PII Data Actual/Attempted Access or Disclosure – nothing to add.
11. Security Breach Reporting – nothing to add.

E. Implementation Services Requirements: pages 95 - 127

- Matrix completed. 1–High(5) and rest “L” Low level of complexity and all “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - Seems to have many options for finding help and solutions for customers.
1. Project Management
 - GEP recommends AGILE implementation methodology with sprints and multiple workstreams.
 - They provide graphs and timelines.
 2. Project Implementation Methodology –
 - Reference bullets in #1 above.
 - Roles of both side are explained well.
 - Typical challenges are outlined.
 - The rest is fairly basic project knowledge or definitions of such.
 3. Catalog Support Services
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 4. Data Conversion Services
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 5. Interface/Integration Development Services
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 6. Organizational Change Management (OCM Services)
 - Change Management is nice to have as an option. GEP would be performing this. The approach they offer is standard.
 7. Training Services
 - good, maybe a bit more.
 8. Help Desk Services – good.
 - #3 – GEP provides a dedicated team of resources (helpdesk) for users and providers to call 24x5 via phone or email. This is a nice plus.
 - Great.
 9. On-Site System Stabilization Support – nothing to add.

F. Managed Services Requirements: pages 128 - 136

- Matrix completed. All “L” Low level of complexity and “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
1. Solution Support
 - Lay out roles in GEP and what each role will be responsible for after the implementation.
 - Lay out graphs of how the system is supported as well.
 2. Organizational Change Management (OCM Services) – see section E comments above, but also a nice graph on explaining ADKAR of Change Management.
 3. Training Services – see section E comments above.
 4. Help Desk Services – see section E comments above.
 5. Transition Out Assistance Services
 - GEP says they will be flexible when transitioning out and believes 4-6 months is optimized timeline for transitioning out.

G. Other Available Services: pages 137 - 139

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

- RTM: Tab 7, MNGD-1
- Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).
- Points to slides 18-37. Which is their Innovations and Value-Added Services Section.

H. Video Demonstrations: pages 140 - Page 140 of their technical proposal – a link

- Yes provided. Detailed and covered all of their 45 min.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (GEP)

CATEGORY #(s): 2

DATE: (09/28/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Preliminary docs provided - no cyber liability insurance
 - GEP Smart Unified Source to Pay software
 - GEP NEXXE Cognitive Supply Nexus
 -
2. Previous Projects
 - Viatris – implemented direct and indirect buying and accounts payable
 - UCAL – Spend Analysis, Sourcing, Contract Management, Supplier Management
 - Chevron – eProcurement not present in project
 - LDS Church – Contract and Supplier Management
 - UMASS – no evidence of eProcurement
 - Reference calls should be coordinated through GEP
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Combined state and GEP org chart specific to the project
 - Roles defined
 -
5. Litigation
 - None in past 5 years
 -
 -
6. Financial Viability
 - D&B report 10/19/2020 - NB Ventures
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 2
DATE: 12/30/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements YES

User Experience YES

Bidder Best Practices and Roadmap AGILE, Maintenance Release/testing tight window for bug fixes, minor/low impact enhancements, manage commercials?

Innovations and Value-Added Features/Services Organizational Maturity Assessment – IT Procurement not identified, spend analysis, Market Intelligence. How is category management providing more value than the solution itself? I expect increased spend visibility, contract compliance, improved Supplier Performance – Is this innovation or additional cost?

Customizations/Extensions YES

Alternative Funding Models "GEP does not have any alternate funding models."

Contract Transition and Flexibility "GEP is able to comply with the contract review process and transition to a state's current contract terms"

Functional Requirements

General Functionality YES - 1 Customized, 3 configurations w/one medium effort, and 36 out of the box.

Supplier Portal - 1 configuration w/medium effort, 1 integration w/high effort, and 21 out of the box

Supplier Enablement/Management 9 integrations w/low effort and 34 out of the box.

Buyer Portal 1 configurations w/medium effort, and 14 out of the box

Need Identification 1 configurations w/low effort, and 6 out of the box

Request through Pay 62 out of the box – Purch Req, 28 out of the box for Wrkflw mgt, 29 out of the box for PO gen and mgt, 17 in devp and all w/medium effort and 4 out of box for Pcard, 1 configuration w/low effort, and 20 out of the box for Receiving, 11 out of the box for invoicing.

Catalog Capability 4 configurations w/medium (2) and low (2) LOE, 1 in devp w/low LOE, 34 OOBX

Sourcing/Bid Management 7 configurations w/medium (1) and low (6) LOE, 1 in devp w/low LOE, 141 OOBX

Contract Management 8 configurations w/medium (1) and low (5) and high (2) LOE, 80 OOBX

Vendor Performance 1 configuration w/low LOE, 24 OOBX

Purchasing/Data Analytics 1 configuration w/low LOE, 36 OOBX

Technical Requirements

Availability 7 days/week twenty-four hours/day excluding scheduled maintenance and outages

Accessibility Requirements WCAG2.1 and Accessibility Conformance Report (based off a VPAT)

Audit Trail and History not sure minimum was met for user identifier, date/time stamp, field that was changed and the change that was made.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 2
DATE: 12/30/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Browsers Supported YES Microsoft Edge (Version 70.0 and above), Google Chrome (Version 70.0 and above), Firefox and MacOS Safari
User Accounts and Administration RBAC
User Authentication SAML
Federated Identity Management– SSO MFA
Data Conversion ETL, Cleanse and Standardize addresses (Country, Region, City & Street), “Harmonize”
Interface and Integration CGI Advantage (example) 2 options for integration
Office Automation Integration hosted on Microsoft Azure and integrates with Microsoft Office products
Mobile Device Support GEP Software is a mobile-native procurement platform
Mobile Applications GEPSMART mobile app on Apple App Store and Google PlayStore
Data Ownership and Access Missing?
Data Retention, Archive and Purge Considerations Yes but what standard?
Disaster Recovery Plan Annual test does it include clients, is this Azure’s DR test?
Solution Environments Development/Quality Control, UAT, Training, Production Environments, multi-tenant mode
Solution Technical Architecture YES
Solution Network Architecture YES
System Development Methodology Agile development life cycle using Azure Dev Ops development tools, Functional, SIT, UAT, Regression/Automation, performance testing. Change Request Governance Process.
Service Level Agreement GEP would like to discuss and finalize the SLA requirements

Security Requirements

Cloud Security Alliance (CSA) Compliance CAIQ
Security and Privacy Controls Did not answer NIST 800-53 question
Security Certifications SOC1 Type II and SOC2 Type II, ISO 27018, PCI DSS v1.1, FedRAMP High, CJIS, IRS Publication 1075, HIPAA
Annual Security Plan No
Secure Application and Network Environment YES
Secure Application and Network Access YES
Data Security YES
Personally Identifiable Information Protection GDPR compliance
Security/Privacy Issue Occurrence reports any high severity security breach within 4 hrs – define high
PII Data Actual/Attempted Access or Disclosure YES
Security Breach Reporting 2 hour and 24 hour notification cannot be met

Implementation Services Requirements

Project Management AGILE, roles/responsibilities defined
Project Implementation Methodology Sm Med Lrg, Risk/Mitigation strategies, Configuration/change control, Issue Tracking/Management,
Catalog Support Services hosted and punchout catalogs
Data Conversion Services Data centralization, Standardization, enrichment, and optimization
Interface/Integration Development Services YES
Organizational Change Management (OCM) Services Human Centric Change Management
Training Services Train the trainer approach no training plan example
Help Desk Services global, severity levels
On-Site System Stabilization Support On site is on call

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 2

DATE: 12/30/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Managed Services Requirements

Solution Support **YES**

Organizational Change Management (OCM Services **YES**

Training Services **YES**

Help Desk Services **YES**

Transition Out Assistance Services **robust**

Video Demonstrations

- **Dashboard**
- **Templates**
- **Clause repository which can link to contracts**
- **Contract wizard**
- **Supplier enablement**
- **Vendor performance scorecards**
- **IT Procurement**
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 2-Individual Workstream Implementation

DATE: 8/25/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Heavy marketing visuals in presentation
 - Overuse of market buzzwords
 - Underwhelmingly curious if they perform in all capacities the proposal identifies
2. Previous Projects
 - Results are buzz word driven. No savings identified worthy of expense beyond process efficiencies
 - Results achieved are just marketing focused, with vague points
 -
3. Subcontractors
 - GEP is full-service (why also submitting proposals with subcontractors?)
 -
4. Organizational Chart
 - Separate Org Chart from other GEP proposals.
 - Personnel role responsibilities are general in nature.
 - Different titles of employees from other proposals
5. Litigation
 - No litigation identified
 -
 -
6. Financial Viability
 - D&B results not showing concern
 - Unsure about their subcontract KPMG
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- Centralized platform. How is integration with other platforms?
- Do suppliers have access outside of the portal, or is it a member only?
- High levels of functionality
- Non-Value-added work reduction 40-60% is valuable
- Agile no customization to cloud, unclear any potential impact to existing processes
- Bi-Weekly maintenance releases seem overly frequent
- Good gap analysis linking to reporting capabilities
- Would like to see F2F workshops offered as well as virtual
- How does Supplier database incorporate local and OSD vendors?

Functional Requirements

- Interesting how the document process moves from one action to the next
- Show good functionality across different workflows, very robust
- Unsure if catalog search includes both hosted and punchouts. If not a level 2 search that includes the punchouts, buyers are not seeing best value or all products in a seamless manner.
- Concerned about the "Preferred Supplier" and what makes them chosen over others.
- Alludes to level 2 punchouts (searchable in the platform) but only if suppliers allow. How many suppliers allow this?
- Sourcing seems very intuitive
- Vendor Performance is good in the way it creates scorecard type data
- Purchasing data has lots of functionality, would like to better understand if it is perhaps too much
- (RTM Tab 3, line 11, EPROC-SPR-7). Allow supplier access to solicitations, both invited and all others. Response did not meet the requirement. Did not address access to suppliers that have not been invited.

Technical Requirements

- Availability should consider maintenance both planned and unplanned. The method identified is only identifying unexpected events relative to the vendor. The customer is inclusive of all events of any form where the service is unavailable. Their method is not providing accurate percentages.
- Single Sign on is preferred
- Good data normalization
- ERP integration is important as most states have existing solutions they will not abandon

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Security Requirements

- Does not support BYOD. Would Single Sign On at state level allow this?
- Unsure if test environments are available
- Unsure of liability relationship with GEP and MSFT using Azure. GEP reference to MSFT portal only raise concerns with data breaches or problems and who is liable.
- No BYOD support, impact states that do not provide state owned laptops/mobile devices to all employees
- Breach does not include any credit monitoring by vendor or liability acknowledgement

Implementation Services Requirements

- Project Implementation Methodology is robust
- Projected time periods are not discussed, unspecified milestones
- How does future state design consider state needs

Managed Services Requirements

- MSFT Intune is MSFT service, GEP does not manage.
- Are training options varied (virtual/In-Person)

Video Demonstrations

- Dashboard formatting is difficult viewing format
- Can create solicitations within the platform
- Scoring withing platform with weighted percentages or formulas
- Can invite suppliers, can suppliers invite themselves?
- Evaluators score within
- Interesting Parent-Child relationships
- Unknown if shopping search looks at punchout catalogs
- Results show non-contracted items.
- Where do accounting details come from?
- Can reject line items in requisitions or only entire request?
- Compatible with Peoplesoft?
- Supplier management is manual process for data entry?
- Does supplier profile integrate with Oracle or other platforms?
- supplier scorecard with set evaluation criteria
- Reporting seems intuitive
- Reference to “flipping” throughout is a distraction

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): CAT2 STAGE1

DATE: 08/23/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - End to end procurement and supply chain
 - 20 years
 - Woman and minority owned
2. Previous Projects
 - Viatris, UCAL, Chevron and LDS Church
 -
 -
3. Subcontractors
 - Not for this one
 -
 -
4. Organizational Chart
 - Org chart is combination of Client, KMPG and GEP
 -
 -
5. Litigation
 - No material or significant claims, litigation or regulatory actions in the past 5 years
 - No law suits
 -
6. Financial Viability
 - D & B
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

7	Single point of entry for all procurement activity based on their needs or use of the solution	
7	Smart Routing – Wizard driven capabilities	Positive
7	Portal – informs users and supports user work management	

User Experience

8	Wizard driven capabilities	Positive
8	Mobile app has access to many areas. Catalogs, create requisitions, approvals and to view dashboard.	Strength
8	User sets up the look of the dashboard and it stays that way for next login	

Bidder Best Practices and Roadmap

14	Approach to implementation is based on progress made and not timeline	Positive
15	Quarterly general release sent to UAT for a week and then to production. It is sent to production in Default Off mode	Weakness
15	Maintenance release every 2 weeks to fix bugs. Handle like quarterly release – sent to UAT for 1 week first. “the participating entity is not obligated to accept and implement any recommendations.”	Weakness

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Innovations and Value-Added Features/Services

18-37	<p>These are optional</p> <ol style="list-style-type: none"> 1. Organizational Maturity Assessment – 16 weeks – a lot of time and a lot of people involved to get current state assessment. 2. Opportunity Assessment -spend analysis on current practices. 3. Market Intelligence 2-3 days for off the shelf report. 2.5 weeks for detailed reports 4. Category Management 	1.Concern- we do know pricing - depends on scope, level of detail, and timing
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Customizations/Extensions

39	Customizations are done with the help of a user's group call PAG. Based on the feedback given, GAP prepares its product roadmap for all of the solutions.	
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Alternative Funding Models

41	GEP does not have any alternate funding models.	
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Contract Transition and Flexibility

43	Able to comply with the contract review process an transition to a state's current ter4ms.	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Functional Requirements

General Functionality

GEN 1	Cloud Based. SAAS Solution. Yes	
GEN 2	Yes	
GEN 3	Requires vendor to register through a form	Weakness
GEN 4	Yes	
GEN 5	Configuration items – 3 ways to set up	Weakness
GEN 6	Yes	
GEN 7	Yes	
GEN 8	Yes	
GEN 9	Yes	
GEN 10	Yes	
GEN 11	Yes – can upload 5 docs at a time. Limit of 30MB per document but the size can be increased or decreased per state's requirements	Positive
GEN 12	Yes – able to search across transactions/documents	Positive
GEN 13	Yes	
GEN 14	Yes	
GEN 15	Yes	
GEN 16	Yes	
GEN 17	Yes	
GEN 18	Yes	
GEN 19	Yes	
GEN 20	Yes	
GEN 21	Yes – High level 181-500 Hours	Concern

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

GEN 22	Yes	
GEN 23	Yes	
GEN 24	Yes	
GEN 25	Will not be user's email. It will come from gep.com Medium 41-180 hours	Concern
GEN 26	Integrate with gateway system. High 181-500 hours	
GEN 27	Yes	
GEN 28	Yes	
GEN 29	Time zone set per user	
GEN 30	Yes	
GEN 31	Yes	
GEN 32	Yes 16 languages	
GEN 33	Yes	
GEN 34	Yes	
GEN 35	No comment library. – does have comment feature between invited internal stakeholders.	Weakness
GEN 36	Yes	
GEN 37	Yes	
GEN 38	Assumes number of users as indicated in the cost exhibit workbooks. "We do support unlimited licenses for business users and supplier users"	
GEN 39	Yes - High 181-500 hours. The anticipated date of delivery will be aligned with the state go live date	
GEN 40	Yes. Real time	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: GEP

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Supplier Portal

SPR	GEP will onboard all suppliers in the beginning and approved vendors will have access for ongoing basis	Weakness
-----	---	----------

Supplier Enablement/Management

54	Yes, meets requirements and can be used to pre-qualify suppliers	
----	--	--

Buyer Portal

58	Yes, meets requirements. Users can track the entire lifecycle of the transaction from Request – Invoice	
----	---	--

Need Identification

62	Yes, meets requirements	
----	-------------------------	--

Request through Pay

64	Yes, meets requirements. What if there is no contract to match to an order?	
67	3 ways for service procurement.	
PRD 1-12	Yes	
PRD 13	Did not answer correctly	
PRD 14-27	Yes	
PRD 28	Yes, it can handle a trade-in at line item. Would we want to be able to have a negative PO total? For any reason? Not possible here.	Question
PRD 29-36	Yes	
PRD 37-39	User must enter the non-contract items. System does not capture this item for the future or to update a state contract.	Weakness
PRD 40-55	Yes	
PRD 56	Should provide a means to limit creation of backdated purchases. GEP would like to further discuss this requirement in detail with State/Participating entities	Question
PRD 57-62	Yes	

**STATE OF MAINE
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CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Catalog Capability

70	Hosted Catalogs, Punch out catalogs and internal catalogs. At the time of implementation, GEP will configure any state/participating entity specific punch out catalogs.	
CAT 1-18	Yes	
CAT 19	Can support negative number on line item but cannot have a negative number for the total.	
CAT 20 -37	Yes	
CAT 38	Contracts should be searchable without having to login. State can identify fields that should not be shown	In development
CAT 39-40	Yes	

Sourcing/Bid Management

SRC 1-36	Yes	
SRC 37	Updating a template that is available to all users may cause updates to other's templates already in use	Weakness
SRC 38-55	Yes	
SRC 56	SRC has a "what if" analysis feature that allows sourcing managers to dynamically weigh/assign different weightables to evaluators/sections/price sheets	Positive
SRC 57-66	Yes	
SRC 67	Vendors must contact the buyer to be added to an event if they are not registered.	Weakness
SRC 68-76	Yes	
SRC 83	Pre-responses/pre-proposal event on-line sounds like just a link sent out to supplier. Event takes place and can be recorded and then link put on public procurement website	
SRC 84-101	Yes	
SRC 102	No option for electronic signature	Weakness
SRC 107	Cannot block electronic submittal when asking for only hard copy	Weakness
SRC 108	Yes	
SRC 109	Buyer cannot enter in supplier's proposal so it is electronic. Future functionality	Weakness

**STATE OF MAINE
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DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

SRC 110 - 151	Yes	
---------------------	-----	--

Contract Management

CNT 1-17	Yes	
CNT 18	Contract management is functional. Allows users to create contracts in multiple ways. <ul style="list-style-type: none"> • Templates • From existing contracts • From scratch • Intuitive wizard driven process • Contract OCR process for suppliers' papers. 	
CNT 19-88	Yes	

Vendor Performance

Pg. 79-80	Does have functionality	
VPE 1-25	Yes	

Purchasing/Data Analytics

82	Meets requirements	
PDA 1	Reporting done 3 ways <ol style="list-style-type: none"> 1. Configurable 2. Pre-packages 3. In-depth reporting tool 	Positive

**STATE OF MAINE
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DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Technical Requirements

Availability

86	Meets requirements	
----	--------------------	--

Accessibility Requirements

88	Meets requirements	
----	--------------------	--

Audit Trail and History

Tech 1-5	Meets requirements	
-------------	--------------------	--

Browsers Supported

92	Can use any browser with a basic internet connection. Recommends Microsoft Edge and Google Chrome	
----	---	--

User Accounts and Administration

94	Meets requirements. Role based access Control	
Tech 1-17	Yes	
Tech 18	Notifies just change in login not every action taken	
Tech 19-20	Yes	

User Authentication and Federated Id management

Tech 21-25	Yes	
---------------	-----	--

Data Conversion

Tech 26-34	Yes	
---------------	-----	--

Interface and Integration

Tech 35-60	Yes – Except for #35 – not real time transfers. Lists 2 options for State ERP system	
---------------	--	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Office Automation Integration

Tech 61	Yes - compatible	
------------	------------------	--

Mobile Device Support

Tech 62	Yes	
------------	-----	--

Mobile Applications

Tech 62	Yes	
------------	-----	--

Data Ownership and Access

	Missing	
--	---------	--

Date Retention, Archive and Purge Considerations

Tech 63	Yes	
------------	-----	--

Disaster Recovery Plan

Pg.118	Not a good description of the disaster plan.	Weakness
--------	--	----------

Solution Environments

Tech 64	Training environment not provided. UAT will be used and any defects will be fixed on the next cycle	Weakness
------------	---	----------

Solution Technical Architecture

	Yes	
--	-----	--

Solution Network Architecture

	Yes	
--	-----	--

System Development Methodology

	Yes	
--	-----	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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BIDDER NAME: GEP

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Service Level Agreement

	GEP would like to discuss and finalize the SLA requirement with state/participating entity.	Problem
SLA appendix 1	Depending on severity – service could be 1 hour to 45 business days.	

Security Requirements

Cloud Security Alliance (CSA) Compliance

136	Must fill out CAIQ	
-----	--------------------	--

Security and Privacy Controls

139	GEP policy and governance framework is modeled as per ISO 27001 reviewed and updated annually	
-----	---	--

Security Certifications

141	Yes	
-----	-----	--

Annual Security Plan

143	Described Annual Security Plan. Upon award contractors must develop, implement and thereafter maintain annually a security plan.	
-----	--	--

Secure Application and Network Environment

144	Meets requirements	
-----	--------------------	--

Secure Application and Network Access

149	yes	
SEC 1-5	Cannot currently force a lock-out but they will build that feature	

Data Security

154	Meets requirements	
-----	--------------------	--

Personally, Identifiable Information Protection

156	Meets requirement	
-----	-------------------	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: GEP

CATEGORY #(s): 2 Stage 2

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SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Security/Privacy Issue Occurrence

158	Does not meet time requirements for notifying the entity of the issue. They say on page 158 that they will investigate the security breach and take reasonable action to identify, prevent and mitigate the effects of the breach	Concern
-----	---	---------

Security Breach Reporting

	See above	
--	-----------	--

Implementation Services Requirements

Project Management and Project Implementation Methodology

164-- 194	Meets requirements. Need to be able to adjust timeline as needed. Will need more detail per implementation. The plan here is pretty high level.	Concern
--------------	---	---------

Catalog Support Services

185- 190	Meets requirements	
-------------	--------------------	--

Data Conversion Services

191	Meets requirements	
-----	--------------------	--

Interface/Integration Development Services

200	Set up of rules to keep from sending redundant data. Will conduct unit testing and troubleshoot for interface failures.	
-----	---	--

Organizational Change Management (OCM Services)

203	Must provide change management services	
-----	---	--

Training Services

213	Meets requirements. Different types of training for different learning styles. Develop trainee group. Train the trainer	Positive
-----	---	----------

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): Category 2 Stage 1

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Same information as provided in Category 1
 - SMART is the software
 - Extensive qualifications
2. Previous Projects
 - Oil company, church and a university
 - **Did not supply dates so we could see if the project was completed**
 -
3. Subcontractors
 - Will not use subcontractors and only use their own consulting staff
 -
 -
4. Organizational Chart
 - Supplied both company and state entity org chart.
 - Role names and definitions were supplied
 -
5. Litigation
 - Stated no litigation to report
 -
 -
6. Financial Viability
 - Supplied DUNS Report
 - Low Risk
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP (Cat 1 & 3)

CATEGORY #(s): Stage 2, Category 2 – Individual Work Streams

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual SME Comments: This proposal is the SAME proposal submitted for Stage 2 Category 1 Full Solution. I have copied over the evaluation notes and the RTM from category 1 to category 2 Individual Workstreams

One of my major concerns with this response is the vendor has requested many times that they would like further discussion on some of the requirements listed. This response also has many concerns where the entire requirement listed was not addressed in their response.

I believe the concerns would need to be addressed (i.e., PCard functionality) in order for their solution could be offered. I think some of the "clarifications" need be addressed for me to feel comfortable with their solution offering.

General Principal and Requirements

Key Solution Functionality Elements

- PDF Page 5 – Need form completed to be taken to proper module. Page 6 -Will configure catalogs and punchouts. Restrict access to documents. STRENGTH – Cross Functional reporting. Will configure to state specific cases.

User Experience

- STRENGTH Page 8 PDF – User personalization and access tasks from landing page
- Mobile Capability

Bidder Best Practices and Roadmap

- PDF Page 13 – STRENGTH – Best Practices. PAGE 15 – Default OFF Releases!

Innovations and Value-Added Features/Services

- PDF Page 19 – Organizational and Opportunity Assessment, Market Intelligence and Category Management. Lots of information and informational charts!

Customizations/Extensions

- PDF Page 39 – Highly configurable and lays out customer roadmap

Alternative Funding Models

- CONCERN – No alternative funding models available.

Contract Transition and Flexibility

- This vendor complies to this statement.

Functional Requirements

General Functionality

- STRENGTH EPROC-GEN-5 – Multiple options for posting data.
- WEAKNESS -EPROC-GEN-7 – Fill form to gain access?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- WEAKNESS - EPROC-GEN-8 – Can search by commodity code?
- STRENGTH - EPROC-GEN-11 – Can increase the file limit of 30MB.
- STRENGTH - EPROC-GEN-17 – Nice to be able to have new release data in the OFF by default mode.
- WEAKNESS - EPROC-GEN-25 – Does not allow email domain change to state email domain on emails sent from the system.
- CONCERN - EPROC-GEN-26 – Need to integrate with ERP to track administrative fees.
- STRENGTH - EPROC-GEN-36 – System has its own “built in” signature process but can integrate as well.

Supplier Portal

- STRENGTH - EPROC-SPR-13- Multiple ways for supplier to submit invoices.
- CONCERN - EPROC-SPR-15 – Did not mention if the SUPPLIER could not get to the historical data in the supplier portal?
- CONCERN - EPROC-SPR-19- Must submit administrative fees via an integration.
- CONCERN - EPROC-SPR-20 – Response seems to be on the user side rather than the supplier portal side?
- CONCERN - EPROC-SPR-23 – Response seems to be on the user side rather than on the supplier side?
-

Supplier Enablement/Management

- STRENGTH - EPROC-VDR-6 – Each contact can have their own log in to the supplier portal.
- CONCERN - EPROC-VDR-13 – Response did not address the foreign suppliers designation?
- STRENGTH - EPROC-VDR-16 - Triggers expire notifications on certificates
- CONCERN - EPROC-VDR-20 thru EPROC-VDR-27 – These responses ALL refer to the response in EPROC-VDR-19 which provides “link” to a management service solution. We need to ask for clarification on these requirements.
-

Buyer Portal-

- CONCERN - EPROC-BPRT-6 – System admin might have to run reports on behalf of the user?
- STRENGTH - EPROC-BPRT-10 – Can perform a “system-wide” search from the buyer landing page.
- CONCERN - EPROC-BPRT-14 -Need to discuss further specific integration requirements? Needs to be addressed at implementation.
- CONCERN - EPROC-BPRT-15 – Did not state if communication would default to user email address?

Need Identification

- PDF PAGE 62 - The need starts with a request form user needs to fill out.
- Meets all other requirements

Request through Pay

- PDF PAGE 66 – Core Features list is pretty extensive
- STRENGTH - EPROC-PRD-8 – Collated purchase requests into one centralized dashboard.
- CONCERN - EPROC-PRD-24 – Can you limit the user access to the form?
- CONCERN - EPROC-PRD-46 – Did not address the political subdivision unique chart?
- CONCERN - EPROC-PRD-47 – Can you control fields availability based on the agency?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-PRD-56 – Vendor response states wants further discussion. Not sure they can meet this requirement.
- CONCERN - EPROC-PRD-59 – Did not submit information of calendar functionality.
- CONCERN - EPROC-WRK-9 and EPROC-WRK-10 – Did not state if the user could enter a reason for workflow by pass?
- WEAKNESS - EPROC-WRK-22 – Referenced a previous requirement as their response to this requirement.
- CONCERN - EPROC-PO-2 – Supplier wants further discussion.
- CONCERN - EPROC-PO-15 – Did not state if they could print in groups?
- CONCERN - EPROC-PC-1 thru EPROC-PC-3, EPROC-PC-5 thru PC – 8, PC-10 thru PC – 15, PC -17 thru PC -19 and PC - 20 – Pcard functionality in development.

Catalog Capability

- PDF Page 69 – Has 3 catalog options with the Internal Catalog being new to me.
- CONCERN - EPROC-CAT-11 – Supplier has requested further discussion on ability to obtain quotes.
- CONCERN - EPROC-CAT-20 - Concern - Response is quick quote process where I thought we were looking for the ability to enter a quote in the punch out catalog?
- CONCERN - EPROC-CAT-38 – Search catalogs without logging in is in development.

Sourcing/Bid Management –

- PDF Page 74 – Comprehensive Automatic Scoring.
- CONCERN - EPROC-SRC-15 and SRC – 16- Supplier would like further discussions of IFQC and IFQP
- CONCERN - EPROC-SRC-19 thru EPROC-SRC-21 – Supplier response did not address if these event types could be done in the system?
- CONCERN - EPROC-SRC-28 – Response was directed at the supplier side and not for participants on the buyer side (solicitation participants).
- CONCERN - EPROC-SRC-37 – Need ability to update templates automatically but this supplier does not recommend.
- CONCERN - EPROC-SRC-83 – Did not address if recording of pre-proposal conference could be stored as part of the event?
- CONCERN - EPROC-SRC-102 – Response is NOT an electronic signature process.
- CONCERN - EPROC-SRC-109 – The ability to enter paper responses in under development and will aligned with entity's go live date.
- CONCERN - EPROC-SRC-130- Supplier wants further discussion on online collaboration.

Contract Management

- PDF – Page 76 – Key Highlights to their Contract Management Solution.
- The contract request form goes directly to creation of a contract avoiding the need for a bid.
- STRENGTH - EPROC-CNT-8 – Mass update to contracts that have the same contract clause that has been updated.
- STRENGTH - EPROC-CNT-12- Built in electronic signature process but can also integrate.
- CONCERN - EPROC-CNT-18 – Supplier response does not address the sharing of responsibility of the contract record.

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DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-CNT-20 - This response does not address the contract number being the same as the solicitation number.
- CONCERN - EPROC-CNT-38- Supplier wants further discussion on the ability to capture subcontractor information.
- CONCERN - EPROC-CNT-41 – Supplier wants further discussion on certifications.
- CONCERN - EPROC-CNT-71 - Supplier wants further discussion on admin fees.
- CONCERN - EPROC-CNT-72 - Supplier wants further discussion on admin fees.

Vendor Performance – Page 78

- CONCERN - EPROC-VPE-15 – Needs to be configured.
-

Purchasing/Data Analytics – Page 81

- PDF Page 82 – They use dashboards to display this data.
- CONCERN - EPROC-PDA-5 – Did they supply list of examples of reports?
- CONCERN - EPROC-PDA-11 - Copied response for contract expiry requirement. This requirement is for purchase orders.
-

Technical Requirements – Page 84

Availability – Page 85

- Offered a calculation of availability of the system

Accessibility Requirements – Page 87

- CONCERN – Did not mention if in compliance with Section 508?

Audit Trail and History – Page 89

- STRENGTH - Allows for adhoc approvers.
-

Browsers Supported – Page 91

- Meets requirements

User Accounts and Administration – Page 93

- STRENGTH - Disabling access does NOT remove access to data.
- CONCERN – Need to contact support to view list of permanently deleted users.

User Authentication – Page 96

- STRENGTH - Integration with OKTA
-

Federated Identity Management – Page 96 – Response is combined with User Authentication

Data Conversion – Page 98

- Data needs to be entered on templates provided by GEP.
- CONCERN - EPROC-TECH-29 – Did not mention if they could migrate attachments
- CONCERN - EPROC-TECH-30 – Interface is available at an additional cost.
-

Interface and Integration – Page 106

- CONCERN - EPROC-TECH-55 – Pcard functionality is in development
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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CATEGORY #(s): Stage 2, Category 2 – Individual Work Streams

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Office Automation Integration – Page 110

- Meet requirement

Mobile Device Support – Page 112

- EPROC-TECH-62 – this is the RTM number not 61 that is mentioned in the bid.

Mobile Applications – Page 112 – Combined with above requirement.

- Meets requirements

Data Ownership and Access – This section was skipped in this response – Should be on page 112

Date Retention, Archive and Purge Considerations

- STRENGTH - Work to implement the state entity's retention plan.

-

-

Disaster Recovery Plan

- Showed their Business Continuity Management Plan

Solution Environments – Page 119

- CONCERN - EPROC-TECH-64 – Does not mention the ability to “refresh” the environments

Solution Technical Architecture – Page 121

- Meets Requirements

Solution Network Architecture – Page 124

- Meets Requirements

System Development Methodology – Page 128

- STRENGTH - Change Request Governance Process

Service Level Agreement – Page 133

- CONCERN – Will discuss this as they move ahead in the process but did provide SLA sample.

Security Requirements

Cloud Security Alliance (CSA) Compliance – Page 137

- Provided questionnaire as an attachment – questions answered

Security and Privacy Controls – Page 138

- Seems to meet requirements

Security Certifications – Page 140

- Supplied tables of certifications

Annual Security Plan – Page 142

- Provided additional attachment Appendix 2 – Information Security Policy

Secure Application and Network Environment – Page 145

- CONCERN - EPROC-SEC-2 – This needs to be configured.
- CONCERN - EPROC-SEC-3 - Does not allow forced log out of user.

-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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CATEGORY #(s): Stage 2, Category 2 – Individual Work Streams

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Secure Application and Network Access – Same as Above?

Data Security – Page 152

- Meets requirements

Personally Identifiable Information Protection – Page 155

- Meets requirements of GDPR

Security/Privacy Issue Occurrence – Combined with below requirements.

PII Data Actual/Attempted Access or Disclosure – Page 157

- States system has Security Incident Response Plan and Team

Security Breach Reporting – Page 159

- CONCERN – Notification for breach is 4 hours and not the 2 hours listed in the requirement

Implementation Services Requirements

Project Management – Combined with below requirement.

Project Implementation Methodology – Page 162

- STRENGTH - Mentioned key lessons for a successful implementation – Page 179.

Catalog Support Services – Page 184

- Meets Requirements

Data Conversion Services – Page 191

- Meets requirements

Interface/Integration Development Services – Page 199

- Refers to slides 107-109 to see integration approach.
- Provided list of API's
-

Organizational Change Management (OCM Services) – Page 203

- STRENGTH – Readiness Assessment
- Listed all services that they provide

Training Services – Page 214

- Train the trainer approach
- CONCERN – Did not provide links to examples of training materials

Help Desk Services – Page 218

- CONCERN - EPROC-IMPL-5 – Wants further discussion on integration with ticketing solution
- Meets requirements

On-Site System Stabilization Support – Page 226

- Meets requirements

Managed Services Requirements

Solution Support – Page 231

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP (Cat 1 & 3)

CATEGORY #(s): Stage 2, Category 2 – Individual Work Streams

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Only will supply post-implementation support if the state implements their solution.

-

Organizational Change Management (OCM Services) – Page 237

- Meets requirements

Training Services – Page 250

- Refer to Slides 215 – 217 for training services. Provide this support only if State implements their solution.

Catalog Support Services – Page 252

- Refer to slides 185-190. Provide this support if State implements.

Help Desk Services – Page 254

- Refer to slides 219-225. Provide this support if State implements.

Transition Out Assistance Services – Page 256

- Meets requirements

Other Available Services- Page 260

- Refer to slides 18-37.

Video Demonstrations

- Reporting Dashboard is helpful for reporting.
- This system has the functionality called “Guided Buying” which allows the user to perform a keyword search which results in the user being in the correct location needed based on their search (Contract, Punch Out Catalog, Hosted Catalog, Purchase Request, etc.)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 2

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2000.
 - Cloud based Spend Management Solutions.
2. Previous Projects

5 projects given, four of them States and one city dept. The projects meet Category 2.

 - City of New York. Implementation of Full suite of Ivalua software.
 - State of Maryland. Implementation of Ivalua's complete platform. Eprocurement system.
 - State of Ohio. Implemented the Source to pay portion of Ivalua.
 - State of Alabama. Implemented the Source to pay portion of Ivalua.
 - Los Angeles Dept of Water and Power. Implemented Solicitation and Supplier Information Mgt. solution.
3. Subcontractors
 - Vendor states there are no subcontractors.
4. Organizational Chart
 - Yes, a project organization chart is provided; however, **no job descriptions.**
5. Litigation
 - Vendor states there are no litigation.
6. Financial Viability
 - Provided financial statements (3 years)

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 2

DATE: 1/8/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- The Ivalua Solution.
- SaaS Hybrid Cloud Solution.
- State that they built it for the public sector.

A. General Principal and Requirements

1. Key Solution Functionality Elements – p. page 3 - 7

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.
- Single landing page for the single point of entry with same look and feel throughout the whole system.
- Smart Routing: workflow is tailored to meet each organization's needs
- Compliance: Ivalua continues to build in public sector best practices throughout the solution. Some of these features include:
 - Native public transparency portal
 - Renaming throughout the solution to align to public procurement terminology
 - M/WBE Management
 - Sealed Bidding
 - Subcontractor Reporting
 - Cooperative Reporting
- Portal: All users (internal and external) have ability to access their account through portal and personalize their page.
- Open Marketplace Environment: They express they want it like a “Google experience” - modern digital and ecommerce experience, driven by search and content.
- Integration: Robust Integration Toolbox with capability to connect with multiple ERP solutions, third-party data providers, and suppliers' systems. Ivalua supports multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI,

SFTP, HTTP, etc.). Our integrations toolkit and library connects to over 60+ ERPs and includes hundreds of data mapping formats and standard integration templates.

- **Workflow:** Ivalua expresses this area as one of their “crown jewels” – area of expertise.
- **Document Management:** Core platform with an integrated foundation.
- **Reporting:** Many out of the box reports and the ability for users to create their own. Reports can be simple to graphs, bar, line, pie, etc.
- **Configurable:** Ivalua claims their SaaS solution is the most configurable hosted solution on the market as extensively reported by industry analysts.
- **Transparency:** public portal allows for transparency and authorized users have ability to get oversight through audit trail.

2. User Experience – p. page 7 - 8

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
- **Ivalua's explanation to User Experience is short, but addresses most of the points. I do not see anything on Wizard-driven capabilities.**

3. Bidder Best Practices and Roadmap – p. page 9 - 11

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
- **Major Software Product releases are delivered by the Ivalua R&D division twice a year.**
- **Client can choose to upgrade their client application either 18 months or 24 months**
- **Ivalua leverages advanced technologies such as machine learning, natural language processing (NLP) etc. and are members of various industry and procurement or supply chain associations, that contributes to their knowledge.**
- **Updates can be scheduled by the State**
- **During the implementation phase, Ivalua together with State will work to better, more effective solutions, processes, and approaches, based on their experience. These will then be built into the design of the solution.**
- **Product Roadmap: No direct 3 year map, but a high level of what is being worked on.**
 - Investing heavily in developing specific capabilities to meet Public Sector Procurement needs. Approximately 60% of the roadmap items coming from the customers information.
 - They have a dedicated Public Sector team.
 - Enhancements in mobile experience.
 - Invoicing and payments investments.
 - Enterprise-wide AI powered **Contract Lifecycle Management (CLM)**
 - Supplier Risk and Performance – adding and enhancing new features / capabilities
 - Highest level of security – investing resources to maintain highest level.
 - Continue toward more seamless and simpler.

4. Innovations and Value-Added Features/Services – p. page 11 - 13

In addition to the stated requirementGEs, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

1. **Help Desk – level 1:** Provide suppliers or internal users to get on- demand help from Ivalua if they run into difficulties using the system. Level 1 help desk is the users first interaction when they need help, as opposed to a State/organization managed help desk.
2. **Cooperative reporting enables:**
 - Definition of cooperative contracts within the contract record, including administrative fee
 - Reports automatically generated and sent to suppliers on a given time period (ex. quarterly)
 - Supplier submission of spend on cooperative contracts by external bodies with automated calculation of owed administrative fees
 - Workflow for approval of supplier reports
 - Integration with a payment provider to capture administrative fees if needed

5. Customizations/Extensions – p. page 14

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- The Ivalua SaaS platform relies on configuration, not custom code, as the means for clients to modify and maintain a solution that meets their needs.
- enhancements are not custom code but instead configuration & data and that configuration & data is carried forward with the State's instance as the Ivalua solution is updated.
- Ivalua keeps an extra environment of a copy of the State's customizations / extensions.

6. Alternative Funding Models – p. page 14

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

- **No alternative funding proposed. They are open to discussion and options.**

7. Contract Transition and Flexibility – p. page 14

- **Ivalua answers this in one sentence: *Ivalua is certainly willing to enter into good faith discussions with Participating Entities that wish to explore transitioning their current contract under the terms of the newly awarded Master Agreement.***

B. Functional Requirements: pages 28 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. **General Functionality.** Tab 2, GEN-1 through GEN-40 and - p. 15 - 16
 - a. 1-C-“Customization/Extension” and 7-CF “Configuration Item”
 - b. 6 – Medium
 - #4 – No extra cost for integration between solutions – can all be done in software.
 - #9 – Able to use our commodity code, but will need to configure a crosswalk.
 - #35 will need configuration
 - #36 – **Esignature capability.** Ivalua system allows for native plugins of popular softwares (DocuSign, Universign, and AdobeSign), but doesn't have it built into Ivalua system.
2. **Supplier Portal.** Tab 3, SPR-1 through SPR-23 and - p. 16 - 18
 - a. 4-CF “Configuration Item”, 1-TP-“Third Party”
 - b. 3 – Medium
 - #1 - The Ivalua supplier portal is completely free of charge for suppliers
 - #19 – Submitting of admin fee payments will require a third party payment provider.
3. **Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43 and p. 18 - 25
 - a. 5-“INT-Integration/interface”, 2-TP-“Third Party”, 1-“C-Customization/Extension”, 4-CF “Configuration Item”, and 1-N“Not Available”
 - b. 7 – Medium
 - Seem to meet requirements except for:
 - VDR 18, 19, 20, 24, 25, 26, and 27. – All will require integration with a third party system either for tax or SOS, etc. **Ivalua can integrate, but State needs to find their own third party solution.**
 - VDR 31 – Configuration needed on workflows to meet each organizations approvals.
 - VDR 32 – Does not meet requirement – vendor states due to security reasons.
 - VDR 38 – 40. Although realtime, scorecards will need to be configured.
 - VDR 43. Configuration needed.
4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15 and - p. 25 - 26
 - a. 1-“INT-Integration/interface”, 5-“CF-Configuration Item ”
 - b. 3 – Medium
 - BPRT 8 - Ivalua provides the ability to drive notifications for various alerts both on screen and through email, **however not a daily summary notifications. CF needed.**
5. **Need Identification.** Tab 3, NEED-1 through NEED-7 and - p. 26 - 27
 - a. 1-“C-Customization/Extension”, 1-“CF-Configuration Item ”
 - b. 2 – Medium
 - NEED 1: The fully integrated system has a single landing page when a user logs in.
 - NEED 4: Ivalua workflows have configurable steps that allow for setup in any sequence, the ability for variations to be invoked based on the context (user's organization, commodity, dollar value, geography, etc.), and workflows can be set to require specific "actors" who have profiles to either approve, amend or deny a request coming to them. Workflows include both manual (human input needed) and "automatic" steps that apply business rules to send alerts and/or route objects (Requisition, PO, Invoice, Contract, sourcing award, etc.) accordingly.
6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11 and - p. 27 - 32
 - a. 2-“INT-Integration/interface”, 1-TP-“Third Party”, 6-“C-Customization/Extension”, 38-CF “Configuration Item”, 5-ID “In Development” and 2-N“Not Available”
 - b. 21 – Medium, 2 - High
 - PRD 12 – **CLARIFY** – Does “force” attaching the terms and conditions of contract to the requisition and carry forward to POs and beyond mean the State will manually need to attach each time (transaction)?
 - PRD 15 – States no size limit to amount of data a client can store – **only cost \$\$ to consider. If enter into Contract with Ivalau make sure to spell this out in the Contract.**
 - PRD 28 – Their system can handle negative items with some configuration.
 - PRD 29 - Their system can handle \$0 value items. **It does not mention configuration.**

- PRD 37 – Ivalua does not have this requirement. They explain it as: “This is possible if data from external sources are loaded through spend analytics for comparison. Web scraping of retail sites to compare pricing to the larger market (outside of the Ivalua system) is not supported.”
 - WRK 1 – 28: Workflow Functionality seems to be a strong suit as it is very streamlined and customizable as needed – a big plus for States. Can meet all requirements with none to some configuration.
 - Meets most PO requirements.
 - PO 6 - Only meets ½ requirement. Creates PO # in system for you. Does not let create own PO number – would need to be configured.
 - PO 16 – Esignature – doesn’t come with the system. Will need to be State’s third party that can be integrated.
 - PO-15: System does not have the capability to have two versions of a printed purchase order.
 - Payment Card Functionality PC 1 – 21: This is not a strong area for Ivalua. They system currently does not provide many of the requirements with a promise of an anticipated release in 2022 that will or customization. A work around will need to be established for Pcards if this system is chosen by a State.
 - Request through Pay Receiving RC1 – 21: Meets all requirements with some configurations needed.
 - Invoicing INV 1 – 11: Meets all requirements with some configurations needed.
7. **Catalog Capability** - Tab 3, CAT-1 through CAT-40 and - p. 33 - 36
- a. 12-CF “Configuration Item”
 - b. 2 – Medium
 - CAT 6 & 7: Meets the requirement of Unlimited catalogs and items per catalog.
 - Meets all requirements with some configurations needed.
8. **Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151 and - p. 36 - 44
- a. 2-TP-“Third Party”, 33-CF “Configuration Item”, 8-“C-Customization/Extension”,
 - b. 6 – Medium, 1- High
 - E-signature third party applies here also.
 - Posting items to the State’s public procurement website (i.e. notice of award and solicitation documentation) requires a High amount of customization and Ivalua recommends another approach. SRC76
 - Otherwise SRC 1-151: Meets the requirements of Sourcing / Bid Management Workstream with some configurations needed.
9. **Contract Management.** Tab 3, CNT-1 through CNT-88 and - p. 44 - 48
- a. 3-TP-“Third Party”, 24-CF “Configuration Item”, 3-“C-Customization/Extension”,
 - b. 6 – Medium
 - CNT 12 – 14 requirements – Same E-signature Third Party.
 - CNT 64 – Concern having a link to the punchout/catalog. Not standard functionality in Ivalua, could be customized. Ivalua recommends a standard public item browse in which users can search by contract.
10. **Vendor Performance** Tab 3, VPE-1 through VPE-25 and - p. 49 - 50
- a. 14- CF “Configuration Item”
 - VPE 1 – 11 all require Configurations which are suggested as a questionnaire for metrics.
 - Remaining items meet the requirements of vendor performance none or little configuration needed.
11. **Purchasing/Data Analytics** Tab 3, PDA-1 through PDA-37 and - p. 51 - 54
- a. 1-ID-“In Development”, 7-CF “Configuration Item”, 1-“C-Customization/Extension”, 1-INT”Integration/interface”
 - b. 3 – Medium

- PDA 3 – 5: System has a large reporting tool with a variety of adhoc reports that are exportable in common formats.
- PDA 20 – 21: Pcard related reports are not available as the system does not have the function yet – In 2022 version software update.

C. **Technical Requirements:**

1. **Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- Page 55. Ivalua is accessible 24/7 days a week. They guarantee a Hosting SLA uptime of 99.8% outside of scheduled maintenance, which will never occur during Peak hours. Scheduled maintenance occurs once a month on a weekend around midnight and the system is down for a maximum of 30 minutes if required.
2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
 - Page 55. Ivalua is working with a third party to implement accessibility of the system in accordance with the WCAG 2.1; **however, do not have right now. VPATs are completed.**
 3. **Audit Trail and History** RTM: Tab 4, TECH-1 through TECH-5 and - p. 56
 - TECH 5 - In the Ivalua Solution, while a user is logged on, all actions and activities are registered, logged and time-stamped.
 - Ivalua meets all the requirements, no concerns.
 4. **Browsers Supported** - p. 56 - 57
 - The general web browsers are supported (Microsoft Internet Explorer, M Edge, M Edge Chromium, G Chrome, Firefox, and Safari). Microsoft Internet Explorer compatibility mode is not supported. No concerns.
 5. **User Accounts and Administration** RTM: Tab 4, TECH-6 through TECH-20 and - p. 57
 - a. 4- CF "Configuration Item"
 - b. 1 – Medium
 - TECH 6: Access to the app is controlled by an authentication method.
 - TECH 11 – Information is available in real time.
 - TECH 12 – requires CF. Linked accounts set up for internal users only but can be configured to allow a supplier account.
 6. **User Authentication** RTM: Tab 4, TECH-21 through TECH-25 and - p. 58
 - a. 1- CF "Configuration Item"
 - TECH 22: Ivalua Solution supports SAML 2.0 protocols for Single Sign On. The Ivalua Solution has been integrated with the most popular Identity providers.
 - TECH 24 – **CLARIFY** – the system has a password policy, **but unsure if it can conform to the State's password change policy.**

Federated Identity Management – Pages 49 – 50 and - p. 58

 - Users will only require one ID and pw to access the full solution.
 7. **Data Conversion** RTM: Tab 4, TECH-26 through TECH-34 and - p. 59
 - a. 2- N "Not Available", 2- CF "Configuration Item"
 - b. 2 – High
 - **TECH 27 – 30 are not supported** (*conversion of in-process purchase request & POs, Active Solicitation data, *All Contract data, and Vendor Performance data). *TECH 27 and 29 can be configured but are rated a very high level of complexity.
 - It seems any historical spend, user account data, and chart of accounts data requirements can be met.
 8. **Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60 and - p. 59 - 60
 - a. 2- CF "Configuration Item",

- TECH 35 - Ivalua totes their strong integration capabilities with major ERP systems.
 - TECH 36 – **CLARIFY**. They list that they can import and export data with 3 out of the formats the State requests in the requirements. **What about the others?**
9. **Office Automation Integration** RTM: Tab 4, TECH-61 and - p. 60
 - Meets all Word products mentioned.
 10. **Mobile Device Support** RTM: Tab 4, TECH-62 and - p. 61
 - Is responsive on a mobile device screen, **but does not have a mobile app.**
 11. **Mobile Applications** - TECH 62 and - p. 61
 - TECH 62 - Ivalua works with Internet Explorer, Edge, Firefox, Chrome, and Safari.
 - **Does not have a mobile app.**
 12. **Data Ownership and Access** - p. 61
 - States remain owners of their own data and control own data.
 - Through term of the contract, State can export data using features available in the Ivalua system through the Query extraction tool.
 13. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63 and - p. 62
 - **CLARIFY** Ivalua responded in TECH 63: *"Ivalua maintains data in its systems with Ivalua's data retention schedule."* But on page 62 it's the **State's data** and they decide what information to be stored, how, when in accordance with the Contract.
 14. **Disaster Recovery Plan** - p. 62 - 63
 - Ivalua does have a Business Continuity (BC) and a Disaster Recovery (DR) Program based off on ISO/IEC 22301 standard framework. The plan is reviewed and approved by Ivalua management annually. Additionally, this is communicated to all relevant stakeholders.
 - Have secondary servers geographically located elsewhere.
 15. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67 and - p. 63
 - Provided 3 environments (Development, Acceptance, and Production).
 - Training or other environments are **EXTRA**.
 16. **Solution Technical Architecture** - p. 63 - 65
 - Ivalua cloud features a "multi-instance" architecture of which isolates all customers' data from each other.
 - All interactive end user activities are performed using a standard Microsoft, Firefox, or Chrome web browser. There is no requirement for customers to install any client software on any desktop, laptop, tablet, or smart phone to access their Ivalua instances.
Application Arch. – Servers are in undisclosed location. The app. is built on Microsoft 64-bit technology stack, including .NET, C#, ASP.NET SQL Server and SQL Server Analysis and open standards such as REST Web Services, JavaScript, HTML, XML, and JSON.
 - Ivalua also provides an EDI tool as part of the products supporting SFTP interface, AS2 and REST APIs, Ivalua Solution also integrates off-the-shelf packages (COTS and Open Source).
 - Diagrams provided.
 17. **Solution Network Architecture** - p. 65 - 67
 - Diagram provided. All Ivalua's data center/IaaS partners adhere to stringent data center certifications such as: ISO 9001/14001/ISO 27001/SOC I and II
 18. **System Development Methodology** - p. 67 - 68
 - Seems to meet.
 19. **Service Level Agreement** - p. 68
 - **Ivalua attached their own SLA, but I do not see where they reviewed the RFP's SLA or commented on it.**
- D. **Security Requirements:** p. pages 69 - 87
1. **Cloud Security Alliance (CSA) Compliance**
 - **CAIQ completed.**
 2. **Security and Privacy Controls**
 3. **Security Certifications**
 4. **Annual Security Plan**
 5. **Secure Application and Network Environment**
 6. **Secure Application and Network Access** – Tab 5, SEC-1 through SEC-6.

- Requirements in this section are met.
- 7. **Data Security** – nothing to add.
- 8. **Personally Identifiable Information Protection** – nothing to add.
- 9. **Security/Privacy Issue Occurrence** – nothing to add.
- 10. **PII Data Actual/Attempted Access or Disclosure** – nothing to add.
- 11. **Security Breach Reporting** – nothing to add.

E. Implementation Services Requirements:

1. **Project Management** p. 88 - 90
Ivalua's project methodology is a semi-agile based design that is typically composed of the following phases.
 - MOBILIZE
 - EXPLORE/DESIGN
 - BUILD/CONFIGURATION
 - TEST
 - DEPLOY/GO-LIVE
 - RUN
 - Table on page 89 along with a recommended project team structure and percentage of times of each role
 - Deliverables they suggest are: Kick-off presentation, Implementation project plan, status report template, design document, test plan / scripts, cutover plan, and configured environment and integrations.
2. **Project Implementation Methodology** p. 91
 - Rapid deployment and prototyping and agile development.
3. **Catalog Support Services** p. 91 - 92
 - Import process include 2 stages
 - Creating and loading the file
 - Controlling and approving imported data.
 - Supplier Created Catalog
4. **Data Conversion Services** p. 92
 - Ivalua uses partners for data conversion services.
 - They provide a link to an updated list and information on Ivalua partners:
<https://www.ivalua.com/company/partners>.
5. **Interface/Integration Development Services** p. 93
 - Ivalua's approach to integration is to integrate by configuration by mapping State's data to Ivalua data.
 - Connectors include: REST API (json/xml), AS2/EDI, HTTPS, sFTP, OCI, IDOCs and more.
6. **Organizational Change Management (OCM Services)** p. 94 - 95
 - It does not seem Ivalua meets the OCM minimum requirements entirely. They discuss each point; however, I would like to see the tools used in each section and outcome reports/plans that are more typical of OCM.
7. **Training Services** – p. 95 - 96
 - Provide E-learning with eventual Certificate that includes:
 - Key-user Training
 - Administrator Training
 - Technical Administrator
 - Also offered are other training methods: Instructor-Led Training, Web Based, Job Aids, Simulations, and Quick Reference Guides.
8. **Help Desk Services** - Tab 6 IMPL 1 – 5 and – p. 97-98
 - IMPL 3 through 5: Do not have a live chat feature
 - The subscription provides Technical Support (Level 3):
 - Defect requests and corrective maintenance.
 - Maintenance releases and proactive maintenance (new major release upgrade for innovation)
 - Questions on Product

- Specific enhancement analysis (and through partners when applicable)

In addition to the Application Maintenance included in the SaaS, Ivalua provides three optional types of support:

- End-users Help-desk;
- Suppliers Help-desk;
- Administrators Configuration Support.
- A Value-Added option is available also for extra cost \$\$ – see #4 page 3 above.

9. On-Site System Stabilization Support – p. 98

- Provides on-site support (they call it Hypercare) for 3 months after go-live. Meets requirements.

F. Managed Services Requirements:

1. Solution Support – p. 100 - 102

- Yes met. Fully explained – see pages 100-102 of proposal.

2. Organizational Change Management (OCM Services) – p. 103

- They state they include OCM as part of implementation proposal section and do not see the need for it here.

3. Training Services – p. 103

- They state they include Training Services as part of implementation proposal section and do not see providing additional training services.

4. Catalog Support Services – p. 103

- They state they include Catalog Support Services as part of implementation proposal section and do not see providing additional catalog services.

5. Help Desk Services – p. 103

- See Helpdesk response in 17e.

6. Transition Out Assistance Services – p. 105

- Hold State's processed data and files for limited period of time according to Contract then delete according to Contract. A backup can be provided to client upon request.
- Will work with PE to assist with understanding their requirements and tailor a plan and scope to support the Transition Out activities. No detail is provided.
- Not much detail overall in this section.

G. Other Available Services: p page 106: RTM: Tab 7 MNGD-1

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- **Aware** – in-house developed tool that tracks all the activities of the production instance and generates statistics like simultaneous users, hit rate, response times across various pages of the application, overall response time, errors etc.

H. Video Demonstrations:

- 44 minute demo. Well done from beginning to end. Was able to follow the eprocurement process from beginning to end of each module of their total solution.
- .

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Ivalua Inc)

CATEGORY #(s): 2

DATE: (09/28/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Preliminary docs provided, 10 mil cyber liability insurance
 - cloud based Spend Management solutions
 - S2C (source to contract) and P2P (Procure to pay)
 - Ivalua solution is modular: Supplier Risk & Performance, Solicitations & Bid Management, Contract Management, eProcurement, Invoicing, and Spend Analytics
 -
2. Previous Projects
 - City of New York - SRM, eSourcing, Contracts & Catalogs, eProcurement, Invoicing and Business Intelligence
 - State of Maryland - implemented eMaryland Marketplace Advantage (eMMA), digital platform integrates with other State systems for all users and procurement processes
 - State of Ohio – “OhioBuys” an online purchasing solution for buyers within state government and suppliers to the government
 - State of Alabama - Ivalua's Source to Pay solution
 - Los Angeles Department of Water and Power - Solicitation and Supplier Information Management solution; part of the Ivalua Source to Pay platform
 - Did not provide client contacts now but will if they move forward in selection
3. Subcontractors
 - Ivalua Cloud (except for Azure based regions) is hosted in third-party datacenters, and all the infrastructure equipment is owned, administered, and monitored by Ivalua personnel only. Since Ivalua does not rely on any 3rd party personnel or 3rd party infrastructure, we know at all times where the client data is stored.
4. Organizational Chart
 - Combined state and Ivalua proposed project org chart
 - Roles not defined
5. Litigation
 - No litigation in past 5 years to impact this contract
6. Financial Viability
 - Financial statements provided with 2019 being most recent

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Ivalua
CATEGORY #(s): 2
DATE: 12/31/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements Ivalua solution single point of entry smart routing compliance portal open marketplace environment integration workflow document management reporting configurable transparency

User Experience Human centered design streamlined experience home page for users

Bidder Best Practices and Roadmap New releases solution utilizes latest technologies updates are timely alternative processing approaches and best practices product road map simpler seamless

Innovations and Value-Added Features/Services These are all possible areas of innovation that are not contemplated in the RFP or **not part of individual workstreams** but are available to participating organizations, should they be of interest. **Helpdesk** and Cooperative Reporting. keep track of their cooperative agreements in the solution (usage, admin fees)

Customizations/Extensions Ivalua SaaS platform relies on configuration, not custom code – The functional requirements (RTM) offer numerous customizations.

Alternative Funding Models No alternative funding models but they are open to discussion

Contract Transition and Flexibility Willing to enter into good faith discussions and explore transitioning current contracts under the terms of a new master agreement.

Functional Requirements

General Functionality - 1 Customization with medium level up effort , 7 configurations w/5 med 2 low loe, and 32 out of the box.

Supplier Portal - 4 configuration w/2 medium and 2 low level of effort, 1- 3rd party w/med effort and 18 out of the box

Supplier Enablement/Management 4 integrations w/med effort, 1 customization, 4 configurations with low level of effort, 1 not available, 2 third party with medium level of effort, 1 third party and integration with medium level of effort, and 30 out of the box.

Buyer Portal 5 configurations w/2 medium and 3 low effort, 1 configuration with medium Loe, and 9 out of the box

Need Identification 1 Customization with low effort, 1 configuration with low effort, and 5 out of the box

Request through Pay 40 out of the box, 1 n/a, 21 configurations with low and medium LOE, – **Purch Req**, 4 Configurations with 1 med and 3 low effort , 1 customization with medium level of effort, 1 third party with low level of effort comma 26 out of the box for **Wrklw mgt**, 2 customizations with medium level of effort, 8 configurations with low and medium level of effort, 19 out of the box for **PO gen and mgt**, 6 customizations with 2 low and 2 medium and 2 high level of effort 21 out of box for **Pcard**, 1 configuration w/low effort, 1 business process with low level of effort, One customization with low level of effort, 7 configurations with 1 low and 6 medium level of effort, and 14 out of the box for **Receiving**, 2 configurations with low level of effort, 9 out of the box for **invoicing**.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Ivalua
CATEGORY #(s): 2
DATE: 12/31/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Catalog Capability 12 configurations w/medium (2) and low (10) LOE, 1 Not available, 27 OOBX
Sourcing/Bid Management 33 Configurations with medium and low level of effort , 2 third parties with low level of effort, 8 customizations with 1 medium and 7 low level of effort, 108 OOBX
Contract Management 3 customizations with low level of effort, 24 configurations w/low and medium LOE, Three Third parties with low level of effort , 58 OOBX
Vendor Performance 14 Configurations with low level of effort , 11 OOBX
Purchasing/Data Analytics, 1 customization with medium level of effort, 7 configurations with low level of effort, 1 in development with medium level of effort, 1 integration with medium level of effort, 27 OOBX

Technical Requirements

Availability Accessible 24 hours a day seven days a week hosting SLA uptime 99.8% outside of scheduled maintenance.
Accessibility Requirements Working towards meeting WCAG 2.0 level AA. Working with third party company to audit and value a platform VPAT completed in available upon request
Audit Trail and History All user actions and activities are registered logged in time stamped. Every transaction created every status change every movement to the next step in a workflow in every addition or deletion of a data item is logged. If audit trail must be activated for specific field the auditable checkbox can be marked corresponding to the field on the value a table.
Browsers Supported Internet Explorer all Microsoft supported versions , Microsoft Edge last three major releases, Chrome last three major releases, Firefox last three major releases.
User Accounts and Administration Application pages and functions are controlled by profiles , authorization, and perimeters. A perimeter can be geographic or functional , or a combination of both. User roles and user access are defined through administrative components. Only users with the appropriate profile can load a page or execute a function. Possible to limit the data access of business objects on a per user basis.
User Authentication Supports multiple authentication schemes; login password authentication, single sign on with saml 2, two factor authentication, reverse proxy II S agent. Password rules are fully customizable.
Federated Identity Management– supports SAML 2.0 protocols for Single Sign On
Data Conversion Conduct a data assessment. Data strategy will be established identifying the data conversion scope. Leverage ivalua tools. Combination of ivalua and participating entity resources perform data conversions which include methodology to perform several iterations in small batches to test and validate. Too Simple? Data cleansing not evident at the source or during testing.
Interface and Integration Integration capabilities with major ERP systems and standard integration with suppliers and 3rd party business services. Offer standard interface templates out of the box.
Office Automation Integration Word excel and PDF
Mobile Device Support Screen menus change from PC layout to mobile friendly layout.
Mobile Applications Mobile solution is not based on mobile app but mobile web solution
Data Ownership and Access Applies a single data classification to all customer data. Internally customer data is confidential and limited to a small number of individual individuals on a need to know basis. Customers remain the data owner and data controller of all data and control it in accordance with their access control data retention and data classification policies. Through the term of contract customers can export data.
Date Retention, Archive and Purge Considerations Customers decide what information is to be stored, how it is to be used, and how long it is retained. I value a does not delete or modify customer data unless requested by the customer , and only processes data in accordance with contractual obligations and customers configuration of their instances

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 2

DATE: 12/31/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Disaster Recovery Plan BC and Dr program is based on ISO I EC 22301 standard framework and is tested annually. Not clear if clients are involved with testing unless they are relevant stakeholders.

Solution Environments Development, acceptance, production.

Solution Technical Architecture Multi instance architecture delivers a logical single tenancy by isolating all customers data from each other. Application servers are in a discrete network segment. Database layer consists of database servers, installed in a discrete non Internet routable network segment. No Co mingling of any customer data between application instances and databases.

Solution Network Architecture Dedicated DMZ, network segmentation, dedicated URL, and site to site VPN which is a paid service. Intrusion detection system and intrusion prevention system monitors.

Firewalls filter inbound and outbound connections to the Internet as well as between intra sites VLAN zones. VLAN partition various networks. Principle of least access. Monitoring logs unexpected network activity and notifies staff in real time via emails and text messages physical access control through identity control, badge access, interior and exterior video surveillance . Security guards 24 7365 dedicated locked racks on interruptible power supply with diesel generator redundant heating ventilation air conditioning firesafety inert gas all components are fully fault tolerant including uplinks storage chillers HVAC systems HV AC everything is dual powered.

System Development Methodology Open web application security project OWASP. Secure SDLC policy and procedures. New features are evaluated for security impact during design phase with regular code reviews peers and SA St tools. Tested for effectiveness during the QA process. Development process based on agile methodology with iterative approach. Penetration testing conducted prior to major software release by independent security firm. Cloud services are in accordance with NIST security focused configuration management of information systems guidelines. All application changes and updates are at the customer request and controlled by the customer they are performed behind the scenes for minor updates or through scheduled downtime for major updates.

Service Level Agreement SLA performance credits When performance falls below 99 point 8%. RTO 48 hours 8 hours 4 hours RPO 24 hours 24 hours 12 hours these are standard premium and platinum service levels and presumably additional cost

Security Requirements

Cloud Security Alliance (CSA) Compliance CAI Q completed

Security and Privacy Controls currently validating controls and safeguards against NIST SP 800 53 revision 4 moderate

Security Certifications ISO IEC 27001, SOC2 , ISAE 3402 Europe , annually audited for HIPAA. Not currently audited for PCI DSS compliance. Fedramp ready with our Gov cloud

Annual Security Plan Ivalua has built its security program and implemented an Information Security Management System (ISMS) in accordance with ISO-27001. The security controls deployed are in alignment with ISO/IEC 27001 and NIST SP 800-53 "Moderate" baseline requirements to address the information security risks. We are certified SSAE-18 (US) and ISAE3402 (Europe).

Secure Application and Network Environment Ivalua has implemented proactive security procedures, such as perimeter defense and network intrusion prevention systems to secure its perimeter. Dedicated DMZ, network segmentation, dedicated URLs, and Site-to-Site VPN (note: a paid service) are some of the other measures implemented to protect customer instances from cyber-attacks.

Secure Application and Network Access Ivalua uses a variety of strong encryption and key management protocols, cyphers, and processes from encrypting data/files in transit and at rest

Data Security Ivalua Solution architecture leverages a multi-instance tenancy model on shared servers.

Our model creates a very distinct boundary between the data of each client. Each client application instance runs under a dedicated application pool process with a client dedicated identity. This model also

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
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BIDDER NAME: Ivalua
CATEGORY #(s): 2
DATE: 12/31/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

facilitates the ability to perform upgrades and maintenance on an individual basis without impacting other clients' instances.

Personally Identifiable Information Protection compliance with the GDPR

Security/Privacy Issue Occurrence Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours. Details, special cases, and additional terms can be discussed during discovery.

PII Data Actual/Attempted Access or Disclosure same as above

Security Breach Reporting same as above

Implementation Services Requirements

Project Management Methodology is a semi agile based designed . Phases include mobilize, explore design, build configure, test, deploy go live, run. Customer resources to support project; project sponsor 15% project manager 75% business leads 50 or 100% technical lead 20 or 100% third party system and middleware SME's 20 or 100% administrator 50% process experts pilot users 25%

Project Implementation Methodology Implementation Methodology is based on the principles of rapid deployment and prototyping that reflect the **same agile development principles we use to build our software.**

Catalog Support Services Ivalua excels at "flipping" a contract or sourcing event into an e-catalog, a traditional catalog loading process that leverages either excel, CSV file formats, EDI, email or a template that suppliers filled and load it by themselves.

Data Conversion Services network of partners conversion services are leveraged to provide data conversion services such as needs assessment data cleansing tools accelerators.

Interface/Integration Development Services **integrate by configuration**

Organizational Change Management (OCM Services provides an array of change management and custom training services, including Change Management and Custom Training development (Instructor led training, Train-the-trainer, Web-based recording, and Quick Reference Guides (QRGs))

Training Services e-learning program for customers, partners, and our own staff to learn at their own pace using documentation, video instruction and study guides

Help Desk Services the Application Maintenance included in the SaaS, Ivalua provides three optional types of support:

- End-users Help-desk;
- Suppliers Help-desk;
- Administrators Configuration Support

On-Site System Stabilization Support provides On-Site System stabilization support after the 'go-live'. hypercare provided for a period of 3 months for the Participating Entity

Managed Services Requirements

Solution Support Ivalua is a SaaS solution. The infrastructure is administered and monitored by Ivalua IT staff. All updates of Ivalua Solution application are at the customer request and control, and they will be performed automatically with no downtime (for minor updates) or through scheduled downtime (for major updates). Ivalua manages environments and their lifecycle using Ivalua's 'Factory'. Release packages are automatically created and deployed using the Factory. Each client project has its own versioning managed by the Ivalua source code control server.

Organizational Change Management (OCM Services no

Training Services as part of our implementation proposal section

Help Desk Services Same as above in implementation services.

Transition Out Assistance Services Ivalua will work with the Participating Entity to understand their requirements and tailor a plan and scope to support the Transition Out activities needed.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 2

DATE: 12/31/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Other Available Resources Shouldn't these other available services be part of the E procurement tool?

Video Demonstrations

- Supplier portal
- Solicitation and bid module
- Scoring options
- Contract linked to sourcing event
- Renewal reminders
- Clause library
- Workflow flexible and configurable
- Shop
- Analytics with ADHOC and Dashboard reporting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 2-Individual Workstream Implementation

DATE: 8/25/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Collaborative Network
 - Six modules
 - Proposal for this section not specific to what workstream it would provide, same as Category 1
 - Take note of how modules integrate with outside solutions in practice
2. Previous Projects
 - NYC Mayor's office is a very narrow implementation
 - Maryland Good reference of Statewide implementation; however unspecific results given to validate the value of efforts.
 - Ohio good representation of state implementation; only a single module test to limited agencies in 2018. Supplier supports expanding, no mention if Ohio does or will.
 - Alabama is limited in scope and still in implementation; unknown if successful
 - LA water department limited scope and still in implementation; premature reference as there is no ROI provided
3. Subcontractors
 - Interesting that Data for on-prem is stored by third party. Exploration is needed on data security and liability to end users.
 -
 -
4. Organizational Chart
 - Extremely brief and general org chart
 - Note that a minimal number of resources are lvalua resources; most are Customer Resources. This lends itself to customer providing more effort than Ivana for solution
 -
5. Litigation
 - No Litigation
 -
 -
6. Financial Viability
 - Statements in Euros
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- POSITIVE (p.4)– Routing workflow appears efficient
- QUESTIONING (p.5) Is/can MWBE be broken out into subcategories or customized?
- QUESTIONING (p.5) Search 360 appears to be level 2 punchout but uncertain if that is the functionality
- POSITIVE – document management across modules is very efficient
- QUESTIONING – FedRAMP ready not yet FedRAMP certified

Functional Requirements

- QUESTIONING – Is every supplier even for low dollar purchase required to establish an account?
- QUESTIONING – Can Supplier portal import other ERP solution data
- QUESTIONING – can buyers be restricted to certain business practices?
- POSITIVE – Audi workflow is good. How long is it maintained?
- QUESTIONING – are hosted catalogs searchable withing the solution and not just independently?
- POSITIVE – Search 360 ability to consider punchouts in the search
- POSITIVE – Document versioning
- INTERESTING – Public portal can act similarly to current webpage activities
- POSITIVE – MS Word document synching seems a valuable tool to save time. Would like to see more on what that looks like
- POSITIVE – reporting seems to give the user many options

Technical Requirements

- POSITIVE – multiple authentication options
- QUESTIONING – Data conversion seems very tentative and non-committal to success, just explains a very broad set of all potential options
- QUESTIONING – What ERP systems are supported?
- QUESTIONING – WebKit is for iOS. How are PC devices supported?
- POSITIVE – different environments are needed to properly test
- QUESTIONING (p.70) When will Ivalua be compliant with PCI-DSS for payment cards
- QUESTIONING – How long is the FedRAMP process to become authorized?

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Security Requirements

- POSITIVE – limitations of access based on need
- POSITIVE – data at-rest and in-transit encrypted
- QUESTIONING – Customer data is limited, but customer should apply access controls. What responsibility does Ivalua have in a breach?
- QUESTIONING – What does Ivalua do in a breach situation aside from notification within 72 hours?

Implementation Services Requirements

- QUESTIONING – Imbalance of customer resources to Ivalua resources.
- QUESTIONING – very general process information. What percentage of clients achieve implementation on time and within original budget?
- POSITIVE – different levels and types of training identified
- QUESTIONING (p.98) 90% of tickets level one and solved within 1 hour. Does this demonstrate a challenge to client training quality?

Managed Services Requirements

- Standard services presented
- QUESTIONING – What is Ivalua data retention schedule

Video Demonstrations

- POSITIVE - Modules
- INTERESTING – FOIA request from the solution
- POSITIVE – repository for documents
- POSITIVE – Other third-party integration (which ones?)
- POSITIVE – Catalog Management
- POSITIVE – Roles
- POSITIVE – Workflows and notifications on dashboard
- POSITIVE – Good supplier data
- NEGATIVE – P2P information limits supplier access to RFPs?
- INTERESTING – Project types can be for individual low dollar quotes
- QUESTIONING – are Outlook addresses imported for SME's?
- QUESTIONING – how are suppliers not in the system notified and able to respond?
- POSITIVE – email templates are good
- NEGATIVE – How are small businesses with technology challenges able to respond?
- QUESTIONING – Have SME expressed concern with challenges to evaluate, there are many steps and files to review?
- QUESTIONING – how are no definite quantity awards considered
- POSITIVE – contract templates
- INTERESTING – Parent child hierarchy
- POSITIVE – proposal pricing comes from vendor bid
- POSITIVE – Edit versioning is good
- POSITIVE – workflows triggered by sections edited are efficient

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- POSITIVE – use of DocuSign
- QUESTIONING – Is punchout/hosted search Tier 2 supplier search
- QUESTIONING – do requisitions link to PeopleSoft data?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Stage 1 Cat 2

DATE: 08/24/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Founded in 2000 Cloud based spend management solutions
 - Supplier Sisk, Solicitations and Bid Management, Contract Management, eprocurement, invoicing and spend analysis
 -
2. Previous Projects
 - City of New York Mayor's Office of Contract Services
 - State of Maryland – Office of state Procurement
 - State of Ohio, State of Alabama, Los Angeles's Dept. of Water and power
3. Subcontractors
 - Ivalua is hosted in third party data centers
 -
 -
4. Organizational Chart
 - Project Leadership, project management, functional, technical, change management and data
 -
 -
5. Litigation
 - None last 5 years
 -
 -
6. Financial Viability
 - Audit reports
 - Financial Statements
 - No D & B

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

3-7	<ul style="list-style-type: none">• Single point of entry – a single initiation points for all procurement activity. –• Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway. –• Compliance – a technology solution that has business rules and controls “baked in” (See APSPM). –• Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users. –• Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces. –• Integration – batch and Realtime with existing financial management and other core systems. –• Workflow – a configurable, rule/role-based approval automation. –• Document management – automated solution to create, transact and store documents. –• Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics. –• Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually. –	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	<ul style="list-style-type: none"> Transparency – provide public and internal visibility into purchasing activity and outcomes. 	
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User Experience

7-8	<p>Users have their own home page. Unique to their profile. Workers access their workflow from their homepage. Each user is given one or multiple roles in the system which is tied to a series of authorizations. This limits what the user can do, what they can see and determines workflow steps throughout the system.</p>	
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Bidder Best Practices and Roadmap

8-11	<p>New releases – delivered by R & D division twice a year. Client decides when to upgrade and with which major version. Latest technology – Achieved security status for being Fedramp ready. Updates are timely. Alternate approaches – best practices have been built in to the public sector tailored solution. Product Roadmap - Public Sector customer base is strong and growing, as such we continue to invest heavily in developing specific capabilities to meet Public Sector Procurement needs. We have a dedicated Public Sector team that interfaces with R&D to ensure necessary and innovative Public Sector requirements and functionality are prominently featured on the roadmap.</p>	
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Innovations and Value-Added Features/Services

11-13	<p>Available should they be of interest</p> <p>Help desk for users and suppliers</p> <p>Cooperative reporting</p>	
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Customizations/Extensions

13-14	<p>The Ivalua SaaS platform relies on configuration, not custom code, as the means for clients to modify and maintain a solution that meets their needs. As a</p>	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	result, the enhancements are not custom code but instead configuration & data and that configuration & data is carried forward with your instance as the Ivalua solution is updated. Ivalua does not make coding customizations specific to individual clients; all coding changes on the Ivalua platform are part of their release cycle and are by definition part of the baseline product	
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Alternative Funding Models

14	Did not offer	
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Contract Transition and Flexibility

14	Ivalua is certainly willing to enter into good faith discussions with Participating Entities that wish to explore transitioning their current contract under the terms of the newly awarded Master Agreement.	
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Functional Requirements

General Functionality

15-16	Ivalua's single complete unified suite will provide participating organizations with a highly configurable, robust, and comprehensive e-Procurement Solution, purpose built for the public sector. Ivalua is a cloud based, SaaS solution RFP# 202102021 eProcurement Solutions and Services File 3 Ivalua Inc. CONFIDENTIAL © 2021 Ivalua, Inc. This document contains information confidential and proprietary to Ivalua. The information may not be used, disclosed, or reproduced without the prior written authorization of Ivalua. Page 16 and offers the most comprehensive, natively built Source-to-Pay suite in the market which includes Public Portal, Supplier Risk & Performance Management, Sourcing, Contract Management and P2P processes, standard integrations and extensive system administration and reporting capabilities	
GEN 15	Transaction print formulas are based on the layout of the page and may need additional effort	weakness

Supplier Portal

16-18	Ivalua offers a free supplier portal where suppliers may perform self-registration and other activities with their customers. Ivalua supplier registration &	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	information management capabilities allows to quickly and easily onboard suppliers for RFPs, orders and invoices, and push data to ERP or other relevant systems. Suppliers can easily register with basic information such as their tax identification number, email address, and company name to establish an account within the system. Note that in the lvalua system, there is no charge for suppliers to use the solution, allowing organizations to have unlimited suppliers with unlimited users registered to do business with their organization	
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Supplier Enablement/Management

18-25	Registration is 2 parts. Available 24/7 365 days. No charge for suppliers conditional logic can be utilized to tailor the registration page to specific information required by type – such as US vs. non-US suppliers. At this time, the supplier can register for notifications for solicitations that are released within their scope, based on the commodity code(s) that they register for and/or the areas they serve across the organization. Fields captured through the registration process will be tailored to your needs	
VDR 15	Does not check for duplicate registrations	
VDR 19,20 & 24-27	State will have to license 3 rd party system	

Buyer Portal

25-28	internal users can login to the system through their secure username/password, where password rules can be setup by each organization. Alternatively, suppliers can login via SSO with their organization. Once the user login they will be directed to their homepage. Each homepage features a dashboard is unique to the user based on their user. Page 26 role. In addition, authorized users can also add new aspects to their homepage or rearrange the webparts on the screen, to ensure that their portal caters to their unique needs. From the user's homepage they will have access to all the actions throughout the solution that they support. In addition, the user's homepage will have a quick link to all their workflow tasks as well as shortcuts to their frequently created or in-progress objects.	
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Need Identification

26-27	lvalua offers a suite of integrated procurement services, entity buying profiles, and entity data-driven dynamic workflow. lvalua provides users the ability to initiate any procurement action from a single spot through the platform. Each	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Ivalua

CATEGORY #(s): 2 Stage 2

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DEPARTMENT/STATE: Purchasing North Dakota State University

	action is driven by data setup (entity buying profile) and workflow setup specific to that user and heir organization. Ivalua also provides a powerful and flexible workflow engine that not only invokes approval flows, but also provides the ability to invoke processes. This ability to invoke business processes allows procurement policies and regulations to become part of workflow and not something the end-user needs to think about. Ivalua will guide the end user to begin any type of procurement activity by clearly identifying and outlining the process and steps that need to be taken	
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Request through Pay

27-33	Did not address the requirements for external retail	
27-33	All purchases within the Ivalua solution will begin from a purchase request within the tool. These can be created from a catalog, automatically carrying over all item information, or from scratch. Requests can accommodate multiple types of requests ranging from goods and services, as well as deliverable-based purchases and subscriptions	
	Once the requisition is submitted, it will route through organization users for approval, where needed. Ivalua uses a combination or algorithms and user approval to navigate through the approvals that are necessary, as well as performing automated checks to verify if there are any issues. The organizations/agencies and public bodies will have the ability to define conditional logic to determine when and who should be approving each requisition. This makes our workflow dynamic, so they are automatically routed to the appropriate approvers. Additionally, different organizations and commodities can also trigger different workflows to accommodate for varying business processes, as well as trigger different workflows on goods vs. services purchases. Approvers will have a full audit trail of approval activity directly on their workflow screen, including any rejections and comments. They will also receive email notifications of workflow tasks pending their approval, as well as can receive reminders if they do not act. Ivalua workflows can also trigger real-time integrations to external systems, such as an ERP at a workflow step, such as checking if budget is available for the purchase.	
	Invoices can be created in multiple ways within the Ivalua solution • PO flip • From scratch • EDI/cXML transmission (for enabled suppliers) • OCR capability	
PRD 1-6	Yes	
PRD 7	Requires a manual step for future release of a PO once the date has passed.	weakness
PRD 8-12	yes	
PRD 13	There is no automated functionality that will include text or attachments based on a commodity or other field value.	weakness

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DEPARTMENT/STATE: Purchasing North Dakota State University

WRK 1-28	Yes	
PO 1-14	Yes	
PO 15	Cannot have 2 versions of a printed PO	weakness
PO 16	Yes	
PO 17	No eFax	
PO 18-29	Yes	
PC 1-7	Yes	
PC 8	On roadmap for 2022	weakness
PC 9-21	Yes	
RC 1-21	Yes	

Catalog Capability

33-35	<p>Technical Proposal response did not address the req'ts to "provide access" to "external internet retail or commercial markets of goods/services" or access to "non-contract Suppliers offering goods and services".</p> <p>System supports both "internal and external (punchout) catalogs".</p> <ul style="list-style-type: none"> - "view catalogs are limited to the user's organization scope" NOTE: scope = combination of Role/Authorizations/Perimeter/Commodity restrictions assigned to a user. - Suppliers can "self-service" manage their catalogs by uploading them to the system. Done via excel templates. After upload "system does an automated format check". - "routed through an approval process for an internal user to validate" with "side-by-side comparison of old vs. new pricing" - "internal users can also upload catalogs on a supplier's behalf" - "Search 360" <p>"item tags" to "provide visual indicators" on search results to "identify preferred, discounted, or emergency items". Tags can be 'prioritized'.</p> <ul style="list-style-type: none"> o "has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal lvalua catalog" 	
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Sourcing/Bid Management

36-44	Procurement types are identified based on the solicitation (BPM) type which drives which tabs and parts of the solicitation process are required. Throughout the solicitation module, tools to ensure transparency and drive competition are	
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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	included to meet the organization's goals of finding the best product at the best value.	
	Suppliers to be invited to a solicitation can be captured by adding them through the suppliers' tab within the solicitation record. Suppliers can be automatically added to the invited suppliers list based on the commodity or commodities that were defined at solicitation set-up. Additionally, suppliers can be added by searching the supplier database	
	Suppliers can be automatically added to the invited suppliers list based on the commodity or commodities" and "can be added by searching the supplier database	
	Pricing for the solicitation can be collected directly in the system via the item grid. Multiple item grid templates can be accommodated and applied automatically to the event based on event type, organization, or commodity. This will allow suppliers to enter their pricing in a structure format via the method that the user has chosen (ex. Unit price vs.% discount).	
SRC 1-24	Yes	
SRC 25	No check in/check out	weakness
SRC 26-65	Yes	
SRC 66	User cannot add unregistered vendors	weakness
SRC 67	Yes	
SRC 68	Does not support eFax	weakness
SRC 69-75	Yes	
SRC 76	The system does not OOTB provide capabilities to post to the "State's public procurement website	
SRC 77-151	Yes	

Contract Management

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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44-48	The contract record within lvalua captures all aspects of contract information, documentation, activity, and performance within the single record. The tabs on the left, shown in figure 51 can capture the different areas that will consist of the contract record, including dates, items, documents, subcontractor information, among others.	
	Contracts can be created from a complete solicitation or from scratch.	
	MS WORD can be used for authoring contracts	
CNT 1-88	yes	

Vendor Performance

49-50	Over the life of the supplier, users can create performance assessments against their suppliers or contracts. All performance information is maintained within the supplier's profile for reporting, as well as can trigger alerts to users if a supplier is consistently performing poorly.	
	Performance assessments can be triggered manually or periodically. Templates for performance criteria are stored within lvalua for users to respond to questions related to the supplier's performance and based on the weights of each question, will roll up a total score.	
	lvalua provides the ability to track exceptions and collaborate with suppliers to address these exceptions. If a supplier scores poorly on a performance or risk assessment, exceptions can be created to inform the supplier of areas that need improvement. The exception documents the issue or non-conformance and the severity, tied to the triggering event (for example, contract, delivery, or invoice exception). The supplier is notified of the exception	
	Improvement plans provide a collaboration tool to help improve supplier performance at a granular level by creating tasks that will lead to overall supplier improvement	
VPE 2-12	System relies on "questionnaire" and users to respond to capture performance metrics. There is not automated capture of performance based on transactions processed or data	

Purchasing/Data Analytics

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CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

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DEPARTMENT/STATE: Purchasing North Dakota State University

51-54	There are three different types of reporting with the lvalua solution, ranging from simple excel extracts to data visualization dashboards. The system can, by default, report on all data stored within the system from across modules. Importing data from an external system can be accommodated. lvalua has over 100 out of the box reports that are provided within our system, but additional reports can be configured during implementation or by super users. The different types are reports within lvalua are detailed below.	
	Any browse page within lvalua can become a report by utilizing powerful search and filter capabilities combined with the ability to extract pages into excel.	
	Queries are Excel based reports that are run via SQL statements in lvalua's reporting module	
	Analysis reports provide data visualization to users in the form of charts, graphs, and pivot tables that can then be combined to create a dashboard view for any users.	

Technical Requirements

Availability

55	Meets requirements	
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Accessibility Requirements

56	Meets requirements	
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Audit Trail and History

56	Meets requirements	
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Browsers Supported

56-57	Meets requirements	
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User Accounts and Administration

57	Did not address the actual req'ts to provide searchable access to all of the roles, permissions and privileges setup/available in the system	
----	--	--

User Authentication

57-58	Meets requirements	
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CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

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DEPARTMENT/STATE: Purchasing North Dakota State University

Federated Identity Management

58	Meets requirements	
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Data Conversion

58-59	No automated means to convert active solicitations and vendor performance from existing system.	
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Interface and Integration

59-60	The Ivalua Solution has strong integration capabilities with major ERP systems and provides standard integration with suppliers and third-party business services. We offer a number of standard interface templates out-of-the-box. Integration strategies include unidirectional or bidirectional data flows using batch, asynchronous or synchronous interfaces. Ivalua Solution supports synchronous and asynchronous connections with other systems using a multitude of communication protocols. Ivalua integration module includes comprehensive format definitions, rules-based transformations, and validated loading of data.	
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Office Automation Integration

60-61	Meets requirements	
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Mobile Device Support

61	Meets requirements	
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Mobile Applications

61	Not available. Need Web kit	
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Data Ownership and Access

61	Meets requirements	
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Date Retention, Archive and Purge Considerations

61-62	Offline archiving	
-------	-------------------	--

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DEPARTMENT/STATE: Purchasing North Dakota State University

Disaster Recovery Plan

62-63	Ivalua has established a Business Continuity (BC) and Disaster Recovery (DR) Program, supported by its management, and designed to ensure that critical business processes and systems can be maintained and recovered in the event of a major internal or external incident. The plan is reviewed and approved by the management annually and communicated to all relevant stakeholders annually or as they assume a response/recovery role. Ivalua BC and DR Program is based on ISO/IEC 22301 standard framework and incorporates:	
	Maximum recovery time can be as low as 4 hours with the Platinum package	Cost?

Solution Environments

63	Each client will be provided at least 3 environments (development, acceptance, production). No training	Concern Cost?
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Solution Technical Architecture

63	Meets requirements	
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Solution Network Architecture

65-67	Meets requirements	
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System Development Methodology

67-68	Ivalua's development process is based on the Agile methodology with its iterative approach to software development and assessment	
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Service Level Agreement

68	For hosting and maintenance SLA, Ivalua offers its own standards and choices between service levels. RTO/RPO and other infrastructure add-on services can be flexibly added. Ivalua guarantees by Hosting SLA an uptime of 99.8% outside of scheduled maintenance. Please refer to the attached Ivalua SLA for a copy of our current standard Service Level Agreement.	
	Did not agree to compliance with SLA given	

Meets requirements

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Security Requirements

Cloud Security Alliance (CSA) Compliance

69	Meets requirements	
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Security and Privacy Controls

69	Ivalua is currently in the process of validating controls and safeguards against NIST SP 800-53 Revision 4 "Moderate" risk controls for FISMA compliance with our Commercial Cloud. Our platform is architected end-to-end to support maximum security for cloud software	
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Security Certifications

69	Meets requirements	
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Annual Security Plan

70-76	Meets requirements	
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Secure Application and Network Environment

76-79	Meets requirements	
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Secure Application and Network Access

76-79	Meets requirements	
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Data Security

82-85	Meets requirements	
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Personally, Identifiable Information Protection

85-86	Meets requirements	
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Security/Privacy Issue Occurrence

86	Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours. Details, special cases, and additional terms can be discussed during discovery.	Concern 72 hours
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PII Data Actual/Attempted Access or Disclosure

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DEPARTMENT/STATE: Purchasing North Dakota State University

86	Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours.	Concern 72 hours
----	--	---------------------

Security Breach Reporting

87	Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours.	Concern 72 hours
----	--	---------------------

Implementation Services Requirements

Project Management

88-90	Ivalua's project methodology is a semi-agile based design that is typically composed of the following phases. 1. MOBILIZE 2. EXPLORE/DESIGN 3. BUILD/CONFIGURATION 4. TEST 5. DEPLOY/GO-LIVE 6. RUN	Need more detail
-------	---	------------------------

Project Implementation Methodology

90-91	Extensive state resources vs. Ivalua	weakness
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Catalog Support Services

91-92	Ivalua has a rich and deep network of partners across the globe. In the event that our customer requires additional catalog support services, Ivalua can leverage our partner ecosystem to provide these services including:	Weakness
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Data Conversion Services

92	Ivalua has a rich and deep network of partners across the globe. Ivalua leverages our extensive partner ecosystem to provide data conversion services to our customers including:	weakness
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Interface/Integration Development Services

92	Ivalua does not provide Data Conversion Services. They provide "partners" that they could have do the work but this isn't included in the proposed scope/pricing.	weakness
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Organizational Change Management (OCM Services

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DEPARTMENT/STATE: Purchasing North Dakota State University

93-94	Ivalua provides an array of change management and custom training services, including Change Management and Custom Training development (Instructor led training, Train-the-trainer, Web-based recording, and Quick Reference Guides (QRGs)). Our Organizational Change Management (OCM) approach and methodology includes: Not a lot of detail	concern
-------	--	---------

Training Services

95-96	Ivalua provides a robust e-learning program for customers, partners, and our own staff to learn at their own pace using documentation, video instruction and study guides Training is left up to user with the use of available tools from Ivalua	concern
-------	--	---------

Help Desk Services

96-98	proposal only includes Level 3 Help Desk support but only to the "Customer Administrator". not to the req'd "users and Suppliers". Support for users/Suppliers is "optional" for additional costs.	weakness
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On-Site System Stabilization Support

98		
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Managed Services Requirements

Solution Support

98	Meets requirements	
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Organizational Change Management (OCM Services)

102-103	Not including OCM services	weakness
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Training Services

103	Not included	weakness
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Help Desk Services

103-104	Meets requirements	
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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Transition Out Assistance Services

104-105	Upon termination of the contract, lvalua retains processed data and files for a limited period of time in accordance with the contract. We then delete the client online files (skipping the file trash). When the physical servers are terminated, media is destroyed, except for encrypted data in archived storage (which is destroyed in accordance with lvalua's data retention schedule). lvalua follows NIST 800-88 Media Sanitization guidelines. Media is destroyed by repeatedly zeroing out prior to secure disposal by crushing. Prior to the deletion, a copy of the most recent backup can be provided to the client, upon request, in a usable format (.txt or .csv).	
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Video Demonstrations

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INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): Category 2 Stage 1

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Started in 2000.
 - Received multiple awards for their application
 - Their platform is module based
2. Previous Projects
 - State, cities and municipalities as clients
 - Supplied contact information and implementation dates
 -
3. Subcontractors
 - No Subcontractors
 - Data is housed in data centers listed
 -
4. Organizational Chart
 - Supplied both the company and customer org chart
 - **Did not provide descriptions of roles for each.**
 -
5. Litigation
 - State no litigation to report
 -
 -
6. Financial Viability
 - The Q&A allowed to provide 3 years of financial statements instead on DUNS
 - **Marked Confidential**
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 11/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

This proposal is the same as submitted for Stage 1 and the notes supplied are listed below. I have copied my notes over from the full solution response to the individual workstream category.

Stage 1 and Stage 2 proposal documents are the same except for pg. 12 of the Technical Proposal.

- Stage 1 had discussions on Advanced Services, Expenses and Vendor Master Management, Stage 2 Technical Proposal did not include this text
- Stage 2 had a discussion on a "Cooperative Reporting module" that was not included in the Stage 1 Technical Proposal.

Individual SME Comments: *The video demonstrated an overview of the solution and provided information from both sides of the application. The response could have offered more information in some of the areas that seemed to need a better explanation. The solution does NOT offer PCard functionality and some of the help desk requirements are not available either. The supplier does state these requirements are in development. This supplier could offer a solution over time, but the client needs to be made aware of the functionality that does not exist.*

General Principal and Requirements Page 3 – Addressed all requirements listed.

Key Solution Functionality Elements – Page 3

- Single landing page with access to other modules from this landing page.
- Workflow can be attached to any object in the system or be based on different criteria. Workflow is configured during implementation. Figure 2 page 4 is sample workflow.
- Can configure solution to meet our needs which include personal dashboards and internal collaboration tools (blogs, forums, and comments)
- Google search experience in the open marketplace which allows for side-by-side comparison of products.
- Robust integration capability which supports multiple formats. Can connect to any data source
- Workflows come out of the box with best practices but can configure workflows.
- Documents are available throughout all the modules.
- Reporting is out of the box, or users can create their own reports and use graphics for display
- Highly configurable.
- Transparency from the supplier portal with authorized user have oversight to all procurement activity.

User Experience – Page 7

- Homepages are configurable. Sample Homepage Page 8 Figure 3
- User experience is role based
- Tasks assigned can be accessed from the user's home screen (i.e., workflow)
- Can delegate functionality – Page 8 Figure 4

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 11/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Bidder Best Practices and Roadmap – Page 8 – 9

- Releases are performed twice a year and allows the client to choose which version and when to apply upgrades. Customers are in control of the upgrades
- Constant communication with customers to stay up to speed with new technologies.
- Work closely with customers to learn their best practices
- 60% roadmap comes from clients with 20% reserved for innovation and 20% for market trends.
- Areas of significant investment are Mobile, Invoicing, Contract Management, Supplier Risk and Security.
- Leveraging new AI technologies. Page 10
- Automated obligation tracking and management is being enhanced. Page 11

Innovations and Value-Added Features/Services – Page 11

- Offers Help Desk support. Page 12 Figure 5
- 90% of tickets solved in an hour.
- Advanced Services Procurement - Improvements to contingent labor
- Expenses – Capture PCard transactions
- Vendor Master Management – Better manage vendor data.

Customizations/Extensions – Page 14

- Client is responsible for when they go through an upgrade cycle.
- The platform relies on configuration not custom code.
-

Alternative Funding Models – Page 14

- Not proposing alternative funding but is open to discussion

Contract Transition and Flexibility – Page 14

- Willing to enter into good faith discussions about this process

Functional Requirements – Page 15

General Functionality – Page 15 – 16

- Full Source to Pay Solution - Page 16 Figure 6
- Automated notifications
- Single Platform and configurable solution – Page 16
- Offers native public site for posting – RTM line 7
- CONCERN - EPROC-GEN-6 – TAB 2 Line 10 – Can the system be integrated based on this response?
- CONCERN - EPROC-GEN-11 -TAB 2 Line 15 - Has a limit on a file type (executables) and states size limits do exist?
- CONCERN - EPROC-GEN-15 – TAB 2 Line 19 - PO is the only printing format that is printable?

Supplier Portal – Page 17

- Unlimited suppliers with free supplier portal.
- After establishing an account, the supplier portal has a one stop shop on their homepage. Page 17 Figure 7

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 11/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Self-manage users with roles when they set them up in the system. Account has system admin to manage supplier's account.
- CONCERN - EPROC-SPR-5 – TAB 3 Line 9 – Does the system notification get sent via email, or does supplier just have to monitor notifications on their supplier dashboard?

Supplier Enablement/Management – Page 18

- Enablement is 2 parts, public facing page to create an account, and “full enrollment” used to be fully onboarded – Page 18
- Sample supplier registration Page 19 Figure 8
- Supplier Full Enrollment happens after workflow approval. The information required here is banking information and W9 documents. Page 20 Figure 9
- Integrations can be designed to verify real-time profile information. Page 21 Figure 10
- Can create their own user contacts. Page 21 Figure 11
- Supplier accounts have document storage and tracking. Page 22 Figures 12 and 13
- Solution has supplier workflow. Page 23 Figure 14
- Internal users (Buyers) can have access to search for suppliers. Page 23 Figure 15
- Access to view the supplier record. Page 24 Figure 16
- Suppliers maintain their own profiles, but changes can be put into workflow for approval by internal users.
- STRENGTH - Ability to have “changes” done on a registration get put into workflow.
- CONCERN - EPROC-VDR-32 – Line 61 – Supplier's response leads me to believe they did not understand the requirement. We asked if other agencies be put into workflow, not have data passed into other state systems?
- CONCERN - EPROC-VDR-36 – Line 65 – Need to release an RFI to reminder suppliers to log in and update their registration?

Buyer Portal – Page 25

- This is the access point for procurement activities. Homepage Dashboard -Page 25 Figure 17
- SSO can be a login and each user's dashboard are based on their user roles
- User roles are tied to authorizations and the user is assigned a “perimeter”. Page 26 Figure 18
- CONCERN - EPROC-BPRT-7 – Line 81 – The requirement is for the Buyer Portal, but the response received is for the “vendor” portal?
- CONCERN - EPROC-BPRT-8 – Line 82 – Does not support daily summaries of buyer notifications.
- CONCERN - EPROC-BPRT-9 - Line 83 – Cannot provide link to external users due to security
- CONCERN - EPROC-BPRT-15 – Line 89 - Supplier notification needs to be handled through the RFI module?

Need Identification – Page 26-27

- The solution has a single point of entry and can manage a request in several ways via “requests”.
- Options include request form, purchase, or exemption request, create a sourcing event or contract, or gather quotes. Page 27

Request through Pay – Page 28

- Process starts with a “request” that will populate relevant requisition details. Page 28 Figure 19
- Exceeding contracted amount could be triggered by the allocations grid. Page 29 Figure 20
- Requisitions are submitted to workflow. Page 29 Figure 21

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 11/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Once approved, the requisition is flipped to a purchase order. Page 30 Figure 22
- CONCERN – Page 30 – “At the same time, the order is transmitted to the supplier through their email, including a PDF version of the order”. No other way to send order to supplier.
- Can flip purchase orders into receipts. Page 30 Figure 23
- Receipts are shown on the receipt page (Page 31 Figure 24) and then the receipt is submitted to workflow. Page 31 Figure 25
- Invoice will be created (Page 32 Figure 26), and then payment can be applied to the invoice. Page 32 Figure 28
- CONCERN - EPROC-PRD-1 – Line 102 - Response refers to Sourcing event from the requisition, but requirement is asking for need identification to Purchase Request?
- CONCERN - EPROC-PRD-15 – Line 116 – Does not support executables file type
- CONCERN - EPROC-PRD-37 – Line 138 – Capturing noncontract price for later analysis is not supported.
- CONCERN - EPROC-WRK-24 Line 189 – Can the PO, PR or change request be re-submitted after it was changed?
- CONCERN - EPROC-PO-17 – Line 212 – eFax submission of orders in not supported.
- CONCERN - EPROC-PO-26 – Line 221 - Additional configuration will be required for facilitate fiscal year end.
- CONCERN - EPROC-PC-1 thru EPROC-PC-4 – Lines 227 thru 230 – These PCard requirements are in the process of being developed.
- CONCERN - EPROC-PC-5 – Line 231 - Full administration of PCards is not available in the system
- CONCERN - EPROC-PC-6 – Line 232 – Pcard maintenance is not currently available but is anticipated for release in 2022.
- CONCERN - EPROC-PC-7 – Line 233 – Ghosted cards are not currently available but is expected to be released mid to late 2022
- CONCERN - EPROC-PC-8 thru EPROC-PC-21 – Lines 234 thru 247 – These requirements will require some kind of customization, configurable item, or integration.

Catalog Capability – Page 33 – 34

- Ability to view catalogs are limited to the user’s organization scope
- Search results landing screen – Page 34 Figure 29
- Can shop via hosted or punch out catalogs. Page 34 Figure 30
- Hosted catalog process can be done by supplier. Internal user can compare catalog versions Page 34 Figure 31
- Users can use the search functionality to search and filter results. Page 35 Figure 32
- Item tags to find preferred items
- Search punchout and hosted in the same search. Page 35 Figure 34
- CONCERN - EPROC-CAT-32 – Line 317 – The ability to compare catalog item search results in NOT supported.
- CONCERN - EPROC-CAT-34 – Line 319 – Additional functionality is required to compare items and will be based on number of punchouts required.

Sourcing/Bid Management – Page 36 thru Page 44

- Wizard solicitation set up – Page 36 Figure 35
- Supplier can be added several ways (commodity code selection, public site, etc.) – Page 37 Figure 36

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- Has Sealed Bid functionality
- Conditionality can be applied to questions.
- Item grid (pricing) has multiple set up options. Page 39 Figure 40
- Notifications to supplier about event and has access to public portal
- Suggest posting information to client's website and provide link to public portal to view full solicitation. Page 40 Figure 42
- Suppliers need to add open solicitations to their account to create a response. Page 41 Figure 44
- Supplier can Management of Responses. Page 42 Figure 46
- Users can monitor suppliers' activity and award events
- Can notify suppliers and create a contract from the solicitation. Page 44 Figure 50
- CONCERN - EPROC-SRC-3 thru EPROC-SRC-9 and EPROC-SRC-11 – Lines 330 thru 336 and 338 – Responses to these requirements refers back to EPROC-SRC-2, Line 329 which did NOT require a response? **Attention to detail!**
- CONCERN - EPROC-SRC-14 thru EPROC-SRC-21 – Lines 341 thru 348 - Responses to these requirements refers back to EPROC-SRC-2, Line 329 which did NOT require a response? **Attention to detail!**
- CONCERN - EPROC-SRC-22 -Line 349 – The response talks about envelope bidding, but requirement talks about separate Cost and Technical sections?
- STRENGTH - Has no limit on number of suppliers being invited to an event.
- CONCERN - EPROC-SRC-68 – Line 395 – eFax is not supported
- CONCERN - EPROC-SRC-70 – Line 397 – This response does not address the requirement that states the eProcurement file of the event needs to be "complete" to meet public records laws. SRC 71 has this same response which meets that requirement.
- CONCERN - EPROC-SRC-83 – Line 410 – System does not support web conferences, but supplier offered the ability to upload the recorded conference. Do they support that file type?
- STRENGTH – Size limitations can be set up by system administrator
- CONCERN - EPROC-SRC-143 – Line 470 - Must start a new solicitation instead of cancelling award on bid and move to the next highest bidder?

Contract Management – Page 44 – 45

- Wizard driven entry. Page 45 Figure 51
- Information brought over from the contract header
- Alerts on documents uploaded to the document section – Page 46 Figure 53
- Native authoring (Word) – Page 47 Figure 54
- Subcontractors can be added.
- Can integrate with multiple eSignature tools. Page 48 Figures 57 and 58
- CONCERN - EPROC-CNT-16 – Line 496 – Loading of external price list for contracts will need to be worked out to identify data elements. Additional cost possible?
- CONCERN - EPROC-CNT-52 thru EPROC-CNT-63 – Line 532 thru line 543 – The supplier has used the same response for all of these requirements, but the response does not mention the requirement? Also see lines 555 and beyond as an example. These responses are duplicate but at least start with "this information".
- CONCERN - EPROC-CNT-66 – Line 546 – Response states alert could be posted to public portal, but requirement asks if it can be posted to state's procurement website.
- CONCERN - EPROC-CNT-67 – Line 547 – The response does not address the email notification listed in the requirement?

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DEPARTMENT/STATE: State of Montana

Vendor Performance – Page 49

- System has supplier performance dashboard. Page 49 Figure 59
- Allows ability to track a supplier's performance.
- Improvement plans provide a collaboration tool to help improve the supplier performance. Page 50
- CONCERN - EPROC-VPE-3 thru EPROC-VPE-11 – Line 573 thru line 581 – The response to each of these requirements refers back to the response on line 572 which states vendor performance needs to be handled by a questionnaire.

Purchasing/Data Analytics – Page 51

- System has 3 different types of reporting, Ad Hoc, Queries and Analysis
- Reports are compiled by running a search and exporting data to Excel.
- Analysis reports can be put on dashboard for view of any user.
- Offers 100 standard reports
- CONCERN - EPROC-PDA-5 thru EPROC-PDA-16 – Line 602 thru line 613 – A duplicate response was used to answer all of these requirements, but the response does not reference the reporting requirement? Can this supplier supply reports based on the listed requirement?
- CONCERN - EPROC-PDA-20 and EPROC-PDA-21 - Line 617 and 618 – This supplier currently does not have PCard functionality.
- CONCERN - EPROC-PDA-36 – Line 633 – This supplier currently does not have PCard functionality.

Technical Requirements – Page 55

Availability – Page 55

- Meets requirements

Accessibility Requirements – Page 55

- CONCERN – States they are committed to being Section 508-compliant as soon as possible.

Audit Trail and History – Page 56

- Meets requirements

Browsers Supported – Page 56 – 57

- Supports the most update browser versions

User Accounts and Administration – Page 57

- Controlled by an authentication method and roles, authorization and perimeters.

User Authentication – Page 58

- Supports multiple authentications and password rules are fully customizable.

Federated Identity Management – Page 58

- Meets requirements

Data Conversion – Page 59

- Offers data assessment to determine data requirements
- Historical data conversions require a larger scope where cost needs to be determined

**STATE OF MAINE
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DATE: 11/24/2021

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DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-TECH-28 -Line 32 – Solicitation data conversion is NOT supported.
- CONCERN - EPROC-TECH-30 -Line 34 – Vendor performance data conversion is NOT supported.

Interface and Integration – Page 59

- Provided communication protocols and data formats that are supported.
- CONCERN – Did NOT identify all finance system/ERP's where their solution has existing interface/integration capabilities in the narrative.
- CONCERN - EPROC-TECH-35 – Line 39 - Did not supply complete technical details on interface.

Office Automation Integration – Page 60

- STRENGTH – Can import Word documents in the contract tool and break them into clauses
- Supports Word, Excel and PDF

Mobile Device Support – Page 61

- Meets requirements

Mobile Applications – Page 61

- Based on a mobile web solution rather than a mobile application

Data Ownership and Access – Page 61

- Meets requirements

Date Retention, Archive and Purge Considerations – Page 62

- Should be discussed at implementation.

Disaster Recovery Plan – Page 62

- Notification of data breach is 72 hours.
- CONCERN – Could have supplied more detailed information about this requirement

Solution Environments – Page 63

- CONCERN – Could have supplied more detailed information in the narrative but did list 3 environments that are offered with some offered at additional maintenance fees.

Solution Technical Architecture – Page 64

- Supplied application and environment architecture. Page 64 Figure 66
- Application Architecture. Page 65 Figure 67
- Supplied Database Architecture. Page 65

Solution Network Architecture – Page 65-66

- Provided Ivalua Network Architecture. Page 66 Figure 68
- Supplied data center locations. Page 67
- Mentioned briefly monitoring and maintenance. Page 67
- Can compare KPI's with SLA's
-

System Development Methodology – Page 67 – 68

- Defer to subject matter experts

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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DATE: 11/24/2021

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DEPARTMENT/STATE: State of Montana

Service Level Agreement – Page 68

- Referenced the attached SLA submitted with their response

Security Requirements – Page 69

Cloud Security Alliance (CSA) Compliance – Page 69

- Referenced attached CAIO that was submitted with their response.

Security and Privacy Controls – Page 69

- CONCERN – Currently validating controls and safeguards against NIST. Page 69

Security Certifications – Page 69-70

- CONCERN - Not currently audited for PCI-DSS compliance. Page 70
- Defer rest of response to Security SME.

Annual Security Plan – Page 70 – 71 thru Page 75

- Uses Role Based Access Control, Secure Customer Data
- Mentioned Physical Security. Page 72
- Defer comments to Security SME

Secure Application and Network Environment – Page 76 – 77 thru Page 79

- Supports 2 factor authentication
- Defer comments to security SME

Secure Application and Network Access – Page 79 – 80

- Lists Encryption and Protocols. Page 80

Data Security – Page 82 – 83

- Secure Customer Data
- Network and Physical Security
- Applies single data classification to customer data
- Offers Ivalua Access Control and Applicable Laws – Page 84
- Data is encrypted and upon contract termination is destroyed.
- Defer to security SME

Personally Identifiable Information Protection – Page 85 – 86

- Meets requirements but will defer to Security SME

Security/Privacy Issue Occurrence – Page 86

- These are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

PII Data Actual/Attempted Access or Disclosure – Page 86 – 87

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

Security Breach Reporting – Page 87

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

**STATE OF MAINE
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DATE: 11/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Implementation Services Requirements – Page 88

Project Management – Page 88

- Composed of Mobilize, Explore/Design, Build/Configuration, Test, Deploy/Go-Live, and Run
- Supplied key activities. Page 88
- Showed project team structure. Page 89 Figure 69
- Typical Project steps. Page 90 Figure 70

Project Implementation Methodology – Page 90 – 91

- Development is based on Agile methodology. Interactive approach to software development

Catalog Support Services – Page 91 – 92

- 2 Options – Catalog Import or Supplier Created catalog
- Stated offered the setup/configuration of punch out sites
- Link provided for list of Ivalua partners

Data Conversion Services – Page 92

- Stated could meet all requirements and provided link to list of partners.

Interface/Integration Development Services – Page 93

- Uses “the approach to integration is to integrate by configuration”. Page 93
- Supplied list of connectors
- Stated an integration lead with work with State entity on this project.

Organizational Change Management (OCM Services – Page 93 – 94

- Includes Leadership/Stakeholder Engagement, Change Impact Assessment, Change Readiness, Training and Communication

Training Services – Page 95

- Offers users access to Ivalua Academy where they can gain “Ivalua Certification”
- Also offers role-based training to end users using a variety of methods. Page 96

Help Desk Services – Page 96 – 97

- Technical Support (Level 3)
- End users help desk, suppliers help desk and Administrators Configuration Support
- Level 1 help desk for users rather than calling state help desk
- Help Desk Flow – Page 98 Figure 71

On-Site System Stabilization Support – Page 98

- Provide stabilization support for 3 months after go live

Managed Services Requirements Page 99

Solution Support – Page 100 thru 102

- Showed development process – Page 101
- Software is tested prior to making it available
- Planning, Architecture and Monitoring are steps in this process

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 11/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Maintenance and Security, SLA and Support were mentioned here. Page 102

-

Organizational Change Management (OCM Services) – Page 103

- Stated they included this in their implementation proposal section of this RFP

Training Services – Page 103

- Stated they included this in their implementation proposal section of this RFP

Catalog Support Services – Page 103

- Stated they included this in their implementation proposal section of this RFP

Help Desk Services – Page 103 – 104

- Provided Help Desk Flow chart – Page 104 Figure 72
- CONCERN - EPROC-IMPL-3 thru EPROC-IMPL-5 – Tab 6 Line 6 thru line 8 – These requirements for help desk services are not available.

Transition Out Assistance Services – Page 104 – 105

- Supplier will assist with data to be exported

Other Available Services

- Tool called Aware is available to track all activities of the solution. Page 106

Video Demonstrations

Full Suite platform containing end to end procure to pay. Supplier Login screen has additional links to other services, FOIA request, public bid site, new supplier registration and help desk information. Supplier portal page has announcements, registration progress and many other widgets showing information about the vendor. Links on left takes supplier to registration information. Has change log for changes to registration. Links across top takes them to contracts, bids, catalogs, invoicing and performance links. Buyer has landing page with to do lists and many other widgets and analytical reports. Links on right allow access to supplier registration, sourcing, contracts, etc. Across the top has links to the other modules they have access based on the roles assigned. Can search suppliers from the supplier landing screen. 360 supplier is available, and the left side of the landing page give the user access to each of the section of a supplier's registration. Bid Management module has search ability and project creation. Solution is wizard driven and has setup options on left side of screen. Has scoring capability and houses templates and libraries to aid in bid creation. Supplier can view bids without logging into their portal. If interested, can add themselves to the bid and log into their portal. Responses are wizard driven. The system allows for individual and consensus scoring of proposals. Can send out award notifications to suppliers by creating scenarios. Can create separate contract record or create a contract from a sourcing event. The creating contract process is wizard driven. Offers Word authoring of contracts and a library to house contract templates that can be used to create contracts. Can submit contracts into workflow approval. Has integration with DocuSign and other solutions. Buyers search for products via the procurement home page with is configurable dashboard. Can have hosted or punch out catalogs which are searched on with each search. Can put items in a "kit" search. Requisitions can be configured with budget information sent over from the ERP. Workflow can be applied to each requisition. Requisition and PO are linked in the

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INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 11/24/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

system. Supplier logs in to their support to manage orders. Invoicing module has several invoice options. User can flip an invoice to a receipt which can be put into workflow. Supplier can see payment status in their customer portal. System does have analytics with 3 different options for reports including queries and data visualization.

•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG_Ivalua

CATEGORY #(s): 2

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - KPMG, LLC over 120 old.
 - Proposing the "Ivalua solution"
 - Much experience in source-to-pay.
2. Previous Projects
 - 5 projects listed, all State. The projects listed fit Category 2.
 - State of Ohio. Interfaced both inbound and outbound with the State's PeopleSoft ERP.
 - State of Arizona. Integrated and interfaced both between CGI Advantage ERP, Tririga, and Ivalua.
 - State of Alabama. Integrated and interfaced both between CGI Advantage ERP and Ivalua.
 - State of Texas (TRS). Interfaced both inbound and outbound with the State's PeopleSoft ERP.
 - California Dept. of Transportation. Migrated contracts from legacy system to Ivalua.
3. Subcontractors
 - Ivalua – Est. 2000. Eprocurement platform.
4. Organizational Chart
 - Yes – both org. chart and job descriptions.
5. Litigation
 - Vendor states they have no pending litigation that **will materially affect** the firm's operations or ability to perform services for us.
6. Financial Viability
 - Yes. Provided unaudited balance sheets and further descriptive information.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG&Ivalua

CATEGORY #(s): 2

DATE: 1/8/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- Intro (page 2) discusses what areas KPMG/Ivalua will provide.
- After full review KPMG is offering: A (6) Alternative Funding Models, E. Implementation, F. Managed Services, and G. Other Available Services, to apply towards the Ivalua Solution. Because of this, I have highlighted these areas specifically to be aware of what is KPMG.
- KPMG LLG with The Ivalua Solution.
- SaaS Hybrid Cloud Solution.
- KPMG is not mentioned much at all in the Matrix.
- Have numerous concerns with the number of assumptions they take.
- Many of these assumptions (page 181 – 187) are contractual terms and conditions in nature versus an assumption.
- Some assumptions may be deal breakers for the Contract.
- Concerns with the numerous exceptions (pages 189-221) they take and that many States could not agree with.

A. General Principal and Requirements

1. Key Solution Functionality Elements – p. page 2 - 5

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.
- Single landing page for the single point of entry with same look and feel throughout the whole system.
- Smart Routing: workflow is tailored to meet each organization's needs
- Compliance: Ivalua continues to build in public sector best practices throughout the solution. Some of these features include:
 - Native public transparency portal
 - Renaming throughout the solution to align to public procurement terminology
 - M/WBE Management

- Sealed Bidding
- Subcontractor Reporting
- Cooperative Reporting
- Portal: All users (internal and external) have ability to access their account through portal and personalize their page.
- Open Marketplace Environment: They express they want it like a “Google experience” - modern digital and ecommerce experience, driven by search and content.
- Integration: Robust Integration Toolbox with capability to connect with multiple ERP solutions, third-party data providers, and suppliers’ systems. Ivalua supports multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI, SFTP, HTTP, etc.). Our integrations toolkit and library connects to over 60+ ERPs and includes hundreds of data mapping formats and standard integration templates.
- Workflow: Ivalua expresses this area as one of their “crown jewels” – area of expertise.
- Document Management: Core platform with an integrated foundation.
- Reporting: Many out of the box reports and the ability for users to create their own. Reports can be simple to graphs, bar, line, pie, etc.
- Configurable: Ivalua claims their SaaS solution is the most configurable hosted solution on the market as extensively reported by industry analysts.
- Transparency: public portal allows for transparency and authorized users have ability to get oversight through audit trail.

2. User Experience – p. page 6 - 7

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
- KPMG’s explanation of Ivalua’s User Experience is short, but addresses most of the points. I do not see anything on Wizard-driven capabilities.

3. Bidder Best Practices and Roadmap – p. page 7 - 9

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
- Major Software Product releases are delivered by the Ivalua R&D division twice a year.
- Client can choose to upgrade their client application either 18 months or 24 months
- Ivalua leverages advanced technologies such as machine learning, natural language processing (NLP) etc. and are members of various industry and procurement or supply chain associations, that contributes to their knowledge.
- Updates can be scheduled by the State
- During the implementation phase, Ivalua together with State will work to better, more effective solutions, processes, and approaches, based on their experience. These will then be built into the design of the solution.
- Product Roadmap: No direct 3-year map, but a high level of what is being worked on.
 - Investing heavily in developing specific capabilities to meet Public Sector Procurement needs. Approximately 60% of the roadmap items coming from the customers information.

- They have a dedicated Public Sector team.
- Enhancements in mobile experience.
- Invoicing and payments investments.
- Enterprise-wide AI powered **Contract Lifecycle Management (CLM)**
- Supplier Risk and Performance – adding and enhancing new features / capabilities
- Highest level of security – investing resources to maintain highest level.
- Continue toward more seamless and simpler.

4. Innovations and Value-Added Features/Services – p. page 9 - 11

In addition to the stated requirement, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

KPMG discusses Ivalua offering all these innovations and value adds versus KPMG on any of them.

1. **Help Desk – level 1: Provide suppliers or internal users to get on- demand help from Ivalua if they run into difficulties using the system. Level 1 help desk is the users first interaction when they need help, as opposed to a State/organization managed help desk.**
2. **Advanced Services Procurement:**
3. **Expenses:**
4. **Vendor Master Management**

5. Customizations/Extensions – p. page 11

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.

• Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- **The Ivalua SaaS platform relies on configuration, not custom code, as the means for clients to modify and maintain a solution that meets their needs.**
- **enhancements are not custom code but instead configuration & data and that configuration & data is carried forward with the State's instance as the Ivalua solution is updated.**
- **Ivalua keeps an extra environment of a copy of the State's customizations / extensions.**

6. Alternative Funding Models – p. page 11

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
 - Explain how each model would work;
 - Identify the benefits that Participating Entities and their suppliers would realize; and
 - Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

- **KPMG proposes two options:**
 - **Hybrid fixed fee plus transaction-based funding model – a model where the State pays a reduced fixed fee and they finance a portion of the program cost through a transaction fee-based funding model.**

- Value-Based Funding Model – a model more common in commercial/private procurement programs is to develop a “self-funding” or “value-based” funding model with limited cost to the State.

7. Contract Transition and Flexibility – p. page 13

- KPMG notes what can go into transitioning and then answers this with: *We will work with the PE to assess the above and other factors and mutually agree to transition from a state's current contract to a new contract or amendment under the terms of a newly awarded Master Agreement and PA where requested or applicable.*

B. Functional Requirements: pages 15 – 51

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

- General Functionality.** Tab 2, GEN-1 through GEN-40 and - p. 15
 - 1-C-“Customization/Extension” and 7-CF “Configuration Item”
 - 6 – Medium
 - #4 – No extra cost for integration between solutions – can all be done in software.
 - #9 – Able to use our commodity code, but will need to configure a crosswalk.
 - #35 will need configuration
 - #36 – **Esignature capability.** Ivalua system allows for native plugins of popular softwares (DocuSign, Universign, and AdobeSign), but doesn't have it built into Ivalua system.
- Supplier Portal.** Tab 3, SPR-1 through SPR-23 and - p. 15 - 16
 - 4-CF “Configuration Item”, 1-TP-“Third Party”
 - 3 – Medium
 - #1 - The Ivalua supplier portal is completely free of charge for suppliers
 - #19 – Submitting of admin fee payments will require a third party payment provider.
- Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43 and p. 17 - 23
 - 5-“INT-Integration/interface”, 2-TP-“Third Party”, 1-“C-Customization/Extension”, 4-CF “Configuration Item”, and 1-N“Not Available”
 - 7 – Medium
 - Seem to meet requirements except for:
 - VDR 18, 19, 20, 24, 25, 26, and 27. – All will require integration with a third party system either for tax or SOS, etc. **Ivalua system can integrate, but State needs to find their own third party solution.**
 - VDR 31 – Configuration needed on workflows to meet each organizations approvals.
 - VDR 32 – Does not meet requirement – vendor states due to security reasons.
 - VDR 38 – 40. Although realtime, scorecards will need to be configured.
 - VDR 43. Configuration needed.
- Buyer Portal.** Tab 3, BPRT-1 through BPRT-15 and - p. 23 - 25
 - 1-“INT-Integration/interface”, 5-“CF-Configuration Item ”
 - 3 – Medium
 - BPRT 8 - Ivalua system provides the ability to drive notifications for various alerts both on screen and through email, **however not a daily summary notifications. CF needed.**
- Need Identification.** Tab 3, NEED-1 through NEED-7 and - p. 25
 - 1-“C-Customization/Extension”, 1-“CF-Configuration Item ”
 - 2 – Medium
 - NEED 1: The fully integrated system has a single landing page when a user logs in.
 - NEED 4: Ivalua system workflows have configurable steps that allow for setup in any sequence, the ability for variations to be invoked based on the context (user's organization, commodity, dollar value, geography, etc.), and workflows can be set to require specific "actors" who have

profiles to either approve, amend or deny a request coming to them. Workflows include both manual (human input needed) and "automatic" steps that apply business rules to send alerts and/or route objects (Requisition, PO, Invoice, Contract, sourcing award, etc.) accordingly.

6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11 and - p. 26 - 30
 - a. 2-"INT-Integration/interface", 1-TP-"Third Party", 6-"C-Customization/Extension", 38-CF "Configuration Item", 5-ID "In Development" and 2-N"Not Available"
 - b. 21 – Medium, 2 - High
 - PRD 12 – **CLARIFY** – Does "force" attaching the terms and conditions of contract to the requisition and carry forward to POs and beyond mean the State will manually need to attach each time (transaction)?
 - PRD 15 – States no size limit to amount of data a client can store – **only cost \$\$ to consider. If enter into Contract with Ivalau make sure to spell this out in the Contract.**
 - PRD 28 – Their system can handle negative items with some configuration.
 - PRD 29 – The Ivalua system can handle \$0 value items. **It does not mention configuration.**
 - PRD 37 – **Ivalua system does not have this requirement.** They explain it as: *"This is possible if data from external sources are loaded through spend analytics for comparison. Web scraping of retail sites to compare pricing to the larger market (outside of the Ivalua system) is not supported."*
 - WRK 1 – 28: Workflow Functionality seems to be a strong suit as it is very streamlined and customizable as needed – a big plus for States. Can meet all requirements with none to some configuration.
 - Meets most PO requirements.
 - PO 6 - Only meets ½ requirement. Creates PO # in system for you. Does not let create own PO number – would need to be configured.
 - PO 16 – Esignature – doesn't come with the system. Will need to be State's third party that can be integrated.
 - PO-15: System does not have the capability to have two versions of a printed purchase order.
 - **Payment Card Functionality PC 1 – 21: This is not a strong area for Ivalua. They system currently does not provide many of the requirements with a promise of an anticipated release in 2022 that will or customization. A work around will need to be established for Pcards if this system is chosen by a State.**
 - Request through Pay Receiving RC1 – 21: Meets all requirements with some configurations needed.
 - Invoicing INV 1 – 11: Meets all requirements with some configurations needed.
7. **Catalog Capability** - Tab 3, CAT-1 through CAT-40 and - p. 31 - 33
 - a. 12-CF "Configuration Item"
 - b. 2 – Medium
 - CAT 6 & 7: Meets the requirement of Unlimited catalogs and items per catalog.
 - Meets all requirements with some configurations needed.
8. **Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151 and - p. 33 - 42
 - a. 2-TP-"Third Party", 33-CF "Configuration Item", 8-"C-Customization/Extension",
 - b. 6 – Medium, 1- High
 - E-signature third party applies here also.
 - Posting items to the State's public procurement website (i.e. notice of award and solicitation documentation) requires a High amount of customization and Ivalua recommends another approach. SRC76
 - Otherwise SRC 1-151: Meets the requirements of Sourcing / Bid Management Workstream with some configurations needed.
9. **Contract Management.** Tab 3, CNT-1 through CNT-88 and - p. 43 - 46
 - a. 3-TP-"Third Party", 24-CF "Configuration Item", 3-"C-Customization/Extension",
 - b. 6 – Medium
 - CNT 12 – 14 requirements – Same E-signature Third Party.

- CNT 64 – Concern having a link to the punchout/catalog. Not standard functionality in Ivalua System, could be customized. Ivalua recommends a standard public item browse in which users can search by contract.

10. Vendor Performance Tab 3, VPE-1 through VPE-25 and - p. 46 - 47

a. 14- CF “Configuration Item”

- VPE 1 – 11 all require Configurations which are suggested as a questionnaire for metrics.
- Remaining items meet the requirements of vendor performance none or little configuration needed.

11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37 and - p. 48 - 51

a. 1-ID-“In Development”, 7-CF “Configuration Item”, 1-“C-Customization/Extension”, 1-INT”Integration/interface”

b. 3 – Medium

- PDA 3 – 5: Ivalua system has a large reporting tool with a variety of adhoc reports that are exportable in common formats.
- PDA 20 – 21: Pcard related reports are not available as the system does not have the function yet – In 2022 version software update.

C. Technical Requirements: pages 53 - 67

- 1. Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- Page 53. Ivalua is accessible 24/7 days a week. They guarantee a Hosting SLA uptime of 99.8% outside of scheduled maintenance, which will never occur during Peak hours. Scheduled maintenance occurs once a month on a weekend around midnight and the system is down for a maximum of 30 minutes if required.

- 2. Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*

- Page 53. Ivalua is working with a third party to implement accessibility of the system in accordance with the WCAG 2.1; however, do not have right now. VPATs are completed.

- 3. Audit Trail and History** RTM: Tab 4, TECH-1 through TECH-5 and - p. 53

- TECH 5 - In the Ivalua Solution, while a user is logged on, all actions and activities are registered, logged and time-stamped.
- Ivalua meets all the requirements, no concerns.

- 4. Browsers Supported** - p. 54

- The general web browsers are supported (Microsoft Internet Explorer, M Edge, M Edge Chromium, G Chrome, Firefox, and Safari). Microsoft Internet Explorer compatibility mode is not supported. No concerns.

- 5. User Accounts and Administration** RTM: Tab 4, TECH-6 through TECH-20 and - p. 54 - 57

a. 4- CF “Configuration Item”

b. 1 – Medium

- TECH 6: Access to the app is controlled by an authentication method.
- TECH 11 – Information is available in real time.
- TECH 12 – requires CF. Linked accounts set up for internal users only but can be configured to allow a supplier account.

- 6. User Authentication** RTM: Tab 4, TECH-21 through TECH-25 and - p. 57

a. 1- CF “Configuration Item”

- TECH 22: Ivalua Solution supports SAML 2.0 protocols for Single Sign On. The Ivalua Solution has been integrated with the most popular Identity providers.

- TECH 24 – **CLARIFY** – the system has a password policy, but unsure if it can conform to the State's password change policy.
- Federated Identity Management** – Pages 49 – 50 and - p. 58
- Users will only require one ID and pw to access the full solution.
7. **Data Conversion** RTM: Tab 4, TECH-26 through TECH-34 and - p. 59
- 2- N "Not Available", 2- CF "Configuration Item"
 - 2 – High
- **TECH 27 – 30 are not supported** (*conversion of in-process purchase request & POs, Active Solicitation data, *All Contract data, and Vendor Performance data). *TECH 27 and 29 can be configured but are rated a very high level of complexity.
 - It seems any historical spend, user account data, and chart of accounts data requirements can be met.
8. **Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60 and - p. 59 - 61
- 2- CF "Configuration Item",
- TECH 35 - Ivalua totes their strong integration capabilities with major ERP systems.
 - TECH 36 – **CLARIFY**. They list that they can import and export data with 3 out of the formats the State requests in the requirements. **What about the others?**
9. **Office Automation Integration** RTM: Tab 4, TECH-61 and - p. 61
- Meets all Word products mentioned.
10. **Mobile Device Support** RTM: Tab 4, TECH-62 and - p. 61
- Is responsive on a mobile device screen, but does not have a mobile app.
11. **Mobile Applications** - TECH 62 and - p. 61
- TECH 62 - Ivalua works with Internet Explorer, Edge, Firefox, Chrome, and Safari.
 - Does not have a mobile app.
12. **Data Ownership and Access** - p. 62
- States remain owners of their own data and control own data.
 - Through term of the contract, State can export data using features available in the Ivalua system through the Query extraction tool.
13. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63 and - p. 62
- **CLARIFY** Ivalua responded in TECH 63: "Ivalua maintains data in its systems with Ivalua's data retention schedule." But on page 62 it's the State's data and they decide what information to be stored, how, when in accordance with the Contract.
14. **Disaster Recovery Plan** - p. 62 - 63
- Ivalua does have a Business Continuity (BC) and a Disaster Recovery (DR) Program based off on ISO/IEC 22301 standard framework. The plan is reviewed and approved by Ivalua management annually. Additionally, this is communicated to all relevant stakeholders.
 - Have secondary servers geographically located elsewhere.
15. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67 and - p. 63
- Provided 3 environments (Development, Acceptance, and Production).
 - Training or other environments are EXTRA.
16. **Solution Technical Architecture** - p. 63 - 65
- Ivalua cloud features a "multi-instance" architecture of which isolates all customers' data from each other.
 - All interactive end user activities are performed using a standard Microsoft, Firefox, or Chrome web browser. There is no requirement for customers to install any client software on any desktop, laptop, tablet, or smart phone to access their Ivalua instances.
Application Arch. – Servers are in undisclosed location. The app. is built on Microsoft 64-bit technology stack, including .NET, C#, ASP.NET SQL Server and SQL Server Analysis and open standards such as REST Web Services, JavaScript, HTML, XML, and JSON.
 - Ivalua also provides an EDI tool as part of the products supporting SFTP interface, AS2 and REST APIs, Ivalua Solution also integrates off-the-shelf packages (COTS and Open Source).
 - Diagrams provided.
17. **Solution Network Architecture** - p. 65 - 66
- Diagram provided. All Ivalua's data center/laaS partners adhere to stringent data center certifications such as: ISO 9001/14001/ISO 27001/SOC I and II

18. System Development Methodology - p. 66 - 67

- Seems to meet.

19. Service Level Agreement - p. 67

- Ivalua attached their own SLA, but I do not see where they reviewed the RFP's SLA or commented on it.

D. Security Requirements: p. pages 69 - 81

1. Cloud Security Alliance (CSA) Compliance

- CAIQ completed.

2. Security and Privacy Controls

3. Security Certifications

4. Annual Security Plan

5. Secure Application and Network Environment

6. Secure Application and Network Access – Tab 5, SEC-1 through SEC-6.

- Requirements in this section are met.

7. Data Security – nothing to add.

8. Personally Identifiable Information Protection – nothing to add.

9. Security/Privacy Issue Occurrence – nothing to add.

10. PII Data Actual/Attempted Access or Disclosure – nothing to add.

11. Security Breach Reporting – nothing to add.

E. Implementation Services Requirements: pages 83 - 101

1. Project Management

- KPMG will provide a dedicated senior PM.
- They mention similar projects in Alabama, AZ, Ohio, and Vermont.
- Key PM tasks KPMG commits to:
 - Establish PM Office and Project Governance
 - Scope Management
 - Schedule Management
 - Budget Management
 - Quality Management
 - Resource Management
 - Communication Management
 - Risk Management
 - Issue Management
 - Set up program logistics
 - Align on project templates for status reporting
 - Establish and execute program meeting and communication plan
 - Execute program and governance management processes
 - Execute progress status reporting
 - Perform ongoing risk mitigations and issue tracking
 - Execute project change control and escalation process
 - Setup processes for and conduct Steering Committee updates per your organization's structure
 - Coordinate with eProcurement solution provider CSM
 - Manage all dependencies are accounted for across all parts of the implementation.

2. Project Implementation Methodology p. 101 – 112

- KPMG calls their implementation methodology "Powered Procurement" and label it as a proprietary and accelerated Enterprise Business Transformation approach for Ivalua and other cloud-base solutions. Additionally, they claim acceleration through proprietary tools and templates. The tools mentioned are all very familiar PM tools, unsure how proprietary they are.
- KPMG describes the following approach/methods for implementation to accelerate their process:
 - Vision
 - Validate
 - Construct
 - Deploy

- Evolve
- Supplier Enablement
- Change Management
- Learning and Development

3. Catalog Support Services p. 112 – 115

- Ivalua has a robust catalog capability for items within the system.
- For items outside the system, KPMG offers to deliver and support a marketplace solution.

4. Data Conversion Services p. 115 – 123

- KPMG will work with the State to define the data conversion strategy and convert in three steps:
 - Extract
 - Transform and load
 - Data reconciliation

4. Interface/Integration Development Services p. 123 – 128

- KPMG will help perform for the State with the assumption (page 128) that there will be middleware solution or adapter to manage the integration of data between Ivalua, your ERP, and any optional applications.

5. Organizational Change Management (OCM Services) p. 128 – 138

- KPMG describes their OCM methodology as proprietary and calls it “Make It” methodology; however, it's typical OCM.

5. Training Services – p. 138 – 148

- Will provide all training as requested / required.

6. Help Desk Services - Tab 6 IMPL 1 – 5 and – p. 148 - 149

- KPMG will develop the appropriate support strategy. They will train all help desk staff to prepare for ongoing post implementation support. They offer to provide level/tier 2.
 - Tier 1 is to be provided by the “Client”
 - Tier 2 is to be provided by KPMG
 - Tier 3 is to be provided by Ivalua or Client, depending on whether the issue is with the Ivalua system or the Client-side integration/interface.

7. On-Site System Stabilization Support – p. 150

- Meets some of the onsite system stabilization support. – Handles it through level /tier 2. negotiation suggested

F. Managed Services Requirements: 154 - 166

1. Solution Support – p. 154 - 158

- KPMG provides what they call Powered Evolution services to help sustain the State's investment.

2. Organizational Change Management (OCM Services) – p. 159 - 160

- Yes, see above, meets requirements.

3. Training Services – p. 160 - 162

- Yes, see above, meets requirements.

4. Catalog Support Services – p. 162

- Yes, see above, meets requirements.

5. Help Desk Services – p. 162 - 163

- Partially meets req'ts. It is unclear whether KPMG would provide Tier 1 support or if the Participating Entity must provide that level. Note that in the Support Services section on pg. 155 the Table list “Base Services” refers to L2 and L3 support which implies that the Participating Entity is providing L1 (Tier 1) support

6. Transition Out Assistance Services – p. 163 - 165

- They provide a complete transition out assistance service plan.

G. Other Available Services: p page 167 - 175: RTM: Tab 7 MNGD-1

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

- Strategic Sourcing: Provide “strategic sourcing process entails spend analysis, market analysis, demand research, go-to market strategy development, bid document creation, bid evaluation and analysis, supplier negotiations, and contract awards.”

- Should-Cost Modeling: Provide cost modeling using “Data Engineering, External Market Data Library, Granular Economic Modeling, Advanced Root Cause Analysis”.
- Contract Performance Management (CPM): Provide contract management for the State/Entity, identifying contract leakage and taking corrective action.
- Localization Support: “help onboard the remaining agencies as a part of the post implementation activities”... “loading data, training end users, and deploying the solution”.

H. Video Demonstrations:

- 44 minute demo. Well done from beginning to end. Was able to follow the eprocurement process from beginning to end of each module of their total solution.
 - Cooperation; Use of information and State Materials.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (KPMG - Ivalua)

CATEGORY #(s): 2

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- All 3 Preliminary docs
- No cyber liability
- Ivalua solution
- Full-scale procurement transformation solutions; help optimize "Source-to-Pay" processes.
- 300+ eProcurement implementations
- Powered Enterprise approach, pre-configured, eProcurement solution, providing a set of leading practices as a starting point to map requirements. This could benefit a single stream approach so long as modules do not have strict dependencies.
- Challenges and trends for government procurement
- Factors shaping the future of procurement

2. Previous Projects

- State of Ohio – eMarketplace, Supplier Management, Procure-to-Pay. Source-to-Contract
- State of AZ - Vendor Management, Requisitions, Purchase Orders, Receipts, Invoices, Master Data, and Inventory
- State of Alabama - Master Data (Suppliers, Chart of Account Elements)—Budget Validation—Purchase Orders—Invoices
- Teachers Retirement System of Texas - Source-to-Pay implementation, including general platform, supplier management, purchase request/intake, sourcing, contract authoring and management, KPMG proprietary tool cognitive contract management (CCM), purchase/change order, invoicing, payment, and reporting
- CalTRANS - Supplier Information (internal facing only) and Contracts modules (SINGLE STREAM example)

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3. Subcontractors

- Ivalua
- Description and qualifications
-
-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

4. Organizational Chart

- Combined state, KPMG, and Ivalua proposed eProcurement org chart
- Roles defined
-
-
-

5. Litigation

- KPMG is not aware of pending litigation that would materially affect KPMG's operations or ability to perform services for this RFP
-
-
-

6. Financial Viability

- Unaudited condensed balance sheets provided from 2020 - 2018
-
-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: KPMG
CATEGORY #(s): 2
DATE: 12/31/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Individual Workstream definition by KPMG

Sourcing/Bid Management

—Workstream 1: Supplier Portal

—Workstream 2: Buyer Portal

—Workstream 3: Identification of Need

—Workstream 6: Sourcing/Bid Management

Contract Management

—Workstream 1: Supplier Portal

—Workstream 2: Buyer Portal

—Workstream 3: Identification of Need

—Workstream 7: Contract Management

Supplier Management

—Workstream 1: Supplier Portal

—Workstream 2: Buyer Portal

—Workstream 5: Supplier Enablement/Management

—Workstream 8: Supplier Performance

Request through Pay & Catalog Capability

—Workstream 1: Supplier Portal

—Workstream 2: Buyer Portal

—Workstream 3: Identification of Need

—Workstream 4: Request through Pay & Catalog Capability

—Workstream 9: Purchasing/Data Analytics

General Principal and Requirements

Key Solution Functionality Elements **Ivalua solution** implemented by KPMG. single point of entry smart routing compliance portal open marketplace environment integration workflow document management reporting configurable transparency

User Experience Human centered design streamlined experience home page for users

Bidder Best Practices and Roadmap New releases solution utilizes latest technologies updates are timely alternative processing approaches and best practices product road map simpler seamless

Innovations and Value-Added Features/Services Help desk? Advanced services procurement RFX profiles configurable profile seniority configurable working duration work assignments time and material purchase requests timesheet receiving expenses vendor master management.

Customizations/Extensions Ivalua SaaS platform relies on configuration, not custom code – The functional requirements (RTM) offer numerous customizations.

Alternative Funding Models KPMG proposes -that the Participating Entity pay a reduced fixed fee and finance a portion of the program cost through a transaction fee-based funding model. Fixed fee payment

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **KPMG**
CATEGORY #(s): 2
DATE: **12/31/2021**
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: **Maine**

reduced to 50 75% of implementation costs. A transaction fee of 1- 3 percent added to every purchase order processed. **Option 2** Value based funding model - Value levers R strategic sourcing, spend visibility, spend compliance, early payment discounts, improved P card usage , supplier payment method, process efficiency improvement.
Contract Transition and Flexibility will work with the participating entity to assess.

Functional Requirements

General Functionality - 1 Customization with medium level up effort , 7 configurations w/5 med 2 low loe, and 32 out of the box.
Supplier Portal - 4 configuration w/2 medium and 2 low level of effort, 1- 3rd party w/med effort and 18 out of the box
Supplier Enablement/Management 4 integrations w/med effort, 1 customization, 4 configurations with low level of effort, 1 not available, 2 third party with medium level of effort, 1 third party and integration with medium level of effort, and 30 out of the box.
Buyer Portal 5 configurations w/2 medium and 3 low effort, 1 configuration with medium Loe, and 9 out of the box
Need Identification 1 Customization with low effort, 1 configuration with low effort, and 5 out of the box
Request through Pay 40 out of the box, 1 n/a, 21 configurations with low and medium LOE, – **Purch Req**, 4 Configurations with 1 med and 3 low effort , 1 customization with medium level of effort, 1 third party with low level of effort comma 26 out of the box for **Wrkflw mgt**, 2 customizations with medium level of effort, 8 configurations with low and medium level of effort, 19 out of the box for **PO gen and mgt**, 6 customizations with 2 low and 2 medium and 2 high level of effort 21 out of box for **Pcard**, 1 configuration w/low effort, 1 business process with low level of effort, One customization with low level of effort, 7 configurations with 1 low and 6 medium level of effort, and 14 out of the box for **Receiving**, 2 configurations with low level of effort, 9 out of the box for **invoicing**.
Catalog Capability 12 configurations w/medium (2) and low (10) LOE, 1 Not available, 27 OOBX
Sourcing/Bid Management 33 Configurations with medium and low level of effort , 2 third parties with low level of effort, 8 customizations with 1 medium and 7 low level of effort, 108 OOBX
Contract Management 3 customizations with low level of effort, 24 configurations w/low and medium LOE, Three Third parties with low level of effort , 58 OOBX
Vendor Performance 14 Configurations with low level of effort , 11 OOBX
Purchasing/Data Analytics, 1 customization with medium level of effort, 7 configurations with low level of effort, 1 in development with medium level of effort, 1 integration with medium level of effort, 27 OOBX

Technical Requirements

Availability Accessibility 24 hours a day seven days a week hosting SLA uptime 99.8% outside of scheduled maintenance.
Accessibility Requirements Working towards meeting WCAG 2.0 level AA. Working with third party company to audit and value a platform VPAT completed in available upon request
Audit Trail and History All user actions and activities are registered logged in time stamped. Every transaction created every status change every movement to the next step in a workflow in every addition or deletion of a data item is logged. If audit trail must be activated for specific field the auditable checkbox can be marked corresponding to the field on the value a table.
Browsers Supported Internet Explorer all Microsoft supported versions , Microsoft Edge last three major releases, Chrome last three major releases, Firefox last three major releases.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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DEPARTMENT/STATE: Maine

User Accounts and Administration Application pages and functions are controlled by profiles , authorization, and perimeters. A perimeter can be geographic or functional , or a combination of both. User roles and user access are defined through administrative components. Only users with the appropriate profile can load a page or execute a function. Possible to limit the data access of business objects on a per user basis.

User Authentication Supports multiple authentication schemes; login password authentication, single sign on with saml 2, two factor authentication, reverse proxy II S agent. Password rules are fully customizable.

Federated Identity Management– supports SAML 2.0 protocols for Single Sign On

Data Conversion Conduct a data assessment. Data strategy will be established identifying the data conversion scope. Leverage ivalua tools. Combination of ivalua and participating entity resources perform data conversions which include methodology to perform several iterations in small batches to test and validate. Too Simple? Data cleansing not evident at the source or during testing.

Interface and Integration Integration capabilities with major ERP systems and standard integration with suppliers and 3rd party business services. Offer standard interface templates out of the box.

Office Automation Integration Word excel and PDF

Mobile Device Support Screen menus change from PC layout to mobile friendly layout.

Mobile Applications Mobile solution is not based on mobile app but mobile web solution

Data Ownership and Access Applies a single data classification to all customer data. Internally customer data is confidential and limited to a small number of individual individuals on a need to know basis.

Customers remain the data owner and data controller of all data and control it in accordance with their access control data retention and data classification policies. Through the term of contract customers can export data.

Date Retention, Archive and Purge Considerations Customers decide what information is to be stored, how it is to be used, and how long it is retained. I value a does not delete or modify customer data unless requested by the customer , and only processes data in accordance with contractual obligations and customers configuration of their instances

Disaster Recovery Plan BC and Dr program is based on ISO I EC 22301 standard framework and is tested annually. Not clear if clients are involved with testing unless they are relevant stakeholders.

Solution Environments Development, acceptance, production.

Solution Technical Architecture Multi instance architecture delivers a logical single tenancy by isolating all customers data from each other. Application servers are in a discrete network segment. Database layer consists of database servers, installed in a discrete non Internet routable network segment. No Co mingling of any customer data between application instances and databases.

Solution Network Architecture Dedicated DMZ, network segmentation, dedicated URL, and site to site VPN which is a paid service. Intrusion detection system and intrusion prevention system monitors.

Firewalls filter inbound and outbound connections to the Internet as well as between intra sites VLAN zones. VLAN partition various networks. Principle of least access. Monitoring logs unexpected network activity and notifies staff in real time via emails and text messages physical access control through identity control, badge access, interior and exterior video surveillance . Security guards 24 7365 dedicated locked racks on interruptible power supply with diesel generator redundant heating ventilation air conditioning firesafety inert gas all components are fully fault tolerant including uplinks storage chillers HVAC systems HV AC everything is dual powered.

System Development Methodology Open web application security project OWASP. Secure SDLC policy and procedures. New features are evaluated for security impact during design phase with regular code reviews peers and SA St tools. Tested for effectiveness during the QA process. Development process based on agile methodology with iterative approach. Penetration testing conducted prior to major software release by independent security firm. Cloud services are in accordance with NIST security

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INDIVIDUAL EVALUATION NOTES**

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DEPARTMENT/STATE: Maine

focused configuration management of information systems guidelines. All application changes and updates are at the customer request and controlled by the customer they are performed behind the scenes for minor updates or through scheduled downtime for major updates.
Service Level Agreement SLA performance credits When performance falls below 99 point 8%. RTO 48 hours 8 hours 4 hours RPO 24 hours 24 hours 12 hours these are standard premium and platinum service levels and presumably additional cost

Security Requirements

Cloud Security Alliance (CSA) Compliance CAIQ completed
Security and Privacy Controls currently validating controls and safeguards against NIST SP 800 53 revision 4 moderate
Security Certifications ISO IEC 27001, SOC2, ISAE 3402 Europe, annually audited for HIPAA. Not currently audited for PCI DSS compliance. Fedramp ready with our Gov cloud
Annual Security Plan Ivalua has built its security program and implemented an Information Security Management System (ISMS) in accordance with ISO-27001. The security controls deployed are in alignment with ISO/IEC 27001 and NIST SP 800-53 "Moderate" baseline requirements to address the information security risks. We are certified SSAE-18 (US) and ISAE3402 (Europe).
Secure Application and Network Environment Ivalua has implemented proactive security procedures, such as perimeter defense and network intrusion prevention systems to secure its perimeter. Dedicated DMZ, network segmentation, dedicated URLs, and Site-to-Site VPN (note: a paid service) are some of the other measures implemented to protect customer instances from cyber-attacks.
Secure Application and Network Access Ivalua uses a variety of strong encryption and key management protocols, cyphers, and processes from encrypting data/files in transit and at rest
Data Security Ivalua Solution architecture leverages a multi-instance tenancy model on shared servers. Our model creates a very distinct boundary between the data of each client. Each client application instance runs under a dedicated application pool process with a client dedicated identity. This model also facilitates the ability to perform upgrades and maintenance on an individual basis without impacting other clients' instances.
Personally Identifiable Information Protection compliance with the GDPR
Security/Privacy Issue Occurrence Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours. Details, special cases, and additional terms can be discussed during discovery.
PII Data Actual/Attempted Access or Disclosure same as above
Security Breach Reporting same as above

Implementation Services Requirements

Project Management KPMG project management methodology an approach includes APP M overview toolkit and governance model which includes scope, schedule, budget, quality, resource, communications, risk, and issue management. Robust offering.
Project Implementation Methodology KPMG's Powered Procurement is a proprietary and accelerated Enterprise Business Transformation approach
Catalog Support Services To enable the correct catalogs within your Ivalua, KPMG takes a methodical approach in identifying the correct suppliers fit for punch-out and hosted catalogs. Our approach consists of the following: Vision, validate, construct, deploy, evolve.
Data Conversion Services KPMG overall data conversion from your legacy system consists of three broad steps extract, transform and load, data reconciliation. Initial data extract, mock data extract,

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DEPARTMENT/STATE: Maine

production data extract, data cleansing and harmonization, transform and load process, quality assurance and reconciliation data load templates cognitive contract management optional.

Interface/Integration Development Services **KPMG will use the** Ivalua platform model to configure (rather than code-level customization) and includes its own workflow engine, document management support, SOA/web- service integration capabilities, template/field/form and related editing, security, reporting, collaboration, and third-party supplier/partner network connectivity at the core.

Organizational Change Management (OCM Services **KPMG's** approach to Organizational Change Management and Training (OCMT) is centered around engaging the right people, at the right time, with the right information. Robust methodology.

Training Services Our approach to training your organization's end users, system administrators, help desk staff, and suppliers to use Ivalua is centered on several key components; for instance: —An integrated organizational change management and training approach and methodology that drives adoption and aligns to the phases of the transformation —A Target Learning Model which builds on our experience and a robust Training Needs Assessment to deliver a robust approach to training—A collaborative approach to work with your organization and its project members to provide a strong and sustainable training solution—A blended learning approach for both internal and external stakeholder groups that helps raise end user confidenceand reinforces increased retention and adoption—A comprehensive Train-the-Trainer (TTT) program to train your identified trainers, change agents, and super users so they are ready and able to deliver end user training to their colleagues—An emphasis on internal staff preparation via Ivalua Academy and knowledge transfer sessions to help enable a Post-Implementation Transition Plan that builds lasting knowledge of the Ivalua platform. **KPMG** approach aligns with our implementation plan.

Help Desk Services The **KPMG** Service Desk will augment existing Help Desk capability by providing Case Management support for client Power Users via tickets raised through **KPMG's** ServiceNow ticketing system. Tickets will be assigned to Tier 1/Level 1 (L1) Support (Client i.e. your organization), Tier 2/Level 2 (L2) Support (**KPMG**), or Tier 3/Level 3 (L3) Support (eProcurement solution provider or Client IT Support) as applicable. **KPMG/KPMG** subcontractor can provide Tier 1/Level 1 support as well, which would be contracted by your organization. Defect resolution will include a root-cause analysis, solution explanation, testing, and deployment.

On-Site System Stabilization Support post go-live, post-implementation support/Hypercare will be provided to your organization by **KPMG** to address defects and transition to steady state run and operate mode for a period of three months. Post-implementation support will be a blend of on-site (implementation project team members) and off-site resources (**KPMG** Service Center for Help Desk Support).

Managed Services Requirements

Solution Support **KPMG's** Powered Evolution services help sustain your investment in the Target Operating Model (TOM) by keeping it refreshed and maintained after the post-implementation stabilization phase. This helps ensure that your processes continuously improve and extend capabilities and capacity as your business evolves. Robust offering.

Organizational Change Management (OCM Services Post implementation, our Organizational Change Management & Training (OCMT) practitioners help create a sense of consistency as technical changes arise. We do this by working with the implementation team to help maintain stability as the solution reaches a larger audience and as testing is conducted. Our OCM team works with Manage Services throughout the duration of Ivalua Hypercare, standard and / or enhanced support, Optional Service Packs or T&M.

Training Services **KPMG** will devise and implement a training program that will incorporate your organization's evolving policy and procedure changes and allow both Operations staff and general users

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DEPARTMENT/STATE: Maine

to remain current and compliant with these policy and procedures, as related to the solution. Operations staff also need to be equipped with answers to “How do I?” questions that users might present.

Help Desk Services KPMG’s ServiceNow ticketing system.

Transition Out Assistance Services Powered Evolution Managed Service Termination Framework -

phased approach allows KPMG to hold formal toll gate discussions as check points – robust offering.

Other Available Resources Strategic Sourcing, Contract Performance Management, Localization support,

Video Demonstrations

- Supplier portal
- Solicitation and bid module
- Scoring options
- Contract linked to sourcing event
- Renewal reminders
- Clause library
- Workflow flexible and configurable
- Shop
- Analytics with ADHOC and Dashboard reporting

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INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG-Ivalua

CATEGORY #(s): 2-Individual Workstream Implementation

DATE: 8/25/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Large company; good representation of 4 states and 3 local government initiatives
- Called out implementing Ivalua 7 out of past 9 projects
- Unsure if KPMG is consulting only
- Preconfigured solutions; do not allow unique procurement laws to be included
- Jargon with solutions, not very specific

2. Previous Projects

- Ohio is complete solution; no ROI identified
- Alabama very limited implementation primarily financial activities; too early to validate (go live 6/28/2021)
- Teachers retirement system of Texas is very limited in scope compared to statewide scope required, hasn't gone live yet still in implementation

•

3. Subcontractors

- Ivalua is new to full solution implementation (2013) previously source to pay since 2000.

•

•

4. Organizational Chart

- KPMG acting as project manager; significant customer requirement
- Implementation of Ivalua solution
- General descriptions, not specific to NASPO

5. Litigation

- Non Answer.
- Appears they are declining to disclose as requested

•

6. Financial Viability

- Did not provide D&B financial data but references a good credit rating from them. What is in the B&B report that is unfavorable that KPMG does not provide is as requested.
- Financial reports are not audited, brings accuracy into question; overly condensed and only for short period; high debt to partners.

•

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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG - Ivalua

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/14/22

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- POSITIVE– Routing workflow appears efficient
- QUESTIONING Is/can MWBE be broken out into subcategories or customized?
- QUESTIONING Search 360 appears to be level 2 punchout but uncertain if that is the functionality
- POSITIVE document management across modules is very efficient
- QUESTIONING – FedRAMP ready not yet FedRAMP certified
- QUESTIONING – Ivalua help desk is an area not contemplated in the RFP

Functional Requirements

- QUESTIONING – Is every supplier even for low dollar purchase required to establish an account?
- QUESTIONING – Can Supplier portal import other ERP solution data
- QUESTIONING – can buyers be restricted to certain business practices?
- POSITIVE – Audi workflow is good. How long is it maintained?
- QUESTIONING – are hosted catalogs searchable withing the solution and not just independently?
- POSITIVE – Search 360 ability to consider punchouts in the search
- POSITIVE – Document versioning
- INTERESTING – Public portal can act similarly to current webpage activities
- POSITIVE – MS Word document synching seems a valuable tool to save time. Would like to see more on what that looks like
- POSITIVE – reporting seems to give the user many options

Technical Requirements

- POSITIVE – multiple authentication options
- QUESTIONING – Data conversion seems very tentative and non-committal to success, just explains a very broad set of all potential options
- QUESTIONING – What ERP systems are supported?
- QUESTIONING – WebKit is for iOS. How are PC devices supported?
- POSITIVE – different environments are needed to properly test
- QUESTIONING (p.70) When will Ivalua be compliant with PCI-DSS for payment cards
- QUESTIONING – How long is the FedRAMP process to become authorized?

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG - Ivalua

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/14/22

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Security Requirements

- POSITIVE – limitations of access based on need
- POSITIVE – data at-rest and in-transit encrypted
- QUESTIONING – Customer data is limited, but customer should apply access controls. What responsibility does Ivalua have in a breach?
- QUESTIONING – What does Ivalua do in a breach situation aside from notification within 72 hours?

Implementation Services Requirements

- KPMG implementing
- Detailed description of steps, overall general in nature, unspecific to Ivalua
- Good balance of roles
- Project implementation methodology appears general in description
- Description is detailed but unspecific to Ivalua
- Punchout out does not identify Tier 2 capability
- KPMG supports loading catalogs
- KPMG has larger role in data conversion
- Customized training plan
-

Managed Services Requirements

- KPMG service desk services
- Detailed levels of focus change management focus
- Unsure what level of functionality requires additional services

Video Demonstrations

- POSITIVE - Modules
- INTERESTING – FOIA request from the solution
- POSITIVE – repository for documents
- POSITIVE – Other third-party integration (which ones?)
- POSITIVE – Catalog Management
- POSITIVE – Roles
- POSITIVE – Workflows and notifications on dashboard
- POSITIVE – Good supplier data
- NEGATIVE – P2P information limits supplier access to RFPs?
- INTERESTING – Project types can be for individual low dollar quotes
- QUESTIONING – are Outlook addresses imported for SME's?
- QUESTIONING – how are suppliers not in the system notified and able to respond?
- POSITIVE – email templates are good
- NEGATIVE – How are small businesses with technology challenges able to respond?
- QUESTIONING – Have SME expressed concern with challenges to evaluate, there are many steps and files to review?
- QUESTIONING – how are no definite quantity awards considered
- POSITIVE – contract templates

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RFP TITLE: eProcurement Solutions and Services

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CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/14/22

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- INTERESTING – Parent child hierarchy
- POSITIVE – proposal pricing comes from vendor bid
- POSITIVE – Edit versioning is good
- POSITIVE – workflows triggered by sections edited are efficient
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG & Ivalua

CATEGORY #(s): Stage 1 cat 2

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Ivalua Solution – alliance since 2013
 -
 -
2. Previous Projects
 - State of Ohio Interfaced ERP
 - State of Alabama
 - California DOT
3. Subcontractors
 - Ivalua
 -
 -
4. Organizational Chart
 - Combined org chart with Ivalua
 -
 -
5. Litigation
 - Not sure
 -
 -
6. Financial Viability
 - Unaudited balance sheet
 - No D & B
 -

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG Ivalua

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Overall

Appendix B -31 exceptions to Maine T&Cs
- 28 exceptions to the NASPO ValuePoint T&Cs
- Added terms for Help Desk and Managed Services:
o Definitions
o Provider Services Personnel
o Term and Termination
o Disclaimer and Limitation of Liability
o Indemnification
o Cooperation; Use of information and State Materials

Page 180-187 Assumptions

General, pg. 181/182

o 1st bullet: Participating Entities will "contract directly with the eProcurement Solution provider for the software licenses and with KPMG for implementation services". CONCERN, this may not be possible with some States or other Participating Entities based on their laws.

o 4th bullet: pricing is "subject to five percent year-over-year increase". CONCERN, not all Participating Entities can agree to an automatic price increase. In some cases they may need to use a Term/Condition for price increases based on an index instead. NEGOTIATION, suggest negotiating this.

o 7th bullet: "KPMG assumes up to 25% travel". NOTE, pricing reflects this amount of travel expense. NEGOTIATION, suggest having a means to reduce costs if a particular project does not need this much KPMG travel.

o 14th bullet: WEAKNESS... KPMG "may not be permitted to participate in a NASPO ValuePoint Administrative Fee or a State imposed administrative fee under this contract"

- Project Related, pg. 182-184

o 1st bullet: Fixed prices assume implementation periods of Small State=12 months, Medium State=15 months & Large State=24 months. CONCERN, this may make the prices between proposals not be comparable. Also, the time period for Small and Medium is too short.

o 2nd bullet: "Implementation plans provided assume 15 pilot agencies during each implementation. Any additional agencies/localization is out of scope and may be contracted by your organization as a change order." CONCERN, it is unrealistic to have assumed the same number of agencies for each size of State. So the pricing is not realistic and also not going to be comparable to other proposals.

o 9th bullet: "any modifications to the out of the box functionality requiring custom code" is limited to only situations where there are "statutory requirements". CONCERN, there may be RFP/RTM req'ts that end

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CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

up requiring "custom code" so suggest getting this language modified to include any changes necessary to comply with RFP/RTM reqts. NOTE, this assumption is repeated under reports (10th bullet, pg. 186) o 13th bullet: "Client will procure five environments". CONCERN, on pg. 63, "Solution Environments" it refers to 3 environments. Need to CLARIFY what is included in the pricing.

o 15th bullet "up to three supplier management questionnaires" will be configured. NEGOTIATION, suggest getting this number increased to five for Medium and Large State implementations.

o 16th bullet: "will configure up to five contract templates". NEGOTIATION, suggest getting this number increased to ten for Medium and Large State implementations.

o 17th bullet: "maximum of 25 configured fields". NEGOTIATION, suggest getting this number increased to 50 for Medium and Large State implementations.

o 19th bullet: "eProcurement system is considered the system of record for eProcurement supplier information". CONCERN, some Participating Entities may have to have the Finance System be the system of record, depends on the implementation. Suggest NEGOTIATING to strike this assumption.

o 24th bullet: "During hypercare" the Participating Entity will "perform Tier 1 support". "KPMG will act as Tier 2 support" and Ivalua "will act as Tier 3 support". NOTE, need to check this against the narrative regarding Implementation Services HELP DESK.

- Help Desk/Managed Services (pg. 184-185)

o 1st bullet: Participating Entities will be limited to 25 users that can submit tickets to the KPMG Service Desk. NEGOTIATIONS, suggest increasing this number for Medium and Large States.

o 3rd bullet: On-going help desk services assumes that the Participating Entity will provide "Tier 1 support". NOTE, need to check this against the narrative regarding Managed Services HELP DESK.

o 6th bullet: "assumes approximately 1% of the users will call/day with an average call duration lasting between 10 to 20 minutes". CONCERN, what about support for Suppliers? Are they considered "users"?

o 7th bullet: "20 to 35 calls/analyst/day is assumed (8:00 AM to 5:00 pm local time)". CONCERN, unclear how this metric fits with the "1% of the users" in the previous bullet. Also, what is meant by "local time"?

Also, same question as previous bullet regarding Suppliers.

o 9th bullet: End-user support numbers. WEAKNESS

§ the "Total end-users" count does not match the Cost Workbook req'ts.

§ The "At Go-live" numbers are too low

§ "Ramp-up" numbers based on quarters along with the implementation plan months in the Projects assumptions means Large doesn't get to 8000 users until end of 3rd year of implementation and just past 2 years for Medium and Small. This is not realistic.

o 10th bullet: WEAKNESS, Supplier support numbers for "Total Suppliers" should be 50,000 for each size State according to the Cost Workbook req'ts. Also the numbers are too low for "At Go-live".

o 13TH bullet: SLA metrics.

§ KPMG is only agreeing to two of the 10 Production SLAs, Catalog Onboarding/Maintenance and External Sources Onboarding.

§ KPMG is not agreeing to any of the Implementation SLAs

§ Ivalua is responsible any other SLAs and according to the Service Level Agreement section (pg. 67) they have their own "hosting and maintenance SLA".

§

- Reports/Conversion/Interfaces, pg. 185/186

o 1st bullet: Limits the number of reports for each size of State. NEGOTIATION, suggest increasing to at least twice the listed numbers.

o 16th bullet, pg.186: "only active suppliers, purchase orders, and contracts will be converted/moved".

NOTE, this conflicts with Implementation Req'ts Data Conversion Services, pg. 118-120, which states the "preliminary recommendation of the data conversions based on the req'ts state in the RFP" includes In-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG & Ivalua

CATEGORY #(s): Category 2 Stage 1

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Consulting firm -KPMG
 - Global and working with Ivalua
 - Experience in government procurement
 - Supplied challenges and trends
2. Previous Projects – **Marked Confidential**
 - Listed state projects
 - Supplied contact information
 - Supplied implementation dates
3. Subcontractors
 - Ivalua is the subcontractor solution vendor
 -
 -
4. Organizational Chart
 - Supplied org chart for KPMG, Ivalua and the State!
 - Supplied role names and descriptions
 -
5. Litigation
 - Stated were named as defendants but no current litigation to report
 - Stated this information is confidential
 -
6. Financial Viability – **Marked Confidential**
 - Supplied balance sheets for last 2 years
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG - Ivalua

CATEGORY #(s): Stage 2 Category 2 Individual Workstreams

DATE: 12/2/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

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This response is the same response as submitted in Stage 1. The notes from the comparison are below. I have copied over the eval notes and RTM notes over from stage 1 to this stage 2 individual work stream category.

KPMG-Ivalua: Stage 1 and Stage 2 proposal documents are the same except the Stage 2 Technical Proposal includes an "Introduction" section on pg. 2

Individual SME Comments: *The video demonstration for KPMG is the SAME as offered in the Ivalua response. The video shows the Ivalua solution, so I have copied the video notes over from the Ivalua response.*

The narrative for this response is in a different FONT than the Ivalua response, but the CONTENT in some of the response sections is the same!

The Implementation Services Requirements section moving forward (Pages 85 thru 233) is different than the Ivalua response. These sections contain much more detailed information than the Ivalua response. The RTM for this response is the same response as Ivalua.

General Principal and Requirements

Key Solution Functionality Elements – PDF Page 4 thru PDF Page 7

- Single point of entry with landing page displaying profile information. Can search from this page.
- Offers workflow routing known as Smart Routing – PDF Page 5 has sample workflow chart.
- Can tailor the system to match each organizations compliance requirements.
- Offers portal to all users external and internal that will display dashboards to manage the tasks needing to be addressed.
- Marketplace can house hosted and punch out catalogs with searching across all catalogs
- Powerful Integration tool box
- Workflow is highly configurable containing over 50 different controls. PDF Page 6
- Document management with reporting capabilities across all modules
- Public portal is offered to view the source to pay activities without an account.

User Experience – PDF Page 8

- User has configurable homepage landing which helps the user in deciding what needs to be done. PDF Page 8 shows sample homepage
- Users access is role based and tied to "authorizations". Can delegate workflows. PDF Page 9 shows delegate functionality screenshot.

Bidder Best Practices and Roadmap – PDF Page 9 thru PDF Page 11 – *Same as Ivalua response notes copied over.*

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- Releases are performed twice a year and allows the client to choose which version and when to apply upgrades. Customers are in control of the upgrades
- Constant communication with customers to stay up to speed with new technologies.
- Work closely with customers to learn their best practices
- 60% roadmap comes from clients with 20% reserved for innovation and 20% for market trends.
- Areas of significant investment are Mobile, Invoicing, Contract Management, Supplier Risk and Security. PDF Page 10
- Leveraging new AI technologies. PDF Page 11
- Automated obligation tracking and management is being enhanced.
-

Innovations and Value-Added Features/Services – PDF Page 11 thru PDF Page 13 – Same response as the Ivalua response. Notes copied over.

- Offers Help Desk support. PDF Page 12
- 90% of tickets solved in an hour. PDF Page 11
- Advanced Services Procurement - Improvements to contingent labor PDF Page 12
- Expenses – Capture PCard transactions. PDF Page 12
- Vendor Master Management – Better manage vendor data. PDF Page 13
-

Customizations/Extensions – PDF Page 13 - Same response as the Ivalua response. Notes copied over.

- Client is responsible for when they go through an upgrade cycle.
- The platform relies on configuration not custom code.

Alternative Funding Models – PDF Page 11 thru PDF Page 15 –

- Offering 2 options for this section and numbers presented are representational only.
- Option 1 - Hybrid fixed fee plus transaction-based model. Fixed fee payment and/or transaction fee of 1-3%. PDF Page 14
- Option 2 – Value Based Funding Model – Self-Funding model. Table of examples provided on PDF Page 14 and 15

Contract Transition and Flexibility – PDF Page 15

- State this process is complicated and will work with our entities based on the terms in the awarded Master Agreement.

Functional Requirements – PDF Page 16

General Functionality – PDF Page 17 - Same response as the Ivalua response. Notes copied over.

- Full Source to Pay Solution – PDF Page 17
- Automated notifications
- Single Platform and configurable solution – PDF Page 17
- Offers native public site for posting – RTM line 7
- CONCERN - EPROC-GEN-6 – TAB 2 Line 10 – Can the system be integrated based on this response?
- CONCERN - EPROC-GEN-11 -TAB 2 Line 15 - Has a limit on a file type (executables) and states size limits do exist?
- CONCERN - EPROC-GEN-15 – TAB 2 Line 19 - PO is the only printing format that is printable?

Supplier Portal – PDF Page 17 - Same response as the Ivalua response. Notes copied over.

- Unlimited suppliers with free supplier portal.

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- After establishing an account, the supplier portal has a one stop shop on their homepage. PDF Page 18
- Self-manage users with roles when they set them up in the system. Account has system admin to manage supplier's account.
- CONCERN - EPROC-SPR-5 – TAB 3 Line 9 – Does the system notification get sent via email, or does supplier just have to monitor notifications on their supplier dashboard?

Supplier Enablement/Management – PDF Page 19 thru PDF Page 25 - **Same response as the Ivalua response. Notes copied over.**

- Enablement is 2 parts, public facing page to create an account, and “full enrollment” used to be fully onboarded –
- Sample supplier registration PDF Page 20
- Supplier Full Enrollment happens after workflow approval. The information required here is banking information and W9 documents. PDF Page 21
- Integrations can be designed to verify real-time profile information. PDF Page 21
- Can create their own user contacts. PDF Page 22
- Supplier accounts have document storage and tracking. PDF Page 22 and PDF Page 23
- Solution has supplier workflow. PDF Page 23
- Internal users (Buyers) can have access to search for suppliers. PDF Page 24
- Access to view the supplier record. PDF Page 24
- Suppliers maintain their own profiles, but changes can be put into workflow for approval by internal users.
- STRENGTH - Ability to have “changes” done on a registration get put into workflow.
- CONCERN - EPROC-VDR-32 – Line 61 – Supplier's response leads me to believe they did not understand the requirement. We asked if other agencies be put into workflow, not have data passed into other state systems?
- CONCERN - EPROC-VDR-36 – Line 65 – Need to release an RFI to remind suppliers to log in and update their registration?

Buyer Portal – PDF Page 25 - **Same response as the Ivalua response. Notes copied over.**

- This is the access point for procurement activities. Homepage Dashboard – PDF Page 26
- SSO can be a login and each user's dashboard are based on their user roles
- User roles are tied to authorizations and the user is assigned a “perimeter”. PDF Page 26
- CONCERN - EPROC-BPRT-7 – Line 81 – The requirement is for the Buyer Portal, but the response received is for the “vendor” portal?
- CONCERN - EPROC-BPRT-8 – Line 82 – Does not support daily summaries of buyer notifications.
- CONCERN - EPROC-BPRT-9 - Line 83 – Cannot provide link to external users due to security
- CONCERN - EPROC-BPRT-15 – Line 89 - Supplier notification needs to be handled through the RFI module?

Need Identification – PDF Page 27 - **Same response as the Ivalua response. Notes copied over**

- The solution has a single point of entry and can manage a request in several ways via “requests”.
- Options include request form, purchase, or exemption request, create a sourcing event or contract, or gather quotes. PDF Page 27

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Request through Pay – PDF Page 28 thru PDF Page 32 - Same response as the Ivalua response. Notes copied over

- Process starts with a “request” that will populate relevant requisition details. PDF Page 28
- Exceeding contracted amount could be triggered by the allocations grid. PDF Page 29
- Requisitions are submitted to workflow. PDF Page 29
- Once approved, the requisition is flipped to a purchase order. PDF Page 29
- CONCERN – Page 29 – “At the same time, the order is transmitted to the supplier through their email, including a PDF version of the order”. No other way to send order to supplier.
- Can flip purchase orders into receipts. Page 30
- Receipts are shown on the receipt page (PDF Page 31) and then the receipt is submitted to workflow. PDF Page 31
- Invoice will be created (PDF Page 32), and then payment can be applied to the invoice. PDF Page 32
- CONCERN - EPROC-PRD-1 – Line 102 - Response refers to Sourcing event from the requisition, but requirement is asking for need identification to Purchase Request?
- CONCERN - EPROC-PRD-15 – Line 116 – Does not support executables file type
- CONCERN - EPROC-PRD-37 – Line 138 – Capturing noncontract price for later analysis is not supported.
- CONCERN - EPROC-WRK-24 Line 189 – Can the PO, PR or change request be re-submitted after it was changed?
- CONCERN - EPROC-PO-17 – Line 212 – eFax submission of orders in not supported.
- CONCERN - EPROC-PO-26 – Line 221 - Additional configuration will be required for facilitate fiscal year end.
- CONCERN - EPROC-PC-1 thru EPROC-PC-4 – Lines 227 thru 230 – These PCard requirements are in the process of being developed.
- CONCERN - EPROC-PC-5 – Line 231 - Full administration of PCards is not available in the system
- CONCERN - EPROC-PC-6 – Line 232 – Pcard maintenance is not currently available but is anticipated for release in 2022.
- CONCERN - EPROC-PC-7 – Line 233 – Ghosted cards are not currently available but is expected to be released mid to late 2022
- CONCERN - EPROC-PC-8 thru EPROC-PC-21 – Lines 234 thru 247 – These requirements will require some kind of customization, configurable item, or integration.
-

Catalog Capability – PDF Page 33 - - Same response as the Ivalua response. Notes copied over

- Ability to view catalogs are limited to the user’s organization scope
- Search results landing screen – PDF Page 33
- Can shop via hosted or punch out catalogs. PDF Page 33
- Hosted catalog process can be done by supplier. Internal user can compare catalog versions PDF Page 34
- Users can use the search functionality to search and filter results. PDF Page 34
- Item tags to find preferred items
- Search punchout and hosted in the same search. PDF Page 35
- CONCERN - EPROC-CAT-32 – Line 317 – The ability to compare catalog item search results in NOT supported.

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- CONCERN - EPROC-CAT-34 – Line 319 – Additional functionality is required to compare items and will be based on number of punchouts required.

Sourcing/Bid Management – PDF Page 35 – KPMG uses “vendor” where Ivalua uses “supplier”. Same response as the Ivalua response. Notes copied over

- Wizard solicitation set up – PDF Page 36
- Supplier can be added several ways (commodity code selection, public site, etc.) – PDF Page 37
- Has Sealed Bid functionality
- Conditionality can be applied to questions.
- Item grid (pricing) has multiple set up options.
- Notifications to supplier about event and has access to public portal
- Suggest posting information to client's website and provide link to public portal to view full solicitation.
- Suppliers need to add open solicitations to their account to create a response. PDF Page 41
- Supplier can Management of Responses. PDF Page 42
- Users can monitor suppliers' activity and award events
- Can notify suppliers and create a contract from the solicitation. PDF Page 44
- CONCERN - EPROC-SRC-3 thru EPROC-SRC-9 and EPROC-SRC-11 – Lines 330 thru 336 and 338 – Responses to these requirements refers back to EPROC-SRC-2, Line 329 which did NOT require a response? **Attention to detail!**
- CONCERN - EPROC-SRC-14 thru EPROC-SRC-21 – Lines 341 thru 348 - Responses to these requirements refers back to EPROC-SRC-2, Line 329 which did NOT require a response? **Attention to detail!**
- CONCERN - EPROC-SRC-22 -Line 349 – The response talks about envelope bidding, but requirement talks about separate Cost and Technical sections?
- STRENGTH - Has no limit on number of suppliers being invited to an event.
- CONCERN - EPROC-SRC-68 – Line 395 – eFax is not supported
- CONCERN - EPROC-SRC-70 – Line 397 – This response does not address the requirement that states the eProcurement file of the event needs to be “complete” to meet public records laws. SRC 71 has this same response which meets that requirement.
- CONCERN - EPROC-SRC-83 – Line 410 – System does not support web conferences, but supplier offered the ability to upload the recorded conference. Do they support that file type?
- STRENGTH – Size limitations can be set up by system administrator
- CONCERN - EPROC-SRC-143 – Line 470 - Must start a new solicitation instead of cancelling award on bid and move to the next highest bidder?

Contract Management – PDF Page 45 - Same response as the Ivalua response. Notes copied over

- Wizard driven entry. PDF Page 45
- Information brought over from the contract header
- Alerts on documents uploaded to the document section – PDF Page 46
- Native authoring (Word) – PDF Page 46
- Subcontractors can be added.
- Can integrate with multiple eSignature tools. PDF Page 48
- CONCERN - EPROC-CNT-16 – Line 496 – Loading of external price list for contracts will need to be worked out to identify data elements. Additional cost possible?
- CONCERN - EPROC-CNT-52 thru EPROC-CNT-63 – Line 532 thru line 543 – The supplier has used the same response for all of these requirements, but the response does not mention the

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requirement? Also see lines 555 and beyond as an example. These responses are duplicate but at least start with "this information".

- CONCERN - EPROC-CNT-66 – Line 546 – Response states alert could be posted to public portal, but requirement asks if it can be posted to state's procurement website.
- CONCERN - EPROC-CNT-67 – Line 547 – The response does not address the email notification listed in the requirement?

Vendor Performance – PDF Page 48 - **Same response as the Ivalua response. Notes copied over**

- System has supplier performance dashboard. PDF Page 48
- Allows ability to track a supplier's performance.
- Improvement plans provide a collaboration tool to help improve the supplier performance. PDF Page 49
- CONCERN - EPROC-VPE-3 thru EPROC-VPE-11 – Line 573 thru line 581 – The response to each of these requirements refers back to the response on line 572 which states vendor performance needs to be handled by a questionnaire.
-

Purchasing/Data Analytics – PDF Page 50 - **Same response as the Ivalua response. Notes copied over**

- System has 3 different types of reporting, Ad Hoc, Queries and Analysis
- Reports are compiled by running a search and exporting data to Excel.
- Analysis reports can be put on dashboard for view of any user.
- Offers 100 standard reports
- CONCERN - EPROC-PDA-5 thru EPROC-PDA-16 – Line 602 thru line 613 – A duplicate response was used to answer all of these requirements, but the response does not reference the reporting requirement? Can this supplier supply reports based on the listed requirement?
- CONCERN - EPROC-PDA-20 and EPROC-PDA-21 - Line 617 and 618 – This supplier currently does not have PCard functionality.
- CONCERN - EPROC-PDA-36 – Line 633 – This supplier currently does not have PCard functionality.

Technical Requirements – PDF Page 54 - **Same response as the Ivalua response. Notes copied over. KPMG provided screenshots where Ivalua did not in this section.**

Availability – PDF Page 55

- Meets requirements

Accessibility Requirements – PDF Page 55

- CONCERN – States they are committed to being Section 508-compliant as soon as possible.

Audit Trail and History - PDF Page 55

- Meets requirements

Browsers Supported – PDF Page 56

- Supports the most update browser versions

User Accounts and Administration – PDF Page 56 – 57 – **Narrative response is different**

- Supplied multiple authentication options. PDF Page 57
- Access is controlled by authentication. Pages in the system are controlled by users roles and permissions.

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- Supplied screen shot of authorization functionality. PDF Page 58
- Organization hierarchy supplied on PDF Page 59
- Workflow can be applied and is highly configurable.

User Authentication – PDF Page 59 – 60 - **Narrative response is different**

- Supports multiple authentications and password rules are fully customizable.

Federated Identity Management – PDF Page 60 - **Same response as the Ivalua response. Notes copied over**

- Meets requirements

Data Conversion – PDF Page 61 – **Narrative is different but matrix response is the same.**

- Meets requirements.
- CONCERN - EPROC-TECH-28 -Line 32 – Solicitation data conversion is NOT supported.
- CONCERN - EPROC-TECH-30 -Line 34 – Vendor performance data conversion is NOT supported.

Interface and Integration – PDF Page 61 – 62 - **Narrative is different but matrix response is the same.**

- Provided communication protocols and data formats that are supported.
- CONCERN – Did NOT identify all finance system/ERP's where their solution has existing interface/integration capabilities in the narrative.

Office Automation Integration – PDF Page 63 - **Same response as the Ivalua response. Notes copied**

- STRENGTH – Can import Word documents in the contract tool and break them into clauses
- Supports Word, Excel and PDF

Mobile Device Support – PDF Page 63 - **Same response as the Ivalua response. Notes copied**

- Meets requirements although response not very informative

Mobile Applications PDF Page 63 - **Same response as the Ivalua response. Notes copied**

- Based on a mobile web solution rather than a mobile application

Data Ownership and Access – PDF Page 64 - **Same response as the Ivalua response. Notes copied**

- Meets requirements

Date Retention, Archive and Purge Considerations – PDF Page 64

- Should be discussed at implementation.

Disaster Recovery Plan – PDF Page 64 – 65 - **Same response as the Ivalua response. Notes copied**

- Notification of data breach is 72 hours.
- CONCERN – Could have supplied more detailed information about this requirement

Solution Environments – PDF Page 65 - **Same response as the Ivalua response. Notes copied**

- CONCERN – Could have supplied more detailed information in the narrative but did list 3 environments that are offered with some offered at additional maintenance fees.

Solution Technical Architecture – PDF Page 65 - **Same response as the Ivalua response. Notes copied**

- Supplied application and environment architecture. PDF Page 66

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- Application Architecture. PDF Page 66
- Supplied Database Architecture. PDF Page 67
-

Solution Network Architecture – PDF Page 67 - Same response as the Ivalua response. Notes copied

- Provided Ivalua Network Architecture. PDF Page 67
- Supplied data center locations. PDF Page 68
- Mentioned briefly monitoring and maintenance. PDF Page 68
- Can compare KPI's with SLA's

System Development Methodology – PDF Page 68 – 69 - Same response as the Ivalua response. Notes copied

- Defer to subject matter experts

Service Level Agreement – PDF Page 69

- Did not provide a copy of their SLA

Security Requirements – PDF Page 70

Cloud Security Alliance (CSA) Compliance – PDF Page 71

- Supplied the CAIQ as an attachment to their response.

Security and Privacy Controls – PDF Page 71

- CONCERN - Stated they are currently in the process of validating controls and safeguards

Security Certifications – PDF Page 71 - Same response as the Ivalua response. Notes copied

- CONCERN - Not currently audited for PCI-DSS compliance. Page 70
- Defer rest of response to Security SME.

Annual Security Plan – PDF Page 71 – Same response as the Ivalua response. Notes copied

- Uses Role Based Access Control, Secure Customer Data
- Mentioned Physical Security.
- Defer comments to Security SME

Secure Application and Network Environment – PDF Page 76 - Same response as the Ivalua response. Notes copied

- Supports 2 factor authentication
- Defer comments to security SME

Secure Application and Network Access – PDF Page 79 - Same response as the Ivalua response. Notes copied

- Lists Encryption and Protocols.
- Defer comments to security SME

Data Security – PDF Page 81 - Same response as the Ivalua response. Notes copied

- Secure Customer Data
- Network and Physical Security
- Applies single data classification to customer data

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- Offers Ivalua Access Control and Applicable Laws
- Data is encrypted and upon contract termination is destroyed.
- Defer to security SME

Personally Identifiable Information Protection – PDF Page 83 – Content same as Ivalua but in different order. Notes copied over.

- Meets requirements but will defer to Security SME

Security/Privacy Issue Occurrence – PDF Page 83 - Same response as the Ivalua response. Notes copied

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

PII Data Actual/Attempted Access or Disclosure - PDF Page 83 - Same response as the Ivalua response. Notes copied

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

Security Breach Reporting - PDF Page 83 - Same response as the Ivalua response. Notes copied

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

Implementation Services Requirements – PDF Page 84 – THIS SECTION IS DIFFERENT FROM IVALUA RESPONSE.

Project Management – PDF Page 85 thru PDF Page 103

- Program and Project Management Methodology is the tool that the KPMG team uses.
- PPM Framework chart on PDF page 85
- Listed Key Project Management Tasks PDF Page 86
- Provide both Scope and Schedule Management PDF Page 86
- Implementation Plan Development will help manage requested services.
- Provide an sample implementation plan PDF Page 94 thru PDF Page 103
- Offers Budget and Quality Management PDF Page 88
- Will team up with state entities using deliverables management
- Offers Resource, Staff and Communications Management tools. PDF Page 89
- Provide periodic status meetings and share status reports.
- Risk Management will be implemented to reduce risk
- Mitigation is key and they supplied list of topics to approach risk Management. PDF Page 91
- Issue Management is used to help solve issues quickly. PDF Page 92
- Project Management Deliverables were listed and they use a Project Manager to manage project

Project Implementation Methodology – PDF Page 103 thru PDF Page 114

- Uses the Vision, Validate, Construct, Deploy, and Evolve phases. PDF Page 104
- State experience in procurement enablement mention on PDF Page 105
- They described in detail each phase of the implementation mentioned above.

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- Provided testing approach on PDF Page 109

Catalog Support Services – PDF PAGE 114 thru PDF Page 117

- Provided shopping screenshot on PDF Page 115
- Stated they support Punch out or hosted catalogs
- Suppliers can upload the catalogs from the portal. Files can be compared before approved.
- The 360 search is used to search across catalogs
- Uses the Vision, Validate, Construct, Deploy, and Evolve phases to identify the correct suppliers fit for a catalog in the system.

Data Conversion Services – PDF Page 117 thru PDF Page 125

- Initial Data Extract PDF Page 117
- Mock Data Extract PDF Page 118
- Production Data Extract PDF PAGE118
- Provide data cleansing and harmonization
- Transform and Load Process
- Quality Assurance and Reconciliation
- Provided roles and responsibilities. PDF Page 119
- Data Load Templates. PDF Page 122

Interface/Integration Development Services - PDF Page 125 thru PDF Page 130

- Provided table of each phase of an integration that included a description.
- Provided table of integration activities with the KPMG and the state entity responsibilities. PDF Page 127
- Provide list of integrations and Interfaces. PDF Page 128
-

Organizational Change Management (OCM Services) - PDF Page 130 thru PDF Page 140

- KPMG's "Make it" Methodology. PDF Page 132
- Supplied benefits of using above methods. PDF Page 133
- Provided a comprehensive view of the OCM services. PDF Page 133 – thru 138
- Offers TRIP – A tool used to analyze the readiness of an organization. PDF Page 138
- Listed additional optional tools PDF Page 139 and 140

Training Services - PDF Page 140 thru PDF Page 150

- Provided chart that explains their approach to training. PDF Page 141
- Target Learning Model, (TLM). PDF Page 142
- Collaborative approach as implementations requires process changes. PDF Page 143. First Paragraph
- Provided Training Plan for each Impacted Stakeholder. PDF Page 144
- Procurement Training Overview table on PDF Page 145
- Stakeholders Training table on PDF Page 146
- Train-the-trainer. PDF Page 147
- System Administrator training PDF Page 148
- Help desk and supplier training.
-

Help Desk Services - PDF Page 150 thru PDF Page 152

- 3 tier Help Desk Support Model. PDF Page 150

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- Uses ServiceNow to enter tickets

On-Site System Stabilization Support - PDF Page 152 thru PDF Page 155

- Contains post implementation support combined with off-site resources.
- Exit criteria supplied on PDF Page 153
-

Managed Services Requirements - PDF Page 155

Solution Support - PDF Page 156 thru PDF Page 161

- Extensive information supplied by this supplier to this section of their response.
- Provided table of priority levels with a description of each PDF Page 160

Organizational Change Management (OCM Services) - PDF Page 161 thru PDF Page 162

- Provided a "Change Agent Network (CAN) screen shot on PDF Page 162

Training Services - PDF Page 162 thru PDF Page 164

- Service center change monitoring process. PDF Page 163
- Provided examples of training models. PDF Page 163 bottom of page

Catalog Support Services – PDF Page 164

- Offers hosted and punch out catalogs support

Help Desk Services - PDF Page 165

- Provided table of process on PDF Page 165
- CONCERN - EPROC-IMPL-3 thru EPROC-IMPL-5 – Tab 6 Line 6 thru line 8 – These requirements for help desk services are not available

Transition Out Assistance Services - PDF Page 165 thru PDF Page 167

- Provided "Power Evolution managed service termination framework" chart and table with explanation on PDF Page 166

Other Available Services - PDF Page 168 thru PDF Page 177

- Listed quite a few optional available services

Appendix A; Assumptions – PDF Page 182 thru PDF Page 189

Appendix B; Exceptions – PDF Page 190 thru PDF Page 223 – Red lining of NASPO documents.

Appendix C; Sample Implementation Plan - PDF Page 224 thru PDF Page 233

Video Demonstrations – This video submitted with this proposal is the SAME video used in the Ivalua response. I have copied over the notes from the Ivalua response. The video demonstrated an overview of the solution and provided information from both sides of the application.

Full Suite platform containing end to end procure to pay. Supplier Login screen has additional links to other services, FOIA request, public bid site, new supplier registration and help desk information. Supplier portal page has announcements, registration progress and many other widgets showing information about the vendor. Links on left takes supplier to registration information. Has change log for changes to registration. Links across top takes them to contracts,

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG - Ivalua

CATEGORY #(s): Stage 2 Category 2 Individual Workstreams

DATE: 12/2/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

bids, catalogs, invoicing and performance links. Buyer has landing page with to do lists and many other widgets and analytical reports. Links on right allow access to supplier registration, sourcing, contracts, etc. Across the top has links to the other modules they have access based on the roles assigned. Can search suppliers from the supplier landing screen. 360 supplier is available, and the left side of the landing page give the user access to each of the section of a supplier's registration. Bid Management module has search ability and project creation. Solution is wizard driven and has setup options on left side of screen. Has scoring capability and houses templates and libraries to aid in bid creation. Supplier can view bids without logging into their portal. If interested, can add themselves to the bid and log into their portal. Responses are wizard driven. The system allows for individual and consensus scoring of proposals. Can send out award notifications to suppliers by creating scenarios. Can create separate contract record or create a contract from a sourcing event. The creating contract process is wizard driven. Offers Word authoring of contracts and a library to house contract templates that can be used to create contracts. Can submit contracts into workflow approval. Has integration with DocuSign and other solutions. Buyers search for products via the procurement home page with is configurable dashboard. Can have hosted or punch out catalogs which are searched on with each search. Can put items in a "kit" search. Requisitions can be configured with budget information sent over from the ERP. Workflow can be applied to each requisition. Requisition and PO are linked in the system. Supplier logs in to their support to manage orders. Invoicing module has several invoice options. User can flip an invoice to a receipt which can be put into workflow. Supplier can see payment status in their customer portal. System does have analytics with 3 different options for reports including queries and data visualization.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG - SirionLabs

CATEGORY #(s): 2

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- KPMG, LLC over 120 old.
- Much experience in source-to-pay.

2. Previous Projects

5 projects listed, all State. The projects listed fit Category 2.

- State of Ohio. Interfaced both inbound and outbound with the State's PeopleSoft ERP.
- State of Arizona. Integrated and interfaced both between CGI Advantage ERP, Tririga, and Ivalua.
- State of Alabama. Integrated and interfaced both between CGI Advantage ERP and Ivalua.
- State of Texas (TRS). Interfaced both inbound and outbound with the State's PeopleSoft ERP.
- California Dept. of Transportation. Migrated contracts from legacy system to Ivalua.

SirionLabs also provided previous projects pgs 17 – 19

- A US State Technology Authority. Using Sirion's contract mgt and supplier mgt solutions software they automate and Standardize it Contract Management process.
- A Canadian Airport. Using Sirion's contract mgt and supplier mgt solutions software they streamlined supplier relationship management.
- A large US Bank. Used SirionLab's platform to transform the risk, performance, and vendor management processes.

3. Subcontractors

- SirionLabs, Inc. Est. 2013. Contract Lifecycle Management technology for public entities.

4. Organizational Chart

- Yes – both org. chart and job descriptions.

5. Litigation

- Vendor states they have no pending litigation that **will materially affect** the firm's operations or ability to perform services for us.

6. Financial Viability

- Yes. Provided unaudited balance sheets and further descriptive information.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG and Sirion Labs

CATEGORY #(s): 2

DATE: 1/11/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- Sirion is SaaS solution.
- Workstreams being offered:
 - Contract Management
 - Supplier / Vendor Performance
- KPMG and SirionLabs can implement as workstream packages or as a combination of workstream packages based on your organization's needs.
- Sirion founded by legal and contract practitioners.
- Have numerous concerns with the number of assumptions they take.
- Many of these assumptions (pages 139 - 146) are contractual terms and conditions in nature versus an assumption.
- Some assumptions may be deal breakers for the Contract.
- Concerns with the numerous exceptions (pages 147 - 180) they take and that many States could not agree with.

A. General Principal and Requirements

1. Key Solution Functionality Elements – p. page 4 - 9

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.
 - Single Point of Entry: Yes. Sirion Contract Lifecycle Management integrates with SSO
 - Smart Routing: Yes. Sirion template wizard pulls information.
 - Compliance: No. not addressed.
 - Portal: Yes. Integrated portal for suppliers. Doesn't mention State.
 - Open Marketplace environment: Yes. Sirion provides a hierarchical document tree with a full text search option.

- Integration: Yes. Sirion provides two-way integration via connector or application programming interface (API) to a variety of systems. KPMG will leverage integration adapters to integrate with enterprise system identified in the RFP.
- Workflow: Yes. Sirion has an engine that supports workflows that can be configured.
- Document Management: Yes. Sirion for contracts. No storage limit on contract and related document storage.
- Reporting/dashboards/ rule role based: Yes. Sirion over 250 standard reports
- Configurable: Yes.
- Transparency: Yes.

2. User Experience – p. page 9 - 15

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
 - Capability: Sirion provides user-based views to be saved based on role, need or use case to view and access their contracts.
 - Intuitive: pop-out menu with dashboards based on role and access.
 - Wizard driven: Help manual and FAQ section.
 - Portal work management: Yes.
 - Mobile access: No App., but can be viewed on phone.
 - Workload: Sirion – review and reports of workload, reassignments are managed within the platform.
 - Role-based: Doesn't cover specifically, but is mentioned throughout this section.

3. Bidder Best Practices and Roadmap – p. page 16 - 18

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
 - Quarterly release cycle with patches on an ad-hoc basis
 - Multi-tenant SaaS-based App
 - Alternative approaches: Sirion does surveys and reviews. They also have a Customer Advisory Council to solicit feedback

4. Innovations and Value-Added Features/Services – p. page 18

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- Automated obligation and service level management. No further explanation.

5. Customizations/Extensions – p. page 18

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such

customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- They list that they develop functions, features, fixes, and updates that will benefit its users. Not sure this meets this requirement.

6. Alternative Funding Models – p. page 18

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

- N/A.

7. Contract Transition and Flexibility – p. page 18

- Didn't agree to, instead they State: "Sirion is committed to discussing mutually agreed terms that would help ensure long-term relationships and continued use of the platform"

B. Functional Requirements: pages 20 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The electronic procurement solution **must** be cloud-based with a Software as a Service (SaaS) delivery model

1. General Functionality. Tab 2, GEN-1 through GEN-40

- N/A

2. Supplier Portal. Tab 3, SPR-1 through SPR-23

- N/A

3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43

- N/A

4. Buyer Portal. Tab 3, BPRT-1 through BPRT-15 and

- N/A

5. Need Identification. Tab 3, NEED-1 through NEED-7

- N/A

6. Request through Pay Workstream. Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11

- N/A

7. Catalog Capability - Tab 3, CAT-1 through CAT-40

- N/A

8. Sourcing/Bid Management Workstream. Tab 3, SRC-1 through SRC-151

- N/A

9. Contract Management. Tab 3, CNT-1 through CNT-88 and - p. 20 - 22

- a. 15 -“INT-Integration/interface”, 4 – CF “Configuration Item”
- b. 17 – Medium
 - CNT 14: **CLARIFY** – it seems they do not meet the E-Signature requirement with their answer, but the answer is vague.
 - Meets most of the CNT requirements with many integrations needed.
 - Sirion’s end-to-end AL-powered Contract Lifecycle Management Solutions Software.
 - Software aligns around: Procurement, legal, finance, and others.
 - The solution provides:
 - Contract repository
 - Contract Analytics
 - Invoice Management
 - Collaboration
 - Reports and Dashboards

10. Vendor Performance Tab 3, VPE-1 through VPE-25 and - p. 22 - 23

- a. 3 -“INT-Integration/interface”, 2 – CF “Configuration Item”
- b. 3 – Medium
 - 20 out-of-the-box, 3 integration, and 2 configurations with 92% requiring low effort.
 - Real-time visibility and drill-down actionable items.
 - Supporting documents can be attached to associated vendor performance records. Sirion provides the ability to include attachments in formats such as doc, docx, xls, xlsx, pdf, jpg, png etc. Please note that the maximum file size allowed is 200Mb.

11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37

- N/A

C. Technical Requirements: pages 25 - 35

- 1. Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider’s (ISP’s) should also be in place.

- Availability is 99.95% - **doesn’t meet requirement of 99.8%**
- Uses AWS.
- 2 locations used for AWS
- 24x7 support at not additional fees.
- Provides incident management chart from their SLA (page 25)

- 2. Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*

- Yes, meets.

3. Audit Trail and History RTM: Tab 4, TECH-1 through TECH-5

- Sirion has full audit trail capabilities. Sirion maintains an audit log for each record and entity on the system. It captures all actions performed (creation, modification, workflow step, deletions, archival, etc.), timestamp, who performed the action, and who it was requested by. It even captures metadata level change history for key metadata fields.

4. Browsers Supported

- The general web browsers are supported (Microsoft Internet Explorer, M Edge, G Chrome, Firefox, and Safari). No concerns.

5. User Accounts and Administration RTM: Tab 4, TECH-6 through TECH-20

- Sirion provides several modes of permissioning via its User admin module:
 1. Role based (e.g. Contract Manager, Finance Approver, etc.)
 2. Rule based (e.g. see data of a particular business unit, geography, etc.)

3. Instance based (this includes individual based permissions)
4. Counterparty permissions (e.g. what specific modules, features, IDs, does the counterparty see or not see)
5. User group based (e.g. alias which includes all lawyers, etc.)
 - Sirion's unique permissioning mechanism allows easy and quick configurations of global multi-geography, multi-business unit teams, therefore allowing for short implementation times. Further details regarding our permission mechanisms are provided below:
 - Sirion offers Role Based Access Control (RBAC). Each user may be assigned access rights in the following ways:
 - User Role Groups: These are access templates containing a predefined set of all operations a user assigned this template may perform on Sirion. Such a template can be given a name, such as 'Operations Director' or 'Finance SME', and any number of users may be assigned a template or what is known as a user role group. In some cases, the client's identity management system may maintain a mapping of a user's organization profile/title and their Sirion user role group. The identity management system may also contain details of the access rights the user role group entails. Any changes in access rights associated with a user role group or an individual user are updated in the identity management system on a periodic basis.
 - Entity Stakeholders: For effective supplier governance, the Sirion platform contains multiple entity types such as supplier, obligations, actions, etc. Each entity type on Sirion has a set of stakeholders with assigned permissions. If a user is assigned as a stakeholder in an entity, they automatically receive all associated permissions for that entity. For example, if John Doe has been entered as the 'Approver' stakeholder in obligation X, and the obligation 'Approver' stakeholder has been assigned permission to view and push the approve/reject buttons on obligations, then John Doe will automatically receive these permissions for obligation X by virtue of being the Approver.
 - Individual User Access: Each user has a profile and can be assigned custom permissions to perform system operations and access data on the system from their page in the user admin module.
6. **User Authentication** RTM: Tab 4, TECH-21 through TECH-25
 - a. 1 – CF "Configuration Item"
 - Form based user authentication module that allows users to be authenticated via a login/PW. Can also support State's SSO.
 - Supports SAML 2.0 and 2-factor integration.
 - Tech 25 – Needs configuration
 - Federated Identity Management** – Pages 27
 - Yes.
7. **Data Conversion** RTM: Tab 4, TECH-26 through TECH-34 and - p. 27
 - a. 9-"INT-Integration/interface"
 - b. 9 – Medium
 - They state that Sirion and KPMG will work with State closely to determine right level of data conversion for a successful integration.
 - **TECH 26 – 34 are all INT and M and state:** " Yes. Sirion uses its integration framework to build migration scripts to upload historical data such as supplier and supplier metadata, contract and contract metadata, historical invoices, SLs etc. It also has in-built bulk and batch processing capabilities using end-user managed utilities which can upload historical data through easy to use Sirion templates.
In addition, the system analyses legacy contracts and provides analytics on missing clauses, usage and deviations. Sirion's advanced AI-powered auto extraction engine OCRs documents (if required) and enables extraction of key metadata values from executed contracts. This data can be utilized to benchmark against standard contract language. The system further enables users to create business intelligence dashboards to monitor and regularly benchmark against standard contract language.
Please note that the scope of integrations will be finalized during the implementation phase. "
8. **Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60
 - a. 5-"INT-Integration/interface"

b. 5 – Medium

- Sirion supports many integration modes.
- **TECH 35 – 38 are all INT and M and state:** “ Yes. Sirion supports various integration modes to support a diverse set of data transfer mechanisms for integrations with other systems-of-record.

These modes support unlimited real-time two-way data sync and updates.

- *Connectors: Sirion provides connectors to interface into Sirion features for all major platforms like Salesforce, SAP, Oracle, PeopleSoft, ServiceNow, DocuSign. These connectors enable two-way communication between SirionLabs applications and client applications*

- *Email: Provides standard email formats and executes the required functionality when an email is received from known certified senders*

- *Enterprise Service Bus (ESB): Sirion exposes required functionality as end-points on ESB based on agreed requirements*

- *File Systems: Sirion has the ability to extract and transform content from different file types like csv, xlsx, dat and xml post which they are uploaded into Sirion at a pre-defined location (e.g. SirionLabs SFTP Server) Web Services (REST APIs): Sirion publishes functionality that can be accessed using Web Services / REST APIs. List API and GET API (Search APIs) are available for all entities of Sirion. All the APIs accept JSON as a Payload and provide response in respective JSON formats.*

- For the ability for developing integrations for bulk data processing, please refer to the response provided above for Req #4.1.5.

- Sirion also has connectors with many standard enterprise systems. Some examples are:

- *P2P and ERP, such as SAP, wherein data is pulled to provide spend analytics on Sirion*
- *Document management systems such as Box, SharePoint, OneDrive, wherein documents can be migrated, Sirion's AI engine extracts relevant data and creates dashboards, such as contract portfolio risk analytics.*
- *CRM, such as Salesforce, wherein account and contract data is exchanged, and contracting analytics are generated including account size, contract status, etc.*
- *GRC such as RSA Archer, wherein risk related data can be pulled in and composite views of regulatory and other risk can be viewed on Sirion*
- *Performance management systems, such as ServiceNow or Remedy, wherein raw performance data is pulled in to Sirion, fulfilment of SLs and obligations is computed, and presented through Sirion dashboards.*
- *Sirion can integrate with databases like Dun & Bradstreet to pull in relevant data.*

Sirion is a listed technology partner for RSA Archer (look here:

<https://community.rsa.com/community/products/rsa-ready>). Sirion also offers easy integration with all leading TPRM solutions (e.g. Hiperos, ServiceNow etc.), enabling real-time data transfer and pull-in 3rd party risk data (for example PESTLE from LexisNexis). The scope of integrations is discussed during the implementation phase.

For details on Sirion's integration capabilities, please refer to the documents 'Sirion - Architecture, Security & Integration.pdf', 'SirionLabs - Integration Case Studies.pdf', 'Ariba Sirion Integration.pdf', 'Coupa Sirion Integration.pdf', 'ServiceNow Sirion Integration.pdf', 'Salesforce Sirion Integration.pdf' “

- **TECH 40 – 46 : N/A**

9. Office Automation Integration RTM: Tab 4, TECH-61

- Yes – out of the box MS Word plugins.

10. Mobile Device Support RTM: Tab 4, TECH-62

- Available to view on mobile devices, but no application yet.

11. Mobile Applications -

- Available to view on mobile devices, but no application yet.

12. Data Ownership and Access

- Yes, at end of contract, all information will be exported to a secure FRP location.
- Data disposed of 30 days later.

13. Date Retention, Archive and Purge Considerations RTM: Tab 4, TECH-63

- x-“INT-Integration/interface”, x- “BP-BusinessProcess”
- x – Medium
 - During contract – archiving ability is built into solution – see Page 33 – **does not fully meet requirement.**
 - Data retained 30 days after contract expiration.
 - TECH 63: *“Archiving capability is built into the solution. Automatic deletion can be set up as per the State’s retention policy parameters. For active contracts in Sirion, the owner will get a notification for confirmation to terminate or archive a contract beyond expiry date. This is to ensure that no contract which is being worked upon for renewal gets archived on the system. Any archived entity can be accessed only with special privileges as it might disrupt the renewal process.”*

14. Disaster Recovery Plan

- Yes page 34

15. Solution Environments RTM: Tab 4, TECH-64 through TECH-67

- x-“INT-Integration/interface”, x- “BP-BusinessProcess”
- x – Medium
 - Sandbox environments provided, but no other. The claim is this environment serves for testing and training needs for any new feature or enhancement before releasing into Production. **Doesn’t meet requirement**

16. Solution Technical Architecture

- Yes meets.

17. Solution Network Architecture

- Yes meets. AWS

18. System Development Methodology

- Yes, Appendix D. Meets.

19. Service Level Agreement

- 8 to 5 and 24 to 7 support

D. Security Requirements: p. pages 37 - 40

1. Cloud Security Alliance (CSA) Compliance

- Sirion’s application is hosted on Amazon Web Services which is certified under the Cloud Security Alliance. KPMG completed the CAIQ.

2. Security and Privacy Controls – nothing to add.

3. Security Certifications – nothing to add.

4. Annual Security Plan – nothing to add.

5. Secure Application and Network Environment– nothing to add.

6. Secure Application and Network Access – Tab 5, SEC-1 through SEC-6.

- 2 - N

- SEC 2 **Doesn’t meet requirement.**– *“ Compliant with hardening principles and secure system development principles, Sirion does not allow concurrent users. “*

7. Data Security – nothing to add.

8. Personally Identifiable Information Protection – nothing to add.

9. Security/Privacy Issue Occurrence – nothing to add.

10. PII Data Actual/Attempted Access or Disclosure – nothing to add.

11. Security Breach Reporting – nothing to add.

E. Implementation Services Requirements: pages 42 - 112

1. Project Management

- KPMG will provide a dedicated senior PM.
- They mention similar projects in Alabama, AZ, Ohio, and Vermont.
- Key PM tasks KPMG commits to:
 - Establish PM Office and Project Governance
 - Scope Management

- Schedule Management
 - Budget Management
 - Quality Management
 - Resource Management
 - Communication Management
 - Risk Management
 - Issue Management
 - Set up program logistics
 - Align on project templates for status reporting
 - Establish and execute program meeting and communication plan
 - Execute program and governance management processes
 - Execute progress status reporting
 - Perform ongoing risk mitigations and issue tracking
 - Execute project change control and escalation process
 - Setup processes for and conduct Steering Committee updates per your organization's structure
 - Coordinate with eProcurement solution provider CSM
 - Manage all dependencies are accounted for across all parts of the implementation.
- 2. Project Implementation Methodology**
- KPMG calls their implementation methodology “Powered Procurement” and label it as a proprietary and accelerated Enterprise Business Transformation approach for cloud-base solutions. Additionally, they claim acceleration through proprietary tools and templates. **The tools mentioned are all very familiar PM tools, unsure how proprietary they are.**
 - KPMG describes the following approach/methods for implementation to accelerate their process:
 - Vision
 - Validate
 - Construct
 - Deploy
 - Evolve
 - Supplier Enablement
 - Change Management
 - Learning and Development
- 3. Catalog Support Services**
- For items outside the system, KPMG offers to deliver and support a marketplace solution.
- 4. Data Conversion Services**
- KPMG will work with the State to define the data conversion strategy and convert in three steps:
 - Extract
 - Transform and load
 - Data reconciliation
- 5. Interface/Integration Development Services**
- 6. Organizational Change Management (OCM Services)**
- KPMG describes their OCM methodology as proprietary and calls it “Make It” methodology; **however, it's typical OCM**
- 7. Training Services**
- Will provide all training as requested / required.
- 8. Help Desk Services - Tab 6 IMPL 1 – 5 (not completed.)**
- KPMG will develop the appropriate support strategy. They will train all help desk staff to prepare for ongoing post implementation support. They offer to provide level/tier 2.
 - Tier 1 is to be provided by the “Client”
 - Tier 2 is to be provided by KPMG
 - Tier 3 is to be provided by Client, depending on whether the issue is with the Client system or the Client-side integration/interface.
- 9. On-Site System Stabilization Support**

- Meets some of the onsite system stabilization support. – Handles it through level /tier 2. negotiation suggested

F. Managed Services Requirements: pages 113 -

1. **Solution Support** – p. 154 - 158
 - KPMG provides what they call Powered Evolution services to help sustain the State's investment.
2. **Organizational Change Management (OCM Services)** – p. 159 - 160
 - Yes, see above, meets requirements.
3. **Training Services** – p. 160 - 162
 - Yes, see above, meets requirements.
4. **Catalog Support Services** – p. 162
 - Yes, see above, meets requirements.
5. **Help Desk Services** – p. 162 - 163
 - Partially meets req'ts. It is unclear whether KPMG would provide Tier 1 support or if the Participating Entity must provide that level. Note that in the Support Services section in the Table list "Base Services" refers to L2 and L3 support which implies that the Participating Entity is providing L1 (Tier 1) support
6. **Transition Out Assistance Services** – p. 163 - 165
 - They provide a complete transition out assistance service plan.

G. Other Available Services: RTM: Tab 7 MNGD-1 **(not completed.)** – page x

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- **Strategic Sourcing:** Provide "strategic sourcing process entails spend analysis, market analysis, demand research, go-to market strategy development, bid document creation, bid evaluation and analysis, supplier negotiations, and contract awards."
- **Should-Cost Modeling:** Provide cost modeling using "Data Engineering, External Market Data Library, Granular Economic Modeling, Advanced Root Cause Analysis".
- **Contract Performance Management (CPM):** Provide contract management for the State/Entity, identifying contract leakage and taking corrective action.
- **Localization Support:** "help onboard the remaining agencies as a part of the post implementation activities"... "loading data, training end users, and deploying the solution".

H. Video Demonstrations:

Yes.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (KPMG LLP – Sirion Labs)

CATEGORY #(s): 2

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, no cyber liability insurance
 - SirionLabs
2. Previous Projects
 - Invalua projects from previous KPMG proposals – relevance to SirionLabs?
 - SirionLabs, Inc. - A US State Technology Authority - automate and standardize its contract management processes, digitizing contracts repository, obligation and service level management, and business intelligence and analytics
 - SirionLabs, Inc.-Canada's Largest Airport - contract management & supplier management - Sirion is used for collaboration management, contract storage, and advanced analytics.
 - SirionLabs, Inc. -Global ?US Bank? - Centralized repository of contracts, AI powered automation of contract management processes, standardized authoring process, spend visibility, and third party governance
3. Subcontractors
 - SirionLabs, Inc.
 - Credentialed by listing projects as noted above
 -
4. Organizational Chart
 - Combined org chart but difficult to determine state, KPMG, and SirionLabs
 - Roles defined where KPMG, SirionLabs, and state (NASPO PE) were listed
 - RACI chart
5. Litigation
 - no pending litigation that would materially affect KPMG's operations or ability to perform services for this RFP
 -
 -
 -
6. Financial Viability
 - Unaudited condensed balance sheets provided from 2020 - 2018
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: KPMG & Sirion Labs
CATEGORY #(s): 2
DATE: 12/31/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Individual Workstream definition by KPMG (Why only these two?)

—7. Contract Management

—8. Supplier/Vendor Performance

General Principal and Requirements

Key Solution Functionality Elements **Sirion Labs solution** implemented by KPMG. single sign-on (SSO) and can integrate with an entities procurement, ERP, CRM, service desk, etc. systems. advanced workflow engine supports high configurability and guided contracting and routing. Sirion Template Wizard pulls information provided in the request form to automatically generate the first draft. These 'smart tags' populate information across the entire contract package with a single click. **Multiple users in parallel can edit parts of the contract** they have been authorized to edit within the familiar MS Word environment, after which the system automatically reconciles and consolidates all the changes into a single version. electronic environment of goods and services that provides a "catalog of catalogs" system includes keyword, phrase, Boolean, and wild card searches on long text fields. a hierarchical document tree (displaying parent-child relationship) Key capabilities:

—Complete document repository containing all drafts and final versions along with related comments and communications, allowing easy navigation to the version user requires.

—Conversion of non-searchable documents into searchable documents using optical character recognition (OCR).

—AI-powered digitization of contract portfolio through contract metadata extraction from legacy documents.

—AI-driven automated extraction of data from all types of pages, including multicolumn pages and tables in different languages.

—A hierarchical document tree (displaying parent-child relationships) with full text search capability, and an integrated document viewer.

—Robust access control to prevent unauthorized access to sensitive information, and detailed audit trail.

—Intuitive, single-click access from a contract page to contained obligations, changes, interpretations, and service levels and vice versa.

—Comprehensive listing of contract draft requests with current status, priority, and assignee details, and the ability to filter this list by key attributes.

—Fully searchable, allowing full-text search of documents as well as detailed search of stored contract metadata.

—Contract draft linked to prior contracts, issues, disputes, and risk items related to the counterparty, enabling the creation of better contract.

Sirion's workflow engine supports:

—Customizable workflows with unlimited steps, views, permissions (can include customer + third party users), and conditional steps

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG & Sirion Labs

CATEGORY #(s): 2

DATE: 12/31/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

—Multi-party workflows involving client and their supplier users (can provide limited access to certain user types)

—Workflow capabilities such as create, prioritize, edit, record, assign/reassign, monitor, resolve, report, escalate, re-open etc., each of which are access controlled

—Easy addition or removal of workflow steps

—Define stakeholders responsible for each step

—Ability to configure probes in a workflow to measure lead times, aging, cycle time, etc.

Additional workflow attributes:

—Serial and parallel workflows

—Addition or removal of workflow steps at once

—Define stakeholders responsible for each step

—Conditional workflows based on system attributes

—Ability to configure probes in a workflow to measure lead times, aging, cycle time, etc.

—Metadata field configurability to make fields mandatory/editable/non-editable, show/hide fields, etc.

—Configuring email notifications for any workflow steps

—Weekly reminder to users with list of overdue and upcoming tasks. All email notifications include a direct link to the records for easy navigation. The system can also send alerts or notifications to supervisors/managers if the current task has been pending for more than a predefined number of days.

—Delegation of a task to another person

User Experience user-based views to be saved based on role, need, or use case – **no personalization** pop-out menu and functional areas can be accessed via dashboards, reducing the need to click. **No wizards** web design that can be accessed on any web-enabled device—desktop, laptop, tablet, mobile phone, workload mgt - reassignments are managed within the platform

Bidder Best Practices and Roadmap Quarterly release cycle. Emergent patches R performed on an ad hoc basis. SaaS based application which is multitenant. Net Promoter score survey and customer

Advisory Council.

Innovations and Value-Added Features/Services Automated obligation and service level management functionality.

Customizations/Extensions Upgrades are backward compatible

Alternative Funding Models Not Applicable

Contract Transition and Flexibility Sirion is committed to discussing mutually agreed terms that would help ensure long-term relationships and continued use of the platform.

Functional Requirements

General Functionality – RTM not completed for this section.

Supplier Portal - RTM not completed for this section.

Supplier Enablement/Management RTM not completed for this section.

Buyer Portal RTM not completed for this section.

Need Identification RTM not completed for this section.

Request through Pay RTM not completed for this section.

Catalog Capability RTM not completed for this section.

Sourcing/Bid Management RTM not completed for this section.

Contract Management 6 configurations w/low LOE, 18 INT w/med LOE, , Three Third parties with low level of effort , 68 OOBX

Vendor Performance 2 Configurations with low LOE , 23 OOBX

Purchasing/Data Analytics, RTM not completed for this section.

Technical Requirements

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: KPMG & Sirion Labs

CATEGORY #(s): 2

DATE: 12/31/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Availability availability target in MSA is 99.8%. fully redundant environment within Amazon Web Service (AWS). RTO for all customers is less than 120 minutes and RPO is 30 minutes or less of data loss.

Accessibility Requirements compliant with Web Content Accessibility Guidelines (WCAG) 2.0 AA.

Audit Trail and History compliant with Web Content Accessibility Guidelines (WCAG) 2.0 AA.

Browsers Supported Google Chrome version 67 and above, Internet Explorer version 11 and above, Mozilla Firefox version 60 and above, apple safari version nine and above, Microsoft Edge version 25 and above.

User Accounts and Administration User access management provides granular rule, role and instance-based access, with an unlimited variety of combinations. Role based access controls (RBAC) Sirion provides several modes of permissioning:

—Role-based (e.g., contract manager, finance approver, etc.)

—Rule-based (e.g., view data of a particular business unit, geography, etc.)

—Instance-based (includes individual-based permissions)

—Counterparty permissions (e.g., Counterparty access to specific modules, features, IDs, etc.)

—User-group based (e.g., alias which includes all lawyers, etc.)

User Authentication form-based user authentication module that allows users to be authenticated via a login/ password. The Sirion platform also supports the use of customer's single sign-on (SSO) and hence can integrate with the client's Identity Provider system (which may be based on different types of protocols, (e.g., SAML), to allow login into Sirion. Additionally, Sirion supports SAML 2.0 integration and two-factor authentication.

Federated Identity Management— supports SAML 2.0 protocols for Single Sign On

Data Conversion Sirion leverages an integration framework to build migration scripts to upload historical data such as supplier and supplier metadata, contract and contract metadata, historical invoices, SLs, etc. It also has in-built bulk and batch processing capabilities using end-user managed utilities which can upload historical data via Sirion templates. Sirion has the ability to extract and transform content from different file types, such as csv, xlsx, data and xml post, which are uploaded into Sirion at a pre-defined location (e.g., SirionLabs SFTP server).

Interface and Integration Sirion offers integrations with most typical data connection to a CLM solution, including Oracle, Peoplesoft, CGI, SAP Ariba, Jaggaer, Ivalua, RSA Archer, ServiceNow, DocuSign and others. Sirion uses an ETL tool to achieve deep integration functionality by implementing an integration layer which helps integrate with other enterprise systems. The integration uses an inbuilt processor, but if the functionality is unavailable, the Integration Team can write a reusable customer processor to achieve the missing functionality.

Office Automation Integration Sirion has out-of-the box MS Word plugins that works seamlessly with MS Office applications. Sirion also works seamlessly with Microsoft Outlook via email notifications and alerts. A Sirion user can also send a PDF version of a draft, so they can provide comments but not edit the draft.

Mobile Device Support Sirion is accessible via any mobile device using native browsers where all capabilities are made available. A native Sirion mobile app is currently in the beta stage and will be rolled out to customers at no additional cost at the end of 2021. Mobile app functionality will mirror platform functionality, however, it is important to understand the needs of a user and thus there will likely be limits to what a user would want to accomplish on a mobile app outside of approvals or status reviews.

Mobile Applications Same as above

Data Ownership and Access at the end of the contract all customer data is exported to a secure FTP location and credentials are shared with the customer so data can be downloaded from that location.

Data will be disposed of after 30 days of termination or expiration of the agreement between the customer and Sirion (or as defined in the contract). Sirion will dispose the data on the Sirion instance hosted on AWS using technology compliant with U.S. Department of Defense (DOD 5220.22M) standard. If

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RFP #: 202102021

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DATE: 12/31/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

required, the data volume will also be deleted, and Sirion's infrastructure provider, AWS, will decommission the hardware using techniques outlined in DoD 5220.22-M ("National Industrial Security Program Operating Manual") or NIST 800-88 ("Guidelines for Media Sanitization"), and in certain cases, degauss or physically destroy the hardware in accordance with industry-standard practices.

Date Retention, Archive and Purge Considerations Sirion does not take ownership of an entities' data. Archiving capability is built into the solution. Automatic deletion can be set up per retention policy parameters. For active contracts in Sirion, the owner will receive a notification for confirmation to terminate or archive a contract beyond expiry date. This will help ensure that contracts up for renewal will not be archived on the system. Archived entities can be accessed only with special privileges as it might disrupt the renewal process. Sirion takes regular incremental backups of customers' production data every 30 minutes. The system also takes a full back up of customer data daily. These backups are stored in the secondary data centers (i.e., disaster recovery locations).

Disaster Recovery Plan Sirion maintains business continuity and disaster recovery measures that help ensure the RTO of 120 minutes and the RPO of 30 minutes. Sirion takes regular incremental back up of customers' production data every 30 minutes. The system also takes a full back up of customer data daily. As a disaster recovery strategy, all production servers are deployed at two locations, so the system can switch between servers in case of failure. Each production instance is mirrored in a geographically-diverse location. Sirion regularly moves processing to the mirrored location to enable maintenance and new releases. **No plan, no testing**

Solution Environments sandbox and production.

Solution Technical Architecture a modern MVC architecture with some business micro-services. IT is based on Java, Spring, PostgreSQL and Elasticsearch. For more details on Sirion technical architecture, see Sirion - Architecture, Security & Integration within Appendix D: SirionLabs technical documentation

Solution Network Architecture Sirion is hosted on AWS, which provides the following key advantages:

—A single instance on AWS, dedicated to the client, is technically no different from the client's other on-premise infrastructure. In fact, AWS is the world's leading provider of scalable and secure cloud infrastructure and would be a logical addition to the client's on-premise infrastructure.

—Sirion is optimized for AWS, hence the cost on a non-AWS platform to host Sirion will be significantly higher (3-5x) given incremental instance maintenance and deployment resource requirements.

—Any tech stack changes to the Sirion product will be managed by Sirion if hosted on AWS. If hosted on a non-AWS platform, tech stack changes may be quite expensive, and in certain situations, may not be possible.

—Dynamic load adjustment to scale up based on multiple factors like utilization, speed and response time is critical for the success of any SaaS solution, and Sirion on AWS comes in-built with such capabilities. On a non-AWS platform, such automated capabilities may not exist, or may need to be added at additional costs to the client.

—If hosted on AWS, SirionLabs will be responsible for the implementation of the instance and ongoing maintenance. In an on-premise scenario, SirionLabs will not be responsible for infrastructure, set up, or management, hence all infrastructure-related issues will need to be managed by the respective entity resources.

System Development Methodology Every new feature, enhancement, or change requested by the customer goes through a thorough design, specification development, and review and approval process before development begins. Upon development, thorough testing is performed by the QA team to identify and report any bugs to the development team. Post the elimination of bugs and prior to going live, all in-scope functionality is tested by the client SMPs in the sandbox environment.

Service Level Agreement Sirion has an in-house support team that provides 8*5 (client's business hours) help desk support at no additional cost. Standard help desk services are provided in English and include

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: KPMG & Sirion Labs
CATEGORY #(s): 2
DATE: 12/31/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

access to ticketing and email support. An additional level of support, including 24x7 support, is available as an option.

Sirion standard SLAs

—Severity Level 1: Response time 90% in two business hours and update frequency two hour

—Severity Level 2: Response time 90% in four business hours and update frequency one business day

—Severity Level 3: Response time 90% in one business day and update frequency four business days

Security Requirements

Cloud Security Alliance (CSA) Compliance hosted on Amazon Web Services (AWS) which is certified under the Cloud Security Alliance CAIQ completed. in the process of completing CSA Star registry Security and Privacy Controls Sirion is committed to data protection and compliance with broader privacy regulations such as GDPR that provides a mechanism to address multiple privacy regulations and requirements. Sirion has implemented technical and operational controls to help ensure personal data protection. Sirion also has a formal privacy policy and procedures in place and conducts an annual Data Privacy Impact Assessment for high impact processes that involve personal data and helps ensure remediation of gaps, if any.

Security Certifications Sirion's application is hosted on **AWS and compliant** with the leading security practices, including:

—SOC 1/SSAE 16/ISAE 3042(formerly SAS 70)

—SOC-2

—SOC-3

—FISMA, DIACAP and FedRAMP

—DOD CSM Level 1 to 5

—PCI DSSLEVEL-1

—ISO 9001 / ISO 27001

—ITAR

—FIPS 140-2

—MTCS Level 3

Annual Security Plan No annual security plan but they will sign Data Protection Agreement (DPA).

Secure Application and Network Environment has implemented proactive security procedures, such as perimeter defense and network intrusion prevention systems to secure its perimeter. Dedicated DMZ, network segmentation, dedicated URLs, and Site-to-Site VPN (note: a paid service) are some of the other measures implemented to protect customer instances from cyber-attacks.

Secure Application and Network Access AWS references, laptop security, physical building security at SirionLabs

Data Security SirionLabs uses a Web Application Firewall (WAF) to protect against common web exploits that may affect availability, or compromise security. AWS Security Groups (firewall), Network Intrusion Detection Systems (NIDS), and Denial of Service (DoS) Protection are also implemented to control inbound and outbound traffic. The Security Groups restrict traffic by protocol, service port and IP address.

Personally Identifiable Information Protection SirionLabs is committed to data protection and to helping ensure compliance with privacy regulations like GDPR.

Security/Privacy Issue Occurrence Discuss controls but there are no incident procedures.

PII Data Actual/Attempted Access or Disclosure same as above

Security Breach Reporting Sirion has documented incident management policies and procedures in place. In case of errors, failures, outages, anomalies, irregularities, breaches, etc., Sirion will share the detailed RCA of the incident.

Implementation Services Requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: KPMG & Sirion Labs
CATEGORY #(s): 2
DATE: 12/31/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Project Management KPMG project management methodology an approach includes APP PPM overview toolkit and governance model which includes scope, schedule, budget , quality, resource, communications, risk, and issue management. Robust offering.

Project Implementation Methodology KPMG's Powered Procurement is a proprietary and accelerated Enterprise Business Transformation approach

Catalog Support Services To enable the correct catalogs within your , KPMG takes a methodical approach in identifying the correct suppliers fit for punch-out and hosted catalogs. Our approach consists of the following: Vision, validate, construct, deploy, evolve.

Data Conversion Services KPMG overall data conversion from your legacy system consists of three broad steps extract, transform and load , data reconciliation . Initial data extract, mock data extract, production data extract, data cleansing and harmonization, transform and load process, quality assurance and reconciliation data load templates cognitive contract management optional.

Interface/Integration Development Services KPMG will use the Vision initiate and analyze, validate design, construct build configure and test, deploy cutover train moved to production, evolve post implementation hypercare.

Organizational Change Management (OCM Services KPMG's approach to Organizational Change Management and Training (OCMT) is centered around engaging the right people, at the right time, with the right information. Robust methodology.

Training Services Our approach to training your organization's end users, system administrators, help desk staff, and suppliers to use is centered on several key components; for instance:

—An integrated organizational change management and training approach and methodology that drives adoption and aligns to the phases of the transformation

—A Target Learning Model which builds on our experience and a robust Training Needs Assessment to deliver a robust approach to training

—A collaborative approach to work with your organization and its project members to provide a strong and sustainable training solution

—A blended learning approach for both internal and external stakeholder groups that helps raise end user confidence and reinforces increased retention and adoption

—A comprehensive Train-the-Trainer (TTT) program to train your identified trainers, change agents, and super users so they are ready and able to deliver end user training to their colleagues

—An emphasis on internal staff preparation via Academy and knowledge transfer sessions to help enable a Post-Implementation Transition Plan that builds lasting knowledge of the platform. KPMG approach aligns with our implementation plan.

Help Desk Services The KPMG Service Desk will augment existing Help Desk capability by providing Case Management support for client Power Users via tickets raised through KPMG's ServiceNow ticketing system. Tickets will be assigned to Tier 1/Level 1 (L1) Support (Client i.e. your organization), Tier 2/Level 2 (L2) Support (KPMG), or Tier 3/Level 3 (L3) Support (eProcurement solution provider or Client IT Support) as applicable. KPMG/KPMG subcontractor can provide Tier 1/Level 1 support as well, which would be contracted by your organization. Defect resolution will include a root-cause analysis, solution explanation, testing, and deployment.

On-Site System Stabilization Support post go-live, post-implementation support/Hypercare will be provided to your organization by KPMG to address defects and transition to steady state run and operate mode for a period of three months. Post-implementation support will be a blend of on-site (implementation project team members) and off-site resources (KPMG Service Center for Help Desk Support).

Managed Services Requirements

Solution Support KPMG's Powered Evolution services help sustain your investment in the Target Operating Model (TOM) by keeping it refreshed and maintained after the post-implementation

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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DATE: 12/31/2021

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

stabilization phase. This helps ensure that your processes continuously improve and extend capabilities and capacity as your business evolves. Robust offering.

Organizational Change Management (OCM Services Post implementation, our Organizational Change Management & Training (OCMT) practitioners help create a sense of consistency as technical changes arise. We do this by working with the implementation team to help maintain stability as the solution reaches a larger audience and as testing is conducted. Our OCM team works with Manage Services throughout the duration of Hypercare, standard and / or enhanced support, Optional Service Packs or T&M.

Training Services KPMG will devise and implement a training program that will incorporate your organization's evolving policy and procedure changes and allow both Operations staff and general users to remain current and compliant with these policy and procedures, as related to the solution. Operations staff also need to be equipped with answers to "How do I?" questions that users might present.

Help Desk Services KPMG's ServiceNow ticketing system.

Transition Out Assistance Services Powered Evolution Managed Service Termination Framework - phased approach allows KPMG to hold formal toll gate discussions as check points – robust offering.

Other Available Resources Strategic Sourcing, Contract Performance Management, Localization support,

State of Maine BP54-IT Exceptions:

--Indemnification

Video Demonstrations

- Auto Extraction Digitization of existing contract database
- Workload balance analytics
- Legal deviations from standard T&Cs
- Messaging with business to answer specific questions
- Supplier Diversity
- Clause Library
- Version comparisons
- Specific areas can be locked for one user to edit
- Robust reporting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG-SirionLabs

CATEGORY #(s): 2-Individual Workstream Implementation

DATE: 8/25/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Large company; good representation of 4 states and 3 local government initiatives
- Unsure if KPMG is consulting only
- Preconfigured solutions; do not allow unique procurement laws to be included
- Jargon with solutions, not very specific

2. Previous Projects

- Ohio solution was also given with Ivalua as subcontractor; no ROI identified
- Alabama very limited implementation primarily financial activities; too early to validate (go live 6/28/2021)
- Teachers retirement system of Texas is very limited in scope compared to statewide scope required, hasn't gone live yet still in implementation

•

3. Subcontractors

- SirionLabs is a Singapore company with USA representation
- Large project examples

•

4. Organizational Chart

- KPMG and SirionLabs and State efforts not identified
- Very general org chart, unsure if it will be effective with NASPO requirements
- General descriptions, not specific to NASPO

5. Litigation

- Non Answer.
- Appears they are declining to disclose as requested

•

6. Financial Viability

- Did not provide D&B financial data but references a good credit rating from them. What is in the B&B report that is unfavorable that KPMG does not provide is as requested.
- Financial reports are not audited, brings accuracy into question; overly condensed and only for short period; high debt to partners.

•

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG – Sirion

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/14/22

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- Sirion Contract Lifecycle Management
- Single point of entry
- Sirion templates populates across entire package
- Integration with other ERP systems
- Configurable workflow
- User roles
- Sirion template library
- Unique editing process, parallel editing

Functional Requirements

- Contract Lifecycle Management
- Contract repository
- Invoice management
- Contract analytics
- Collaboration
- Reporting and Dashboards
- Vendor performance management

Technical Requirements

- Audit trail history
- Role based access
- Federated permissions
- Connectors for ERP functionality
- Mobile accessible, app is in beta stage
- AWS cloud

Security Requirements

- Customer data stored in the Sirion Application
- Data encryption at rest
- No encryption in transit, sent HTTPS

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG – Sirion

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/14/22

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Implementation Services Requirements

- KPMG implementing
- Detailed description of steps, overall general in nature, unspecific to Ivalua
- Good balance of roles
- Project implementation methodology appears general in description
- Description is detailed but unspecific to Ivalua
- Punchout out does not identify Tier 2 capability
- KPMG supports loading catalogs
- KPMG has larger role in data conversion
- Customized training plan
-

Managed Services Requirements

- KPMG service desk services
- Detailed levels of focus change management focus
- Unsure what level of functionality requires additional services

Video Demonstrations

- Sirion CLM, streamlines, AI
- Intuitive and easy to use
- Role based access
- Clause libraries, templates
- Personalized dashboards
- Appears user friendly format
- Contract creation
- Email notifications
- Standard left side menu
- Conditional data fields can make inquiries for information
- Workflow process can be defined
- Good view of workflow process
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: kpmg AND Sirion Labs

CATEGORY #(s): Stage 1 cat 2

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 400 Source to Pay
 - 300 Eprocurement
 -
2. Previous Projects
 - State of Ohio
 - State of Arizona
 - State of Alabama
3. Subcontractors
 - Sirion Labs
 -
 -
4. Organizational Chart
 - Org chart and key responsibilities
 -
 -
5. Litigation
 - Nothing pending. Not really a yes or no
 -
 -
6. Financial Viability
 - Balance sheet
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KMPG and Sirion

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

4-9	Single sign-on	
	No general functionality RTM submitted 250 standard reports	

User Experience

	<p>Smart Routing Compliance: No response provided</p> <p>Portal (pg. 4/5): o “provides an integrated portal for suppliers/vendors to collaborate throughout the life of the contract” o External Parties - STRENGTH</p> <p>Multiple users in parallel can edit parts of the contract... system automatically reconciles and consolidates” changes into single version.</p> <p>Sirion MS Outlook plug-in will automatically capture email notifications to external users and their responses using “# code methodology”. Appends “in the comments and attachments section of the” contract record.</p> <p>Open Marketplace Environment (pg. 5/6): N/A. Proposal isn’t including Catalog functionality. The narrative response in this section describes the Contract Search functionality instead.</p>	
--	--	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KMPG and Sirion

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	<p>Integration (pg. 6): o “provides two-way integration” via REST API-based integration interfaces. o STRENGTH, includes OOTB “integration adapters” “such as ERP, P2P, IT Service Management (ITSM),</p> <p>Governance Risk & Compliance (GRC) and CRM systems’. ▪ P2P: Ariba, Coupa, Ivalua ▪ CRM: MS Dynamics, Salesforce, Oracle ▪ ITSM: ServiceNow, Remedy ▪ ERP: Oracle, SAP ▪ Contingent Workforce Mgmt Systems: Beeline, SAP Fieldglass, Workday ▪ GRC: D&B, RSA Archer, MetricStream - Workflow (pg. 6/7),</p> <p>Document Management (pg. 7): o “tracks all contracts, related attachments, and amendments”. o “no storage limit on contract and related document storage” o “access rights can be configured”</p> <p>Reporting, Dashboards & Data Visualization (pg. 8): o “over 250 reports and dashboards” OOTB. o Allows users to “create and save customer reports and dashboards” o “dashboards are interactive and exportable”</p> <p>Configurable (pg. 9): o “user access management provides granular rule, role and instance-based access, with an unlimited variety of combinations” o “allows simple configurations of multi-geography, multi-business unit teams”</p> <p>Transparency (pg. 9): “simple integration with third-party applications, enabling real-time data transfer and can further work to review” needs for contract visibility to existing or new portals”. CONCERN/POTENTIAL WEAKNESS, system does not have public access capabilities OOT</p>	
--	--	--

Bidder Best Practices and Roadmap

16-18	Quarterly release	
	Monthly governance meetings	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KMPG and Sirion

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Innovations and Value-Added Features/Services

	No response	
--	-------------	--

Customizations/Extensions

18	Sirion is always updated to the latest version automatically with every release”	
----	--	--

Alternative Funding Models

18	No response	
----	-------------	--

Contract Transition and Flexibility

18	Will discuss mutually agreed terms	
----	------------------------------------	--

Functional Requirements

General Functionality

20-26	N/A	
-------	-----	--

Supplier Portal

	N/A	
--	-----	--

Supplier Enablement/Management

	N/A	
--	-----	--

Buyer Portal

	N/A	
--	-----	--

Need Identification

	N/A	
--	-----	--

Request through Pay

	N/A	
--	-----	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KMPG and Sirion

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Catalog Capability

	N/A	
--	-----	--

Sourcing/Bid Management

	N/A	
--	-----	--

Contract Management

20-22	Template library – meets requirements	
-------	---------------------------------------	--

Vendor Performance

22-23	Attached documents limited to 200MB	
-------	-------------------------------------	--

Purchasing/Data Analytics

	Functionality built into Contracts Management	
--	---	--

Technical Requirements

Availability

26-35	99.8% availability target 99.8% - “runs on a fully redundant environments within AWS”. - “full daily backups” and synchronizes the data geographically every 30 minutes” - RTO less than 120 minutes and RPO is 30 minutes or less	
-------	--	--

Accessibility Requirements

26	Partially meets requirements	
----	------------------------------	--

Audit Trail and History

26	Meets requirements	
----	--------------------	--

Browsers Supported

26	Did not address 10% of web traffic	
----	------------------------------------	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KMPG and Sirion

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

User Accounts and Administration

26-27	Cannot delegate a user	
-------	------------------------	--

User Authentication and Federated Id management

27	Meets requirements	
----	--------------------	--

Data Conversion

27-29	Meets requirements	
-------	--------------------	--

Interface and Integration

29-30	Meets requirements	
-------	--------------------	--

Office Automation Integration

30-31	Meets requirements	
-------	--------------------	--

Mobile Device Support

32	Meets requirements	
----	--------------------	--

Mobile Applications

32	App currently in BETA stage	
----	-----------------------------	--

Data Ownership and Access

32-33	Meets requirements	
-------	--------------------	--

Date Retention, Archive and Purge Considerations

33	Meets requirements	
----	--------------------	--

Disaster Recovery Plan

34	Meets requirements	
----	--------------------	--

Solution Environments

34	Separate testing and training	
----	-------------------------------	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KMPG and Sirion

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Solution Technical Architecture

34	Meets requirements	
----	--------------------	--

Solution Network Architecture

34	Meets requirements	
----	--------------------	--

System Development Methodology

34	Meets requirements	
----	--------------------	--

Service Level Agreement

26 & 35	Did not review RFP SLA and not enough information on their SLA	

Security Requirements

Cloud Security Alliance (CSA) Compliance

37-40	Meets requirements	
-------	--------------------	--

Security and Privacy Controls

37	Did not provide the req'd information on level of NIST 800-53 compliance	
----	--	--

Security Certifications

37	Meets requirements	
----	--------------------	--

Annual Security Plan

37	Did not describe a plan	
----	-------------------------	--

Secure Application and Network Environment

38		
----	--	--

Secure Application and Network Access

149	Did not discuss all areas asked for	
-----	-------------------------------------	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KMPG and Sirion

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Data Security

39	Did not discuss all areas asked for	
----	-------------------------------------	--

Personally, Identifiable Information Protection

39	Did not discuss all areas asked for	
----	-------------------------------------	--

Security/Privacy Issue Occurrence

40	Did not discuss all areas asked for	
----	-------------------------------------	--

Security Breach Reporting

40	Did not discuss all areas asked for	
----	-------------------------------------	--

Implementation Services Requirements

Project Management and Project Implementation Methodology

67-70	meets requirements	
-------	--------------------	--

Catalog Support Services

71-73	Meets requirements	
-------	--------------------	--

Data Conversion Services

73-81	The list on these pages conflict with the Assumptions section (16th bullet, pg.145) states that “only active suppliers, purchase orders, and contracts will be converted/moved”.	concern
-------	--	---------

Interface/Integration Development Services

82-87	“have experience integrating Ivalua with leading financial and ERP systems” including SAP, PeopleSoft, CGI Advantage, among others” - Experience “deploying a combination of batch and real-time” - EVOLVE, Post-Implementation: CONCERN, response indicates that support will be moved to the State/Entity tech team. Need to NEGOTIATE that maintenance/support for the KPMG portion of interfaces/integration will be covered by the on-going maintenance	
-------	--	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG & SirionLabs

CATEGORY #(s): Category 2 Stage 1

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization -KPMG
 - Same response as the KPMG & Ivalua Response
 -
 -
2. Previous Projects – KPMG **Marked Confidential**
 - Same response as the KPMG & Ivalua Response
 - SirionLabs projects – Airports, banks
 -
3. Subcontractors
 - SirioinLabs is the subcontractor
 - Contract Lifecycle Management
 -
4. Organizational Chart
 - Same response as the KPMG & Ivalua Response
 - Add the SirionLabs roles and defintions
 - Supplied matrix example
5. Litigation
 - Same response as the KPMG & Ivalua Response
 -
 -
6. Financial Viability – **Marked Confidential**
 - Same response as the KPMG & Ivalua Response
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG & SirionLabs

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/28/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

This supplier's response is submitting only for Contract Management Section 7 and Supplier/Vendor Performance as noted on PDF Page 4 of their response. Requirement EPROC-CNT-83 on Tab 3 Line mentions modules titled "Financial Management?"

Individual SME Comments: The video was a helpful demonstration of how their solution works for contract management and vendor performance. They state they have financial management module, but I did not seem to find it in the video, and they did not submit a response to the technical and functional requirements for financials?

This solution has some innovative functions (WORD integration) that I believe would benefit our entities. The CLM solution would be beneficial and I would hope that the clarifying questions and those requirements they do not support could be addressed.

General Principal and Requirements

Key Solution Functionality Elements – PDF Page 6

- Single Sign On with integration option
- Smart routing with form that pulls information to generate first draft
- Portal for suppliers to collaborate through the life of the contract
- Parallel edit access and chat functionality within WORD.
- Has Sirion MS Outlook integration
- Shows integration information on PDF Page 8
- Provides highly configurable workflows
- Tracks all documents on contracts, attachments and amendments
- Supports dashboards and data visualization Referenced Appendix D SirionLabs technical documentation
- Offers role based and user group-based functionality
- Simple integration to provide public and internal visibility

User Experience – PDF Page 11

- User will have dashboards to view tasks
- Pop out menu from icons on the left
- Offers online manual and pop-up help for navigations
- Can use pre-defined clause/definition libraries along with template libraries
- Parallel editing replaces the check in/out functionality and supports versioning
- Users and managers can see workloads and action items from dashboards
- Mobile app scheduled for release in 2021
- Provided example dashboards on PDF Pages 17 and 18

Bidder Best Practices and Roadmap – PDF Page 18

- Quarterly new release cycle. Provided screen shot on PDF Page 19

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG & SirionLabs

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/28/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Referenced Appendix for information on latest technologies
- KPMG is the implementation Service provider – PDF Page 19 bottom of page
- Provides opportunities to supply information via surveys sent by Sirion

Innovations and Value-Added Features/Services – PDF Page 20

- Offers to discuss needs to further explore the right size solution

Customizations/Extensions - PDF Page 20

- "It is recommended that an entity choose Sirion's multi-tenant SaaS platform that includes leading contract templating, as well as library, repository and management features, over a custom solution."

Alternative Funding Models - PDF Page 20

- States this is not applicable.

Contract Transition and Flexibility - PDF Page 20

- Willing to discuss agreed terms.

Functional Requirements

General Functionality – N/A

Supplier Portal – N/A

Supplier Enablement/Management – N/A

Buyer Portal - – N/A

Need Identification – N/A

Request through Pay – N/A

Catalog Capability – N/A

Sourcing/Bid Management – N/A

Contract Management – PDF Page 22

- Provide list of advanced features on PDF Page 22
- Offers a contract repository and a digital foundation of the contract portfolio
- Invoice management is offered in the solution. PDF Page 23
- Collaboration functionality with Reporting and Dashboards
- STRENGTH - EPROC-CNT-7 – Tab 3 Line 489 – Offers new functionality called Parallel Editing over the check in/out process
- CONCERN - EPROC-CNT-17 – Tab 3 Line 499 – Did not supply availability or level of complexity on this requirement?
- CONCERN - EPROC-CNT-28 – Tab 3 Line 510 – The payment part of this requirement will be need to be made in a system outside of Sirion
- CONCERN - EPROC-CNT-30 – Tab 3 Line 512 – Need to clarify their statement made in the comment section of this requirement? "UB to check with Product team"
- CONCERN - EPROC-CNT-32 – Tab 3 Line 514 - Maximum allowed attachment is 200MB
- CONCERN - EPROC-CNT-43 – Tab 3 Line 525 - Does the supplier have their own system account, or the same access as the buyer?
- CONCERN - EPROC-CNT-70 – Tab 3 Line 552 - Requirement asks if "suppliers" have the ability to load sales reports. This response states the user has this ability?

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG & SirionLabs

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/28/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-CNT-83 – Tab 3 Line 565 – Confused here as the response states the solution has a “Financial Management” module?
- CONCERN - EPROC-CNT-87 – Tab 3 Line 569 - Need to clarify their statement made in the comment section of this requirement? “UB to confirm with product about procedure to reactivate”

Vendor Performance – PDF Page 24

- User role-based dashboards and configurable KPI's
- Provided features of performance management
- CONCERN - EPROC-VPE-15 – Tab 3 Line 587 - Response does not specify if the “vendors” can complete the survey?

Purchasing/Data Analytics – N/A

Technical Requirements

Availability – PDF Page 27

- Availability exceeds 99.95%
- Supplied standard SLAs for incident management
- Referenced Appendix D

Accessibility Requirements - PDF Page 27

- “Sirion is compliant with Web Content Accessibility Guidelines (WCAG) 2.0 AA.”

Audit Trail and History - PDF Page 27

- MS Word plug in enables comparison
- Has full audit capabilities

Browsers Supported - PDF Page 28

- Supplied list of browsers supported

User Accounts and Administration - PDF Page 28

- User based roles with standard role groups
- Offers advanced user access control
- RBAC – Role based access controls
- CONCERN - EPROC-TECH-7 – Tab 4 line 12 - This requirement asks about solicitations and contracts but supplier response is N/A?
- CONCERN - EPROC-TECH-12 – Tab 4 Line 15 - This requirement asks about both the buyer (user) and the supplier accounts, but the response is N/A?
- CONCERN - EPROC-TECH-18 – Tab 4 Line 20 - This response leads me to believe that the ability to deactivate users is not “automatic”?

User Authentication - PDF Page 29

- Supports SSO functionality

Federated Identity Management - PDF Page 29

- Meets requirements

Data Conversion - PDF Page 29

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG & SirionLabs

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/28/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Suggest using auto extraction method
- Seems an INTEGRATION will be needed to help with data conversion.

Interface and Integration - PDF Page 31

- Supports various integrations modes. Listed on PDF Page 31
- Listed connectors examples on PDF Pages 31 and 32
- Referenced Appendix D
- Does not support technical requirements EPROC-TECH-41 thru EPROC-TECH-46 on RTM as they are only bidding Contract Management and Vendor Performance workstreams
- CONCERN - EPROC-TECH-47 – Tab 4 Line 51 – Response states can have invoice in the solution?
- CONCERN - EPROC-TECH-49 – Tab 4 Line 53 – Supplier states “only bidding Contract Management and Vendor Performance workstreams
- CONCERN - EPROC-TECH-52 – Tab 4 Line 56 - Supplier did not supply a response here?
- CONCERN - EPROC-TECH-54 – Tab 4 Line 58 – Supplier states “only bidding Contract Management and Vendor Performance workstreams
- CONCERN - EPROC-TECH-55 – Tab 4 Line 59 – Supplier states “only bidding Contract Management and Vendor Performance workstreams
- CONCERN - EPROC-TECH-58 – Tab 4 Line 62 - Did not provide availability or level of complexity?

Office Automation Integration - PDF Page 32

- Offered screenshots of the integration the system has with WORD

Mobile Device Support - PDF Page 34

- Meets requirements

Mobile Applications - PDF Page 34

- Meets requirements

Data Ownership and Access - PDF Page 34

- Meets requirements

Date Retention, Archive and Purge Considerations - PDF Page 35

- Archiving is built into the solution
- Explained data archival, and data retention and deletion.

Disaster Recovery Plan - PDF Page 36

- Meets req

Solution Environments - PDF Page 36

- Provides Sandbox environments and does not suggest environments have the same data due to security reasons.

Solution Technical Architecture - PDF Page 36

- Referenced Appendix D

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG & SirionLabs

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/28/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Solution Network Architecture - PDF Page 37

- Hosted on AWS

System Development Methodology - PDF Page 37

- Referenced Appendix D

Service Level Agreement - PDF Page 37

- Provided the Sirion standard SLAs on PDF Page 37

Security Requirements

Cloud Security Alliance (CSA) Compliance - PDF Page 39

- Provided completed attachment to response

Security and Privacy Controls - PDF Page 39

- Meets requirements
- Defer all other comments to Security SME

Security Certifications - PDF Page 39

- Listed security practices
- Defer all other comments to Security SME

Annual Security Plan - PDF Page 39

- Provided certified organization
- Defer all other comments to Security SME

Secure Application and Network Environment - PDF Page 40

- Deployed on AWS like most other solutions.
- Defer all other comments to Security SME

Secure Application and Network Access - PDF Page 41

- Deployed on AWS like most other solutions.
- Defer all other comments to Security SME
- CONCERN - EPROC-SEC-1 – Tab 5 Line 5 – Does not support tracking device usage by user.
- CONCERN - EPROC-SEC-2 – Tab 5 Line 6 - Does not support concurrent login

Data Security - PDF Page 41

- Mentioned a web application firewall.
- Defer all other comments to Security SME

Personally Identifiable Information Protection - PDF Page 41

- Meets requirements
- Defer all other comments to Security SME

Security/Privacy Issue Occurrence - PDF Page 42

- Meets requirements
- Defer all other comments to Security SME

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG & SirionLabs

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/28/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

PII Data Actual/Attempted Access or Disclosure - PDF Page 42

- Meets requirements
- Defer all other comments to Security SME

Security Breach Reporting - PDF Page 42

- Meets requirements
- Defer all other comments to Security SME

THE RESPONSE FOR THE REST OF THIS SUPPLIER RESPONSE IS TIED TO KPMG AND I HAVE NOTICED THE RESPONSE IS THE SAME AS SUBMITTED FOR THE FULL SOLUTION. I HAVE COPIED MY NOTES FROM KPMG FULL SOLUTION TO THIS KPMG INDIVIDUAL WORKSTREAMS. THE PAGE NUMBERS DON'T APPLY TO THIS RESPONSE.

Implementation Services Requirements – PDF Page 84 –

Project Management – PDF Page 85 thru PDF Page 103

- Program and Project Management Methodology is the tool that the KPMG team uses.
- PPM Framework chart on PDF page 85
- Listed Key Project Management Tasks PDF Page 86
- Provide both Scope and Schedule Management PDF Page 86
- Implementation Plan Development will help manage requested services.
- Provide an sample implementation plan PDF Page 94 thru PDF Page 103
- Offers Budget and Quality Management PDF Page 88
- Will team up with state entities using deliverables management
- Offers Resource, Staff and Communications Management tools. PDF Page 89
- Provide periodic status meetings and share status reports.
- Risk Management will be implemented to reduce risk
- Mitigation is key and they supplied list of topics to approach risk Management. PDF Page 91
- Issue Management is used to help solve issues quickly. PDF Page 92
- Project Management Deliverables were listed and they use a Project Manager to manage project

Project Implementation Methodology – PDF Page 103 thru PDF Page 114

- Uses the Vision, Validate, Construct, Deploy, and Evolve phases. PDF Page 104
- State experience in procurement enablement mention on PDF Page 105
- They described in detail each phase of the implementation mentioned above.
- Provided testing approach on PDF Page 109

Catalog Support Services – PDF PAGE 114 thru PDF Page 117

- Provided shopping screenshot on PDF Page 115
- Stated they support Punch out or hosted catalogs
- Suppliers can upload the catalogs from the portal. Files can be compared before approved.
- The 360 search is used to search across catalogs

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG & SirionLabs

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/28/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Uses the Vision, Validate, Construct, Deploy, and Evolve phases to identify the correct suppliers fit for a catalog in the system.

Data Conversion Services – PDF Page 117 thru PDF Page 125

- Initial Data Extract PDF Page 117
- Mock Data Extract PDF Page 118
- Production Data Extract PDF PAGE118
- Provide data cleansing and harmonization
- Transform and Load Process
- Quality Assurance and Reconciliation
- Provided roles and responsibilities. PDF Page 119
- Data Load Templates. PDF Page 122

Interface/Integration Development Services - PDF Page 125 thru PDF Page 130

- Provided table of each phase of an integration that included a description.
- Provided table of integration activities with the KPMG and the state entity responsibilities. PDF Page 127
- Provide list of integrations and Interfaces. PDF Page 128
-

Organizational Change Management (OCM Services) - PDF Page 130 thru PDF Page 140

- KPMG's "Make it" Methodology. PDF Page 132
- Supplied benefits of using above methods. PDF Page 133
- Provided a comprehensive view of the OCM services. PDF Page 133 – thru 138
- Offers TRIP – A tool used to analyze the readiness of an organization. PDF Page 138
- Listed additional optional tools PDF Page 139 and 140

Training Services - PDF Page 140 thru PDF Page 150

- Provided chart that explains their approach to training. PDF Page 141
- Target Learning Model, (TLM). PDF Page 142
- Collaborative approach as implementations requires process changes. PDF Page 143. First Paragraph
- Provided Training Plan for each Impacted Stakeholder. PDF Page 144
- Procurement Training Overview table on PDF Page 145
- Stakeholders Training table on PDF Page 146
- Train-the-trainer. PDF Page 147
- System Administrator training PDF Page 148
- Help desk and supplier training.
-

Help Desk Services - PDF Page 150 thru PDF Page 152

- 3 tier Help Desk Support Model. PDF Page 150
- Uses ServiceNow to enter tickets

On-Site System Stabilization Support - PDF Page 152 thru PDF Page 155

- Contains post implementation support combined with off-site resources.
- Exit criteria supplied on PDF Page 153
-

Managed Services Requirements - PDF Page 155

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG & SirionLabs

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/28/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Solution Support - PDF Page 156 thru PDF Page 161

- Extensive information supplied by this supplier to this section of their response.
- Provided table of priority levels with a description of each PDF Page 160

Organizational Change Management (OCM Services) - PDF Page 161 thru PDF Page 162

- Provided a "Change Agent Network (CAN) screen shot on PDF Page 162

Training Services - PDF Page 162 thru PDF Page 164

- Service center change monitoring process. PDF Page 163
- Provided examples of training models. PDF Page 163 bottom of page

Catalog Support Services – PDF Page 164

- Offers hosted and punch out catalogs support

Help Desk Services - PDF Page 165

- Provided table of process on PDF Page 165
- CONCERN - EPROC-IMPL-3 thru EPROC-IMPL-5 – Tab 6 Line 6 thru line 8 – These requirements for help desk services are not available

Transition Out Assistance Services - PDF Page 165 thru PDF Page 167

- Provided "Power Evolution managed service termination framework" chart and table with explanation on PDF Page 166

Other Available Services - PDF Page 168 thru PDF Page 177

- Listed quite a few optional available services

Video Demonstrations

The videos supplied with this response had them divided into 4 separate videos but it really a continuous video and my notes on the video are listed below:

SironCLM – Has wizard driven options with left hand side menu bar. Has authoring option icon on this menu bar. The system has tabs across the top for different sections of the contract record. Can see tasks assigned on a personal dashboard. Color coded statuses show where the contract is in the lifecycle. Uses create request forms to start the contract process. Then it allows the addition of other information from the template and clause library. Users receive email notifications about the status of the contract record. System has data conditional fields to help drive workflow. System shows the cycle time of the contract after it has been submitted. Can communicate in the system with other users about the contract. Sets up a possible master services agreements with all other supporting documentation attached. Versions are tracked and can upload other attachments to the contract. Can add or upload contract line items. Contracts are generated in WORD. Sirion is added to the word toolbar in WORD that can be used to update the document. Can insert clauses and languages to the document. Changes made drive workflow for approvals. Can work on contracts in Sirion or in WORD. All changes are tracked in the system. Can collaborate with the vendors from the system or from WORD. No spoofing of email addresses and a reply email goes back into the system and in OUTLOOK. Has drag and drop functionality for contracts. Uses a joint collaboration with other participants in the collaboration mode. Only one person edits a section at a time with one consolidated view and it tracks versions. Can do a

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comparison of changes done. Workflow could be driven by many triggers. Email notifications are used to notify approvers. Has integration with DocuSign or Adobesign and the data is updated in the system.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 2

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - “Implementation and Development Services” Gold Partner of SAP (Ariba)
 - “Reseller” of SAP software.
2. Previous Projects
 - 5 listed. One university. One private. Three State or public entity. All fit within Category 2.
 - San Diego County, CA. Implemented Ariba public sector supplier and Contract mgt. and integrated it with Oracle.
 - University of Kentucky. Implemented SAP HCM, Finance, SAP Student Lifecycle Management, BW,SRM/PPS 7.0 and Analytics.
 - Sempra Energy. Implemented Ariba Contract mgt. and integrated to MS Dynamics ERP.
 - City of San Diego, CA. Implemented SAP Ariba procurement platform.
 - CA Dept. of Healthcare Services. Deployed SAP Ariba procurement platform.
3. Subcontractors
 - Vendor states it will not be utilizing subcontractors for this engagement.
4. Organizational Chart
 - Yes, Org. chart provided along with job descriptions
5. Litigation
 - Vendor states no litigation.
6. Financial Viability
 - DnB provided. Low to Moderate risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 2

DATE: 1/8/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Hybrid Cloud Solution.
- Product is SAP Ariba. Cloud Services with technical architecture of SaaS
- LSI Consulting is a Gold Partner and is submitting proposal as a part of the Partner Managed Cloud (PMC) who is offering the professional services portion of the proposal (implementation, long-term support, etc)
- Really touts the Spend Management portion of SAP Ariba.
- LSI takes seven exceptions (pages 142 – 145), These will want to be reviewed carefully and negotiated should this offeror be in negotiations.
- There are 34 items in the “Assumptions” (page 140 – 141) that require CLARIFICATION or negotiation where many or most States could or would not agree. Examples are: #4 State must follow the LSI provided methodology to implement software, #6 – can’t revisit deliverables once they have been closed, #18 – Postponements and delays of scheduled events due to lack of State staff availability will likely result in an extended project schedule and/or additional fees, #12 –in case of sickness or vacation, the key State decision-makers will have an alternate assigned.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 21)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

1. Product/Solution components: pages 8 - 10

a. SAP Ariba Cloud-based. For eProcurement solution (Sourcing, Contracts, Procure to Pay, etc.)

- Single point of entry. Yes – Single Sign on.
- Smart routing. Yes

- Compliance. Yes
- Portal. Yes . “SAP Portal product portfolio”. Can obtain as:
 - as “SAP Enterprise Portal (on-premise)
 - on SAP BTP as SAP cloud Portal service
 - (portal-like) sap Launchpad service
- Open Marketplace Environment. Yes – uses the SAP Ariba Business Network (SBN) for business-to-business network (B2B) and use Spot Buy as the catalog solution.
- Integration. Yes. With the use of integration with out-of-the-box SAP's intelligent suite along with end-to-end business process.
- Workflow. Yes. “SAP Business Workflow enables the design and execution of business processes”
- Document management. Yes. “SAP Ariba Contract Management module can track, manage, and store documents”.
- Reporting, dashboards and data visualization. Yes. “SAP Ariba is delivered with native reporting and analytics, including numerous pre-packaged reports.”
- Configurable. Yes. “Configurable workflows to document templates” with “the flexibility to reflect state-wide or agency-specific rule-sets and processes
- Transparency. Yes - “Vendor Portal” built on SAP's Portal Services. “The offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data.” .

2. User Experience - pages 10 - 12

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
- Do not cover all the characteristics in the user experience explanation, but they do offer that “The interface has been designed with special attention to:
 - Minimizing clicks and number of steps
 - Seamless transition from mobile app to desktop with "follow-me" process from one another
 - Community help
 - Visual workflows, reminders and notifications
 - Bulk actions over many items (i.e. bulk receive purchase orders)
 - Integrations to facilitate multiple catalog search (items in the material master, inventoried items, MRO Supplies and contracted supplier catalogs), cost accounting and more”

3. Bidder Best Practices and Roadmap – pages 12 - 13

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

- [“Quarterly Releases](#) – Releases are delivered every quarter in February, May, August, and November each year. Individual products may be released on any or all of the quarterly dates. You should expect to receive advance communication of features and should allow time to prepare for impactful changes to your systems. “
- [“Monthly Feature Deliveries](#) – Major products may have an optional, no-impact release on harmonized monthly feature delivery weekends. As with the quarterly releases, each product has the option to release during any or all these windows. You should not need to prepare for or take action for the monthly feature deliveries. Changes delivered in a feature delivery should be virtually invisible to the end users. Many of our largest cloud products follow a harmonized release calendar.”
- [Road Map](#) is provided in an attachment.

4. Innovations and Value-Added Features/Services – pages 13 - 16

In addition to the stated requirement(s), the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

Yes . they give some past and present innovations.

- SAP Ariba has:
 - Launched the first online catalog for procurement.
 - Developed the first software to conduct reverse auctions.
 - Created the Ariba Network, the first business network that today is the largest, most global on the planet, with more than 2 million companies transacting nearly \$1 trillion in commerce on an annual basis.
 - Went live with Ariba Discovery, the first business matching service that like Match.com, connects buyers with needs to sellers who can fulfill them.
 - Ariba Spot Buy
- SAP FieldGlass.
- SAP Ariba Supplier Risk Management.

5. Customizations/Extensions – pages 17 - 20

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder’s base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder’s product roadmap submitted with the proposal.

• Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- SAP Ariba Application Extension Partners and Applications
- Help deliver new and innovative applications that augment SAP Ariba solutions. List of SAP Ariba App Extensions and our Partners:
 - **Spotline Inc.** Chatbot
 - **Seal Software.** Helps organizations gain visibility, control, mitigate risk and better manage their contracts o Seal Contract Discovery and Analytics helps organizations gain visibility, control, mitigate risk and better manage their contracts in conjunction with various SAP products including SAP Ariba. Seal’s AI powered engine extracts many types of data elements, and presents that data in an intuitive user experience. Seal integrates to SAP Ariba to load contracts and metadata directly into Ariba leveraging APIs. New and existing SAP

Ariba contract workspaces can be sent to Seal to clean up existing content and for many high-value use cases such as regulatory, risk, M&A, audit, etc.

- **CloudTrade** - Optimize your PDF Invoicing channel
- ISMS Applications. Provide compliance to suppliers for a healthy supply chain
- Keelvar Sourcing. The Keelvar Sourcing Optimizer Connector to send event data (suppliers & item master data) from SAP Ariba to Keelvar Sourcing Optimizer. Run, analyze and award complex or large events in Keelvar Sourcing Optimizer, then send awarded supplier data back to SAP Ariba Contracts.
- AppZen AI. Real-time accounts payable fraud and non-compliance detection
- Cordis.
 - Procure-to-Pay integration between SAP Ariba and Oracle
 - Add a layer of protection to personally identifiable information .
 - Digitize your supplier invoices into a single compliant e-invoice process o Intelligent Invoice Express (IIE) allows you to automatically capture and register purchase invoices in one application for verification, validation and efficient processing in Ariba Invoicing or ERP Accounts Payable, even for suppliers who are not yet on the Ariba Network (AN).
 - A prebuilt analytical dashboard for procurement using SAP Ariba and SAP ERP data o Category Manager Dashboard provides valuable insights and reporting, plus the ability to integrate aggregated data across Sourcing, Contracts, Spend, Performance and Risk. It provides a status for each project to manage the category of spend, including a display of all associated business documents.
 - Combine your catalog and non-catalog requests into the e-procurement process, Intelligent Content Capture.
- Fairmarkit.
 - Automatically get quotes for purchase requests from your existing suppliers.
 - Empower end users to competitively bid their purchases
- Vertex - Tax calculation during purchase requisition and invoice reconciliation o Vertex provides automated tax calculation during requisition & invoice reconciliation. During requisition, purchasing managers can view tax implications when approving or rejecting a purchase request and during invoice reconciliation.
- • Accenture - Intelligent chatbot for a simplified buying experience o Paula is an intelligent chatbot designed to modernize user's experience through a simple and intuitive process allowing organization to transform their tasks into value-added work..
- • EcoVadis - Sustainability ratings for procurement - Manage supplier risk and performance.
- • D&B- Proactively identify vendor financial stress to mitigate supply chain disruption.
- • APOS Systems - Live mode data connectivity for SAP Ariba o Live Data Gateway for SAP Ariba provides virtualized data connectivity to SAP Ariba data from SAP Analytics Cloud. Live Data Gateway can also serve data to SAP Data Warehouse Cloud, SAP HANA, and many others.
- • Nitor Relish Xbridge – Seamless SAP Ariba & Qualtrics XM for suppliers integration.
- Nitor Relish DATA ASSURE - Fully automatic supplier data validation in one step, without human interaction.
- • iCertis AI - AI from Icertis turns contracts into live documents connected to your business o Icertis is enabling SAP users to address previously intractable contract challenges. This includes digitizing legacy contracts and importing third-party contracts at scale, analyzing past negotiation history to gain insights for improvement, and deep data visualization.
- • Globality - Seamlessly Integrate Globality's Platform with SAP Fieldglass o Globality's AI Platform transforms sourcing of high-value, complex services by automating the demand creation, supplier identification, tendering, proposal evaluation, and SoW creation process through a self-serve, consumer-like solution. SoW data are automatically sent to SAP Fieldglass

6. Alternative Funding Models – Pages 20

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and

be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
 - Explain how each model would work;
 - Identify the benefits that Participating Entities and their suppliers would realize; and
 - Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

They do not offer any alternative funding models, but do recommend SAP Fieldglass app.

7. Contract Transition and Flexibility – page 20 - 21

LSI possesses an extremely high level of flexibility to transition from a state's current contract to a new contract or amendment".

B. Functional Requirements: pages 22 – 46

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40. Currently the following applications are widely deployed and support the procurement functions of Ariba customers:

- SAP Ariba Buying& Invoicing
- SAP Ariba Sourcing
- SAP Ariba Contracts
- SAP Ariba Supplier Lifecycle & Performance Management
- SAP Ariba Network
- SAP Fieldglass

- Uses Native Integration for integration of purchase requests.
- Supports all types of files and mentions a “really robust search engine” in many of the comments.
- “A super user will be granted broader access to the solution by assigning multiple roles” to access functionality across the solution and “provide administration capabilities across the solution or for specific functional areas”. Except for Guided Buying.
- #3 is marked as “partial”, which is not a choice in the codes. **Based on the notes it looks like they do not have the ability to integrate to post on the State's procurement website.**
- #38 is marked N/A, which is not a choice in the codes. **After reading the reply – it seems the answer is “N” as they do not comply with this.**
- For most of the items in 1 – 7 GPE offers use of their system, but these questions are about being able
- Many of the Comments state **“Standard Functionality”** (there are 22 of these). As a nonuser of ASP Ariba's system, I do not know what is “standard functionality” for that particular requirement. I believe that is why the instructions outline to *“describe how the identified tools/solution will meet the requirement. Include benefits or limitations.”* **Based on the vagueness and essentially a guess on my part, these lines won't be evaluated.**

2. Supplier Portal. Tab 3, SPR-1 through SPR-23.

- Ariba seems to have a good handle on the Supplier portal side and a understanding of what the suppliers need.
- SAP Ariba Business Network (SBN) for the supplier portal includes:
 - Ariba Business Network (aka Ariba Network, Ariba Supplier Network)
 - Ariba “Supplier Enablement Services” for the Network are included
 - Supplier Portal functionality across all customers, not specific to a State/Entity using Ariba
- #3 states suppliers can integrate their financial systems to Ariba Network. While the State will want supplier spend reports, **I am not certain about connecting to the system – for security reasons the State would want to look into this.**

- #7, 8, where allow supplier to access solicitations and to submit proposals... IBM responds that State APIs are available to post but suppliers will need to be directed to an external State website. **This is concerning – as this is a requirement of the eprocurement system.**
3. **Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43.
 - SAP Supplier Enablement Team will “design and develop the most effective enablement strategy” based on their “profile, PO and invoice volume, and spend”. Segment the “State’s vendor master data to effectively target/onboard suppliers in tiered waves”.
 - Provides IRS TIN/Name “verification capabilities”
 - For the Ariba Network, offers suppliers “user guides, FAQs, technical documentation, and free online seminars”.
 - Can have “account specific information” via a “supplier information portal embedded in the Ariba Network”.
 - Suppliers are able to self register and meet requirements 1 – 10
 - **It's not clear if the system accepts commodity codes**, as the answers given to the questions are not straightforward.
 - #18 - #27 are marked as “INT” and the State asks that the verification of the supplier items be done. **IBM's answer is they can validate the format, I am unsure if this will meet the requirement.**
 4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15.
 - The answer to #11 is of concern. The State can download any account information (data) as long as subscribed, but only within the functionality of their application. It doesn't answer the question if we can get the minimum items that are asked for in the requirement.
 5. **Need Identification.** Tab 3, NEED-1 through NEED-7.
 - The CF item does not seem to pose a problem. Other items seem to be standard within the software.
 6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11.
 - **PRD 4 – Doesn't seem to answer the Role question. They answer it with groups, but not by role.**
 - **PRD 15 and 16, WRK12, PO11 and 12 – Limit attachments to 100MB size limit, but can support any type of attachment.**
 - **PRD49 – Ariba uses UNSPSC (United Nations Standard Products and Services Code) – it seems much configuration will need to be done to work in State's chart of accounts.**
 - **PRD59 – is essentially not answered.** Gives “Standard Functionality supported and configurable”.
 - **WRK28 – only one user in Que at a time.**
 - **PC 6 – Comment that it's not supported; however, they list as “Available”.**
 7. **Catalog Capability -** Tab 3, CAT-1 through CAT-40.
 - **#3 - 3 channels that catalogs can be updated from: (1) Loaded directly by customer via CSV or CIF format, (2) Loaded by us acting as the catalog management service to the customer, (3) Self-loaded by the supplier via the Ariba Network.**
 - **#6 and 7. Catalogs are limited to 5,000 catalogs and there is a limit to 500,000 items in a catalog.**
 - **#19 – To enter Items of negative values is not an option.**
 8. **Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151.
 - **#2 – System has several solicitation templates to use; however, most all State's will want to use their AG approved templates and forms. Some such as the RFI are delivered out of the box, unsure if can configure.**
 - **#36, 52, 63, 70 – limited to 100MB**
 - **#76 – Ariba's system doesn't provide ability to post solicitation documentation unless manually done.**
 - **#138 – Ariba's system does not post award results to State's procurement website. It must be done manually.**
 9. **Contract Management.** Tab 3, CNT-1 through CNT-88.
 - **#45 – Ariba's system doesn't support read only format with redaction properties.**

- #52 through #62 – Ariba's system doesn't support posting of various items to State's public Contracts website. The State must manually post
- 10. Vendor Performance** Tab 3, VPE-1 through VPE-25.
- VPE 21 – **CLARIFY** that the system provides this requirement as IBM says it does, because they comment that the best way is through scorecards, which in my mind is paper or a simple excel form. Maybe scorecards is a name of one of their forms. **If not, this does not meet the requirement.**
 - VPE 25 – **File size limit 100MB per attachment. – does not meet requirement.**
- 11. Purchasing/Data Analytics** Tab 3, PDA-1 through PDA-37.
- PDA 1 – Ariba solutions comes with 250 pre-packaged reports.

C. Technical Requirements: pages 47 - 59

- 1. Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*
- Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.*
- SAP offers a 99.5% system availability percentage during each month for production versions, with exception of **regularly scheduled and emergency maintenance. CLARIFY – How often is regular maintenance and during what hours and days. Additionally, how often in the past has SAP had emergency maintenance (example of how many times in one year?).**
- 2. Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
- Page 45. They state they will provide accessibility to customers upon request. **It seems the software does not come with accessibility requirements.**
- 3. Audit Trail and History** RTM: Tab 4, TECH-1 through TECH-5.
- TECH 3 – 5 are “INT”; however, they repeat TECH 1 and do not explain/detail out how or why integration or interface is needed.
- 4. Browsers Supported**
- The general web browsers are supported (Microsoft Internet Explorer, M Edge, M Edge Chromium, G Chrome, Firefox, and Safari). Microsoft Internet Explorer compatibility mode is not supported. No concerns.
- 5. User Accounts and Administration** RTM: Tab 4, TECH-6 through TECH-20.
- TECH 12 – **Does not meet requirement.**
- 6. User Authentication** RTM: Tab 4, TECH-21 through TECH-25.
- 7. Federated Identity Management**
- Refers to a link. Page 50
- 8. Data Conversion** RTM: Tab 4, TECH-26 through TECH-34.
- SAP plans to use “SAP's Activate Methodology”
 - Integration of legacy systems are extra cost 10
- 9. Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60.
- “integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems.”
 - Real-time and/or batch integration
 - HTTPS using CSV interface
 - SAP Web services
 - REST APIs
- 10. Office Automation Integration**
- Yes, they integrate with Microsoft products listed and others.

11. **Mobile Device Support** RTM: Tab 4, TECH-61.
 - Yes it can be accessed Mobily
12. **Mobile Applications** - TECH 62.
 - Nothing to add here..
13. **Data Ownership and Access**
 - State owns the data.
14. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63.
 - Data retention is governed by the active contract.
15. **Disaster Recovery Plan**
 - Meets requirements.
16. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67.
 - State would receive two environments by default: Test and Production.
 - Additional environments (i.e. Development, Quality Control/User Acceptance, Training) are additional charges.
17. **Solution Technical Architecture**
 - They described some tools and gave some “various” options for exchanging data between SAP Ariba and external system.
18. **Solution Network Architecture**
 - Diagram on page 57.
 - SAP Ariba solutions are offered and delivered in a true subscription-based model
19. **System Development Methodology**
 - Based upon Agile Scrum Development methodology.
20. **Service Level Agreement**
 - UNABLE to open embedded document.
- D. **Security Requirements:** pages 60 - 72
 1. **Cloud Security Alliance (CSA) Compliance**
 - SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines.
 2. **Security and Privacy Controls**
 3. **Security Certifications**
 4. **Annual Security Plan**
 5. **Secure Application and Network Environment**
 6. **Secure Application and Network Access** – Tab 5, SEC-1 through SEC-6.
 - Mentions backup policies.
 7. **Data Security** – nothing to add.
 8. **Personally Identifiable Information Protection** – nothing to add.
 9. **Security/Privacy Issue Occurrence** – nothing to add.
 10. **PII Data Actual/Attempted Access or Disclosure** – nothing to add.
 11. **Security Breach Reporting** – nothing to add.
- E. **Implementation Services Requirements:** pages 73 - 126
 1. **Project Management**
 - LSI provides a basic PM layout diagram on page 73 explanation of PM.
 - Very prescriptive in nature, almost regulatory.
 - Do not see a timeline
 - Does not address most of PM section in RFP.
 2. **Project Implementation Methodology**
 - Very prescriptive in nature, almost regulatory.
 - LSI would like that most SAP cloud implementations use the SAP Activate Cloud methodology. The SAP Activate Cloud methodology follows Agile principles and is well suited to cloud software implementation.
 - Sample role assignment charts are provided for deliverables (pages 79 – 81 and 83 and 88 – 90 and 93). Will want to review these for negotiations if are awarded a contract.
 - **Note:** There are many PM areas that should be reviewed in the Assumptions section (pages 140 – 141) of this proposal.
 3. **Catalog Support Services**

- Uses SAP Ariba Catalog management services or Spot Buy.
- The supplier is responsible for uploading catalogs on Ariba Network.
- Suppliers hosting content on their sites provide a catalog feed with links to their content as authenticated by Ariba Network. Both Level 1 PunchOut (Site and Aisle/category level) as well as Level 2 PunchOut (Aisle, Shelf, and Item level for cross-PunchOut search experience) are supported. SAP Ariba catalog management services manage the enabled catalogs including validation, cleansing, catalog activation and any subsequent refreshes. The catalog set-up includes setting up a catalog hierarchy. Enablement of Punch Out catalogs are available as an optional item for additional charges – Clarify charges.
- Doesn't address training staff or suppliers on catalog management roles.

4. Data Conversion Services

- 6 activities make up the conversion project:
 - Strategy
 - Analyze
 - Design
 - Build
 - Test/Implement
 - Deploy

5. Interface/Integration Development Services

- Pages 98-99 - *“LSI will recommend, design and deploy interfaces based on the best practices and the latest tools available with the SAP environment. In addition to technical assessment, we develop an **Interface Strategy document** that includes the general architecture of the Current and Future Landscape, describes various Interface types, file transfer and process of interface design and implementation.”*

6. Organizational Change Management (OCM Services)

- Explains their OCM method well and with diagrams. They seem to have done OCM before.
- Meets requirements.

7. Training Services

- Training is divided into two different but critical areas:
 - Project Team Training
 - End User Training

8. Help Desk Services – good.

- Page 117 - *“LSI will provide post implementation support / SAP Application Management Services (“AMS”) Services.”*
- Confusion on what LSI is providing and what SAP might be providing or if LSI is providing all.

9. On-Site System Stabilization Support

- LSI explains post go-live stabilization support and some of the help desk again, but don't seem to commit to the 3-month post go-live coverage requirement.

F. Managed Services Requirements: pages 127 - 131

1. Solution Support

- Yes seems to meet requirements

2. Organizational Change Management (OCM Services)

- They offer an hourly rate in their cost proposal, but do not offer any description of services. Unable to evaluate.

3. Training Services

- Meets requirements – point to Section E for description of services.

4. Catalog Support Services

- Provided at an hourly rate but separate from services from proposal. No description of services offered. Unable to evaluate.

5. Help Desk Services

- Meets requirements. – point to Section E for description of services.

6. Transition Out Assistance Services

- Sample transition plan offered. Would like to see a description of how they help transition out. Does not meet requirement.

G. Other Available Services: pages 131 - 138

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

- RTM: Tab 7, MNGD-1

- Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- SAP S/4 Financials Assessment.
- SAP Fieldglass

H. Video Demonstrations: page 139

- 44 minute demo.
- Some areas the author kept saying they would show more at the demo. Which is confusing since this is the demo.
- Looks very user friendly for Catalog purchasing of items.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (LSI Consulting)

CATEGORY #(s): 2

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, cert of ins SAMPLE but appeared to be completed with 5 mil cyber
 - Gold Partner of SAP Software including SAP Ariba
 - Partner Managed Cloud Model – Choice of cloud?
2. Previous Projects
 - San Diego County - Ariba Supplier Lifecycle and Performance and Contracts Management
 - University of Kentucky - Ariba Contracts
 - Sempra Energy - SAP Ariba Contracts Management
 - City of San Diego - implemented the SAP Ariba procurement platform to modernize their legacy procurement processes.
 - Washington DC government - SAP Ariba On-Premise Software strategic move to the cloud with Ariba
 - California Department of Healthcare Services - Ariba procurement platform, including strategic sourcing and buying & invoicing solutions
 - Reference contact information facilitated through LSI...but did provide info
3. Subcontractors
 - None listed
 -
4. Organizational Chart
 - Combined State and LSI project specific org chart
 - Roles defined
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B report dated 7/2021
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: LSI Consulting
CATEGORY #(s): 2
DATE: 1/3/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **SAP ARIBA** implemented by **LSI Consulting**. single point of entry
smart routing compliance portal open marketplace environment integration workflow document
management reporting configurable transparency

User Experience "Guided Buying" capabilities, - UX experts redesigned user's view to deploy a platform adaptable on multiple platforms (desktop, tablets, mobile) •Minimizing clicks and number of steps•Seamless transition from mobile app to desktop with "follow-me" process from one another•Community help•Visual workflows, reminders and notifications•Bulk actions over many items (i.e. bulk receive purchase orders)•Integrations to facilitate multiple catalog search (items in the material master, inventoried items, MRO Supplies and contracted supplier catalogs), cost accounting and more Bidder Best Practices and Roadmap **A configurable system** is OOBX solution that allows the owner to easily personalize certain aspects of the system, without the help of costly software developers. Configurable software is flexible, scalable and can be continually shaped to meet an organization's industry-specific and organization-specific needs. Configurable solutions carry a much lower total cost of ownership. You don't pay for updates. **A customized system** is developed specifically and only for one customer, locking that organization into a static workflow that can only be changed by hiring cost prohibitive engineers to make updates to the system's code. This increases the total cost of ownership exponentially. The system is static and does not evolve with the industry. SAP® Ariba® Best Practices Center.

Innovations and Value-Added Features/Services •SAP Fieldglass•SAP Ariba Supplier Risk Management - Customizations/Extensions SAP arriba application extensions and partners; spot line chat bot, seal software, cloud trade, I SMS applications, kill var sourcing, app Zen artificial intelligence, core disc, fair market, vertex, Accenture, echo vedis, Dun and bradstreet, APOS systems, nitor, iCertis artificial intelligence, globality.

Alternative Funding Models **LSI CONSULTING** did not propose any

Contract Transition and Flexibility flexibility to transition from a state's current contract to a new contract or amendment under the terms of a newly awarded Master Agreement and Participating Addendum.. SI becomes a one-stop-shop for the participating State for software and services contracting. **Could not open PDF**

Functional Requirements

General Functionality - 2 integration w/medium and low LOE, 1 not available, 1 partial requirement met for posting solicitations on state website, 36 Out of the box.

Supplier Portal - 1 integration w/Medium Loe an API where suppliers can access a posted solicitation , and 21 out of the box, 1 business process to handle vendor complaints outside of the tool.

Supplier Enablement/Management 9 integrations w/med LOE and 34 out of the box.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
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BIDDER NAME: LSI Consulting
CATEGORY #(s): 2
DATE: 1/3/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Buyer Portal 15 out of the box
Need Identification 7 out of the box
Request through Pay 62 out of the box – Purch Req, 28 out of the box for Wrkflw mgt, 29 out of the box for PO gen and mgt, 21 out of box for Pcard, 21 out of the box for Receiving, 11 out of the box for invoicing.
Catalog Capability 1 not available items with negative dollar value, 39 OOBX
Sourcing/Bid Management Three not available, 1 partial sourcing bid management not displayed publicly, 147 OOBX
Contract Management 74 OOBX, One not supported 11 not available and must be performed manually. 2 Available however these are manual processes.
Vendor Performance 25 OOBX
Purchasing/Data Analytics 37 OOBX

Technical Requirements

Availability 99.5% system availability percentage during each month for production versions, with the exception of regularly scheduled and emergency maintenance.
Accessibility Requirements 301 549 is a European standard for digital accessibility.
Audit Trail and History logs are retained so long as the customer has an active contract with SAP.
Browsers Supported Apple Safari (64-bit)•Google Chrome (64-bit)•Microsoft Edge (32-bit)•Microsoft Edge Chromium (32-bit and 64-bit)•Mozilla Firefox (64-bit)•Microsoft Internet Explorer (32-bit) until December 31, 2021oNote: Compatibility mode isn't supported
User Accounts and Administration RBAC
User Authentication Customers may activate 2 factor authentications if they use SAML based authentication or ADFS for accessing the SAP Ariba Cloud Services.
Federated Identity Management– see user authentication above
Data Conversion LSI will leverage SAP's activate methodology however methodology was hard to determine as far as specific data conversion tasks.
Interface and Integration Using SAP ARIBA open APIs. Oracle and PeopleSoft and they also integrate with SAP?
Office Automation Integration Word excel and Powerpoint
Mobile Device Support the Ariba Mobile app to view, track, and approve purchase requisitions, nudge approvers, and access informative articles on the Exchange User Community, all from their mobile devices.
Mobile Applications IOS version 7. X, Android Kit Kat 4. 4 and lollipop 5.0
Data Ownership and Access Data retained so long as the contract is active however it's not clear how long they will keep data after termination
Date Retention, Archive and Purge Considerations Retains customer data for the life of this subscription in accordance with their terms and conditions
Disaster Recovery Plan Annual test does it include clients? Data centers appear to be SAP owned RPO 5 minutes. (RTO) to not exceed four hours. LSI Consulting leveraging SAP plan.
Solution Environments production and test; Extra charge for more environments
Solution Technical Architecture The native integration with SAP ECC and S/4HANA covers the full suite of SAP Ariba applications including Ariba Network Automation, SAP Ariba Buying and Invoicing master data and transactional interfaces as well as SAP Ariba Sourcing and SAP Ariba Contracts and direct materials management. This is accomplished by using the SAP Ariba Cloud Integration Gateway (CIG). The Cloud Integration Gateway provides a means of integrating SAP Ariba with SAP ERP products (S/4 and ECC6) without the use of middleware for delivery. Detailed architectural diagram provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Solution Network Architecture servers utilize a network infrastructure designed for scalability, reliability, and security. The SAP Ariba Operations team monitors and maintains the systems. Redundant load balancing and security firewall devices are inserted between each tier. Detailed architectural diagram provided

System Development Methodology Agile Scrum Development methodology. Product lifecycle management includes a quality control process that involves technical reviews automated and manual testing performance and stress testing.

Service Level Agreement A list of definitions In a separate document

Security Requirements

Cloud Security Alliance (CSA) Compliance CAIQ completed – could not access doc.

Security and Privacy Controls SAP Ariba is officially not certified for NIST 800-53

Security Certifications ISO 9001 – Quality Management System, ISO/IEC 27001 – Security Management System, ISO 22301 – Business Continuity Management System, BS 10012 Personal Information Management System, ISO/IEC 27018 – Code of Practice for Personally Identifiable information, ISO/IEC 27017 Code of practice for Cloud service information security, SOC 2 type II, Payment Card Industry Data Security Standard (PCI DSS), Good Practice Quality Guidelines and Regulations (GxP), Trusted Information Security Assessment Exchange (TISAX), FedRAMP authorized.

Annual Security Plan Annual security plan are internal facing documents

Secure Application and Network Environment SAP Ariba provides 24/7 monitoring from a Security operation center

Secure Application and Network Access SAP ARIBA uses a variety of strong encryption and key management protocols, cyphers, and processes from encrypting data/files in transit and at rest

Data Security Access based on leased privilege

Personally Identifiable Information Protection solutions are designed Business to business transaction, and do not support storing HIPAA/PII/Personal data

Security/Privacy Issue Occurrence incident response procedures are confidential, overview only

PII Data Actual/Attempted Access or Disclosure same as above

Security Breach Reporting same as above

Implementation Services Requirements

Project Management **LSI CONSULTING** will have leadership provided by the Program Sponsor, Engagement Lead and Project Manager who share responsibility for the successful delivery of the State implementation. •Clearly define project scope, responsibilities, and authority via the project charter and responsibilities matrix. •Finalize the project team resources and organizational chart •Implement the toolset and procedures for scope, risk and issue management •Establish communication protocols including status reporting and issue reporting •Create the project requirements traceability matrix framework •Prepare a Kick Off presentation to communicate PMO standards and expectations to the project team.

Project Implementation Methodology **LSI CONSULTING** will use the SAP Activate Cloud methodology. Extensive detail on this methodology.

Catalog Support Services **LSI CONSULTING** takes will use SAP Ariba catalog management service is a complete, end-to-end combination of proven technology, extensive domain expertise and expert services. Elements include: Supplier Road Mapping, Project Management, Electronic Catalog Enablement, Catalog Maintenance, PunchOut Catalog Enablement, Punch-Out Catalog Maintenance, and State & Supplier Helpdesk Support.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Data Conversion Services **LSI CONSULTING** data conversion project plan is broken down into six activities, which mirror the project phases; Strategy, analyze, design, build, test implement, deploy. Data cleansing appears to be the sole responsibility of the state because no tools were mentioned.

Interface/Integration Development Services **LSI CONSULTING** will develop and implement interfaces and integrations with legacy systems. **LSI** will recommend, design and deploy interfaces based on the best practices and the latest tools available with the **SAP environment**. **LSI will develop an Interface Strategy document** that includes the general architecture mn of the Current and Future Landscape, describes various Interface types, file transfer and process of interface design and implementation.

Organizational Change Management (OCM Services **LSI consulting** has a robust organizational change management road map. It has five phases; prepare, explore, realise, deploy, run post go live. A comprehensive strategy and communication plan will be created to drive the creation and delivery of effective messaging. This plan is a dynamic, living, and breathing document. It will be updated periodically to ensure the right communication is getting to the right stakeholders at the right time. The following principles lay the foundation for effective communication: •Message redundancy is related to message retention. •The use of several communication channels is more effective than the use of one single medium to convey a message. •Face-to-face communication is a preferred medium for providing a forum of dialogue with constituents. •The existing organization structure is oftentimes the best channel for disseminating information about the implementation. •Direct supervision is the expected and most effective source of organizationally sanctioned information. •Opinion leaders, who may not necessarily be organizational leaders, are effective change agents. •Information that is consistent and reinforces basic values and beliefs is effective in changing opinions and attitudes. •Personally relevant information is better retained than abstract, unfamiliar or general information

Training Services **LSI CONSULTING** Training is divided into two different but critical areas: 1. Project Team Training 2. End User Training approach aligns with our implementation plan. **LSI CONSULTING will leverage online SAP Services courses**. **LSI** will train State personnel with business expertise to conduct instructor led classroom training, virtual learning classrooms or deskside coaching for fellow employees. **LSI** will train State trainers in best practice training principles and familiarize them with the training content to be used by conducting tailored train-the-trainer workshops for each applicable area.

Help Desk Services The **LSI CONSULTING** These services were designed to complement our customers in house support team. Our service is easily adapted to integrate with State's support provider. **LSI's Application Support Services** offers application support across all modules. Support is made available at a predetermined rate, with guaranteed response time. End-users simply call a dedicated toll-free number, or enter their problem tickets over the web to receive direct access to consulting resources. Application Helpdesk support covers Level II Application Critical Support, and Level III Application Enhancement Support . Level III or Enhancement Support is designed for customers who want to expand the functionality of their current systems. Level III (Tier Three) support must be approved by Customer's Support Manager. The intention of Level III is to give Customer flexible and cost-effective access to consulting resources to continually improve Customer's SAP systems. Each level III request is **priced separately** and will be evaluated, quoted on a case by case basis, and must be approved by the customer. JIRA Work Management for Customer Care system

On-Site System Stabilization Support **LSI CONSULTING will run Hypercare** for 3-months post go-live. On site not clear.

Managed Services Requirements

Solution Support All of our Ariba customers run the latest release of our products. As part of our SaaS deployment model, we handle all maintenance packs, services packs, and product upgrades. Customers automatically receive patches and upgrades when they become generally available for no additional cost. We schedule releases during off-peak hours and weekends to minimize the impact of downtime. Many of

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): 2

DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

our largest cloud products follow a harmonized release calendar. Maintenance windows for cloud solutions are documented in the SAP Support Portal. LSI operates its Cloud Management Services, which involves an Information Technology Infrastructure Library (ITIL)-based Information Technology Service Management (ITSM) support model.

Organizational Change Management (OCM Services LSI can support the Organizational Change Management (OCM) Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. These OCM services can be provided at an hourly rate as detailed in our FILE 4 Cost Proposal.

Training Services LSI can support the Training Services, as described in Section E. 7 Training Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. These training services can be provided at an hourly rate as detailed in our FILE 4 Cost Proposal.

Help Desk Services LSI can support the Help Desk Services as described in Section E. 8 Help Desk Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. Please also see our response to 1. Solution Support, above, for more detail on these services..

Transition Out Assistance Services LSI can support Transition Out Assistance Services. Please see our confidential and proprietary sample transition plan, Transition Plan Sample_Confidential_LSI.pdf, embedded within this pdf response document as an attachment.

Other Available Resources SAP S/4 Financials Assessment, SAP Fieldglass (why not part of standard offering?)

Video Demonstrations

- Guided buying used laptop as an example
- Request → Approval → Order → Status → Receipt → Invoice → Payment → Financing
- Sourcing events – expiring contracts...templates
- Analyze → Plan → Source → Risk → RFx → Quality → Contract
- Contract wizard
- Supplier mgt through analytics
- Any state with SAP financials would find this product an easier integration

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 2-Individual Workstream Implementation

DATE: 8/27/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Installing Ariba SAP
 - LSI is consulting role
 - Partner managed cloud; should consider liability and data security terms
 - Gateway to full SAP saturation
2. Previous Projects
 - Large list of clients; all but a few are municipalities/cities or smaller entities than full statewide scope
 - Provide examples, but no reference to ROI; provides limited value to spend the money for the services
 -
3. Subcontractors
 - No subcontractors; should be identifying SAP?
 -
 -
4. Organizational Chart
 - All work aside from highest level is done by Ariba and SAP resources
 - Job descriptions show limited responsibilities of LSI. Majority of work appears by States
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Research needed if LSI absorbs risk to project or defers to SAP or others. States should be aware of liability limits for prime vendors when acting as project managers but do not own solution
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- SAP Ariba Solution
- POSITIVE SAP Ariba Solution, SaaS
- POSITIVE SAP manages infrastructure
- QUESTIONING Spot buy catalog avenue to encourage off contract purchases.
- POSITIVE mobile platform focus
- POSITIVE End to end system, task management functions
- NEGATIVE Many value-added services, why not included in base products
- QUESTIONING Extension partners for functionality what is relationship and liability
- POSITIVE – Gold Partner for SAP
- QUESTIONING – GovOne Accelerator template benefits or restriction
- POSITIVE – SAP is widely used throughout the industry
- POSITIVE – Modules are beneficial to choose which are best
- QUESTIONING – Is vendor portal a barrier to entry for technology challenged small business
- QUESTIONING – SAP Fieldglass and Supplier Risk Management, using LSI as a third party to implement, and various application extension partners demonstrates a complex fragmented solution.

Functional Requirements

- POSITIVE – separate modules
- POSITIVE – Use of UNSPSC codes is preferred
- POSITIVE – Ariba is far reaching
- QUESTIONING – how simple is the network considering the size and effort needed to implement
- POSITIVE – Resources on page 30 seems interesting
- QUESTIONING – mention of approval workflows
- QUESTIONING – page 34 references guided buying, how does this influence the buyer
- INTERESTING – Need guidance seem very manipulative
- POSITIVE – Catalog features and attribute designations are good
- QUESTIONING – How do technologically challenged vendors submit a bid response?

Technical Requirements

- QUESTIONING – accessibility for differently-abled?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): CAT2 STAGE1

DATE: 08/24/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Reseller of SAP Software SAP Ariba
 - Uses partner managed cloud
 -
2. Previous Projects
 - Listed approx. 40
 - Government, Schools and Medical Centers
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - 5 major teams
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Overall

Exception to #7 of NASPO T' & C's

General Principal and Requirements

Key Solution Functionality Elements

8-10	Ariba is the solution	
	Single point of entry	
	Smart routing – dynamic workflow engine	
	Compliance – SAP s/4 HANA – you can manage regulations, track registrations and substance volumes, classify products and create compliance documents	
	Portal – SAP portal product	
	Open Marketplace Environment – users choose to have access to all of the available catalogs or just their own. Also has spot buy catalog solution available	
	Integration – holistic integration application	
	Document Management – module can track, manage and store documents that can help digitize the contracting process.	
	Reporting, dashboard, and data virtualization. – native reporting and analytics including-packaged reports	
	Configurable – highly configurable solution	
	Transparency – Vendor Portal streamline operations and engagement with your vendor community.	

User Experience

10-12	Guided buying	
	Multiple platforms. Designed to deliver a fast and ergonomic user experience.	
	Interface designed to minimize clicks, seamless transition from mobile to desktop app, visual workflows, bulk actions, and integration s to facilitate multiple catalog searches	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Bidder Best Practices and Roadmap

12-13	Quarterly releases advanced communication	
	Monthly features deliverable – virtually invisible to the end user	

Innovations and Value-Added Features/Services

13-16	SAP Fieldglass – External talent management, services procurement, worker profile management	
	SAP Ariba supplier Risk Management	

Customizations/Extensions

17	System cannot be customized but there are many extension partners available.	
----	--	--

Alternative Funding Models

20	Fieldglass option listed previously	
----	-------------------------------------	--

Contract Transition and Flexibility

20	High flexibility to transition from a state contract to a new contract.	
----	---	--

Functional Requirements

General Functionality

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Category 2 Stage 1

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Consulting firm for SAP Software
 - Supplier Relationship Management and Procurement (Ariba)
 -
2. Previous Projects – **Marked Confidential**
 - States, counties and schools
 - Gov One solution
 - PMC cloud model – shopping
 - Appears to have implemented a variety of modules and software solutions.
3. Subcontractors
 - Stated no subcontractors will be used
 -
 -
4. Organizational Chart - **Marked Confidential**
 - Supplied the org chart with roles and descriptions for the Project mgt and the state
 - The rest of the org chart seems to be for the software development team.
 -
5. Litigation
 - State none to report
 -
 -
6. Financial Viability
 - Supplied DUNS report
 - Low – moderate risk
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/03/21

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

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This response is the same as the response submitted for Stage 1. The notes from the SME are below. I have copied the eval and RTM notes over from Stage 1 to this Stage 2

Individual SME Comments: *The video provided did show the functionality of the system, but at a very high level. It concentrated more on tips and lessons learned rather than getting deep into the functionality of the system. I got the impression this company wanted to provide a deeper explanation of the system when they offer a "demo" but not sure what that meant?*

Some of the responses in the RTM are completed by stating "standard functionality" which does not show me they understand the requirement and can state that their solution can perform the requirement. Another issue is the vendor's response comments state an integration will be needed, but the "availability" on the RTM is labeled "A" which means out of the box. See example on Tab 3 Line 198 on suppliers RTM.

I am confident that the system can be offered to state clients but would feel that the concerns listed in these notes would need to be addressed/verified so clients and this supplier are clear on any discrepancies.

General Principal and Requirements – Page 8

Key Solution Functionality Elements – Page 8

- Offers the SAP Ariba Guided Buying with SSO
- Smart Routing is workflow that can be configured.
- Compliance helps track registrations.
- Portal provides access for employees
- Have open marketplace functionality with Spot Buy catalog solution to aid buyers in finding goods.
- Offers integration, workflow, document management and configurable dashboards.
- The vendor portal helps with the transparency requirements.

User Experience – Page 10

- Each module has configurable dashboards - Page 11
- Allows for mobile use to save time.

Bidder Best Practices and Roadmap – Page 12

- Presents both Quarterly and Monthly releases.
- Supplied 2 attachments embedded in the response document showing their expected road maps. These documents contain good information and could be very useful
- Best Practices Center service provides access to knowledge of best practices

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Innovations and Value-Added Features/Services – Page 13

- “Moving away from customized systems to configurable systems is the key to enable innovation”
Page 14
- Offers SAP Ariba APIs.
- Does offer some other tools that would be advantageous to the State. SAP Fieldglass and SAP Ariba Supplier Risk Management. Page 15
- Supplied Link to YouTube video explaining that SAP Fieldglass aids to develop external workforces. Can submit a SOW and then work with the vendor. Can integrate with existing systems.
- Supplied YouTube link to explain Supplier Risk Management. I tried to access the video but received a warning stating this is a “private video” – Page 16

Customizations/Extensions – Page 17 thru Page 20

- Supplied a well define list of extensions and partners. Page 17
- Chat bots, pdf invoices, integrations with Oracle, supplier data validation are some examples. I am just curious if these are included or offered at an additional cost.

Alternative Funding Models – Page 20

- SAP Fieldglass is offered with an option to pay as you go and only pay for what you use at the end of the month.

Contract Transition and Flexibility – Page 20 – 21

- Partner Managed Cloud (PMC) is a tool to offer expedition the legal review process.
- Referred to document titled LSI Partner Managed Cloud attachment which provided information on the benefits for using this tool.

Functional Requirements – Page 22

General Functionality – Page 22 thru Page 24

- Single platform for supplier and buyers
- Buying & Invoicing, Sourcing, Contracts, Supplier Lifecycle and Performance, Ariba Network and Fieldglass are the solutions listed.
- Profiles can be set up via an integration.
- User should configure their own dashboards to simplify the user experience.
- CONCERN - EPROC-GEN-11 – Line 15 - Did not address the ability to Import/Export attachments
- CONCERN - EPROC-GEN-13 – Line 17 - Did not address the ability to re-assign work to another user?
- CONCERN - EPROC-GEN-26 – Line 30 - The ability to track admin fees in not available with integration to state's ERP?

Supplier Portal – Page 24 thru Page 30

- Proposing the SAP Ariba Business Network (SBN) as the single point of entry.
- Landing page for all suppliers has access to all procurement related transactions.
- Offers Open, Smart, and Simple network services.
- Sourcing, contracts, catalogs, and invoice access for the suppliers.
- Supplier support with training tutorials and documentation.

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- Has supplier mobile app functionality
- CONCERN - EPROC-SPR-9 and EPROC-SPR-10 – Lines 13 and 14 - The comment response of "Partner" is not familiar to me?
- CONCERN - EPROC-SPR-18 and EPROC-SPR-19 – Lines 22 and 23 – One line is not supported and the other line the comment response of "Partner" is not familiar to me?

Supplier Enablement/Management – Page 30

- Buyers can manage the entire purchasing process.
- Offers a supplier enablement team
- Offer supplier education and training materials
- Help manage data collection.
- CONCERN - EPROC-VDR-19 thru EPROC-VDR-27 – Line 48 thru line 56 – The responses here are labeled as needing an “integration”, but I am not clear what integration is required?
- CONCERN - EPROC-VDR-31 thru EPROC-VDR-39 – Lines 60 thru line 68 - Concern - This is a duplicate response from requirements in this section. Does the system offer this requirement?
- CONCERN - EPROC-VDR-43 - Concern - This is a duplicate response from requirements in this section. Does the system offer this requirement?

Buyer Portal – Page 31 thru Page 34

- Can have a configurable landing page with a dashboard, or have a user experience a guidance in buying.
- User will log in using the same portal and what they see can be set up within their roles.
- Casual users purchase, complete forms and be linked to other solutions like ServiceNow
- Power users can have dashboards, run reports, manage records, and post solicitations.
- Provided screen shots on pages 33 and 34

Need Identification – Page 34 thru Page 36

- Guided Buying provides access to catalogs and state contracts and the vendor thinks this is the perfect solution to Need Identification.
- Can trigger workflows that can be configured.
- Can configure a landing page dashboard containing widgets to guide the user in the buying process.

Request through Pay – Page 36

- The narrative response from this supplier is very limited on information.
- Interpretation of Purchase Request – Could be a form or “request” that is filled out or could be the result of submitted a “shopping cart” that goes to a PR (purchase request or requisition) and then to a purchase order. See response in RTM line 106
- CONCERN - EPROC-PRD-15 – Line 116 - Attachment size limit is 100 MB per attachment
- CONCERN - EPROC-WRK-12 – Line 177 – Can you add comments, and can you control if comments go to the vendor?
- CONCERN - EPROC-WRK-14 – Line 179 - States the workflow will not be re-triggered. Would if we want workflow started again?
- CONCERN - EPROC-PO-3 – Line 198 – Response states requirement needs an integration, but “Availability” is marked with A which means out of box?
- CONCERN - EPROC-PO-6 – Line 201 – PO number is not configurable by the State.
- CONCERN - EPROC-PO-16 – Line 211 – Cannot electronically sign Purchase Orders

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- CONCERN - EPROC-PC-6 – Line 232 – Pcard as part of the user's profile is not supported.
- CONCERN - EPROC-PC-10 – Line 236 - Availability states out of the box, but wouldn't this require an integration? Loading data from the bank.
- CONCERN - EPROC-RC-4 – Line 253 – Cannot record a receipt without a reference to a PO.

Catalog Capability – Page 36 – 37

- Cross- catalog search among the catalogs.
- Spot Buy catalogs for those items not found in other catalogs.
- CONCERN - EPROC-CAT-6 – Line 291 – Does not have an unlimited number of catalogs. 5000
- CONCERN - EPROC-CAT-7 – Line 291 – Does not have an unlimited number of items. 500,000
- CONCERN - EPROC-CAT-10 – Line 295 - Supplier availability states out of box but response is talking about custom forms - Should be labeled C for customization?
- CONCERN - EPROC-CAT-11 – Line 296 - Supplier availability states out of box but response is talking about custom forms - Should be labeled C for customization?
- EPROC-CAT-19 – Line 304 - Items with negative dollar value not supported
- CONCERN - EPROC-CAT-39 – Line 324 - This response is the same requirement in line 323. Does not address the publish announcement about new catalog requirement.

Sourcing/Bid Management – Page 37 thru Page 40

- SAP Ariba Sourcing is the solution name.
- Ariba Discovery is the supporting public posting.
- Integrates with SAP Ariba Contracts solution
- Configurable templates allow for agency process variations
- Has project management process – Page 39
- Side by side comparison
- Offered links for more information on Public Posting which is also contained in Section 10 Vendor Performance of their response. Page 40
- CONCERN - EPROC-SRC-15 – Line 342 - This response shows the functionality of qualified vendor lists and not if the Sourcing module can handle this solicitation type.
- CONCERN - EPROC-SRC-39 - The system assigned number is not configurable by the State
- CONCERN - EPROC-SRC-41 - Does it support Adobe Acrobat?
- CONCERN - EPROC-SRC-63 – Line 390 - The system has a 100-supplier limit for events
- CONCERN - EPROC-SRC-76 – Line 403 - Response does not state what means this information is to be posted? Integration? Line 404 states integration with that requirement?
- CONCERN - EPROC-SRC-102 – Line 429 - eSignature functionality is limited to contracts not sourcing events.
- CONCERN - EPROC-SRC-130 – Line 457 - The response references communication between buyer and supplier, but requirement is referencing evaluation panel members?
- CONCERN - EPROC-SRC-131 - The requirement references communication between the "buyer side" of the application, but the response references the supplier communication ability?
- CONCERN - EPROC-SRC-143 – Line 470 - I interpret this requirement as being able to "unaward" and awarded solicitation and then awarding it to the next responsive supplier. The response submitted does not address that requirement.

Contract Management – Page 40 thru Page 42

- SAP Ariba Contract Management is the solution proposed

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- Offers both Contract Management and Administration
- Bridges the sourcing process to the transactional procurement process.
- Contract can be published to SAP Ariba Buying and Invoicing and then leverage Guided Buying
- Leverage workspaces, templates, documents, and libraries
- Configure contract dashboards to help manage contracts
- Contains numerous pre-packaged reports
- CONCERN - EPROC-CNT-25 – Line 505 – Does the solution support Adobe Acrobat?
- CONCERN - EPROC-CNT-65 – Line 545 – Buyer cannot control which contracts or content is displayed on public site. Can the system use the contract status?
- CONCERN - EPROC-CNT-71 – Line 551 – The vendor's response did not address the administrative fee requirement. Only talked about updating prices on price file.

Vendor Performance – Page 42 thru Page 44

- SAP Ariba Supplier Lifecycle and Performance is the solution name.
- Supplier has self-service access to maintain data
- Centralized view of supplier's data
- Offers vendor performance tool.
- Can use API to display supplier performance.
- Can send surveys and system automatically scores the response.

Purchasing/Data Analytics – Page 44 thru Page 47

- SAP Ariba Reporting is the solution name.
- Reporting can be created with many data elements and displayed on personal dashboards.
- System offers pre-packaged reports across the solution.
- Offer Ad Hoc Reports. (Wizard driven)
- I liked that they copied a duplicate response on lines 602 thru 608 but bolded the requirement in the duplicate response that showed they could meet the requirements. This practice is better than "see requirement XXX".
-

Technical Requirements Page 47

Availability – Page 47

- Guarantee 99.5% availability.
- Offered example of their SLA

Accessibility Requirements – Page 47

- Offered link to a design guide of the system.

Audit Trail and History – Page 48

- Meets requirements

Browsers Supported – Page 48

- Listed browsers supported and noted compatibility mode is not supported

User Accounts and Administration – Page 48 – 49

- Based on roles and permissions and assignment to groups
- Common data is shared across modules automatically

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- CONCERN - EPROC-TECH-12 – Line 16 Dual sign-on via one account is not supported. Buyer/Supplier
- CONCERN - EPROC-TECH-16 – Line 20 - Deactivating an account is not automated.
- CONCERN - EPROC-TECH-17 – Line 21 – System does NOT display profile information, even under the user profile?
- CONCERN - EPROC-TECH-20 – Line 24 - This response does not address the searchable functionality that was mentioned in the requirement?

User Authentication – Page 49 – 50

- Offers regular authentication or single sign on
- Supplied password information policies

Federated Identity Management – Page 50

- Suppliers' response referred back to previous section, User Authorization section 6 Page 49-50

Data Conversion – Page 50

- Plan to leverage SAP's Activate Methodology which provides tools with rapid migrations.
- Supplied suggested role names and responsibilities.
- CONCERN - EPROC-TECH-26 – Line 30 - Legacy integration is provided as an extra cost

Interface and Integration – Page 51

- Stated 3 kinds of integration options, HTTPS, SOAP, and REST
- CONCERN - EPROC-TECH-57 – Line 61 - The supplier response refers to THEIR SLA. I thought the requirement was to address an SLA entered in the system.

Office Automation Integration – Page 51

- Meets requirements

Mobile Device Support – Page 52

- Uses the mobile "app" to perform system tasks and supplied list of features available with the app.

Mobile Applications – Pages 52 – 54

- Listed the operating system that the mobile app supports
- SAP Ariba mobile app is not certified with mobile device management (MDM) platforms. Page 53
- Listed security features offered by the app

Data Ownership and Access – Page 54

- Customer owns the data throughout the life of the subscription

Date Retention, Archive and Purge Considerations – Page 54

- Does not mention how the purge and archive functionality works in the narrative response.
- CONCERN - EPROC-TECH-63 – Line 67 – Does not provide detailed information about the purge process

Disaster Recovery Plan – Page 54 -55

- SAP Ariba uses a documented system recovery plan.

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- Would have been beneficial to share this documented plan?

Solution Environments – Page 55

- Narrative offered very limited information on environments proposed other than to mention test and production.
- CONCERN - EPROC-TECH-64 – Line 68 - This response does not address the "refresh" functionality

Solution Technical Architecture – Page 55 thru Page 57

- Solution is single platform with solutions natively integrated.
- The SAP Ariba Cloud Integration Gateway allows all the solution modules to be integrated.
- cXML language for document exchange.
- Offered information on integration to external systems. Page 56
- System shares servers.

Solution Network Architecture – Page 57 – 58

- Chart on page 57 shows network structure

System Development Methodology – Page 58 – 59

- Uses Product Lifecycle Methodology to help with development.
- Some changes are subject to change management procedures.

Service Level Agreement – Page 29

- Provided/referenced the embedded SLA offered in their response. 2 different versions.

Security Requirements – Page 60 – Most of my responses to this section I will need to defer to a security SME

Cloud Security Alliance (CSA) Compliance – Page 60

- Referenced the CAIQ document embedded in this response. Excel spreadsheet looks complete

Security and Privacy Controls – Page 60

- Not officially NIST 800-53 certified.
- Offered link to certification compliance Page 60
- Offered link to Attestation of Compliance.
- Defer rest of evaluation to Security SME

Security Certifications – Page 60 thru Page 62

- Current certificates available upon request. Provided link
- Offer link to Service Organization Controls (SOC) reports. Page 61
- PCI and DSS certified
- Provided link to current Attestation of Compliance
- Defer rest of evaluation to Security SME

Annual Security Plan – Page 62

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- SAP does not attach SOC reports with an RFP.
- Provided link to request SOC report

Secure Application and Network Environment – Page 62 thru Page 66

- Boundary Protection – Page 62
- Network logs are available
- Has firewall functionality
- Has security plans and policies
- Suggested to request the SAP Cloud Security Framework document for more detail – Page 64.
- Provide list of Maintenance tools – Page 64
- Defer rest of evaluation to Security SME

Secure Application and Network Access – Page 66 thru 68

- Uses encryption to protect information
- Leverages Secure Software Development (SDC)
- Suggested to request the SAP Cloud Security Framework document for more detail.
- Defer rest of evaluation to Security SME

Data Security – Page 68 thru Page 71

- Have established formal process to protect data – Page 68
- Data is encrypted. Page 69
- Moderate Business Impact Data is considered person contact information.
- Provided URL to their data policy and privacy statement. Page 69
- Defer rest of evaluation to Security SME

Personally Identifiable Information Protection – Page 71

- Not designed to handle HIPAA data including SSN, and Personal Banking information

Security/Privacy Issue Occurrence – Page 71

- Can provide general overview of their incident response but their full documentation is confidential. Page 71

PII Data Actual/Attempted Access or Disclosure – Page 72

- Response states “see our response to Section 9”

Security Breach Reporting- Page 72

- Response states “see our response to Section 9”

Implementation Services Requirements – Page 73

Project Management – Page 73 thru Page 75

- LSI Project Team is the lead for project management
- Starts with Prepare phase
- Kick off meeting will be held
- Each team responsible for their own team members

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- Should establish a project repository and the PMO will develop a project work plan Page 74
- Meetings are held to review status and discuss actions required.
- Uses traceability matrix

Project Implementation Methodology – Page 75 thru Page 94

- SAP Activate Cloud methodology is the solution used.
- Structured into 4 implementation phases. Page 75
- Prepare, Explore, Realize, and Deploy
- Activate Phases table on Page 76
- Process also contains 4 Quality Gates called Q-Gates. Page 76. Table Page 77
- Phase 1 explanation Page 78. Each Phase contains deliverables and work product and activities
- Phase 2 explanation Page 81. Contains deliverables and work product and activities
- Phase 3 explanation Page 84. These are divided into Sprints
- Phase 4 explanation. Page 90. Contains deliverables and work product and activities
- Post Go-Live/Hypercare Phase – Refers to section 9 On-Site System Stabilization Support. Page 126.

Catalog Support Services – Page 94

- Supports many catalogs.
- Can search across all catalogs.
- Level 1 and Level 2 are supported

Data Conversion Services – Page 94 thru Page 98

- Divided into 6 activities.
- #1 – Strategy Page 95
- #2 Analysis. Page 95-96
- #3 Design. Page 97
- #4 Build Page 97
- #5 Test/Implement
- #6 Deploy

Interface/Integration Development Services – Page 98 thru Page 99

- Happens during the Explore phase. Prerequisites listed on Page 99
- Realize phase requires deliverables. Page 99
- Referenced Interface Strategy Sample document. This document is embedded in the response.

Organizational Change Management (OCM Services – Page 99 thru Page 109

- Organizational Change Management Roadmap chart. Page 100
- Starts with Change Readiness Assessment. Page 100
- Timeline for above process on Page 101. Should take 4 weeks
- Next – Leadership/Sponsor /Alignment. Figure on Page 102
- Stakeholder engagement. Page 103
- Change Impact Analysis. Factors for this impact listed on page 104
- Communication Planning and Execution Page 105. Shows the goals and objectives.
- Samples of effective communication tools on Page 107
- Business Readiness. Model chart on Page 108 along with roles and definitions

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Training Services – Page 109 thru Page 117

- 2 different training areas, Project Team and End User trainings.
- Participated in SAP Ariba training first then attend the LSI project team training.
- Provided link to SAP training
- Provided list of contract roles on page 110
- Training Development Methodology chart on Page 111
- Activities during the design phase on Page 112
- Each phase lists the activities or requirements need to be performed.
- Train the trainer approach. Chart on Page 114
- List of training delivery options. Page 115
- Training and Readiness coordinators are available along with facilities.
- Self-Serve Training Guides and Resources. Page 117

Help Desk Services – Page 117 thru Page 126

- Provided chart of services provided on page 118
- Post implementation support is called SAP Application Management Services (AMS)
- Provides AMS Governance and Application Management Services. Page 119
- Offers Level 1, 2, and 3 Tiers 1, 2, and 3 Support. Tables on Pages 120 – 121
- Customer Care System Chart on Page 123
- Help Desk Responsibility Matrix on page 125 - 126

On-Site System Stabilization Support – Page 126 – 127

- 3-month post go-live phase for success.
- Works collaborative with project team and help desk.

Managed Services Requirements – Page 127

Solution Support – Page 127 thru Page 130

- Have 4 different Priority Level guidelines. Page 127
- Showed schedule used to escalate requests. Page 128
- Release strategy is quarterly and monthly
- Offered link to SAP Support Portal. Page 129
- Follows the ITIL and ITSM service and support modules. Page 129
- Referenced back to Section 8. Help Desk Services – Help Desk Responsibility Assignment Matrix. Page 125

Organizational Change Management (OCM Services) – Page 130

- Here is their statement for this section. “LSI can support the Organizational Change Management (OCM) Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. These OCM services can be provided at an hourly rate as detailed in our FILE 4 Cost Proposal.”

Training Services - Page 130

- Here is their statement for this section. “LSI can support the Training Services, as described in Section E. 7 Training Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. These training services can be provided at an hourly rate as detailed in our FILE 4 Cost Proposal.”

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Catalog Support Services – Page 130

- Here is their statement for this section. “LSI can support the Catalog Support Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. These services can be provided at an hourly rate as detailed in our FILE 4 Cost Proposal.”

Help Desk Services - Page 130

- Here is their statement for this section. “LSI can support the Help Desk Services as described in Section E. 8 Help Desk Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. Please also see our response to 1. Solution Support, above, for more detail on these services.”
- CONCERN - EPROC-IMPL-3 Tab 6 Line 6 – LSI does NOT recommend providing help desk contract information on every screen. This is a customization as well.

Transition Out Assistance Services – Page 131

- Reference embedded document titled ‘Transition Plan Sample Confidential’

Other Services Available – Page 131 thru Page 138

- Financial Systems Assessment
- Workforce Management
- Vendor Management System to Manage Projects and Services

Video Demonstrations

SAP Ariba is the solution that is being proposed with this response. The first step in the solution is Guiding Buying which helps the user decide what path to take for procurement. The access is given to users by roles and permissions and access to ordering certain items can be restricted to users. Can support any catalog, internal or external. Search feature results are from all catalogs across the solution. Can configure alerts on purchases and accounting information to show up on the requisition along with workflow. Once flipped to a PO, the user can request a change request on the order as this is now a PO that has already been sent to the supplier. The supplier receives an alert and then logs into his supplier portal. The supplier can create an invoice for the order. The AP staff for the state will receive an alert that the supplier has invoiced them for the order. The system from the accounts payable view has a landing page containing data generated for reports. The order can now be received by the AP person.

Sourcing – User has a landing page that can be configured with tiles of tasks need to be performed. Manager of user can assign or re-assign workloads of users. Events can be created from templates or

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SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

copied from a previous event. Event can be awarded to multiple vendors and allows to create different award scenarios. Can view bid content, suppliers, reports, messages, and award content.

.
Contract Management – Can configure their own landing page that will contain all information related to contracts. The creation of contracts is wizard driven and information is populated from the event. You can also use a template to create contracts. After contract creation, tabs available are overview, documents, tasks, team, message board and history. You can see the contract spend on the contract and enter tasks assigned to team members. Can sign documents electronically.

Supplier Management – Has a configurable landing page with tasks or reporting available. Allows to view and report on supplier performance. User can create supplier requests which contains custom fields, and templates can be used here as well. Can view supplier information in a 360 view.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercell

CATEGORY #(s): 2

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2000.
 - Software solution: "Negometrix4" (NX4) – eprocurement application
 - 2/10/2021 Negometrix joined the Mercell group.
2. Previous Projects
 - 3 projects given. The projects meet Category 2 and seems that they could have met Category 1.
 - Volusia County FL. Implementation of NX4's Solicitations module and Contract Management module.
 - Town of Palm Beach. Implementation of NX4's Management module, Solicitations module, and Contract Management module.
 - New York State office of General Services. Implementation of NX4's Intake Management module, Solicitations module, and Contract Management module
3. Subcontractors
 - Vendor states there are no subcontractors.
4. Organizational Chart
 - Yes, a project organization chart and job descriptions are provided; **however, the folks/job descriptions dedicated are only a few. This is concerning for large projects.**
5. Litigation
 - Vendor states there are no litigation.
6. Financial Viability
 - Pg 9 - **Says financial report and DnB attached, but do not find. Need clarification?**

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercell

CATEGORY #(s): 2

DATE: 1/20/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Negometrix4 - Mercell's eProcurement platform,
- Off the shelf solution
- The Negometrix4 platform is an entirely cloud-based Software as a Service (SaaS) solution that is hosted on Microsoft Azure in the United States.

A. General Principal and Requirements - pages 5 - 15

1. Key Solution Functionality Elements – p. page 5 - 6

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

- Single Point of Entry: Yes and enter into a suite of modules.
- Smart Routing: yes
- Compliance: Yes
- Portal: Yes
- Open Marketplace Environment: N/A, catalog functionality not included
- Integration: Yes
- Workflow: Yes
- Module: Yes
- Document Management: Yes
- Reporting, Dashboards & Data Visualization: Yes
- Configurable: Yes
- Needs: Yes
- Transparency: Yes

2. User Experience – p. page 6 - 9

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
 - **Capability: N/A – Currently not available**
 - **Intuitive navigation: Yes.**
 - **Wizard driven: Yes.**
 - **Portal work mgt: page 7 “Yes, this holds true for both suppliers and buyers. For suppliers, they are notified of any bid opportunities that match their profile (by location and NIGP codes). The suppliers are also notified of any addenda issued related to any solicitations they are participating in, in addition to notifications 7 days, and 24 hours before the submission deadline.”**
 - **Functionality mobile access: Fully supported and app.**
 - **Workload mgt: Yes**
- **Role-based Functionality: yes**

3. Bidder Best Practices and Roadmap – p. page 9 - 11

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
 - **Constantly maintaining, updating and enhancing the systems capability. Users are informed of the updates occurring in the system. – Does not seem to be any scheduled / timely releases etc. as it is continuous.**
 - **Concern as users seem to be notified of the changes after the fact. This could effect many agencies etc. if one enhancement did not go as planned.**
 - **Uses Agile Method for system enhancements.**
 - **Gave a general 3-year roadmap. No detail. They state their current practice is not to share unless awarded. Partially meets.**
 - **Do not see anything on latest technologies.**
 - **Do not see anything on cost reduction.**

4. Innovations and Value-Added Features/Services – p. page 10 - 11

In addition to the stated requirementGEs, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• **Inline Narrative:** If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

- **Listed as a value added feature – Service desk?**
 - **7am – 8pm EST on working days.**
 - **They tout you could even speak to the President of Merrell when you call for help. This is a concern, as help should stay in a centralized and trained help dept.**
- **Continued Learning**
 - **Open training every third Tuesday of the month.**

5. Customizations/Extensions – p. page 11

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such

customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- *"As an off-the-shelf solution, the majority of the Agency-specific implementation needs in the platform are accomplished with configurations to the agency's environment. Configurations are performed by our consultants during the implementation period, and they will coordinate with the agency's purchasing team to make iterative improvements until the agency is completely satisfied."*
- The above is a concern – as I do not believe most State's IT would want or allow configuration to their system.

6. Alternative Funding Models – p. page 12 - 15

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
 - Explain how each model would work;
 - Identify the benefits that Participating Entities and their suppliers would realize; and
 - Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

- They offer a license structure, but based on their explanation I am not sure if they understand State Government or I am not sure if this would fit as there is not enough information.
- Additionally any cost items were not to be included in the technical proposal.

7. Contract Transition and Flexibility – p. page 15

- One sentence: *"Mercell is flexible in the contracting process and will work with every Agency to tailor the transition to their unique needs and take the current contract situation into consideration"*

B. Functional Requirements: pages 15 - 64

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The electronic procurement solution **must** be cloud-based with a Software as a Service (SaaS) delivery model

Concern and General comment – For the most part Mercell did not complete the Level of Complexity column in the RTM, which in some/many instances makes it difficult to evaluate the time and cost it will take.

1. General Functionality. Tab 2, GEN-1 through GEN-40 and - p. 15 - 16

- The Negometrix4 platform is an entirely cloud-based Software as a Service (SaaS) solution that is hosted on Microsoft Azure in the United States.
- Gen 4, 9, 12, 14, 18, 19, 21, 24, 26, 27, 28, 34, 35, 36 Not Available. Because of the large number – reference the matrix.

- **Concern** – when so many of the GENERAL Functionalities are not available it is concerning.
2. **Supplier Portal.** Tab 3, SPR-1 through SPR-23 and - p. 16 - 20
 - SPR 4 – Platform does not support Purchase Order functionality.
 - SPR 13, 16 , 19 – 22: Not Available
 - “single point of entry for all supplier facing functions”
 - “can also click “View Bid Opportunities” to browse through all published bid opportunities”
 3. **Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43 and p. 20 - 22
 - Can integrate with State’s ERP system
 - VDR 5, 10, 32, 36, 37, 40 – Not Available
 - VDR 18 – 27: Supplier registration functionality is **not available**.
 4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15 and - p. 22 - 23
 - BPRT 1 – *“As a cloud based solution, the platform is easily accessible via a simple URL link, which can easily be linked to the state’s website.”*
 - BPRT 4 – Not available. Work management view.
 5. **Need Identification.** Tab 3, NEED-1 through NEED-7 and - p. 23 - 26
 - NEED 1 – *“Yes, with the Intake Management Module, a customizable purchase request form will be configured to the agency’s needs. This smart form will be accessible via a unique link that can be housed on the agency’s intranet or other internal information base. The form is intelligent in that it uses user input to trigger new sets of questions and approval workflows depending on the answers given. Any user can access the form using the unique link and fill out all of the fields, which will then be submitted and visible on a Purchase Request dashboard for the Purchasing Team. Custom approval workflows can also be configured, based on the input provided. Approval persons will receive an email, and they can, Approve, Decline, or Send back the form for edits.”*
 - NEED 4 – **Not completed in comments**. – possibly not available since #5 is not? They do mark it with an “A”
 - NEED 5 – **Not available** – Routing of business rules and definition.
 -
 6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11 and - p. 26
 - N/A
 7. **Catalog Capability** - Tab 3, CAT-1 through CAT-40 and - p. 26
 - N/A
 8. **Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151 and - p. 36 - 54
 - SRC 2: *“ Yes, we define our Solicitations Module as “Advanced Digital Sourcing”, to differentiate between the basic e-Procurement vendors and those who provide the full scope of procurement in a digital environment. The full scope of procurement includes: preparation, publication, broadcast, receiving responses, opening offers, offer evaluation, award, contract, vendor performance monitoring, and reporting/exporting of solicitation and contract data.*

The Negometrix4 platform is built to cover all of these procurement functions in one platform where all data is structured for the organization. In this section we detail how the Solicitations Module covers the full scope of the solicitation, as well as all of the unique features that the software offers. The Solicitations Module allows for purchasing organizations to post any type of solicitation (RFP’s, It’s, RFQ’s, RFI’s, Quotations, addendum, notice of intended award/tabulation, meeting notices and notice of awards, etc.) via the Negometrix4 platform. “

- SRC 62: **Not Available**. Allow authorized users removing or adding registered suppliers, multiple at a time from the list.
- SRC 77: The eProcurement Sourcing/Bid Management functionality should provide the ability for the Buyer/Analyst to post an alert associated with a specific solicitation on the State's public procurement website.

- Merrell indicates they can meet the rest of the requirements.

9. Contract Management. Tab 3, CNT-1 through CNT-88 and - p. 54 - 61

- CNT 1: **Does not fully meet this requirement.** *“An authorized user can go from the Intake Management Module (Need Identification component) to the Contract Management Module, while bypassing the Solicitations Module. However, the information from the Intake Management Module will not automatically carry over to the contract.”*
- CNT 2 – 11: **Not Available** - The eProcurement Contract Management functionality must provide repository of standard documents and templates that can be established and available for a specific state agency/organization, set of agencies/organizations or Central Purchasing authority to create a Contract. This Repository functionality will include, at a minimum:
- CNT 12 – 14, 23-24, 26-28,30-31, 34-36, 39 – 40, 49, 66, 68-72, 85, 87-88: **Not available**
- Contract authoring or routing is not supported
- Any document type can be uploaded.
- Contract authoring or routing is not supported
- CNT 51 – 64: **Not Available.** Search functionality *“ The Public Organization Profile allows an agency to choose what information and documents should be accessible to the public, as it relates to both solicitation and contract information. With publishing contracts, a contract manager can select exactly which documents should be visible to all, while others can be kept as internal documents. Other information that can be made public relating to contracts is renewal information, contract duration, contract value, and supplier. The search functionality within the public contracts overview is on the roadmap for development. “*

10. Vendor Performance Tab 3, VPE-1 through VPE-25 and - p. 62 - 63

- VPE 1 *“ The platform extends past the standard tracking and storage of contracts and adds additional value with the combination of the KPI tool and Performance Survey feature. Depending if there is an existing method to capture/store this data, the KPI's can be tracked by means of simply entering the scores on each category, or these scores can be obtained using performance surveys that link back to the supplier's KPI's. Surveys can be customized, templated, modified, and re-used for suppliers/contracts. All desired criteria can be added to the performance surveys for milestone tracking. The agency can send survey invitations to any colleague(s) within the organization (or to external parties) in which they can fill out these surveys without having to log in. They can submit their responses and the Contract Manager can see the results through one simple dashboard. Each survey can be set up with questions and requirements relevant to the supplier/contract. “*
- VPE 18: **Not available.** Allow contractors to upload documents to assigned contracts.
- VPE 20: **Not available.** Send notifications to the buyer/analyst when contract items are ordered without using the contract number.
- VPE 23: **Not available.** Send notifications to the buyer/analyst when a contractor does not meet the performance criteria.
- VPE 25: **Requirement partially met** – Any type of document can be uploaded but only up to 2GB. **Concern, 2GB is very low.**
- Meet rest of requirements.

11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37 and - p. 63

- PDA 6: **Not standard reports available for:**
 - b. Purchase Orders and Blanket Orders;
 - e. Catalog Use Analysis;
 - f. State Agencies/organization purchase dollars;
 - i. Responses/Proposals by Supplier;
 - o. Supplier dollars with ability to view PCard and non-PCard values separately; and
 - p. PCard Purchase Analysis.
- PDA 35 – 37: **Not available.**
- Pcard is not a functionality of the software.
- Meets rest of requirements

C. Technical Requirements: pages 65 - 80

1. Availability. Page 65

The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- One sentence: *"The Negometrix4 solution ensures peak availability 24/7 and this includes the business hours during the work week."*

2. Accessibility Requirements. Page 65

The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.

- *"Negometrix4 support users with disabilities in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. The Negometrix4 platform is compliant with the regulatory requirements of the Americans with Disabilities Act (ADA). The platform has the ability to create solicitations that are ADA compliant. This includes solicitations such as RFP, RFB and RFI as well as any addenda that are issued during the procurement process. Both the Solicitation and Contract Management modules are ADA compliant and both support document file types that are also compliant (such as Word Check Accessibility). When a contract or contract amendment is created it will be accessible to all persons."*

3. Audit Trail and History RTM: Tab 4, TECH-1 through TECH-5 and - p. 66

- *TECH 1: "Within the Solicitations Module, all actions (for both buyers and suppliers) are tracked in "Log Files," which includes the user, time, and action. Within the Contract management module, all changes made to a contract record are tracked in the Changes tab."*
- *TECH 2- 3, 8, 14 , 16 18-19, 24-25, 32-33, 37-38, Not Available*

4. Browsers Supported - p. 66 - 67

- *The general web browsers are supported (Microsoft Internet Explorer, M Edge, M Edge Chromium, G Chrome, Firefox, and Safari). Microsoft Internet Explorer compatibility mode is not supported. No concerns.*

5. User Accounts and Administration RTM: Tab 4, TECH-6 through TECH-20 and - p. 67 - 68

- *TECH 2- 3, 8, 14 , 16 18-19. Not Available*
- *"User roles can be defined on an organization level and solicitation level to reflect the distinct processes and rights the Agency would like various users to have. The solicitation level user rights/roles were explained in the Solicitations Module section above. However, on an organization level, the rights/roles look a bit different. By default, there are two groups, Administrators and All Colleagues. To add a new user group, click 'New' within the User Rights tab within the Organization Settings. Give the group a name and select the desired rights (some of which may require a license)."*

6. User Authentication RTM: Tab 4, TECH-21 through TECH-25 and - p. 68

- *TECH 24-25. Not Available*
- *"Negometrix4 supports various user authentication tools. Depending on the Agency's needs Merrell can configure User Provisioning, 2-Factor Authentication (2FA), Single Sign On (SSO). SSO is based on SAML2.0, both Microsoft AD and Okta support this authentication method. Negometrix uses the email address of the employees to determine which user should be logged in."*

7. Federated Identity Management – Pages 49 – 50 and - p. 69

- *SCIM 2.0 protocol*

8. Data Conversion RTM: Tab 4, TECH-26 through TECH-34 and - p. 69

- *TECH 25, 32-33. Not Available*
- *Boilerplates (such as templates, award language can be transferred).*

- They do not refer to actual data or cleansing, etc.

-

9. **Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60 and - p. 69

- TECH 37-38, 43-51, 53-57, 59: **Not Available**. The eProcurement Solution architecture should provide well defined alternatives to correct performance and scalability bottlenecks.
- Interface: *"The solution exposes functionalities through REST APIs. Event based notification is supported through Web Hooks."*
- Intergrations: *"We facilitate in a comprehensive API framework and consults on the technical details (see Attachment, Negometrix Integrations)"*

10. **Office Automation Integration** RTM: Tab 4, TECH-61 and - p. 70

- *"Yes, the system is compatible with Microsoft Word, Microsoft Excel and Microsoft PowerPoint."*

11. **Mobile Device Support** RTM: Tab 4, TECH-62 and - p. 70

- *"Yes, the system supports Microsoft Windows and Apple iOS. IE, Chrome, Firefox, and Safari."*

12. **Mobile Applications** - p. 71

- Yes

13. **Data Ownership and Access** - p. 71

- *"The data in the Negometrix4 platform is owned by the Participating Agency. Merrell has the right to keep information logs for auditing purposes. Data is easily extractable from the system. The Agency will be able to download .zip files to access any (and all) information from within the system. Zip files will be exportable within one business day. The file formats inside the zip files are pdf, excel, txt etc. Exporting data comes at no cost."*

14. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63 and - p. 71

- *"Negometrix4 does not purge any information, so agency is at liberty to purge any information they feel is necessary."*

15. **Disaster Recovery Plan** - p. 72 - 76

- *"Two times a year Merrell engages in penetration testing"*

16. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67 and - p. 76

- TECH 68: Not Available.
- Merrell can create a test environment upon request. **Otherwise does not meet requirements.**

17. **Solution Technical Architecture** - p. 77 - 79

- *"Since Negometrix4 is cloud based SaaS (Software as a Service) web application it relies on the IaaS (Infrastructure as a Service) and PaaS (Platform as a Service) solutions provided by Microsoft Azure. Those solutions use Virtualization layer and high availability services in order to minimize the disruption due to hardware failure"*

18. **Solution Network Architecture** - p. 79 - 80

- *"The Negometrix4 web application and web services are only accessible through HTTPS; the encryption protocol is configurable. The connection to the database is encrypted, via TLS 1.2. The database files (.mdf and .ldf files) are stored in an encrypted form as well, just like the database backups."*

19. **System Development Methodology** - p. 80

- Page 80

20. **Service Level Agreement** - p. 80

- Merrell Inc. complies with all items in the provided in the Master SLA; however, there is a inconsistency because the Merrell's SLA, does not comply with the RFP SLA..

D. **Security Requirements:** p. pages 81 - 85

1. **Cloud Security Alliance (CSA) Compliance**

- CAIQ completed.

2. **Security and Privacy Controls** nothing to add.

3. **Security Certifications** nothing to add.

4. **Annual Security Plan** nothing to add.

5. **Secure Application and Network Environment**

6. **Secure Application and Network Access** – Tab 5, SEC-1 through SEC-6.

- SEC 3: **Does not meet requirement**

- SEC 4: **Not Available.** *"Negometrix4 does not use cookies so this is not functionality the software offers."*
7. **Data Security** – nothing to add.
 8. **Personally Identifiable Information Protection** – nothing to add.
 9. **Security/Privacy Issue Occurrence** – nothing to add.
 10. **PII Data Actual/Attempted Access or Disclosure** – nothing to add.
 11. **Security Breach Reporting** – nothing to add.

E. Implementation Services Requirements: 85 - 102

1. **Project Management** p. 85 - 88
 - PM – Emma S.
 - Implementation plan is **Extremely short.**
 - Roles are listed
2. **Project Implementation Methodology** p. 89- 93
 - Some PM, but not many phases. *Seem like they could use more like UAT.*
3. **Catalog Support Services** p. 93
 - N/A.
4. **Data Conversion Services** p. 94
 - States are responsible for data cleansing.
 - No real plan other than meeting to see what needs to be converted
 - **Prefer to use Excel spreadsheets to transfer data. – concerning.**
5. **Interface/Integration Development Services** p. 94 - 95
 - Vague. Again sit down and meet.
6. **Organizational Change Management (OCM Services)** p. 95 - 97
 - Not sure how much help State's will receive on OCM.
 - Not sure that it addresses true OCM services.
7. **Training Services** – p. 97 - 100
 - Yes – many options.
8. **Help Desk Services** - Tab 6 IMPL 1 – 5 and – p. 100 - 102
 - IMPL4: *"Yes, as mentioned above a live chat tool is available. The chats are responded to by live members of the internal Negometrix4 team."* **Concerned with this. If an individual is working after hours will they be able to chat if normal help desk is open 7-8 M-F?**
 -
9. **On-Site System Stabilization Support** – p. 102
 - Y

F. Managed Services Requirements: pages 102 - 109

1. **Solution Support** – p. 102 - 107 RTM: Tab 7 MNGD-1
 - *"Provided under MNGD-1: "Negometrix4 service desk is available Monday- Friday from 7 am to 8 pm EST. This time zone accommodates until 5 pm on the west coast. Calls are answered within 7 seconds during business hours. Chats are answered within 2 minutes and emails within a half hour."*
2. **Organizational Change Management (OCM Services)**
 - Does not meet requirements.
3. **Training Services**
 - Yes, meets requirements
4. **Catalog Support Services**
 - N/A
5. **Help Desk Services**
 - Yes, meets requirements
6. **Transition Out Assistance Services**
 - Hold State's processed data and files for limited period of time according to Contract then delete according to Contract. A backup can be provided to client upon request.
 - Will work with PE to assist with understanding their requirements and tailor a plan and scope to support the Transition Out activities. No detail is provided.

- Not much detail overall in this section.

G. Other Available Services: p page 106: RTM: Tab 7 MNGD-1

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

- RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- N/A

H. Video Demonstrations:

- Unable to watch. When click on link it says the item was deleted or to try asking the person who shared it with you.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Merrell Inc)

CATEGORY #(s): 2

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, cyber liability insurance – 2 mil
 - Negometrix4 -SaaS (4th generation? NX1, NX2, and NX3)
 - Our Single-page application (SPA)
 - ISEA3000/SOC2 and ISO 27001 certified,
2. Previous Projects
 - Volusia County - Solicitations module and contract mgt - < 2 month implementation
 - Palm Beach FL- Intake management , solicitations, and contract management modules < 2 month implementation
 - New York State office of General Services - Intake management, solicitations, and contract management modules, less than four months implementation
 -
3. Subcontractors
 - None
4. Organizational Chart
 - Combined org chart – very simple
 - Roles defined
5. Litigation
 - None listed
 -
6. Financial Viability
 - Stated their annual report and D&B credit report were attached - NOT
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **Merrell**
CATEGORY #(s): 2
DATE: **1/3/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **Merrell** suite of modules that cover all the strategic functions in procurement. Smart routing functionality built into all parts of the eProcurement solution. Guided every step of the way with recommended tasks in the solicitation process. Anytime a user is assigned a task such as answering a suppliers question that user will receive a notification and a link to where they can complete that task. Same for evaluations need identification intake management and contract management. Entire platform uses templating to streamline and standardize procurement efforts. During implementation consultants will work with the agency and current processes and regulations that will guide workflows incorporate them into templates so that compliancy can be achieved. Designed for collaboration with agency stakeholders and suppliers. Although off the shelf it is still customizable to each agency and personalization can be achieved. A shared supplier database enables agency to take advantage of the broader vendor pool. **Catalog functionality is not supported by Merrell.** Integration is accomplished through APIs for both solicitations in contract data. Workflow can be configured to suit agency needs. Within the intake module intake management module approvals can be customized to be triggered based on the input provided by the end user which can be dependent on multiple factors. In the solicitations module approvals can be assigned per solicitation on several different actions. Any approvals and workflows can be managed as tasks in the contract management module and automated or added manually. Merrell allows agencies to manage any documents related to all stages in the procurement workflow which includes but not limited to purchase requests solicitations contracts in supplier profiles. Each module is designed with robust reporting. Each module has their own dashboard. All data in the system can be managed in reported using standard and ad hoc reports. Completely configurable to suit each individual's needs. Transparency is an essential piece to the mercel solution. Within the solicitations module documents and information are only made public when a buyer purposefully OPS to publish it . Similarly the contract management module allows users to choose which contracts and accompanying documents are accessible to the public.

User Experience **no personalization** the Negometrix4 software is user-friendly, guiding the user through every action, reducing the number of steps and clicks along the way. the modules can be used as stand-alone solutions. software consists of smart (**wizard-like**) functions to take the user to the right place in the software and only present relevant information. suppliers are notified of any bid opportunities that match their profile (by location and **NIGP codes**). The suppliers are also notified of any addenda issued related to any solicitations they are participating in, in addition to **notifications 7 days, and 24 hours before** the submission deadline. Negometrix4 is fully supported on any mobile device. All items within the platform can be re-assigned to another user. role-based rights for different functionalities.

Bidder Best Practices and Roadmap system enhancements, our team uses the Agile Method. Releases appear to be monthly based on release notes , however, the most recent release notes are dated January 28th 2020. A more detailed roadmap would be made available if awarded by an Agency. Our current

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Mercell
CATEGORY #(s): 2
DATE: 1/3/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

practice is to not share details of our roadmap with the public, as sometimes things change or are rescheduled.

Innovations and Value-Added Features/Services Every employee at Mercell has shifts on our Service Desk.

Customizations/Extensions Configuration based

Alternative Funding Models Per license cost structure - Scaled from one user license at \$3900 up to 10 users for \$24,700 after that it's custom pricing.

Contract Transition and Flexibility Mercell is flexible in the contracting process and will work with every Agency to tailor the transition to their unique needs and take the current contract situation into consideration.

Functional Requirements

General Functionality – 1 configuration w/??? LOE, 2 In Devp w/??? LOE, 1 INT w/??? LOE, 1 3rd Party w/??? LOE, 11 not available (+1 partial OOBX), 22 OOBX

Supplier Portal - 1 INT w/??? LOE, 7 N/A platform does not support purchase order functionality or offer catalog functionality, 15 OOBX

Supplier Enablement/Management 1 configuration w/??? LOE, 7 N/A platform does not support invoicing and other financial functions, 25 OOBX

Buyer Portal 1 INT w/??? LOE, 1 N/A, 13 OOBX

Need Identification 1 N/A, 6 OOBX

Request through Pay RTM not completed for this section.

Catalog Capability RTM not completed for this section.

Sourcing/Bid Management 1 configuration w/??? LOE, 1 3rd party w/??? LOE, 11 N/A, 138 OOBX

Contract Management 2 configurations w/??? LOE, 3 In DEVP w/??? LOE, 11 In DEVP/ Third parties with ??? LOE, 36 N/A, 36 OOBX

Vendor Performance 1 Configuration with ??? LOE, 3 N/A, 21 OOBX

Purchasing/Data Analytics, In DEVP w/??? LOE, 1 INT w/??? LOE, 8 N/A, 27 OOBX

Technical Requirements

Availability peak availability 24/7 and this includes the business hours during the work week.

Accessibility Requirements compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. external software provider to gauge the accessibility of our websites and platform. - initial assessment was a 90 percent compliance rating, we have continued to pursue improvements in this area. We are currently contracting with a consultant that specializes in ADA compliance of websites in order to make further enhancements. Our standard is Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. In partnership with our industry consultant, we will complete and provide a Voluntary Product Assessment Template (VPAT) to the Agency.

Audit Trail and History all user accounts, including login and file uploads, are fully logged and auditable. Must be requested.

Browsers Supported All major web browsers are supported by the Negometrix4 software and can be used to access the system. Microsoft browser, Chrome and Firefox are all supported.

User Accounts and Administration User roles can be defined on an organization level and solicitation level to reflect the distinct processes and rights the Agency would like various users to have.

User Authentication Mercell can configure User Provisioning, 2-Factor Authentication (2FA), Single Sign On (SSO). SSO is based on SAML2.0, both Microsoft AD and Okta support this authentication method. Negometrix uses the email address of the employees to determine which user should be logged in.

Federated Identity Management we use the SCIM 2.0 protocol.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercell

CATEGORY #(s): 2

DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Data Conversion Based on what modules are implemented the Mercell consultants can transfer all existing boilerplates into the Negometrix4 system. Boilerplates can include solicitations templates, award language, supplier invitations, requisition forms and contracts. **Where is the conversion?**

Interface and Integration REST APIs. Negometrix4 has standardized the integration process with other ERP systems (e.g., Oracle & SAP).

Office Automation Integration compatible with the Microsoft office suite and Adobe.

Mobile Device Support Negometrix4 is fully supported on any mobile device. Any functionality that we develop for our web platform, we also take into consideration the size and constraints needed to navigate and use on a mobile device.

Mobile Applications Same as above

Data Ownership and Access owned by the Participating Agency. Mercell has the right to keep information logs for auditing purposes. Data is easily extractable from the system. The Agency will be able to download zip files to access any (and all) information from within the system. Zip files will be exportable within one business day. The file formats inside the zip files are pdf, excel, txt etc. Exporting data comes at no cost.

Date Retention, Archive and Purge Considerations data is stored through Microsoft Azure. Database backup schedule:

\$ Full database backup – weekly

\$ Differential database backup – Daily

\$ Transaction log backup – Hourly

\$ Retention period – 14 days

The database files (.mdf and .ldf files) are stored in an encrypted form, just like the database backups. For the encrypted storage of the data we use Transparent Data Encryption (TDE).

The application stores its data in SQL Server databases. The backup strategy for the production database of Mercell is:

\$ Weekly Full Database backups – every Saturday at 2:00

\$ Daily Differential Database backups – every day at 20:00

\$ Transaction log backups – hourly

\$ The retention period is 3 months.

once Mercell transfers the data and the authority confirms receipt, Mercell will certify purging of data. If the Agency were to change vendors, see below for the data transition process:

- Upon termination of the Agreement, Mercell will close access to the Web Service for regular use on the end date.

- With a maximum of 2 End Users, the Client will have access to the Web Service for 1 month after termination for the purpose of exporting the desired Data.

- The Client exports Data via the standard functions.

- The Client's Data will be kept for 6 months after termination. After 6 months, Mercell will remove the Data and issue a written confirmation to the Client.

- If and insofar as agreed in writing, the Client shall have the option of an extended data retention on termination of the Agreement for a period of a maximum of 6 years after termination on payment of an amount equal to 8% of the most recent User Fee. If the Client wishes to make use of this extended data retention, this must be formalized within 6 months after termination.

Disaster Recovery Plan Data breach procedures explained here and they were extensive. Unsure of a DRP unless it was somewhere else in proposal

Solution Environments Development, test, acceptance, live (only environment open to clients).

Solution Technical Architecture Negometrix4 is cloud based SaaS (Software as a Service) web application it relies on the IaaS (Infrastructure as a Service) and PaaS (Platform as a Service) solutions provided by

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **Merrell**
CATEGORY #(s): 2
DATE: **1/3/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

Microsoft Azure. All data **pf** the application is stored in SQL Server 2017 which complies to ANSU 1989 SQL. There is full support of ACID transactions and point in time restore.

Solution Network Architecture The Negometrix4web application and web services are only accessible through HTTPS; the encryption protocol is configurable. The connection to the database is encrypted, via TLS 1.2. The database files (.mdf and .ldf files) are stored in an encrypted form as well, just like the database backups. For the encrypted storage of the data, we use Transparent Data Encryption (TDE) System Development Methodology **Performance and SLA description found here.**

Service Level Agreement **SLA attached**

Security Requirements

Cloud Security Alliance (CSA) Compliance **CAIQ completed.**

Security and Privacy Controls **Merrell is ISO/IEC 27001:2013 Information security management systems certified. ISO 27001 is consistent with NIST 800-53. Negometrix is ISAE 3000 Type II certified.**

Security Certifications **Attachment C: Merrell Security Attachment(Part 1)**

Annual Security Plan **No annual security plan mentioned but see Attachment C-Merrell Security Attachment**

Secure Application and Network Environment **has implemented proactive security procedures, such as perimeter defense and network intrusion prevention systems to secure its perimeter. Dedicated DMZ, network segmentation, dedicated URLs, and Site-to-Site VPN (note: a paid service) are some of the other measures implemented to protect customer instances from cyber-attacks.**

Secure Application and Network Access **Attachment C-Merrell Security Attachment(Part 2 & 3)**

Data Security **Attachment C-Merrell Security Attachment(Part 2 & 3)**

Personally Identifiable Information Protection **Attachment C-Merrell Security Attachment(Part 2 & 3)**

Security/Privacy Issue Occurrence **Attachment C-Merrell Security Attachment(Part 2)**

PII Data Actual/Attempted Access or Disclosure **Merrell will perform all necessary measures in the case of security privacy issues including:**

- Notify the Participating Entity within two (2) hours of the Bidder becoming aware that the issue was of the unauthorized Disclosure or Intrusion;

- Investigate and determine if an Intrusion and/or Disclosure has occurred; Fully cooperate with the Participating Entity in estimating the effect of the Disclosure and/or Intrusion's effect on the Participating Entity and fully cooperate to mitigate the consequences of the Disclosure or Intrusion;

- Make a report to the Participating Entity including details of the Disclosure and/or Intrusion and specify the corrective action to be taken;

- Take corrective action to prevent further Disclosure and/or Intrusion; and

- In the case of a Disclosure, cooperate fully with the Participating Entity to notify the effected persons as to the fact of and the circumstances of the Disclosure of the PII. Additionally, Bidder must cooperate fully with all government regulatory agencies and/or law enforcement agencies having jurisdiction to investigate a Disclosure and/or any known or suspected criminal activity.

Security Breach Reporting **Attachment C-Merrell Security Attachment(Part 2 & 3)**

Implementation Services Requirements

Project Management **month and a half project implementation. Identified PM, Emma.**

Project Implementation Methodology **Kickoff meeting, design and validation, training, go live, close down.**

Catalog Support Services **Merrell does currently not facilitate in catalogs functionality. Creating a pool of pre-qualified suppliers that can submit their prices in response to a mini-bid is what would come closest to catalogs and that is we refer to as the Merrell Dynamic Purchasing System (or Marketplaces).**

Data Conversion Services **receive the contract dates, documents, reminders, tasks and participants through an Excel export from the current contract management. Participating Entities will be responsible for data cleansing with their prior services.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercell

CATEGORY #(s): 2

DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Interface/Integration Development Services **customers with the best integration end-result, initially started to use Negometrix without an integration.**

Organizational Change Management (OCM Services Define the preliminary scope, agree upon final acceptance, document, embrace innovation pulling from best practices and industry standards, stakeholder analysis and assessment, readiness assessments, impact assessment, communications plan development, coaching plan development, and resistance assessment and management plan development.

Training Services training consists of several parts, namely:

Nx-Training 1: takes one hour; involves a general overview of the platform, preparing and publishing the Solicitation/Bid, and interacting with vendors through the Q&A module

Nx-Training 2: takes one hour; teaches staff how to evaluate offers, awarding via Mercell and communicating award documentation

On site instructor lead , continued learning office hours, thought leadership.

Help Desk Services Two levels of support:

Level 1 functional support managed through our Service Desk and

Level 2 technical support.

On-Site System Stabilization Support Following the “go live” of the full solution implementation, account maintenance will be handed off to a designated account manager. The account manager will be able to address all minimum requirements listed above (system setup/configuration changes, issue assessment/resolution, system performance and stability monitoring/adjustment, system use assessment, mentoring of Agency operations staff, coordination of Contractor **off-site** tasks and support resources, coordinate documentation)and will be able to provide **on-site** support if needed.

Managed Services Requirements

Solution Support Mercell guarantees the software is always up to date. Several times (usually 8) per year, an update with new or improved functionalities is pushed live to the Mercell e-Procurement Platform. All environments will be monitored, have patches applied, and system logs administered.

Organizational Change Management (OCM Services All platforms under Mercell US (eProcurement, Contract Management, Supplier Management) are supported

Training Services All platforms under Mercell US (eProcurement, Contract Management, Supplier Management) are supported

Help Desk Services All platforms under Mercell US (eProcurement, Contract Management, Supplier Management) are supported

Transition Out Assistance Services Throughout the participating entity’s transition out, the account’s dedicated account manager will handle all items related the process, including general assistance and information gathering.

Other Available Resources None provided.

Video Demonstrations

- Deleted

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Merzell

CATEGORY #(s): 2-Individual Workstream Implementation

DATE: 8/27/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 21-year-old company
 - Negometrix4 solution, proposing platform they acquired in Feb 2021.
 - Continually speaks to US customers, what percentage of business is US?
2. Previous Projects
 - Counties, towns, and NY State, not very much for statewide examples
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Very small, 3 people only
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Norway Company
 - Financial records not provided
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercell

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/14/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- Mercell eProcurement platform (Bid/Contract Management, Supplier Portal)
- Single point of entry
- Open marketplace environment
- Real time and batch integration with core financial systems
- Workflow
- Reporting
- System is completely configurable
- Wizard driven capabilities
- Mobile device functionality, no mention of app currently or in development
- Role based functions
- Three-year roadmap for users, shows year one and beyond year one
- Majority of implementation needs in the COTs platform
- Lists several additional modules at additional cost, unsure if Mercell or third-party

Functional Requirements

- Negometrix 4 platform AWS based
- Additional modules identified where appears shopping platform was the workflow presented
- Supplier Portal
- Buyer Portal (task management or shopping?)
- Need Identification (Intake Management Module?)
 - Purchase Request Form
- Configurable Workflows
- Manages Purchase Orders
- No request through Pay
- No catalogs
- Solicitation Module
- Digital Pricing Sheets
- Templates
- Contract Management
- Automatic Reminders
- Version Control
- Federated Identity Management

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercell

CATEGORY #(s): Stage 1 cat 2

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Founded in 2000 US market 2018
 -
 -
2. Previous Projects
 - Volusia County Florida
 - Town of Palm Beach
 - New York State Office of General Services
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Provided
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Annual report and D & B
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercel

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Overall

General Principal and Requirements

Key Solution Functionality Elements

1-15	Single point of entry – a single initiation points for all procurement activity	
	Smart routing – a rules engine that digitally guides users down the appropriate procurement pathway.	
	Compliance – a technology solution that has business rules and controls “baked in” (See APSPM	
	Portal – a solution that integrates access, collaboration, community, personalization, resources, and information for both buying and supplier users	
	Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts, and external internet retail marketplaces. Catalog functionality is not supported by Mercell	
	Integration – batch and real time with existing financial management and other core systems	
	Workflow – a configurable, rule/role-based approval automation.	
	Document management – automated solution to create, transact and store documents	
	Reporting, dashboards, and data visualization – a solution to provide detailed reports and interactive visual analytics	
	Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually	
	Transparency – provide public and internal visibility into purchasing activity and outcomes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercel

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

User Experience

6-9	Capability that allows user personalization of their initial screen based on their needs or use of the Solution. Currently this is not possible.	
	Wizard driven capabilities	
	Portal that informs users and supports user work management	
	Functionality optimized for mobile access and use. Yes, Negometrix4 is fully supported on any mobile device	
	Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts	
	Role-based functionality for drafting, review and approval, evaluation, and other processes.	

Bidder Best Practices and Roadmap

9-10	A more detailed roadmap would be made available if awarded by an Agency. Our current practice is to not share details of our roadmap with the public, as sometimes things change or are rescheduled. Any agency can be assured our roadmap will lead to additional and improved functionalities fitting the need of the procurement department. In fact, our clients have significant influence on this roadmap	
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Innovations and Value-Added Features/Services

10-11	Response referred to Aftercare and all of the internal staff having to work the Helpdesk.	

Customizations/Extensions

11	n the event that an Agency need cannot be met through the configuration process, an integration/customization is possible with support from our development team.	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercel

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Alternative Funding Models

12-15	In addition to an enterprise fee structure (outlined in Exhibit 4), Mercell also offers a per-license cost structure, which is typically used by smaller organizations. Any agency that does not identify itself with the scenarios for Small, Medium & Large States from Exhibit 4 can use pricing as indicated with Alternative Funding Models below. Please note that for these smaller/non-state agencies, implementation and training costs are waived. Intake Management Module/Need Identification (Annual Cost) The Intake Management Module allows an agency to receive all decentralized purchasing requisitions in a structured manner. All requests will be registered and presented for evaluation to the purchasing team, using an integrated approval workflow. In order to have the form created in line with the existing process of the agency, a Mercell consultant will analyze the existing process together with an expert from the purchasing team to break down the exact process flow. This process flow will be configured to a responsive form for your organization. Mercell Intake Module – Annual Fee, unlimited usage The annual maintenance fee for this module is set at \$1,500. Lead-buyer License (Annual cost) Mercell differentiates between the actual purchasing professionals and all other users. Purchasing professionals (‘Lead-buyers’), need a named user license. All other users (e.g., initiators, evaluators, auditors, approval managers, etc.) use Negometrix free of charge	
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Contract Transition and Flexibility

15	Mercell is flexible in the contracting process and will work with every Agency to tailor the transition to their unique needs and take the current contract situation into consideration.	
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Functional Requirements

General Functionality

15-16	The Negometrix4 platform is an entirely cloud-based Software as a Service (SaaS) solution that is hosted on Microsoft Azure in the United States.	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercell

CATEGORY #(s): Category 2 Stage 1

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Started in 2000
 - Negometric 4 solution – requisition, sourcing, contracting and supplier performance
2. Previous Projects
 - Counties, town and one state client
 - **Lack of projects mentioned**
 -
3. Subcontractors
 - Stated no subcontractors will be used.
 -
 -
4. Organizational Chart
 - Limited org chart
 - **Did not break down the roles and responsibilities for the state entities.**
 -
5. Litigation
 - Stated none to report
 -
 -
6. Financial Viability
 - **Did not see an annual report attached to their response?**
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **Mercell**
CATEGORY #(s): **Category 2 Stage 2 Individual Workstreams**
DATE: 12/26/2021
SME/EVALUATOR NAME: **Tom Hastings**
DEPARTMENT/STATE: **State of Montana**

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

THIS SUPPLIER IS OFFERING A RESPONSE TO NEED IDENTIFICATION, SOLICITATION MODULE, CONTRACT MANAGEMENT AND SUPPLIER RELATIONSHIP MODULE – SEE NARRATIVE ON PAGE 16

Individual SME Comments: Did not provide information on the LEVEL OF COMPLEXITY on their RTM response?

-Video link has been deleted so could not watch any video
- This response shows lots of requirements that are NOT supported and that is the major concern for me on this response. I am sure they could offer services to some entities, but I think those entities need to know up front all of the requirements that are not supported by this supplier.

General Principal and Requirements PDF Page 5

Key Solution Functionality Elements – PDF Page 5

- Single point of entry via a single log in
- Has smart routing which is a rules engine to guide users
- Contains business rules
- Portals for both the buyer and the supplier
- They do NOT support catalog functionality
- Integrations with Solicitations and Contract modules and can configure workflows too.
- Offers document management and reporting capabilities with each module having their own dashboards
- Full configurable system and allows for transparency both public and internal.

User Experience – PDF Page 6

- Does NOT allow for personalization of the user initial screen
- Negometrix4 is the solution name with URL in notification emails to be directed to item needing attention.
- Wizard- like functions for each module.
- Both the supplier and user have portals. The user portal contains a “My Tasks” dashboard of work they have been assigned.
- Fully supported on mobile devices. Supplied screen shot of supplier logged in to event on cell phone. PDF Page 8
- Solution offers workload management and role-based rights for each of the modules.

Bidder Best Practices and Roadmap – PDF Page 9

- Currently increasing software development staff from 3 to 5 teams.
- Enhancements using the Agile Method mentioned on PDF Page 9
- Supplied link to updates occurring in the system. Could contain more information

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- Will work with entity for new training and/or workflows at no additional cost. Constantly strive for ways to reduce cost. PDF Page 9
- Provided General Three-Year Roadmap and Topics beyond a year on PDF Pages 9-10
- **Do not share details of roadmap with public** – PDF Page 10

Innovations and Value-Added Features/Services – PDF Page 10

- Provided information on what “aftercare” means to them on PDF Page 10
- STRENGTH – Dedicated Account Manager – PDF Page 10
- Offers Continued Learning for customers to attend monthly.

Customizations/Extensions – PDF Page 11

- Configurations are done during the implementation phase.
- Offers an integration/customization if the exact need and value can be defined.
- **Suggest starting to use the solution without integration.** Testing workflows and experience in the system leads to define better details of the integration.
- Supplied questions that you should be able to answer to gauge if you are ready for an integration on PDF Page 12

Alternative Funding Models – PDF Page 12

- Solution has an enterprise fee structure (Exhibit 4), but Mercell also offers a per-license cost structure for smaller organizations PDF Page 12
- Lead- buyer license is an option. Abilities and fees are listed on PDF Pages 12 – 13
- A discount on annual licensing costs if combining modules.
- Provided key advantages of Solicitation and Contract modules
- Provided contract management pricing on PDF Page 15

Contract Transition and Flexibility – PDF Page 15

- Mercell is flexible in the contracting process.

Functional Requirements – PDF Page 15

General Functionality – PDF Page 15

- Negometrix4 is cloud based.
- Intake Management Module is the Need Identification Module
- Module will be configured with data fields and workflows
- Approved requests display on the purchasing dashboard. The solicitation process can then be initiated.
- Upon award, the process moves to the Contract and Supplier Relationship Management module for contract creation.
- CONCERN- The maximum file upload for attachments is 2GB
- CONCERN - EPROC-GEN-4 – Tab 2 Line 8 - Does not offer Purchase Order or Request through Pay options
- STRENGTH - EPROC-GEN-7 – Tab 2 line 11 - The need request can skip the solicitation process and go right to contract.
- CONCERN - EPROC-GEN-9 – Tab 2 line 13 – Supplier states commodity code function is not available in the purchase request
- CONCERN - EPROC-GEN-12 – Tab 2 line 16 – Search by file name not supported

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- CONCERN - EPROC-GEN-14 – Tab 2 line 18 - Spell check is not currently supported but is on the roadmap for development.
- VERIFICATION - EPROC-GEN-17 – Tab 2 line 21 – Can you toggle specific features in ALL modules?
- CONCERN - EPROC-GEN-18 – Tab 2 line 22 – Header level fields are not supported.
- CONCERN - EPROC-GEN-19 – Tab 2 line 23 – Bill To and Ship To addresses storage is not supported.
- VERIFICATION - EPROC-GEN-20 – Tab 2 line 24 – Are commodity codes supported in the contracts module too?
- CONCERN - EPROC-GEN-21 – Tab 2 line 20 – Does not support means to upgrade the commodity code set.
- CONCERN - EPROC-GEN-24 – Tab 2 line 28 - Does not support the ability to search for transaction types
- CONCERN - EPROC-GEN-25 – Tab 2 line 29 – This response talks about single user email messages but the requirement is talking about system emails sent from system?
- CONCERN - EPROC-GEN-26 – Tab 2 line 30 – Does not support ability to track and report on administrative fees
- CONCERN - EPROC-GEN-27 – Tab 2 line 31 – Does not support ability to create administrative fees invoices.
- CONCERN - EPROC-GEN-28 – Tab 2 line 32 - Does not support ability to track the payment of supplier administrative fees.
- CONCERN - EPROC-GEN-34 – Tab 2 line 38 - Does not support future dating
- CONCERN - EPROC-GEN-35 – Tab 2 line 39 – Does not support a system wide library
- CONCERN - EPROC-GEN-36 – Tab 2 line 40 – Does not support electronic signature but is on the roadmap for solicitations and contracts

Supplier Portal – PDF Page 16

- Single point of entry for suppliers that allows administrative abilities for all procurement functions.
- Supplier Registration Form – Figure 2 on PDF Page 17
- Can add colleagues to supplier registration who can create their own username and password.
- Provided supplier tutorial video – Could not open link
- Supplier must have an account to participate in a solicitation.
- Free of charge services are listed on PDF Pages 17 – 18
- Solution offers automated supplier notifications. PDF Page 18
- Figures 3 and 4 show examples of a supplier submitting a response. PDF Page 19
- Wizard-driven sections turn “green” when section is complete. Figure 5 PDF Page 20
- CONCERN - EPROC-SPR-4 – Tab 3 Line 8 – Does not support purchase order functionality
- CONCERN - EPROC-SPR-13 – Tab 3 Line 17 – Does not support submitting invoice functionality
- CONCERN - EPROC-SPR-16 – Tab 3 Line 20 – Does not offer catalog functionality
- CONCERN - EPROC-SPR-19 – Tab 3 Line 23 – Does not support administrative fee payments
- CONCERN - EPROC-SPR-20 – Tab 3 Line 24 – Does not support a work management view of summary metrics for suppliers
- CONCERN - EPROC-SPR-21 – Tab 3 Line 25 – Does not support order fulfillment status updates
- CONCERN - EPROC-SPR-22 – Tab 3 Line 26 – Does not support electronic ASNs

Supplier Enablement/Management – PDF Page 20

- Single point of entry Figure 6 on PDF Page 21

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- Supplier submits registration and the record goes through approval process. Figures 7 and 8 on PDF Page 22
- Can integrate with the Solicitations module (contains supplier registration) and the contracts module.
- CONCERN - EPROC-VDR-5 – Tab 3 Line 34 – Does not support all business locations with associated addresses.
- CONCERN - EPROC-VDR-10 – Tab 3 Line 39 – Does not support ACH Payment information.
- CONCERN - EPROC-VDR-15 – Tab 3 Line 44 - Only matches duplicate registration on FEIN?
- CONCERN - EPROC-VDR-19 thru EPROC-VDR-27 – Tab 3 Line 48 thru line 56 – Does not support automated verification capabilities on these **9 requirements! Supplier verification/validation is not available**
- CONCERN - EPROC-VDR-32 - Tab 3 Line 61 – Does not support routing suppliers registration through workflow to other state organizations for review.
- CONCERN - EPROC-VDR-36 - Tab 3 Line 65 - Does not support sending out yearly reminder to email on supplier account to update their registration.
- CONCERN - EPROC-VDR-37 - Tab 3 Line 66 – Does not support auditable history that documents all changes made to a supplier account.
- CONCERN - EPROC-VDR-40 - Tab 3 Line 69 - Does not support functionality for a supplier to be notified based on a re-solicited contract.

Buyer Portal – PDF Page 22 - 23

- Single point of entry and are directed to their Task Dashboard. Figure 9 PDF Page 23
- Users can then navigate to the other modules they are a part of.
- CONCERN - EPROC-BPRT-6 - Tab 3 Line 80 – Does not support summary metrics of bids and contracts.

Need Identification – PDF Page 23

- Build a customized digital form called the Purchase Request Form
- Requests appear on a dashboard for the team's view
- Information on form is pulled into a solicitation. Figure 10 PDF Page 24 shows example of form.
- Provided benefits for the Intake Management Module on PDF Page 24
- Can build customize approval workflow. PDF Page 25
- Can approve or decline the purchase request. PDF Page 25 Figure 12
- Figure 13 on PDF Page 26 shows the purchase request dashboard.
- STRENGTH – Can skip the solicitation process and go right to contract.
- CONCERN - EPROC-NEED-4 – Tab 3 Line 95 – Supplier did not submit a approach comment to this requirement.
- CONCERN - EPROC-NEED-5 – Tab 3 Line 96 - Does not support the routing business rule associated with this requirement.

Request through Pay - N/A

Catalog Capability – N/A

Sourcing/Bid Management – PDF Page 26

- “we define our Solicitations Module as “Advanced Digital Sourcing”, to differentiate between the basic eProcurement vendors and those who provide the full scope of procurement in a digital environment”
- “This includes preparation, publication, broadcast, receiving responses, opening offers, offer evaluation, award, **contract**, vendor performance monitoring, and reporting/exporting of solicitation and contract data.

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- The Negometrix 4 platform is built to cover all the functions mentioned above.
- Can Post and Receive Electronic Bids/Proposals
- Ability to Upload Paper responses by the entity user
- Provides use of templates listed on PDF Page 28
- Mobile capability with integrated website solution for posting public information. Figure 14 on PDF Page 29. Can post unlimited number of documents and solicitations
- Document Upload example figure 15 on PDF Page 30
- Can choose from solicitation templates. Figure 16 on PDF Page 31
- Scheduling examples figures 17 and 18 on PDF Page 32
- Offers approvals on solicitations. Figure 19 on PDF Page 33
- Add team members ("evaluators or collaborators") to your event. Figures 20 and 21 on PDF Page 34. Figure 22 on PDF Page 35 shows you can invite a colleague through email.
- Can import pricing sheets. Figure 23 and 24 PDF Pages 35 and 36. Can apply formulas as well
- **CONCERN – Does the system only support NIGP codes?**
- Vendors can navigate to bid opportunities site. Figure 27 on PDF Page 38
- Can invite vendors to register by setting up invitation templates. Figures 28 and 29 on PDF Page 39. These will show on the invitation dashboard. Figure 30
- Q&A functionality. Figure 31 on PDF Page 40. Public announcement page – Figure 32 on PDF Page 41
- Planholders list functionality of PDF Page 41
- Can see or hide the name of the firm on submitted responses in the Locked Digital Vault. Figure 34 on PDF Page 42. Can be opened with password and shows timestamps
- Automatic Creation of tabulations. Figure 37 and export options. Figure 38 on PDF Page 43
- Can assign weights to questions and then assign those questions to your evaluators. Figure 39 on PDF Page 44
- Can view evaluation of assigned items and see the committee progress monitor. PDF Page 45
- STRENGTH – Offers consensus scoring. Figure 42 on PDF Page 46 and Automated evaluation comparison table. PDF Page 47
- System can show bid tab including quality and disqualified proposers. And can export bid tabulations. Figures 44 and 45 on PDF Page 48
- Offers award communication management through the Document Authoring Tool used for solicitation summaries. Figure 45 on PDF Page 49
- Messaging and Announcements tab allows communication internally and externally. Figure 50a-b on PDF Page 52
- Offers Proxy offer to enter paper bids into the system
- Can create custom user roles. Figure 53 on PDF Page 54
- CONCERN - EPROC-SRC-35 – Tab 3 line 362 – Does not support the check in/out capability.
- CONCERN - EPROC-SRC-45 – Tab 3 line 372 – Does not support the ability to combine multiple Purchase Requests into a single solicitation.
- CONCERN - EPROC-SRC-46 – Tab 3 line 373 – Approvals exist but not with configurable rules with this module.
- CONCERN - EPROC-SRC-47 – Tab 3 line 374 – Workflow rules not offered in the solicitation module but is offered in the Intake Management Solution.
- CONCERN - EPROC-SRC-60 – Tab 3 line 387 - Does not support including prior or active suppliers on supplier list for solicitation
- CONCERN - EPROC-SRC-62 – Tab 3 line 389 – Does not support that authorized users can add or remove registered suppliers.

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- CONCERN - EPROC-SRC-75 – Tab 3 line 402 - Response does not address if the supplier can opt of a solicitation they are participating in?
- CONCERN - EPROC-SRC-76 – Tab 3 line 403 - System does not automatically publish information to external state site.
- CONCERN - EPROC-SRC-78 – Tab 3 line 405 – Does not support posting an alert with a specific solicitation.
- CONCERN - EPROC-SRC-80 – Tab 3 line 407 – Does not support ability to gather basic supplier information that are attempting to download documents from state website.
- CONCERN - EPROC-SRC-81 – Tab 3 line 408 - Does processing an amendment create the record as a new version?
- CONCERN - EPROC-SRC-102 – Tab 3 line 429 - Response states entering their password upon submittal serves as electronic signature?
- CONCERN - EPROC-SRC-104 – Tab 3 line 431 – Does not support supplier contacts other than individual submitting.
- CONCERN - EPROC-SRC-106 – Tab 3 line 433 – Does not support the ability to submit a redacted proposal
- CONCERN - EPROC-SRC-107 – Tab 3 line 434 – Does not support requiring suppliers to submit proposals outside of the system.
- CONCERN - EPROC-SRC-117 – Tab 3 line 444 – Does not support the hiding of names of the suppliers when evaluating.
- CONCERN - EPROC-SRC-121 – Tab 3 line 448 – Does not support the ability to attach documents to the evaluation.
- CONCERN - EPROC-SRC-132 – Tab 3 line 459 - This response does not address of the award being routed through workflow?
- CONCERN - EPROC-SRC-136 – Tab 3 line 463 – Does not support generation of purchase orders
- STRENGTH – Awards can be cancelled and changed to a different supplier.

Contract Management – PDF Page 54 thru Page 62

- “ Contract Authoring and Contract Management/Administration are two different processes and are usually executed by different departments and professionals within your organization”
- Information need to draft a contract is pulled from solicitations module
- **CONCERN** -The drafting on the legal language and clauses is done outside of the platform
- **CONCERN** – “ Once the contract is drafted and signed, purchasing again will be responsible for the monitoring and administration of the contract: expiration dates, validity of associated documents, supplier performance management, etc. Furthermore, all of these processes are digitized and part of our comprehensive solution.” PDF Page 55 First Paragraph
- Has contract dashboard as landing page which is configurable. Figure 54 on PDF Page 56
- Contracts are assigned to workgroups and user roles determine what tasks can be performed. Figure 55 on PDF Page 57
- Contract has tasks assigned to stakeholders
- Contract has changes tab where changes and amendments are tracked.
- Can create customized contract templates used to create all contracts. Figure 56 on PDF Page 58
- Can upload contract documents into customizable sections. Figure 57 PDF Page 58
- Documents from the Sourcing module are pushed to the Contract Management Module.

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- Can link contract records. Figure 58 on PDF Page 59
- Can choose what documents to make public and post them on the Public Organization Profile as shown in Figures 59 and 60 on PDF Page 60
- Can set up automatic reminders and create customizable tasks as shown on Figures 61 and 62 on PDF Page 61
- Contract status should be included in a contract status field. PDF Page 62.
- Offers version control which allows to view changes on a contract. Figure 63 on PDF Page 62
- CONCERN - EPROC-CNT-1 – Tab 3 Line 480 – The need identification data does NOT carry over to the contract
- CONCERN - EPROC-CNT-2 thru EPROC-CNT-11 – Tab 3 Lines 482 thru 491 – Contract authoring requirement is not supported.
- CONCERN - EPROC-CNT-12 – Tab 3 Line 492 - Does not support electronic signature but is on the roadmap
- CONCERN - EPROC-CNT-13 – Tab 3 Line 493 – Does not support electronic signatures for supplier or state signers.
- CONCERN - EPROC-CNT-14 – Tab 3 Line 494 – Does not support an electronic signature integration but is on the roadmap.
- CONCERN - EPROC-CNT-18 – Tab 3 Line 498 – Does not support the creation of a contract by one organization on behalf of another.
- CONCERN - EPROC-CNT-23 – Tab 3 Line 503 – Does not support contract authoring
- CONCERN - EPROC-CNT-24 – Tab 3 Line 504 – Does not support workflow approval routing of contract.
- CONCERN - EPROC-CNT-26 – Tab 3 Line 506 – Does not support capability to define rules that will allow workflow approval.
- CONCERN - EPROC-CNT-27 – Tab 3 Line 507 – Does not support workflow approval functionality
- CONCERN - EPROC-CNT-28 – Tab 3 Line 508 – Does not support ability to establish contracts for a pool of suppliers
- CONCERN - EPROC-CNT-30 – Tab 3 Line 510 – Does not support ability to enter payment retainage.
- CONCERN - EPROC-CNT-31 – Tab 3 Line 511 - Does not support ability to enter payment types
- CONCERN - EPROC-CNT-34 – Tab 3 Line 514 – Does not support backdated contract dates.
- CONCERN - EPROC-CNT-35 – Tab 3 Line 515 – Does not support ability to designate contract use. e.g. Mandatory.
- CONCERN - EPROC-CNT-36 – Tab 3 Line 516 – Does not support ability to establish specific default coding values.
- CONCERN - EPROC-CNT-39 – Tab 3 Line 519 – Does not support ability to provide a means for Suppliers to submit subcontractors payments
- CONCERN - EPROC-CNT-40 – Tab 3 Line 520 – Does not support ability to have Cooperative members to submit payment data.
- CONCERN - EPROC-CNT-49 – Tab 3 Line 529 – Does not support ability to allow changes be made to a contract that will not result in an amendment.
- CONCERN - EPROC-CNT-51 thru EPROC-CNT-62 – Tab 3 Lines 531 thru 542 – Search functionality listed in these requirements is not currently available but is on the roadmap.
- CONCERN - EPROC-CNT-63 – Tab 3 Line 543 – Does not support contract list keyword search functionality.

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- CONCERN - EPROC-CNT-64 – Tab 3 Line 544 – Does not support contract list search results functionality
- CONCERN - EPROC-CNT-66 – Tab 3 Line 546 – Does not support ability to post alerts associated with a specific contract
- CONCERN - EPROC-CNT-68 – Tab 3 Line 548 – Does not support the ability to flag a contract as SWAM.
- CONCERN - EPROC-CNT-69 – Tab 3 Line 549 – Does not support the ability to track orders placed against a contract.
- CONCERN - EPROC-CNT-70 – Tab 3 Line 550 – Does not support the ability to load/submit contract sales reports.
- CONCERN - EPROC-CNT-71 – Tab 3 Line 551 – Does not support the ability to identify administrative fees on a contract.
- CONCERN - EPROC-CNT-72 – Tab 3 Line 552 – Does not support the ability to track and monitor fees on a contract
- CONCERN - EPROC-CNT-85 – Tab 3 Line 565 – Does not support the ability to initiate an order from a contract
- CONCERN - EPROC-CNT-87 – Tab 3 Line 567 – Does not support the catalog/punchout functionality
- CONCERN - EPROC-CNT-88 – Tab 3 Line 568 – Does not support pricing on contracts.

Vendor Performance – Page 62

- Offers user the ability to track supplier performance versus their SLA
- Can set up surveys to send out to users who can complete them without logging in. The contract manager can see the results on a dashboard. PDF Page 63
- CONCERN - EPROC-VPE-18 – Tab 3 Line 588 – Does not allow contractors to upload documents to assigned contracts.
- CONCERN - EPROC-VPE-19– Tab 3 Line 589 – Does not support providing a summary on the spend on a contract.
- CONCERN - EPROC-VPE-20 – Tab 3 Line 590 - Does not support sending notification to buyer when items are ordered without the contract number.
- CONCERN - EPROC-VPE-23 – Tab 3 Line 593 - Does not support notifications sent to buyer when contract does not meet performance criteria

Purchasing/Data Analytics – Page 63

- CONCERN – The reports only include data on sourcing and contracting.
- The report manager tool allows a user to build their own reports and use templates to help create reports.
- Figure 65 on Page 64 shows how to build a report and Figure 66 on Page 65 how an example of a contract expiring report.
- Provided a list of example reports on page 65 but the system is not limited to these reports.
- CONCERN - EPROC-PDA-7 – Tab 3 Line 604 – Does not support reports for canned purchase orders.
- CONCERN - EPROC-PDA-10 – Tab 3 Line 607 – Does not support catalog use analysis
- CONCERN - EPROC-PDA-11 – Tab 3 Line 608 – Does not support reports on purchase dollars
- CONCERN - EPROC-PDA-14 – Tab 3 Line 611 – Does not support reporting of responses/proposals by Supplier
- CONCERN - EPROC-PDA-20 – Tab 3 Line 617 – Does not support PCard functionality

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- CONCERN - EPROC-PDA-21 – Tab 3 Line 618 - Does not support PCard functionality
- CONCERN - EPROC-PDA-35 – Tab 3 Line 632 – Does not support reporting taxonomies
- CONCERN - EPROC-PDA-36 – Tab 3 Line 633 - Does not support PCard functionality
- CONCERN - EPROC-PDA-37 – Tab 3 Line 634 – Does not support the comparison of contracted and non-contracted items.

Technical Requirements – Page 65

Availability – Page 65

- System available 24/7

Accessibility Requirements – Page 66

- Compliant with 508 and ADA
- Engaged a software provider – 90% compliance Figure 67 on page 66

Audit Trail and History - Page 66

- All activities are fully logged.
- CONCERN - EPROC-TECH-2 – Tab 4 Line 6 – Does not support the ability to enter comments on each transaction.
- CONCERN - EPROC-TECH-3 – Tab 4 Line 7 – Does not support the ability to track individual transactions and electronic signatures

Browsers Supported – Page 67

- States all web browsers are supported

User Accounts and Administration – Page 67

- Can invite colleagues to a project
- User roles can be defined in the system
- User roles shown in Figure 69 and creating a role shown on Figure 70 on Page 68
- CONCERN - EPROC-TECH-8 – Tab 4 Line 12 – Does not support the ability to restrict edit access on transactions done on behalf of another organization.
- CONCERN - EPROC-TECH-14 – Tab 4 Line 18 – Does not support the ability to process transactions on behalf of another user.
- CONCERN - EPROC-TECH-16– Tab 4 Line 20 – Does not support ability to automatically deactivate user accounts
- CONCERN - EPROC-TECH-18 – Tab 4 Line 22 – Does not support email notifications to users when changes are made
- CONCERN - EPROC-TECH-19 – Tab 4 Line 23 – Does not support users to view deactivated users from other user statuses.

User Authentication – Page 68

- Supports multi- factor and SSO log in tools.
- CONCERN - EPROC-TECH-24 – Tab 4 Line 28 – Does not support auto-generated passwords.
- CONCERN - EPROC-TECH-25 – Tab 4 Line 29 – Does not support tracking of user acceptable use agreements.

Federated Identity Management – Page 69

- Uses SCIM 2.0 Protocol.

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Data Conversion - Page 69

- Stated consultants will work with agency to understand their needs for data conversion
- CONCERN - EPROC-TECH-32 – Tab 4 Line 36 – Does not support loading the chart of accounts data in the system.
- CONCERN - EPROC-TECH-33 – Tab 4 Line 37 – Does not support loading of historical spend data into the system.

Interface and Integration - Page 69

- Contract and Supplier modules released in 2015
- Designed to be integrated with other systems
- Provided an example of integration with Oracle. On Page 70
- CONCERN - EPROC-TECH-37 – Tab 4 line 41 – Does not support integration to certify suppliers.
- CONCERN - EPROC-TECH-38 – Tab 4 line 42 – Does not support integration with SOS certification system.
- **CONCERN - EPROC-TECH-43 thru EPROC-TECH-59 – Tab Lines 47 thru 63 – 17 Lines - These integration requirements are not supported**

Office Automation Integration – Page 70

- Meets requirements

Mobile Device Support – Page 70

- Meets requirements and showed screen shots on Page 70

Mobile Applications – Page 71

- Meets requirements

Data Ownership and Access – Page 71

- Data is owned by the participating agency

Date Retention, Archive and Purge Considerations – Page 71

- Supplied data retention and purging processes.

Disaster Recovery Plan – Page 72

- Supplied Data Breach Protocol
- Supplied questions that need to be asked.
-

Solution Environments – Page 76

- Offers 4 staging environments.
- CONCERN - EPROC-TECH-68 – Tab 4 line 72 – Does not support the ability to provide well defined alternatives to correct performance.

Solution Technical Architecture – Page 77

- Infrastructure Figure 72 Page 77
- Figure 73 – Software Architecture Page 78 and Figure 74 General Logic Architecture Page 79

Solution Network Architecture – Page 79

- Provided link on Page 80 for more information.

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System Development Methodology – Page 80

- Provided link to example update on Page 80
- Figure 75 Page 81 shows uptime from 2018-2020

Service Level Agreement – Page 81

- Provided SLA on attachment 3 of the security attachments

Security Requirements – Page 81

Cloud Security Alliance (CSA) Compliance - Page 81

- Provided completed attachment

Security and Privacy Controls - Page 81

- Meets requirements
- Defer rest of comments to Security SME

Security Certifications - Page 81

- Provided list in attachment 3 on pages 4-19
- Defer rest of comments to Security SME

Annual Security Plan - Page 82

- Referenced Security attachments
- Defer rest of comments to Security SME

Secure Application and Network Environment - Page 83

- Referenced Security Attachments
- Defer rest of comments to Security SME

Secure Application and Network Access - Page 83

- Referenced Security Attachments
- Defer rest of comments to Security SME
- CONCERN - EPROC-SEC-4 – Tab 5 Line 8 – Does not support cookies functionality

Data Security - Page 84

- Referenced Security Attachments
- Defer rest of comments to Security SME

Personally Identifiable Information Protection - Page 84

- Referenced Security Attachments
- Defer rest of comments to Security SME

Security/Privacy Issue Occurrence - Page 84

- Referenced Security Attachments
- Defer rest of comments to Security SME

PII Data Actual/Attempted Access or Disclosure - Page 84

- Referenced Security Attachments

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercell

CATEGORY #(s): Category 2 Stage 2 Individual Workstreams

DATE: 12/26/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Defer rest of comments to Security SME

Security Breach Reporting - Page 85

- Referenced Security Attachments
- Defer rest of comments to Security SME

Implementation Services Requirements – Page 85

Project Management – Page 85

- Supplied Project Manager, Implementation Schedule, Project Deliverables, Bidder's Role Chart and Participating Entity Role Chart

Project Implementation Methodology - Page 89

- Provided Implementation Process on Figure 77
- Explained all phases of implementation
- Provided a Risk Management Matrix. Figure 78 on Page 92

Catalog Support Services – Page 94

- **N/A- Does not facilitate catalogs functionality**

Data Conversion Services – Page 94

- Explained data conversion process including data cleansing

Interface/Integration Development Services – Page 95

- Integrations must be defined, and user needs to be able to answer questions on Page 95

Organizational Change Management (OCM Services) – Page 95

- Explained process to change management. 4 steps
- Stakeholder Analysis, Readiness Assessments, Impact, Communications, Coaching and Resistance Assessment are mentioned as processes.

Training Services – Page 97

- Provided information about training methods
- Included an example training plan

Help Desk Services – Page 100

- Offers 2 levels of support
- Explained all options available for training

On-Site System Stabilization Support – Page 102

- Account manager will be able to address if on-site support is needed

Managed Services Requirements – Page 102

Solution Support – Page 102

- Meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercell

CATEGORY #(s): Category 2 Stage 2 Individual Workstreams

DATE: 12/26/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Provided several links for more information

Organizational Change Management (OCM Services) – Page 107

- " All platforms under Mercell US (eProcurement, Contract Management, Supplier Management) are supported"

Training Services - Page 107

- Mentions Catalogue Support Services?

Help Desk Services - Page 107

- " All platforms under Mercell US (eProcurement, Contract Management, Supplier Management) are supported for our Help Desk services."

Transition Out Assistance Services - Page 108

- Meets requirements

Video Demonstrations – I attempted to watch the video via the link supplied and the error below is what appear when copying and pasting this link into a browser.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Proactis

CATEGORY #(s): 2

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 1996.
 - Development of Cloud-based procurement solutions
 - “WebProcure” name of solution. Business is solely procurement. COTS, SaaS solution.
2. Previous Projects
 - 4 listed. All States. All fit nicely into Category 2.
 - State of Missouri. Implement the full suite of WebProcure
 - State of New York. Created eMarketplace to connect with their ERP (Peoplesoft)
 - State of Rhode Island. Implemented WebProcure for procurement and integrated with their ERP financial system.
 - State of Connecticut. Chose WebProcure to replace their inhouse procurement application.
3. Subcontractors
 - Civicinitiatives. Listed 7 of their previous projects.
4. Organizational Chart
 - Yes, the org. chart is provided, but **the job descriptions are not.**
5. Litigation
 - The vendor states they do not have any.
6. Financial Viability
 - Provided highlights and 3 years of annual reports.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Proactis_Perfect Commerce

CATEGORY #(s): 2

DATE: 1/12/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- Solution is called WebProcure.
- COTS solution
- SaaS solution.
- Designed, built, and developed by public sector professionals specifically for state and local government users.
- Real time integration when using their enterprise-integration platform ProcureLink.
- Great graph on page 5 showing the layout of all the modules and who (buyer or supplier) has what.
- Requirements in the Matrix Proactis asked for more information or clarification. Note: Two question and answer periods were held.
- Many spelling and grammar errors.

A. General Principal and Requirements

1. Key Solution Functionality Elements – p. page 5 - 7

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources, and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts, and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

- In this section Proactis introduces their WebProcure system and all their modules with a brief description of what each does. They do not directly answer the Key Solution Functionality Elements above. The modules are:
 - Vendor Management
 - Solicitation Management
 - Contract Management
 - Request Management
 - Order Management
 - Invoice Management

- Analytics & Reporting
 - Supplier Portal
 - Public Components
- Single point of entry: Does not mention directly, although alludes to in its modules. Found in next section – page 8.
- Smart Routing: Does not mention directly, although alludes to in modules.
- Compliance: Yes – explained throughout modules.
- Portal: Yes – Supplier portal module.
- Open Marketplace Environment: Yes – Catalog Management module.
- Integration: Yes, real time integration when using their enterprise-integration platform ProcureLink.
- Workflow: Does not mentioned directly, although workflow is mentioned in a couple of the modules.
- Document Management: Possibly the Contract Management module. Need to **CLARIFY**.
- Reporting: Yes – Analytics & Reporting module.
- Configurable: seems to.
- Transparency: Yes, see graph on page 5 and the Public Components Module.

2. User Experience – p. page 7 - 9

The Solution must provide a user experience that is simple, direct, and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations, and contracts.
- Role-based functionality for drafting, review and approval, evaluator, and other processes.
- This section does speak to the single point of entry (page 8)
- Yes, have a portal.
- Intuitive in that each menu (of module) is arranged similarly to help with familiarity.
- Homepage can be customized.
- Mobile use – yes. Designed to fit tablet and smartphone formats. **Unsure yet, if have an app.**
- **Nothing discussed on Wizard-driven capabilities.**

3. Bidder Best Practices and Roadmap – p. page 10

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits, and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
- SaaS model so latest version, enhancements, and technology delivered to customer.
- Use a Lean-Agile approach to our software development lifecycle to ensure continuous development and improvement of WebProcure.
- Deliver releases approximately 6 - 8 times a year.
- Will provide a Strategic Account Manager (“SAM”) that will meet with your state team frequently for business reviews, discusses challenges and opportunities, and other ways to simplify and gain efficiencies.
- **A 3-year product Roadmap was not provided.**

4. Innovations and Value-Added Features/Services – p. page 11 - 16

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- Proactis partners with Civic Initiatives to support public procurement in three main areas.
 - Acquisition Support Services: Civic Initiative provides direct support of acquisitions events.
 - Instant-on Staff Extension
 - Workload and Backlog Analysis
 - Group / Individual Staff Training
 - Category Market Assessments
 - Full Solicitation Management
 - Strategic Procurement Transformation: *Increase program capacity to be a strategic asset.*
 - Program Benchmarking
 - Contract Portfolio & Spend Analysis
 - Policy/Process Redesign
 - Training & Certification Models
 - Contract Grant Management Programs
 - Procurement Automation Success: *Help procurement organizations assess their options and implement procurement automation in a way that emphasizes the business value and the opportunity for transformation.*
 - Automation Readiness Assessments
 - Solution Definition/Platform Selection
 - Implementation Planning/Execution
 - Marketplace Creation/Maintenance
 - Change Management & Onboarding
- Under innovative – Proactis has INSTANTmarkets. They explain it as: A Search Engine that *allows any authorized entity to post RFP/RFP solicitations or bid packages that are intelligently searchable by potential bidders. If an entity already has its own e-procurement system or bid board, the bids are automatically pulled from the entity's bid board on to the InstantMarkets platform. In addition, InstantMarkets also pulls all solicitations/bids from various federal government sites along with data such as location of performance that is relevant to the vendor community. This allows for total participation of all government entities in the county and availability of all bids in a single search engine to improve vendor discovery / participation. "A Google like search engine"*
- I like that the vendors do not need to have NIGP or UNSPSC or other commodity code knowledge to search.

5. Customizations/Extensions – p. page 17 - 18

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck, or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate, or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade, or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- WebProcure is a COTS solution. Proactis does state that it has been designed to allow it to be configurable and fully extensible without requiring code development. They point to the areas of platform, templates, and supplemental data fields of examples of such.

6. Alternative Funding Models – p. page 18

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

- No alternative funding proposed. They are open to discussion and options.

7. Contract Transition and Flexibility – p. page 18

- Proactis answers this in one sentence: *Proactis will allow existing customers to transition to the new Master Agreement and Participating Addendum should the terms extend greater benefit to our customers.*

B. Functional Requirements: pages 19 – 98

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40 and - p. 19 - 22

- 1-C-“Customization/Extension” and 1-ID “In Development”, 4 – TP”ThirdParty”
 - 1 – Medium
- Gen12 – Searching for attachments by file name. Proactis has marked this one as A and ID. **CLARIFY** what is in development.
 - GEN25 – in order to meet this requirement of sending from the State’s domaine’s, e.g., maine.gov, proper access must be granted WebProcure to use State’s email servers. **This could be a concern or potential problem for some State’s.**
 - Gen27 – **Marked as TP. But probably should be N as Proactis system does not provide the ability for administrative fee invoices to be created and disseminated automatically in accordance with the state's pre-determined billing cycle.**
 - Gen28 - **Marked as TP. But probably should be N as Proactis system does not provide functionality to track payment of supplier administrative fees, create second and final notices for unpaid fees, and create reports on state-determined collection metrics.**
 - Gen32 – **Partially** meets the requirement of required languages.
 - Gen36 – WebProcure supports (will integrate with) Esignature, **but does not** have it as part of their software. Additional fees apply for this.
 - Seem that the rest of the requirement are fully met.

2. Supplier Portal. Tab 3, SPR-1 through SPR-23 and - p. 23

- 1-C-“Customization/Extension”, 1-TP-“Third Party”
 - 2 – Medium
- An inline narrative **was not provided** in the technical proposal.
 - Vendor Management module is used.
 - Many of the deliverables are marked with “integrated suppliers” **CLARIFY** difference of what integrated suppliers vs. suppliers can do and what is meant by integration.
 - Suppliers self-register on registration page on the State’s website and maintain their profiles thereafter.
 - SPR 18 – Proactis asked for further context/information to answer this. **CLARIFY**
 - SPR 19 – system needs a third party to be able to submit administrative fee payments.
 - SPR 23 – System does not have the ability to let suppliers initiate a contract change from within the system.

3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43 and p. 24 - 29

- 6-“INT-Integration/interface”, 1-“C-Customization/Extension”

- b. 1 – High
 - WebProcure gives vendors the ability to self-register 24/7 directly from State's website using Proactis's white-label, java applets. The State defines the data fields, documents, requisite information, and process flow.
 - VDR 19 – 27: A majority of them require integrating a third party to automatically verify the IRS TIN/Name, Debarment status, licensure with state, state tax registry, OFAC list, and SOS certs.
 - VDR 43 – will require a high level of customization to obtain pre-qualification functionality to control access to be able to bid on specific categories of goods/services. Currently the workaround is to add "gating" questions.
 - Rest of requirements seem met.
- 4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15 and - p. 30 - 32
 - a. 1-"INT-Integration/interface"
 - BPRT 2 – "The eProcurement Buyer Portal must, for State employees, provide secure login capabilities." May require integration, Proactis's solution supports single sign-on for secure authentication of State employees.
 - Meets rest of requirements in the Buyer Portal arena.
- 5. **Need Identification.** Tab 3, NEED-1 through NEED-7 and - p. 33 - 35
 - a. 1-"INT-Integration/interface"
 - b. 1 – Medium
 - NEED 5 – Requires Integration. *"Checking stock levels or availability would require integration with 3rd party solutions. Users have the ability to search contracts, create informal (quick quote) or formal solicitations or search the catalog for goods/services at contract rates."*
 - Meets the rest of requirements in Need Identification.
- 6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11 and - p. 36 - 54
 - a. 6-"INT-Integration/interface", 6-BP "Business Process", 7-"C-Customization/Extension", 1-ID "In Development", 1-INT-"Integration/interface", and 10-N"Not Available"
 - b. 2 – Medium, 13 - High
 - **PRD 3** - Proactis system unable to create PO to not be dispatched, but they can integrate with the State's ERP system and then not dispatch the PO once created.
 - **PRD 7** – Meeting this requirement is contingent on upon the State's ERP system.
 - **PRD 8** – Did not answer. **CLARIFY**
 - **PRD 9** - Purchase requests for similar items cannot be combined into a single purchase order.
 - **PRD 19** – Partially meets the requirement.
 - **PRD 46 and 47** – Can support State's chart of accounts, but must be integrated from State's ERP over to the Proactis system.
 - **PRD 57** – The solution supports user-defined request types. However, the different types do not dynamically create different supplemental fields.
 - Meets rest of the PRD requirements
 - **WRK 5** – Solution does not meet deliverable (does not restrict purchase order creation into a new biennium).
 - **WRK 27** - Solution **does not have/ meet requirement** of workflow based on request type.
 - Meets rest of the WRK requirements
 - **PO 9** – Partially meets requirement. Can not support organization level field configuration.
 - **PO 26 – 28:** BP on these *"A request by an authorized user requiring no approval automatically creates a PO."*
 - Meets rest of the PO requirements
 - Can manage user Pcard data in the system.
 - System complies with PCI standards.
 - **PC 8 – 21:** Other than **PC16. Requirements not met.** *"PCard reconciliation would occur in the ERP."*
 - **RC 16:** Partially met. System can over receive, but does not enforce a commodity, dollar, or percentage tolerance.
 - **RC 19 – Not met.** Routing approval occurs with the invoice

- **RC: 21: Not met.** System does not handle unit of measure conversions.
 - Meets rest of the RC requirements
 - Integrated suppliers can electronically deliver invoices via EDI, cXML, etc.
 - Meets rest of the INV requirements
- 7. Catalog Capability** - Tab 3, CAT-1 through CAT-40 and - p. 55 - 63
- a. 1-BP "Business Process",
 - CAT 6 and 7 - There is no limit to number of catalogs or items within catalogs.
 - CAT 14 – can enter zero-dollar amounts.
 - **CAT 19** – System does not meet requirement through ability to enter a negative dollar value; instead, it's a workaround of creating credit memos.
 - Meets most of all the Catalog Capability requirements.
- 8. Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151 and - p. 64 - 79
- a. 5-TP-"Third Party", xx-CF "Configuration Item", 2-BP "Business Process", and 7-"C-Customization/Extension",
 - b. 6 – Medium
 - SRC 12 – 13: A third party solution (reverse auction and surplus auction) is required to meet this requirement.
 - **SRC 34 – Does not meet requirement.** Solution does not contain Version control to track changes to documents, terms/conditions, and templates.
 - **SRC 43 - Does not meet requirement.** The solution does not provide the ability to temporarily or permanently re-assign work between users within the defined organizational hierarchy.
 - **SRC 65 - Does not meet requirement.** System does not automatically eliminate duplicate e-mail addresses from the Supplier e-mail list.
 - **SRC 82 - Does not meet requirement.** The solution does not provide the ability for users authorized to access the solicitation to create documents, notes, and attachments (any size or type) to a solicitation that are for internal purposes only (e.g., administrative changes) which (1) will not create an Addenda/Amendment to the solicitation; (2) will not publish to the state's public procurement website and (3) will not send electronic notifications to suppliers.
 - **SRC 82 - Does not meet requirement.** The solution does not have the ability to have the system hide the name of the suppliers;
 - Meets most of the remaining SRC requirements.
- 9. Contract Management.** Tab 3, CNT-1 through CNT-88 and - p. 80 - 90
- a. 1-TP-"Third Party", 1-N "Not Available", 3-"C-Customization/Extension",
 - b. 3 – Medium
 - **CNT 6 – 7: Does not meet requirement.** Software does not contain version control to track changes to documents and templates; and Check-in/out capabilities for maintenance/management of documents and templates with audit history of changes.
 - **CNT 9 - Does not meet requirement.** Software does not contain the capability to identify templates and contracts that include documents, terms/conditions and specifications that have been updated.
 - CNT 12 – Solution does not have ESignature, but will integrate with Esignature third party solutions.
 - CNT 41 – **Proactis does not answer.** Asks for more information.
 - Remaining CNT requirements are met.
- 10. Vendor Performance** Tab 3, VPE-1 through VPE-25 and - p. 91 - 93
- a. 2- C Customization/Extension", 1-TP-"Third Party", 3 – BP "Business Process",
 - b. 1 – Medium
 - **VPE 10: Fees** and invoiced payments would need to be pulled from TP and put into system to be tracked for KPIs.
 - **VPE 14 and 15: Does not meet requirement.** Software does not support offline templates. They offer a workaround of an informal event could be created to solicit this feedback.
 - **VPE 17: Does not meet requirement.** Software does not provide cure templates for contracts that are in default based on the performance issues.

- **VPE 18 :** It seems the State will manually need to update the specific contract; whereas the Contractors can perform the uploads.
- **VPE 20: Does not meet requirement.** Software does not provide the ability to send notifications to the buyer/analyst when contract items are ordered without using the contract number.
- **VPE 25:** There is no size limit for any safe file type attachments.
- **Meets most of the remaining VPE requirements.**

11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37 and - p. 94 - 98

a. 1- INT"Integration/interface"

- **Meets all of the PDA requirements with one requirement requiring an integration.**

C. Technical Requirements: pages 99 - 125

1. Availability. pages 99 - 100

The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- **Yes – they explain their availability well and seem to meet. A bit of concern with the 8 hours recovery time as an object. This seems like a bit long.**

2. Accessibility Requirements. page 100

The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.

- **Meets the requirement.**

3. Audit Trail and History RTM: Tab 4, TECH-1 through TECH-5 and - p. 101 - 102

- **Ad hoc reporting module is a good module for viewing audit info.**
- **Meets these requirements.**

4. Browsers Supported - p. 103

- **Chrome 70 or newer**
- **Firefox 68.4 or newer**
- **Microsoft Edge 80 or newer**
- **Internet Explorer 11 (NOTE: As of August 2021, Internet Explorer 11 is no longer being supported by Microsoft.)**
- **Safari 13 or newer**

5. User Accounts and Administration RTM: Tab 4, TECH-6 through TECH-20 and - p. 103 - 104

- **Meets these requirements.**

6. User Authentication RTM: Tab 4, TECH-21 through TECH-25 and - p. 105 - 106

a. 1- BP"BusinessProcess", 1-"C-Customization/Extension"

- **TECH 21: State's Requirement - The eProcurement Solution should provide 2-factor authentication capabilities. Concern as WebProcure single sign-on. Doesn't discuss 2-factor.**
- **TECH 25: Currently doesn't have this requirement. – provide capability to automate acceptance and tracking off user acceptable use agreements and electronic notice...**

7. Federated Identity Management – Pages 49 – 50 and - p. 107

- **For single sign-on, WebProcure uses Ping Identity's Federation Server to connect with the State's authentication service using standard SAML message platforms.**

8. Data Conversion RTM: Tab 4, TECH-26 through TECH-34 and - p. 107 - 109

a. 1-"INT-Integration/interface", 1-"C-Customization/Extension",

b. 5 – Medium, 2 High

- **Bulk upload tools.**
- **They provide a data conversion / migration tasks of responsibilities of parties' chart (page 107) – Would want to review in negotiations.**

9. Interface and Integration RTM: Tab 4, TECH-35 through TECH-60 and - p. 110 - 113

a. 19-"INT-Integration/interface"

- b. 19 – Medium
 - Meets all matrix requirements either out of box or by integration.
 - WebProcure is ERP agnostic capable with real-time integration with use of ProcureLINK (powered by webMethods).
- 10. **Office Automation Integration** RTM: Tab 4, TECH-61 and - p. 114 - 115
 - Supports Microsoft Word products.
- 11. **Mobile Device Support** RTM: Tab 4, TECH-62 and - p. 116 - 117
 - Yes, a responsive design framework, but no application.
- 12. **Mobile Applications** - TECH 62 and - p. 118
 - Accessible from any mobile device or tablet with internet connection; however, no application.
- 13. **Data Ownership and Access** - p. 118
 - Proactis states that the ownership of all data within the system is at all times the States.
- 14. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63 and - p. 118 - 119
 - Proactis does not archive or purge State data.
- 15. **Disaster Recovery Plan** - p. 120
 - State they maintain a plan.
- 16. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67 and - p. 120 - 121
 - The SaaS subscription provides two environments:
 - Production
 - UAT / Training
 - Proactis maintains the following environments; however, these environments are not customer accessible.
 - Development
 - QA
- 17. **Solution Technical Architecture** - p. 122 - 123
 - Webprocure is a Java based application
 - XML data formats
 - CSV (Comma Separated Values)
 - Tab separate file
 - Microsoft Excel
 - xCML and xCBL (commerce eXtensible Markup Language and XML Common Business Library)
 - EDI (Electronic Data Interchange)
 - Communication data file types
 - FTP over secure 3-DES VPN tunnel
 - Secure FTP or SFTP
 - SCP or secure copy protocol
 - Secure HTTP or HTTPS
- 18. **Solution Network Architecture** - p. 123 - 125
 - WebProcure is hosted in the US at a Flexential facility. The facility is Tier 1 hosting providers with five-level security defenses, including biometric scanning and 24/7 internal and external video.
- 19. **System Development Methodology** - p. 125
 - Use agile methodology for software development.
 - Customers get an opportunity to review the updates in the UAT environments.
- 20. **Service Level Agreement** - p. 125
 - Proactis states: "...will work with each Participating Entity to mutually agree to a SLA framework that governs each agreement in proportion to the scope of work. Holistically, Proactis supports this framework."
- D. **Security Requirements:** p. pages 126 - 136
 1. **Cloud Security Alliance (CSA) Compliance**
 - CAIQ completed.
 2. **Security and Privacy Controls** partially provide the requirement of meeting the NIST SP 800-53 requirements.
 3. **Security Certifications** – Only meet two certificates of the 9 provided in the RFP. However, list many others they do have. Page 126

4. **Annual Security Plan** Discussed the annual security plan and they can partially provide the requirement of meeting the NIST SP 800-53 requirements.
5. **Secure Application and Network Environment** - nothing to add.
6. **Secure Application and Network Access** – Tab 5, SEC-1 through SEC-6.
 - Requirements in this section are met.
7. **Data Security** – Proactis utilizes a primary and secondary data center (500 miles apart). They list many additional failsafe measures they feel aid data security (pages 131-134)
8. **Personally Identifiable Information Protection** – say they have and provide a link.
9. **Security/Privacy Issue Occurrence** – nothing to add – say they have.
10. **PII Data Actual/Attempted Access or Disclosure** – nothing to add – say they have.
11. **Security Breach Reporting** – nothing to add – say they have.

E. Implementation Services Requirements: 137 - 211

- **Project Management** p. 137 – 192
 - PM process well defined. A typical PM.
 - Key aspects of the Proactis' project management methodology include, among others, these primary critical components:
 - Project Planning
 - Project Tracking, Oversight
 - Change Control/Configuration Management
 - Communication Management
 - Issues Management
 - Document Management
 - Schedule Management
 - Subcontractor Management
 - Proactis states they developed a preliminary Project Workplan and attached it. The workplan covers 2/4/2019 to 7/22/2020. Their dates are outdated. The time range of a 1.5 years may work for small project. They have it marked as a "Simple Project Plan".
 - Did a great job providing the staffing plan and key positions with resumes to identify skills and qualifications, etc.
 - Outlined responsibility roles and activities in a graph (pages 156 – 160). **Should mark this area for review for negotiations as needed.**
- **Project Implementation Methodology** p. 193 - 198
 - Use iterative and agile methods and the Kanban methodology.
 - The PM implementation approach is standard.
 - Implementation methodology is outlined in phases with key tasks/deliverables under each:
 - Project Planning
 - Solution Design
 - Solution Build
 - Test Readiness
 - Solution Deployment
 - Transition
- **Catalog Support Services** p. 199 - 200
 - Yes, can supply. Key work steps and deliverables in the implementation phase include:
 - Supplier and spend assessment to identify and prioritize contracts as potential for hosted or punchout catalog
 - Conversion plan for catalog data (i.e., contract line item or legacy catalogs)
 - Creation of hosted catalogs
 - Setup/configuration of punchout sites
 - On-boarding and training of suppliers to prepare them to manage catalog content
 - Training of State support staff to assume catalog management duties
- **Data Conversion Services** p. 201
 - Can provide. Has upload tools to help in data conversion and migration of legacy data.

- **CLARIFY.** Nothing is straightforwardly addressed on the cleansing of data; however, in looking at the matrix provided on data conversion (page 201) it looks like the State is possibly responsible for this (*Develop data extract from existing system*).
- **Interface/Integration Development Services** p. 202 - 203
 - ProcureLINK is utilized to integrate numerous systems.
 - WebProcure is capable of real-time integration with a variety of external systems and ERPs.
 - The data formats that are supported by WebProcure are as follows:
 - XL (Extensible Markup Language)
 - CSV (Comma Separated Values)
 - Tab separate file
 - Microsoft Excel
 - XCML and xCBL (commerce eXtensible Markup Language and XML Common Business Library)
 - EDI (Electronic Database Interchange)
 - WebProcure typically utilizes the following communication conduits for the exchange of the aforementioned data file types:
 - FTP over secure 3-DES VPN tunnel
 - Secure FTP or SFTP
 - SCP or secure copy protocol
 - Secure HTTP or HTTPS
- **Organizational Change Management (OCM Services)** p. 203 - 205
 - Proactis discusses the customers and processes that will be impacted by OCM services and how it will affect them.
 - They provide a framework of the key processes in OCM.
 - There is no discussion about how the actual implementation, assessments they will use, type of OCM (i.e., Prosci) using, analysis tools to be used, etc. to provide the OCM.
- **Training Services** – p. 205 - 208
 - Training needs assessment – will meet and work with State to customize a training plan. Training will be provided at multiple points during the process.
 - Training plan –
 - Typically begins with broad based training sessions for large groups (remote web-based), they do offer onsite, but recommend remote. State data (live) will be used.
 - Train the trainer plan program suggested next.
 - Train the system admins
 - Train the supplier management admin.
 - Attached an example of a full system training plan along with hours (page 206)
 - Training materials - they provide online training portal with a FAQ section , learning videos, and interactive tutorial videos.
 - Suppliers can for help or use the online training portal.
- **Help Desk Services** - Tab 6 IMPL 1 – 5 and – p. 208 – 210
 - 1-ID-“In Development”, 1- INT”Integration/interface”
 - Client-facing support is available:
 - Mission critical: 24/7.
 - First level support: Monday- Friday, 8:00 a.m. to 8:00 p.m. EST, excluding holidays.
 - Online context sensitive help that includes video tutorials is available for both the State and its suppliers.
 - Meets first three matrix requirements.
 - IMPL3 - Chat tool not available yet. A system update is promised “sometime” in the near future.
 - IMPL5 – **CLARIFY** – do not seem to fully answer.
- **On-Site System Stabilization Support** – p. 211
 - Proactis will provide the 3 months post project stabilization support.
 - Additionally they will assign to the State a Customer Operations Manager (COM) and a Strategic Account Manager (SAM) for the lifecycle of the Contract.

F. Managed Services Requirements: page 212

- Proactis has marked this section as N/A. This would indicate that none of the below services are being offered after implementation. **This may be Concerning.** **Note:** Maine has called this a requirement, but do state: *Bidders may propose to provide any of the following services separate from the services proposed in the implementation section of this RFP.*

1. **Solution Support**
2. **Organizational Change Management (OCM Services)**
3. **Training Services**
4. **Catalog Support Services**
5. **Help Desk Services**
6. **Transition Out Assistance Services**

G. Other Available Services: RTM: Tab 7 MNGD-1. Page 213

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- **The inline narrative is not provided**
- The matrix is completed; however, MNGD-1, **they do not meet the requirement.** They will consider a third party performing the monitoring of their system using an independent response time measurement service vs. handling it internally (**this would result in extra costs**).

H. Video Demonstrations: Page 214

- Yes, provided. It was a bit clunky in accessing it, as Proactis provided a PW and seven different videos that made up the demonstration. The PW needed to be entered for each video. Not as professionally presented as others. Once inside and watching
- Total time 53:23 minute demo, which was beyond the 45-minute maximum length requirement (page 47 of RFP)
- Demonstrated Missouri and RI's website, which was nice to see how another State uses the system.
- Was set up sequentially in how a typical procurement might take place and was able to view screens.
- Solution look seems outdated.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Perfect Commerce LLC)

CATEGORY #(s): 2

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, cyber liability 5 mil
 - 180 day proposal shelf life
 - Proactis
 - Procure-to-Pay suites
 - Sourcing and Supplier Relationship Management
 - Forrester Now Tech Supplier Risk and Performance Management
 - WebProcure COTS SaaS solution
2. Previous Projects
 - State of Missouri - MissouriBUYS - **implementing** WebProcure's full end-to-end eProcurement solution
 - State of New York- PeopleSoft
 - State of Rhode Island - WebProcure eliminated redundant software applications in use, interfacing with their ERP financial system
 - State of Connecticut - standardized e-sourcing technology
 - Links to these states were more illustrative of the projects work done
3. Subcontractors
 - Civic Initiatives, LLC
 -
4. Organizational Chart
 - Org chart not specific to project
 - Roles not defined
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Annual reports with financial statements for 2020-2018
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Perfect Commerce
CATEGORY #(s): 2
DATE: 1/3/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **WEBPROCURE** (by proactis) designed, built, and developed by public sector professionals specifically for state and local government users. This source-to-pay (S2P) system incorporates industry best practices for the public sector. Available as a Software-as-a-Service (SaaS) solution, WebProcure is capable of real-time integration with a variety of external systems and ERPsvia our enterprise-integration platform ProcureLINK. Modular platform offers

- vendor management,
- solicitation management,
- contract management,
- catalog management,
- request management,
- order management,
- invoice management,
- analytics and reporting,
- supplier portal
- public components.

User Experience Single point of entry home page supports customization for personal as well as organizational dashboards

Bidder Best Practices and Roadmap **A Configurable off the Shelf (COTS) solution, which is designed and delivered as a SaaS model.** deliver releases approximately 6 -8 times a year.

Innovations and Value-Added Features/Services partner, Civic Initiatives, the State can benefit from numerous value-added services - Acquisition support services, strategic procurement transformation, procurement automation success. InstantMarkets a new generation of bids and contracts search engine,

Customizations/Extensions **WEBPROCURE** highly configurable and fully extensible without requiring complex code development. WebProcure enables business process and facilitates additional user capabilities through workflow rules in the different application modules. Templates are used throughout the solution to serve as a consistent and approved structure for users to perform an activity efficiently.

Alternative Funding Models **Proactis is open to additional funding models and will engage with each potential buyer on an account-by-accountbasis when specific detail is known.**

Contract Transition and Flexibility Proactis will allow existing customers to transition to the new Master Agreement and Participating Addendum should the terms extend greater benefit to our customers.

Functional Requirements

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

General Functionality - 2 third parties w/low LOE, 38 Out of the box (3 hybrid - customization, in development, third party).

Supplier Portal – 2 customizations w/med LOE, 21 out of the box (1 hybrid _ 3rd party)

Supplier Enablement/Management 1 customization w/high LOE, 6 INT w/Low LOE, and 26 out of the box.

Buyer Portal 15 Out of the box (1 hybrid - INT).

Need Identification 1 INT w/med LOE and 6 out of the box

Request through Pay 2 biz process w/low LOE, 3 configurations w/2 low, 1 med LOE, 5 INT w/low LOE, 52 out of the box(3 hybrids) – **Purch Req**, 1 custom w/low LOE, 1 in DEVP w/med LOE, 26 out of the box for **Wrklw mgt**, 3 biz process w/low LOE, 1 custom w/med LOE, 25 out of the box for **PO gen and mgt**, 1 INT w/low LOE, 13 N/A (consider it ERP function), 7 out of box for **Pcard**, 1 biz process w/low LOE, 2 custom w/med LOE, 18 out of the box for **Receiving**, 1 INT w/low LOE, 10 out of the box for **invoicing**.

Catalog Capability 1 biz process w/low LOE, 39 OOBX

Sourcing/Bid Management 2 biz process w/low LOE, 7 custom w/low(2) and med(5) LOE, 5 3rd party w/low LOE, 137 OOBX

Contract Management 3 custom w/med LOE, 1 not available (ERP function), 1 3rd party w/low LOE, and 83 OOBX

Vendor Performance 3 biz process w/low LOE, 2 custom w/low(1) and med(1) LOE, 1 3rd party w/low LOE, and 19 OOBX

Purchasing/Data Analytics 1 INT wlow LOE, 36 OOBX

Technical Requirements

Availability system availability percentage ?????? current Recovery Time Objective is less than 8 hours.

UPS, redundant HVAC, fire suppression , physical security

Accessibility Requirements designed with Section 508 standards in mind; Web-Based Intranet

and Internet Information Applications Standards (section 1194.22)

Audit Trail and History audit engine logs all user activity including changes at the field level with date and time stamps. WebProcure's **automated** audit tool also provides a **manual** audit feature to capture events like phone calls and emails, which occur outside of the system. ad hoc reporting module provides a quick and easy way for you to view audit information.

Browsers Supported • Chrome 70 or newer

• Firefox 68.4 or newer

• Microsoft Edge 80 or newer

• Internet Explorer 11 (NOTE: As of August 2021, Internet Explorer 11 is no longer being supported by Microsoft.)

• Safari 13 or newer

User Accounts and Administration hierarchical structure for assigning roles and permissions to multiple organizations and users within each organization. Access is controlled at the top, starting at the enterprise level, where enterprise-level users determine appropriate access levels to a set of agencies and their respective users. Each module has associated roles, permissions, and scope parameters.

User Authentication username and password or via single sign-on

(SSO). Passwords must be at least 8 characters in length, must be a mix of upper-case letters, lower-case letters, numbers, and special characters, and must not be the same as any password used within the past five (5) generations. For SSO, we use Ping Identity's Federation Server to connect with the State's authentication service using standard SAML message platforms

Federated Identity Management– see user authentication above

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Data Conversion variety of bulk upload tools to aid in data conversion and the transfer of legacy data. Bulk upload import tools include data related bill to / ship to addresses, contracts, solicitations, and vendors. Bulk upload tools allow our customers to collect or export data from existing data sources and format them into an easy to use Excel file. The Excel file can then be uploaded into WebProcure by a system administrator.

Interface and Integration WebProcure is ERP agnostic. data formats supported by WebProcure are as follows:

- XML (Extensible Markup Language)
- CSV (Comma Separated Values)
- Tab separate file
- Microsoft Excel
- xCML and xCBL (commerce eXtensible Markup Language and XML Common Business Library)
- EDI (Electronic Data Interchange)

Office Automation Integration supports Microsoft Office suite products

Mobile Device Support WebProcure built within a responsive design framework accessible from any mobile device or tablet with an Internet connection.

Mobile Applications Currently, there are no apps required to access any of the WebProcure modules.

Data Ownership and Access at all times and will always remain vested in the State. At no time will Proactis have title to data provided by the State, wherever located. The State has access within numerous areas of the solution to download its data on demand without cost.

Date Retention, Archive and Purge Considerations Proactis does not archive or purge State data. If specified and mutually agreed to in writing, Proactis IT Operations will execute against the policy retention schedules on behalf of the State to ensure compliance

Disaster Recovery Plan disaster recovery plan designed to combat any number of eventualities which might interrupt service. WebProcure is hosted in both a primary and secondary data center with full replication between locations and a distance of more than 700 miles between each data center. In the event of a system failure that requires implementation of our disaster recovery plan, the applications can be transferred to the secondary location and recovered. In the event of a complete site failure where a disaster has been declared, utilizing VMware's Site Recovery Manager (SRM), Proactis will stand up the production application servers, synchronization of file share data will stop, and the servers will be taken out of read only mode so they are available to the application. Databases will mount the latest snapshot from the replication manager and will be brought online. The Proactis disaster recovery process is regularly tested (with clients?) and audited to ensure compliance with published and audited disaster recovery procedures, and as part of our ISO 27001 certification.

Solution Environments two (2) instances: Production and UAT/Training environments. development and QA instances are not customer accessible.

Solution Technical Architecture WebProcure is a java based application developed for cloud deployment. flexible scalability depending on transaction capacity with the ability to scale to each customer's current and future growth rates. servers are load balanced using redundant Cisco ACE Load Balancers. utilizes established, standard, distributed information exchange mechanisms like web services, SOAP (Simple Object Access Protocol), XML over HTTP, SMTP, and IMAP to achieve this form of secure and reliable data interchange.

Solution Network Architecture hosted in the United States at a state-of-the-art hosting facility operated by Flexential, which is a Tier 1 hosting providers with five-level security defenses, including biometric scanning and 24/7 internal and external video. The data centers are more than 500 miles apart. They are compliant with numerous information security

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): 2

DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

standards including SSAE 18 Type II standards which ensures our solution offering demonstrates established control objectives and effectively designed control activities. We have front-to-back fault tolerance and redundancy built into our system. From routers and switches, to servers, to power sources, everything is redundant in the environment. We replicate data across a secure data connection between our primary and secondary data centers utilizing block level duplication on our SAN solution. Our current Recovery Time Objective is less than 8 hours. Our systems can be rolled back to any point in the preceding 30 days with our EMC Recover Point appliance. File level replication and storage has a snapshot every 2 weeks and is saved for 6 months. Database snapshots (deltas) happen daily with two full backups (level 0) every week. These policies apply to applications servers, databases and file shares.

System Development Methodology Agile methodology for all software development. Customers get an opportunity to review the updates in our UAT environments.

Service Level Agreement Proactis will work with each Participating Entity to mutually agree to a SLA framework that governs each agreement in proportion to the scope of work.

Security Requirements

Cloud Security Alliance (CSA) Compliance CAIQ completed – Do you have the capability to restrict the storage of customer data to specific countries or geographic locations? - **NO**

Security and Privacy Controls maintains a comprehensive security plan that comports with ISO 27001 and ISAE 3402 standards which encompass many of the NIST SP 800-53 requirements. To illustrate Proactis' compliance with ISO 27001 and ISAE 3402 standards, Proactis conducts annual, independent third party audits and certifications. Upon request from a Client, Supplier is willing provide independent third party audit reports and/or certifications for ISO 27001 and ISAE 3402 SOC 1, Type 2 annually.

Security Certifications

- ISO27001
- PCI DSS
- ISAE 3402
- SOC 1 Type II
- SOC 2 Type II
- SOC 3 Type II
- NIST 800-53
- ITAR
- SSAE 18
- HITRUST CSF
- EU-US Privacy Shield framework

Secure Application and Network Environment addresses issues such as: which ports and services are required to support access to systems holding Customer data and limiting access to these points; firewalls; internet protocol specification for source and destination; authentication procedures; logical segregation; encryption; packet filtering; activity logging within the product and for the system infrastructure; implementation of security fixes and patches; data privacy; disaster recovery; business continuity; penetration and vulnerability testing; and access control. The Proactis mobile device policy is part of the Proactis security plan, and under this policy and the associated procedures Customer data is not accessible via mobile and portable devices.

Secure Application and Network Access secure data transmission protocols including SSL protocols, public key authentication, signing and encryption in relation to the WebProcure SaaS solution and the solution infrastructure. As a SaaS solution we do not have direct access to Customer systems/networks. Proactis supports modern standard such as TLS 1.2 and TLS 1.3. We allow no

**STATE OF MAINE
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SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

non-encrypted traffic to be used in conjunction with our services. Integration data will normally be provided using either in-built web API's, SFTP or site to site VPN connectivity.

Data Security Proactis replicates data across a secure data connection between our primary and secondary data centers utilizing block level duplication on our SAN solution, and has a recovery point objection (**RPO**) of 30 minutes and a recovery time objective (**RTO**) of no more than **six hours (8?)** which support our business continuity plan.

Personally Identifiable Information Protection control objectives managing the security of personal data, access controls of information systems, and a robust privacy policy. Proactis' solutions are designed to require only the minimum personal data necessary to operate the solutions.

Security/Privacy Issue Occurrence Customers will be notified about security or privacy issues which involve their particular solution and/or service as soon **as reasonably possible** after Proactis has confirmed a security or privacy event has occurred.

PII Data Actual/Attempted Access or Disclosure same as above

Security Breach Reporting same as above

Implementation Services Requirements

Project Management **PROACTIS** projects are conducted according to a structured, well-defined, phased project life cycle.

- Project Planning
- Project Tracking, Oversight
- Change Control/Configuration Management
- Communication Management
- Issues Management (workflow)
- Document Management (workflow)
- Schedule Management
- Subcontractor Management

Proactis developed a preliminary project workplan. **One size fits all?** RACI chart outlines the activities and responsibilities in each phase of each solution workstream of the project. Extensive Representative Personnel Qualifications provided.

Project Implementation Methodology **Proactis** methodology utilizes iterative and agile methods for delivery, and structured risk and change management for the project management. Our product development organization utilizes highly optimized Kanban methodology enabling consistent delivery of products meeting customers' demands on time while continuously adapting to change on a weekly basis.

Catalog Support Services **Proactis** During the implementation phase of the project, our catalog enablement team will provide the services necessary for the initial launch of the marketplace. These services include the creation, loading, management, and maintenance of hosted catalogs and punchout sites. Key work steps and deliverables in the implementation phase include:

- Supplier and spend assessment to identify and prioritize contracts as potential for hosted or punchout catalog
- Conversion plan for catalog data (i.e. contract line item or legacy catalogs)
- Creation of hosted catalogs
- Setup/configuration of punchout sites
- On-boarding and training of suppliers to prepare them to manage catalog content
- Training of State support staff to assume catalog management duties

Data Conversion Services **Proactis** can provide assistance with both data conversion and data migration.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): 2

DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Interface/Integration Development Services **Proactis** will work in conjunction with the customer to determine what interfaces and integrations are necessary for each particular project and will also assist in those integrations. The majority of the transaction interchanges take place through the integration platform ProcureLINK. ProcureLINK utilizes established, standard, distributed information exchange mechanisms like web services, SOAP (Simple Object Access Protocol), XML over HTTP, SMTP, and IMAP to achieve this form of secure and reliable data interchange.

Organizational Change Management (OCM Services **Proactis** The first and most significant incorporation of OCM activities is during implementation, where OCM processes are embedded in tasks related to process design, configuration, report development and of course training. OCM framework; stakeholder management, change impacts, communication, change readiness, knowledge and training, sustainment.

Training Services **Proactis** During the discovery sessions we will perform a detailed walkthrough, or demonstration, of all the system modules with the relevant core team members. Proactis begins with broad based training sessions used to train large numbers of users. We will conduct as many web-based training sessions as is necessary to adequately train the anticipated 100+ users. In our experience, remote web-based training sessions are the most effective way to deliver end user training to a large number of end-users, but we can also conduct on-site, inperson trainings provided logistical constraints allow. All training exercises will be conducted on a live training environment with State data, which is by far the most effective hands-on learning experience. Trainees will be guided through customized training activities based on the State's business processes. Train-the-Trainer program has proven to be the most effective method to encourage customer ownership and system usage.

Help Desk Services Ongoing help desk support is available for both **buyers and suppliers** who interact with the State via our solution. Client-facing support is available 24/7 for mission critical items. First level procurement support is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Standard Time, excluding holidays. All support staff, including Level 2 Development, is located at our US headquarters in Virginia. Support is accessible via email, telephone, and our on-line support ticketing system Help Desk

On-Site System Stabilization Support **Proactis** will provide resources as necessary to support a stabilization period of 3 months post project implementation. **Onsite not clear.**

Managed Services Requirements

Solution Support **N/A**

Organizational Change Management (OCM Services **N/A**

Training Services **N/A**

Help Desk Services **N/A**

Transition Out Assistance Services **N/A.**

Other Available Resources **None provided**

Video Demonstrations

- Reporting Dashboards - Data Analytics (chart types)
- Show me and try me help feature (voice over)
- Vendor registration includes upfront acceptance of state's T&Cs.
- Solicitations – formal(sealed bids) and informal , templates, Q&A for RFPs, awarded RFP can be generated into contract.
- Contracts – net new, result of awarded RFP,
- Request for PO
- Invoicing

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce (Proactis)

CATEGORY #(s): 2-Individual Workstream Implementation

DATE: 8/27/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - WebProcure solution
 - Configurable COTS solution
 - Contract lifecycle solution
 - Role based solution
2. Previous Projects
 - State of Missouri; full statewide implementation; 2015, not yet fully implemented
 - New York shopping platform with Peoplesoft prior financial operations
 - Rhode Island statewide implementation
 - CT statewide solutions
3. Subcontractors
 - Civic Initiatives; consultant specializing in Public Procurement
 -
 -
4. Organizational Chart
 - Good linear representation of Proactis and Civic Initiatives sharing responsibility
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Financial reports in British Pounds
 - US business appears to be about 20% of worldwide business
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce (Proactis)

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/14/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- Uses WebProcure platform, COTS
- QUESTIONING-Vendor identity is unclear, perfect commerce, proactis, web procure, ProcureLINK, etc.
- POSITIVE-Modules are good. Can solution be only for certain ones or only for all?
- POSITIVE-Web Access makes easily available, App?
- QUESTIONING-The look and feel is very industrial looking
- INTERESTING-releases 6-8 times a year requires end user to test quite often
- QUESTIONING-civic initiatives at additional cost? Does this complicate the vendor/customer relationship?
- QUESTIONING-instant markets as third party or within team?
- POSITIVE-Templates are good

Functional Requirements

- QUESTIONING-Is vendor registration restrictive to where it could be a barrier to entry
- POSITIVE-Vendor KPI is a valuable tool if it is accurate
- QUESTIONING-Can data be exported from another source or solution?
- QUESTIONING-How are contracts negotiated? Versioning of edits available
- QUESTIONING-How are promotional price items available to buyers
- POSITIVE-Attributes (buy local, etc.) are presented well in shopping platform
- POSITIVE- Workflow appears functional for approvals
- NEGATIVE-No identification if level 2 catalog search available
- QUESTIONING (pg.67)-Select, remove or add vendors during bid creation is not an open bid
- QUESTIONING-Vendor performance is good, but based on what data?
- POSITIVE-the scheduling of reports is convenient

Technical Requirements

- POSITIVE-Data center infrastructure
- POSITIVE-SSO for ease of access
- QUESTIONING-Mobile functionality limited? Based on pg.116 direction not to use mobile devices as primary device.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce (Proactis)

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/14/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Security Requirements

- POSITIVE-ISO certifications and standards
- QUESTIONING-RPO 30 mins, RTO 6 hours, how frequently utilized?
- POSITIVE-Data encryption at rest and in transit is preferred
- NEGATIVE-PII attempted access, will notify "as soon as reasonably possible" is not a comfortable position for the customer.

Implementation Services Requirements

- POSITIVE-Detailed project plan information provided
- POSITIVE-Meeting planning considers normal business obligations
- QUESTIONING-Activities and responsibilities (p.156) seem imbalanced with overabundance of state responsibilities
- QUESTIONING-Resumes have no names but specific work experience. Noncommittal appearance by bidder in not identifying that.
- POSITIVE-End user training appears beneficial, videos did not demonstrate such level of personal activity.

Managed Services Requirements

- Not Applicable

Video Demonstrations

- POSITIVE-Web Procure is cloud online solution
- INTERESTING- Modules, help has a great deal of information, impersonal
- QUESTIONING-Vendor Data platform seems like a word heavy form style
- POSITIVE-Appears solution can be customized for end user
- POSITIVE-Bid Board seems intuitive
- POSITIVE-Contract board and bid board connectivity is efficient
- NEGATIVE-Format of site is aged, could have a better presentation
- POSITIVE-Solicitations both formal and informal are good
- POSITIVE-Converting solicitation to contract is efficient
- POSITIVE-Request module provides clear information
- QUESTIONING-How are invoices entered, roles?
- POSITIVE-Scanning pdf invoices is a very good function
- POSITIVE-Scheduling reports is good

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): Stage 1 Cat 2

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 1996 Sole focus is cloud based solutions for public and private
 - Solution is WebProcure
 -
2. Previous Projects
 - State of Missouri
 - State of New York
 - State of Rhode Island
3. Subcontractors
 - Civicinitiaves – focus on procurement assessment and transformation support
 -
 -
4. Organizational Chart
 - Org chart provided. Shows both Proactis and ciciciniatives
 -
 -
5. Litigation
 - No current or closed cases in the past 5 years
 -
 -
6. Financial Viability
 - 2018,2019,2020 annual reports
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Overall

General Principal and Requirements

Key Solution Functionality Elements

5	This source-to-pay (S2P) system incorporates industry best practices for the public sector. Available as a Software-as-a-Service (SaaS) solution, WebProcure is capable of real-time integration with a variety of external systems and ERPs via our enterprise-integration platform Procure LINK.	
	Vendor Management	
	Solicitation Management	
	Contract Management	
	Catalog Management	
	Order Management	
	Invoice Management	
	Analytics & Reporting	
	Supplier Portal	
	Public Components	

User Experience

8-9	single point of entry to create new transactions.	
	The homepage can be customized	
	Because menu selections within each module are arranged similarly, knowing one module promotes familiarity with all other modules.	
	WebProcure was designed using responsive web design methods allowing the application to natively fit different tablet and smartphone formats. Rather than developing a standalone app, the responsive design enforces user roles and promotes security.	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Bidder Best Practices and Roadmap

10	6-8 releases per year	
	Proactis will provide a Strategic Account Manager (“SAM”) who will work closely with you and meet with your team frequently to conduct business reviews and discusses challenges and opportunities you may have which we can support within the business.	

Innovations and Value-Added Features/Services

11	Acquisition Support Services	
	Strategic Procurement Transformation	
	Procurement Automation Success	

Customizations/Extensions

17	While WebProcure is a Commercial off the Shelf (COTS) SaaS based solution, we’ve designed it to be highly configurable and fully extensible without requiring complex code development	
	From a platform perspective, WebProcure enables business process and facilitates additional user capabilities through workflow rules in the different application modules. These workflow rules are built dynamically based on the properties of the State’s business document (e.g. solicitation pre-addenda, contract approval, requisition approval based on a specific commodity, etc.). Workflows can be serial or parallel.	
	Templates are used throughout the solution to serve as a consistent and approved structure for users to perform an activity efficiently. Our registration template is 100% customizable to capture vendor data and documentation unique to the State	

Alternative Funding Models

18	Did not offer	
----	---------------	--

Contract Transition and Flexibility

18	Proactis will allow existing customers to transition to the new Master Agreement and Participating Addendum should the terms extend greater benefit to our customers.	
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Functional Requirements

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): 2 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

General Functionality

19	Available as a Software-as-a-Service (SaaS) solution, WebProcure is capable of real-time integration with a variety of external systems and ERPs via our enterprise-integration platform Procure LINK. As a modular, role-based solution, WebProcure offers a number of flexible implementation alternatives which affords our customers the ability to solve their immediate needs all while ensuring expansion according to the future needs of their departments and agencies.	
	Vendor Management, Solicitation Management, Contract management, Procurement, Invoice management, Reporting and Analytics	
GEN 1-10	Yes	
GEN 11	No size restriction on attachments	strength
GEN 12-19	Yes	
GEN 20	Can match any version of commodity codes that the user is using	strength
GEN 21-26	Yes	
GEN 27-28	Would need third party to do administrative fee invoicing	weakness
GEN29-31	Yes	
GEN 32	Only English and French for languages	weakness
GEN 33	Yes	
GEN 34	SOM elements of the solution support future dating. Did not say what elements	weakness
GEN 35-40	Yes	

Supplier Portal

?	?	
SPR 18-23	No vendor compliant tool, Not native foundation to accept pay and No supplier request method for contract changes in tool	weakness

Supplier Enablement/Management

24	Supplier enablement begins with vendor registration. WebProcure provides vendors the ability to self-register 24/7 directly from your website using our white-label, java applets. The State defines the data fields, documents, requisite information, and process flow. While vendors provide basic business information, contact information,	
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s): Category 2 Stage 1

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: - Response is labeled PROACTIS

Organization Qualifications and Experience

1. Overview of the Organization
 - Started in 1996. WebProcure is the solution
 - Module based – vendor, solicitation, contract. No shopping option
 -
2. Previous Projects
 - State clients with links to their websites – No dates listed – 5 years old?
 -
3. Subcontractors
 - Partner Projects – Civic Initiatives – Brief description of these projects – No dates
 -
 -
4. Organizational Chart
 - Supplied only chart for PROACTIS and Civic Initiatives
 - No org chart for the state and no descriptions of responsibilities for the roles mentioned.
 -
5. Litigation
 - Stated none to report
 -
 -
6. Financial Viability
 - Only Annual Reports submitted via links to the document. 132 pages
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce - PROACTIS

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/10/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

This appears to be the same response as in Category 1 – Full Solution. No notes from the SME stated as such. I copied the Category 1 eval and RTM notes over from Category 1 to this Category 2

Individual SME Comments: The video that was supplied was very helpful. This response was acceptable except for the vendor stated that section F was not applicable? It would be beneficial if the list of concerns listed were addressed so we could accurately be scored.

Again, I believe the requirements where verification is needed should be requested as this will help improve this suppliers solution. I have given an example below where it stated they could meet the requirement, and then the next requirement which is similar in nature states it is external to the system:

- CONCERN - EPROC-GEN-26 – Line 30 - Tracking admin fees has been a difficult requirement to meet. This response seems too vague to guarantee they can meet the requirement. Next requirement (below) it was stated admin fees is external to the system, so how can you report on them from the system in this requirement?
- CONCERN - EPROC-GEN-27 and EPROC-GEN-28 – Lines 31 and 32 - Admin fees invoicing is external to the system.

General Principal and Requirements – Page 5

Key Solution Functionality Elements – Page 5 thru Page 7

- WebProcure is the solution name.
- ProcureLINK is the enterprise-integration tool.
- Modular, role-based solution.
- Provided list of all components on Page 5 of response

User Experience – Page 7 thru Page 9

- All modules integrate with each other.
- Home page can be either personal or organizational dashboards. Can view multiple dashboards from the home page. Page 8
- Wizard-driven functionality when entering data. Page 9

Bidder Best Practices and Roadmap – Page 10

- Deliver releases 6-8 times a year.
- STRENGTH - Provides a Strategic Account Manager (SAM) who will work closely with the state team on business reviews and discuss challenges and efficiencies.

Innovations and Value-Added Features/Services – Page 11 thru Page 17

- Civic Initiatives is a tool used to provide value-added services. Page 11
- Supports the State in 3 main areas of focus.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce - PROACTIS

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/10/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- #1 – Acquisition Support Services – Direct support of acquisitions events. Page 12
- #2 – Strategic Procurement Transformation - Find difference between procurement and purchasing
- #3 – Procurement Automation Success – Helps implement procurement automation.
- InstantMarkets is a new generation of bids and contracts search engine.
- Vendors and contractors can search keywords in the bid search engine. Page 15
- Provided example of this functionality in Figure 2 Page 17

Customizations/Extensions – Page 17 thru Page 18

- Expansion of additional capabilities in the areas of platform, templates, and supplemental data fields. Page 17
- Platform (workflow) and templates are mentioned as possible areas of improvement. Page 18

Alternative Funding Models – Page 18

- Here is the response for this section – “Proactis is open to additional funding models and will engage with each potential buyer on an account-by-account basis when specific detail is known.” Page 18

Contract Transition & Flexibility – Page 18

- Here is the response for this section – “Proactis will allow existing customers to transition to the new Master Agreement and Participating Addendum should the terms extend greater benefit to our customers. “

Functional Requirements – Page 19

General Functionality – Page 19 thru Page 23 – **Inserted “screen shots” of their RTM response into the narrative response.**

- Supplied table of solution modules available in WebProcure on Page 19
- STRENGTH - EPROC-GEN-3 – Line 7 – Departments can post bids from their departments separately from other departments.
- CONCERN - EPROC-GEN-12 – Line 16 – Search across system for attachments by file name is in development.
- CONCERN - EPROC-GEN-20 – Line 24 - Licensing for supporting version of the commodity code set in the ERP is the responsibility and cost of the state.
- CONCERN - EPROC-GEN-26 – Line 30 - Tracking admin fees has been a difficult requirement to meet. This response seems too vague to guarantee they can meet the requirement. **Next requirement (below) it was stated admin fees is external to the system, so how can you report on them from the system in this requirement?**
- CONCERN - EPROC-GEN-27 and EPROC-GEN-28 – Lines 31 and 32 - Admin fees invoicing is external to the system.
- CONCERN - EPROC-GEN-32 – Line 36 - Our solution supports English and French today. Additional languages can be added at an additional cost per language.
- CONCERN - EPROC-GEN-38 - Line 42 - “Proactis has many different subscription methods depending on customer and situation. Exhibit 3 provides various scenarios that we will address” Not sure what Exhibit 3 is?

Supplier Portal – Page 23 - **Inserted “screen shots” of their RTM response into the narrative response.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce - PROACTIS

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/10/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-SPR-18 – Line 22 - The supplier portal does not allow vendors to respond to complaints.
- CONCERN - EPROC-SPR-19 – Line 23 - The supplier portal does not allow vendors to submit administrative fee payments.
- CONCERN - EPROC-SPR-23 -Line 27 - Suppliers do not have the ability to initiate a contract change from the supplier portal.

Supplier Enablement/Management – Page 24 thru Page 30. **Inserted “screen shots” of their RTM response into the narrative response.**

- Vendors can self-register.
- State is notified on new registrations and can approve or reject the record.
- Changes on certain fields in the vendor registration can trigger workflow and needs to be approved.
- Vendors can perform all procurement functions via their portal.
- Module provides supplier performance.
- Listed capabilities of Vendor Management on Page 25
- CONCERN - EPROC-VDR-14 - Line 43 - Supplier users have unique accounts with unique login credentials. Can the system support multiple user accounts?
- CONCERN - EPROC-VDR-23 thru EPROC-VDR-27 -Line 52 thru line 56 - The response is a duplicate for the multiple lines of requirements. It appears this is handled with an integration, but what happens when a vendor is self-registering?
- CONCERN - EPROC-VDR-41 – Line 70 - The requirement states automated email notification, but response states a manual process of searching and then sending email.

Buyer Portal – Page 30. **Inserted “screen shots” of their RTM response into the narrative response**

- Buyer logs on via link or single sign on.
- Landing page can be a personal dashboard specific to a user. Page 30

Need Identification – Page 33 thru Page 35 - **Inserted “screen shots” of their RTM response into the narrative response**

- Provided example of step-by-step procurement path in figure on page 33

Request through Pay – Page 36 thru Page 55. **Inserted “screen shots” of their RTM response into the narrative response**

- Provided list of types of purchase requests.
- Provided list of terms used with a description of each term. Page 36
- Requests can also trigger many other options like 3 orders, contracts, or sourcing event. Page 37
- Provided Purchase Order Status & Actions, Page 38 and Order Receipt information. Page 39
- Provided Invoicing information on page 40
- CONCERN - EPROC-PRD-8 – Line 109 – Here is the response when asked about collaboration with other users. “This is a very broad requirement spanning requests for orders, solicitations, contracts, invoices. Further clarity is desired.”
- CONCERN - EPROC-PRD-9 – Line 110 - Combining like item purchase request into a single order is NOT supported.
- CONCERN - EPROC-WRK-5 – Line 170 - Our solution does not currently restrict purchase order creation into a new biennium.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce - PROACTIS

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/10/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-WRK-6 – Line 171 - This response does not address the by pass requirement?
- CONCERN - EPROC-WRK-27 – Line 192 - Does not currently support workflow based on request type.
- CONCERN - EPROC-PO-5 – Line 200 - The response does not address the requirement to configure purchase order templates.
- CONCERN - EPROC-PO-9 – Line 204 – “we currently do not support org level field configuration”
- CONCERN - EPROC-PO-15 – Line 210 – Do you support the ability to print versions of orders?
- CONCERN - EPROC-PC-5 -LINE 231 – Does not support ability to limit spend on a PCard.
- CONCERN - EPROC-PC-8 thru EPROC-PC-21 – Lines 234 thru 247 - These requirements are not supported and vendor response is “PCard reconciliation would occur in the ERP”
- CONCERN - EPROC-RC-3 and EPROC-RC-4 – Lines 252 and 253 – Does not support the ability to create a receipt with a PO.
- CONCERN - EPROC-RC-19 – Line 268 – Does not support receipt workflow approvals. Vendor stated this happens at the invoice approval step.
- CONCERN - EPROC-RC-21 – Line 270 – Does not support conversion of PO unit of measure to inventory unit of measure.

Catalog Capability – Page 55 thru Page 64 - **Inserted “screen shots” of their RTM response into the narrative response**

- Can search both hosted and punch-out catalogs with maintenance being the responsibility of the vendor.
- Offers 2 catalog options – Standard and Advanced catalogs
- Search manager capabilities listed on page 56
- Catalog manager helps control vendor catalogs. It also aids the vendor in managing their catalog.
- CONCERN - EPROC-CAT-34 – Line 319 - States the search results for hosted vs.punchout are not similar
- CONCERN - EPROC-CAT-38 – Line 323 – Only the State catalog can be made accessible without a login?

Sourcing/Bid Management – Page 64 thru Page 80 - **Inserted “screen shots” of their RTM response into the narrative response**

- Wizard-like tool is used to set up solicitations – Page 64
- Bids are posted to State’s website
- Have vendor activity report
- Has evaluation capabilities.
- Solicitation Management capabilities listed on Page 67 and 68
- CONCERN - EPROC-SRC-12 – Line 339 - Reverse Auction is offered outside of the system.
- CONCERN - EPROC-SRC-13 and EPROC-SRC-14 – Lines 340 and 341 – A third party solution is required for Surplus Auction and Surplus Sealed Bid.
- CONCERN - EPROC-SRC-28 – Line 355 – The response given here (editing a solicitation) does not address the online collaboration requirement.
- CONCERN - EPROC-SRC-34 and EPROC-SRC-35 – Lines 361 and 362 – These requirements are not currently available and are planned on a future enhancement. (Version control and check in/ out functions
- CONCERN - EPROC-SRC-40 – Line 367 - This response talks about award recommendations but the requirement is asking for solicitation fields?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce - PROACTIS

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/10/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-SRC-43 – Line 370 - Workload assignment is a planned future enhancement.
- CONCERN - EPROC-SRC-65 – Line 392 - Does not support elimination of duplicate email addresses.
- CONCERN - EPROC-SRC-75 – Line 402 – Opt out of notifications will require an enhancement to the solution
- CONCERN - EPROC-SRC-82 – Line 409 - The ability to create documents for internal purposes only is not supported but is being considered for a future enhancement
- CONCERN - EPROC-SRC-102 – Line 429 - Response "Suppliers who authenticate to their portal can submit bids" does not address the eSignature requirement
- CONCERN - EPROC-SRC-117 – Line 444 – Ability to hide the name of the suppliers in not currently supported but is planned in a future enhancement.
- CONCERN - EPROC-SRC-130 and EPROC-SRC-131 – Lines 457 and 458 - Does not support online collaboration requirement. Offered a business process suggestion like TEAMS and then upload the file to the solution.
- CONCERN - EPROC-SRC-138 – Line 465 – Response does not state if information can be posted to state website?
- STRENGTH - EPROC-SRC-143 – Line 470 – Ability to perform award reversals and award to another vendor

Contract Management – Page 80 thru Page 91 - **Inserted "screen shots" of their RTM response into the narrative response**

- Listed contract management abilities on Page 80
- Wizard like process to enter contracts. – Figure on page 81
- Contracts are posted to the contract board – Page 82
- Capabilities of Contract Management listed on Page 82
- CONCERN - EPROC-CNT-6 and EPROC-CNT-7 – Lines 486 and 487 – Version control and check in/out capabilities are planned for a future enhancement.
- CONCERN - EPROC-CNT-9 – Line 489 – Identify templates and contracts that have been updated is planned for a future enhancement.
- CONCERN - EPROC-CNT-14 – Line 494 - This response appears to be referencing contract approval and not the eSignature process
- CONCERN - EPROC-CNT-16 – Line 496 - This response states price list can be uploaded to supplier profile, but can price file be loaded to the contract as line items?
- CONCERN - EPROC-CNT-38 – Line 518 - This response does not address the ability to have detailed information of subcontractors on the contract record.
- CONCERN - EPROC-CNT-39 – Line 519 - Subcontractor payments cannot be tracked on a specific contract.
- CONCERN - EPROC-CNT-40 – Line 520 – This response shows this vendor is not clear on the requirement. This is asking for process to track spend on contracts.
- CONCERN - EPROC-CNT-41 – Line 521 – Vendor is not clear that SWAM is Small, Women-owned or Minority owned.
- CONCERN - EPROC-CNT-72 – Line 552 - Solution does not automatically calculate the admin fee assessed to a contract.
- CONCERN - EPROC-CNT-85 – Line 565 - This response does not address the ability to imitate an order from a CONTRACT?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce - PROACTIS

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/10/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Vendor Performance – Page 91 thru Page 94 - Inserted “screen shots” of their RTM response into the narrative response

- Uses KPI framework to collect and manage vendor performance.
- Supplier scorecard example shown on Page 91
- CONCERN - EPROC-VPE-14 – Line 584 – Office templates are not supported.
- CONCERN - EPROC-VPE-15 – Line 585 – Office templates are not supported.
- CONCERN - EPROC-VPE-17 – Line 587 – Cure templates for contracts not currently supported but is considered for a future enhancement.
- CONCERN - EPROC-VPE-20 – Line 590 - Notification to buyer when items are ordered without using contract number is not supported. Future enhancement.
- CONCERN - EPROC-VPE-23 – Line 593 - The response does not address notification to the buyer. It is talking about sending notifications to the vendor which is requirement EPROC-VPE-24

Purchasing/Data Analytics – Page 94 thru Page 99

- Has drag and drop report builder as shown on Page 94
- Can refine the resulting data.
- Can be put on personal or organizational dashboards

Technical Requirements Page 99

Availability – Page 99 thru Page 100

- Listed failsafe measures on Page 99
- Listed 5 levels of security on page 100

Accessibility Requirements – Page 100

- Meets requirements

Audit Trail and History – Page 101 thru 103 - Inserted “screen shots” of their RTM response into the narrative response

- Provided an example of audit report on page 101
- Ad hoc reporting can be used to view audit information.

Browsers Supported – Page 103

- Meets Requirements

User Accounts and Administration – Page 103 - Inserted “screen shots” of their RTM response into the narrative response

- Has roles, permissions, and scope parameters.
- Workflow can be configured
- CONCERN - EPROC-TECH-12 – Line 16 - This response states ability for 2 accounts for 2 separate people. The requirement is asking for same account to have dual sign on.

User Authentication – Page 105 - Inserted “screen shots” of their RTM response into the narrative response

- Meets log in requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce - PROACTIS

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/10/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-TECH-25 – Line 29 - End user acceptable use agreements in not currently supported

Federated Identity Management – Page 107

- Meets requirements

Data Conversion – Page 107 - **Inserted “screen shots” of their RTM response into the narrative response**

- Provided a data conversion/migration tasks table on page 107
- CONCERN – Does the system allow for converting data to the new system that allows for “attachments” to be moved over?

Interface and Integration – Page 110 - **Inserted “screen shots” of their RTM response into the narrative response**

- ProcureLINK is the solution that handles the integrations.
- Provided the data formats that the system supports on Page 110
- CONCERN - EPROC-TECH-53 – Line 57- further discussion is needed to be able to override integration of a specific transaction
- CONCERN - EPROC-TECH-58 – Line 62 - the system does not have the ability to track financial data on the contract record

Office Automation Integration – Page 114 - **Inserted “screen shots” of their RTM response into the narrative response**

- Meets requirements

Mobile Device Support – Page 116 - **Inserted “screen shots” of their RTM response into the narrative response**

- No apps required.

Mobile Applications – Page 118

- Does not recommend using a mobile device as a complete replacement

Data Ownership and Access – Page 118

- The State owns the data

Date Retention, Archive and Purge Considerations – Page 14 - **Inserted “screen shots” of their RTM response into the narrative response**

- Does not archive or purge State data.
- CONCERN - EPROC-TECH-63 – Line 67 - States can archive records but does not purge data.

Disaster Recovery Plan – Page 120

- Site Recovery Manager (SRM) is the solution tool.

Solution Environments – Page 120 - **Inserted “screen shots” of their RTM response into the narrative response**

- Offers 2 environments with the TEST environment configured to reflect the production one.
- Can the UAT environment be wiped and then production copy over to TEST?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce - PROACTIS

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/10/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Solution Technical Architecture – Page 122

- Offered chart on page 122 showing structure
- Provided data formats listed on pages 122-123

Solution Network Architecture – Page 123

- Listed failsafe measures on Page 124

System Development Methodology – Page 125

- Agile methodology
- Process end result is an update in a future release.

Service Level Agreement – Page 126

- System supports this framework

Security Requirements - Page 126

Cloud Security Alliance (CSA) Compliance – Page 126

- Supplied the CAIQ as an attachment

Security and Privacy Controls – Page 126

- Meets requirements

Security Certifications – Page 126

- Provided list of certificates

Annual Security Plan – Page 126-127

- Will provide third party audit reports upon request
- Defer rest of comments to security SME

Secure Application and Network Environment – Page 127 – 128

- Will provide third party audit reports upon request
- Defer rest of comments to security SME

Secure Application and Network Access – Page 128 -129 - **Inserted “screen shots” of their RTM response into the narrative response**

- Meets requirements

Data Security – Page 131 thru 134

- System offers redundancy.
- Provided failsafe measures.
- Provided security architecture on page 132
- Defer rest of response to security SME

Personally Identifiable Information Protection – Page 134

- Provided link to Proactis privacy policy - <https://www.proactis.com/us/policies/privacy-policy/>
- Access defined by roles and permissions
- More in depth information is in item 44 in their response.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/10/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Security/Privacy Issue Occurrence – Page 135

- Provided a list of communication types
- Defer rest of response to security SME

PII Data Actual/Attempted Access or Disclosure – Page 135 – 136

- Defer rest of response to security SME

Security Breach Reporting – Page 136

- Defer rest of response to security SME

Implementation Services Requirements – Page 137

Project Management – Page 137 thru Page 193

- Provided overview chart on Page 138
- Extensively covered each phase of the project management
- Project Planning – Page 138 – 140
- Project Tracking, Oversight – Page 141
- Change Control/Configuration Management – Page 141 – 142
- Communication Management – Page 142 – 143
- Issues Management – Pages 143 – 145
- Document Management – Pages 145 – 147
- Schedule Management – Pages 147 – 148
- Subcontractor Management – Pages 148 – 150
- Project Workplan – Pages 150 – 156 – Provided project screenshots
- Activities & Responsibilities – Page 156 thru 160
- Provided Personal Qualifications- Page 161 thru 193

Project Implementation Methodology – Page 193 thru Page 199

- Provided Foundational Principles and Fundamental Guidelines. Page 193
- Implementation Methodology – Page 194
- Explained each phase of the implementation.

Catalog Support Services – Page 199

- Supplied catalog chart reference on page 199
- Suppliers can use portal to upload files
- Offered post-implementation functions on page 200

Data Conversion Services – Page 201

- Provided table of Data Conversion/Migration tasks on page 201 - 202

Interface/Integration Development Services – Page 202

- Provided data formats that are supported on page 202
- Provided communication conduits on Page 202
-

Organizational Change Management (OCM Services) – Page 203

- Provided framework illustration chart on Page 203

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Listed key processes on pages 204 and 205

Training Services – Page 205

- Provides end user training.
- List of standard courses listed in table on page 206
- Listed department specific training on page 207.
- Additional services information provided

Help Desk Services – Page 208 - Inserted “screen shots” of their RTM response into the narrative response

- Provided information on Help desk support
- Provided information on Application on-line support
- CONCERN - EPROC-IMPL-4 – Tab 6 line 7 - Currently does not support live chat tool

On-Site System Stabilization Support – Page 211

- Offer support after implementation for 3 months

Managed Services Requirements – Vendor state the NONE of the sections below are applicable?

Solution Support

Organizational Change Management (OCM Services

Training Services

Help Desk Services

Transition Out Assistance Services

Other Available Services

- CONCERN - EPROC-MNGD-1 – Line 4 Tab 7 - Does not currently support third party measurement service.

Video Demonstrations

Proactis Public Sector is named in the video demonstration and the solution name was WebProcure. The videos were presented in sections and I have entered my comments per section in the notes below.

Solution introduction – Web based system using roles and permissions for access. The system is a one platform system with access to each of the modules. Has across the solution search functionality from the help “home” page. Provides tutorials on this page where the user can learn how the functionality works by the system showing you and then the user can try it. Support contact information is supplied on this page.

Public Components and Supplier Management – Used the State of Missouri and the State of Rhode Island as examples in this section. Showed how a vendor can self register. The data in this section is fully customizable. The fields can be set up to validate the data that the vendor enters. Uses the “now or later” functionality to help vendors complete parts of the registration at a later time. Record gets submitted to workflow for approval. Has a bid board and contract board link from the registration landing page. Contracts and bids compiled in the solution are automatically displayed on the vendor page. On the

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: State of Montana

buyers side, the user can create or view invitations and can manage or view vendors records. System checks for duplicate vendor records. Offers supplier score cards

Solicitations – Has formal and informal bid types. No limit on the types of solicitations and each type has different sections. Bids sections include header, requirements, questionnaire, attachments, item specs, suppliers and summary. Category section denotes which vendors get added to the bid. Templates are compiled and the information is brought into the bid based on the bid type. The user can pick and choose what sections of the template applies to the bid. Bid goes through the approval stage and approver will receive email. You can also create a solicitation from a request that goes through the approval process. Showed the process that a vendor needs to complete in order to submit a response. Award process can be by item or can create evaluation teams. CAN REVERSE the bid award! Can generate a contract from the solicitation.

Contracts – Can create new or contracts from a bid. Supports master contract functionality. Sections offered are Header, Notifications, Contract Clauses, Catalog Items, Attachments and Authorization. Has the ability to use templates for the contract type. Can add custom fields and make them required. Can use custom notifications and pull from the library. Clauses can be added from the library and can set up to edit or not to edit them. Can submit contract into approval workflow. Supports eSignature but did NOT show that process.

REQ PO – This section talks about the request and purchase order process. It starts by searching for an item and view the search results which can be configured by the State. Request gets flipped to a PO and user can attach accounting codes. Can add custom fields and submit to approval workflow. User can look at their orders they placed. Orders can be sent to vendors in many ways. User can do a receipt against the purchase order. Vendors receive emails about all orders and can collaborate with the State.

Invoicing – 2 ways to create invoices, the buy side, or the supply side. Vendors can create a invoice from a PO. User can create an invoice on behalf of the vendor. The invoice section contains header, invoice items, attachments, invoice matching and summary sections. Can import invoices and can create credit memos and invoice vouchers.

Reporting Dashboards – Data analytics is this part of the solution. Can create personal or organization dashboards. Can create your own reports or create those already set up in the system. Has drag and drop functionality. Can use charts which helps with visual data. Can schedule and export reports.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s): 2

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2001
 - “ePro” – Periscope’s eProcurement solution.
 - Affiliated with NIGP
2. Previous Projects
 - 5 projects listed. All States. All fit well into Category 2
 - State of Arkansas. Implemented ePro and interfaced with SAP
 - State of Oregon. Implemented ePro
 - State of Illinois. Implemented ePro and interfaced with SAP
 - Commonwealth of Massachusetts. Implemented ePro
 - State of New Jersey. Implemented ePro and interfaced with CGI
3. Subcontractors
 - The vendor states they perform prime on 100% of their projects, but can sub-contract with companies such as CGI, Accenture, PCG, Deloitte, Civic Initiatives, Guidehouse, and more.
4. Organizational Chart
 - Yes, the org. chart is provided, but **the job descriptions are not.**
5. Litigation
 - The vendor states they do not have any.
6. Financial Viability
 - Provided audited summary.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): 2

DATE: 1/8/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- Solution is called Periscope EPro
- SaaS solution and COTS.
- One Stop Shop. Modular in nature. Can implement one or all modules.
- Page 60 "ePro™ was created as an enterprise-class, end-to-end public procurement solution by public procurement professionals."
- Page 116 "AWS is Periscope's strategic partner for hosting services."

A. General Principal and Requirements

1. Key Solution Functionality Elements – p. page 2 - 27

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls "baked in" (See APSM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a "catalog of catalogs" like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.
- **Single point of entry: Yes – both suppliers and agency users have single point of entry. Also supports SSO.**
- **Smart Routing: yes, can also create rule based fields.**
- **Compliance: Yes – worked with public sector agencies for past 20 years so able to meet and build in.**
- **Portal: Yes – Supplier portal workbench and a separate single portal for agency user s to manage.**
- **Open Marketplace Environment: Yes – Unlimited number of catalogs and can add all type (punchout, open market, internal contract catalogs)**
- **Integration: Yes many – page 7**
- **Workflow: Yes. Well explained**
- **Document Management: Yes pg 26**
- **Reporting: Yes. Pg 27**
- **Configurable: yes pg 27**
- **Transparency: Yes, meets requirements. Page 27**

2. User Experience – p. page 28 - 37

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
- Initial screen: Yes, allows users to personalize through Homepage/dashboards – users can individualize their dashboard.
- Intuitive: Yes, Clean look with a left navigation bar for quick access and a regular and an advanced Search option.
- Wizard driven: Yes, page 31 *“Periscope ePro provides guided user processes and functionalities based on role, organization, and record type.”*
- Portal: Yes, page 31 *“The six colored boxes on the Homepage change based on the user's role and display the number of documents for each status that requires the user's attention and/or action. These boxes highlight the document statuses that are most important to the user based on his/her role.”*
- Mobile use: yes, can support mobile use.
- Workload Mngt: Yes, page 35 *“ePro enables authorized users to access procurement records (requisitions, bid solicitations, purchase orders, etc.) and reassign them to another user within the organization, department, or location.”*
- Role Based functionality: Yes, page 35 – *“Periscope ePro provides standard roles (department user, basic purchaser, accounts payable, auditor, super users, and multiple administrative roles) with the ability to assign unique privileges to each user. The role and privilege within the assigned organization and department will define the actions a user may take in the procurement process. Roles and privileges will enable users to create and maintain documents, conduct audits with view-only rights, complete approvals, participate in evaluations, and more. Multi-organization access is granted to users as part of their overall user profile. This access is granted by Internal Administrators, a role that provides administrative privileges across all organizations.”*

3. Bidder Best Practices and Roadmap – p. page 38 - 45

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits, and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
- Provide Enhancements...: Yes. Very focused on Govt.
- Solution latest Technologies: System is highly configurable. – page 38 *“and during the implementation process, we will ensure that the system administrator(s) are comfortable making changes. We implement with client sustainability in mind so that a client does not have to come back to us for most modifications. However, at times we realize enhancements are necessary. Periscope is accustomed to providing product enhancements to meet new legislation or new business initiatives”*
- Use Agile methodology
- Updates Timely: Page 39 – 4 new releases a year.
- 3-year Roadmap: Design a roadmap around user's business needs. They have a fully thought-out roadmap!

4. Innovations and Value-Added Features/Services – p. page 46 - 53

In addition to the stated requirementGEs, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- Periscope is offering the following optional innovation and value-add services (Services are explained on pages 46-53):
 - Periscope Supplier Network (PSN) & S2G Supplier Experience
 - ePro™ For Locals
 - Periscope Reconciler
 - Payment Gateway within ePro
 - Sustainability - Ecovadis
 - Grants Management
 - NIGP Consulting Services
 - Strategic Sourcing
 - Equity Diversity and Inclusion
 - SAP Experts - Phoenix Team
 - Procurated

5. Customizations/Extensions – p. page 54

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck, or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate, or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade, or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- Agile method which allows for enhancements to be applied at a rapid pace.
- Will sit down with customer and discuss. The roadmap is published 1 year ahead of schedule so State may align with their needs

6. Alternative Funding Models – p. pages 55 - 57

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.
 - Periscope mostly explains how if you apply their entire solution where and with what modules you will save money, efficiency, etc.
 - They also offer an administrative fee collection process. (Page 57)

7. Contract Transition and Flexibility – p. page 58

- Yes, Periscope answers this with: *"Periscope will work with any existing clients to provide them the best contract options at the time of renewal or when their current contract has exceeded extensions. Ultimately, we let our clients determine what the best path forward is for them. We have transitioned clients from one contract vehicle to another without any issues or interruption in service."*

B. Functional Requirements: pages 61 – 99

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. **General Functionality.** Tab 2, GEN-1 through GEN-40 and - p. 61
 - a. 2- N "Not Available"
 - b. 2 - Extreme
 - **Gen 6** (Purchase/Data Analytics must integrate with the State data warehouse and State BI reporting tool; to provide access to all transaction...) - **Doesn't meet requirement.** *"This functionality is on the future roadmap for Periscope."*
 - **Gen 31** (The eProcurement Solution should provide the capability to translate web and application pages into foreign languages including but not limited to Spanish, French, Chinese, German, Russian, Japanese, Italian) - **Doesn't meet requirement.** *"Periscope ePro does not provide translation capabilities, but is open to language exploration, as needed."*
 - Rest of GEN requirements are met.
2. **Supplier Portal.** Tab 3, SPR-1 through SPR-23 and - p. 23 and pages 61-62
 - a. All "A" and "L"
 - Meets all of the SPR requirements.
3. **Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43 and p. 62-63
 - a. 7-"INT-Integration/interface"
 - b. 7 – Medium
 - **VDR 3** – Marked as "A" but will require Integration. **CLARIFY.**
 - **VDR 19 – 27:** Integration marked on many of these for tax, SOS etc.
 - Meets rest of requirements.
4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15 and - p. 64
 - a. 1-BP "Business Process", 1-"INT-Integration/interface"
 - **BPRT 12:** (Search capability for - Performance metrics information (e.g. On-time delivery)) – **Doesn't meet requirement.** *"Search capabilities do not currently include supplier performance data as a search criterion, as our supplier Performance module allows each customer to configure performance criteria and rating approaches differently. However, supplier performance data is visible from the supplier profile listed in the search results and can be utilized in the Business Intelligence tool"*
 - Meets rest of requirements.
5. **Need Identification.** Tab 3, NEED-1 through NEED-7 and - p. 64-65
 - a. All "A" and "L"
 - Meets all of the SPR requirements.
6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11 and - p. 65-72
 - a. 20 - N "Not Available", 2 - BP "Business Process", 2 -"INT-Integration/interface"
 - b. 5 – Medium, 19 - High
 - **PRD 11:** (The eProcurement Request Development functionality should provide the ability for end users to configure a standard purchase request for recurring purchases with the option to establish an automatic schedule to submit the purchase request for processing.). **Doesn't meet requirement.** *"ePro does not currently support this functionality. We will consider this as part of our Product Roadmap for future enhancement."*
 - **PRD 59:** (The eProcurement Request Development functionality should provide the functionality to alert users when a date (e.g., Delivery date, bid open date) is selected that is a non-work day. To support this, include details of calendar functionality.). **Doesn't meet requirement.** *" This functionality is not supported in ePro. Periscope will consider it for future enhancements as part of our product roadmap. When selecting a date within the transactions, a visual calendar is displayed enabling users to see weekends and weekdays being selected. "*

- **WRK 10:** (The eProcurement Workflow Management functionality must record the specific user that provided the approval and if the approval rule was Role based, then remove the pending approval action from the accounts of all other users in the same approval group.) **Doesn't meet requirement.** " *Approvers are not able to perform this action...only Creator can initiate this process.* "
 - **WRK 13:** (The eProcurement Workflow Management approvals functionality should be configurable to allow approvers to either approve or deny a request in total or by individual line items with approved items going forward.) **Doesn't meet requirement.** " *The functionality to approve at a line-item level is not supported in ePro and has not been identified by our other state and local government customers as a necessity. Periscope will consider it for future enhancements as part of our product roadmap.* "
 - **PC 8 - 21** (Pcard functionalities). **Doesn't meet requirement.** " *Pcard reconciliation capabilities are not supported. Periscope is open to evaluating this need and determining if can fit into our product development roadmap. We are also open to a 3rd party integration if outside solution supports it.* "
 - **RC 3 and 4** (Recording receipts for POs not in solution and associate to the receipt of PO at a later time). **Doesn't meet requirement.** " *On the outset, this request is not best practice and we would strongly discourage allowing receipts without a PO. A receipt must be linked to a Purchase Order within the solution. Periscope would be interested in a use case to determine if this is something we are willing to put on our product roadmap.* "
 - **INV 8** (The eProcurement Invoicing functionality should provide the capability to send an email notification to a supplier with comments and relevant attachments for rejected invoices. For electronic invoices, rejection transaction should be transmitted to the supplier.). **Doesn't meet requirement.** " *This functionality is not supported in ePro. Periscope will consider it for future enhancements as part of our product roadmap.* "
 - Meets rest of requirements.
- 7. Catalog Capability -** Tab 3, CAT-1 through CAT-40 and - p. 73-75
- **CAT 19** – marked as "A", but states " *ePro Marketplace currently does not supports the ability to enter negative line items for things such as trade ins, credits, etc. However, negative line items may be added to a requisition, purchase order and invoice.* " **Doesn't meet requirement.**
 - Meets rest of requirements.
- 8. Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151 and - p. 76-87
- a. 1 - N "Not Available", 2 – C – "Customize", 1 - BP "Business Process"
 - b. 2 – Medium, 1 - High
 - **SRC 4** – **Doesn't meet requirement.** EPro does not support a Two Step ITB.
 - **SRC 13** – **Doesn't meet requirement.** EPro does have some auction functionality but not specific surplus auction.
 - **SRC 14** – **Doesn't meet requirement.** EPro does have some auction functionality but not specific surplus sealed bid.
 - **SRC 144** – Partially meets requirement.
 - Meets rest of requirements.
- 9. Contract Management.** Tab 3, CNT-1 through CNT-88 and - p. 87 - 91
- a. 2 - BP "Business Process"
 - b. 1 - High
 - **CNT30** – **Workaround needed.**
 - Meets rest of requirements.
- 10. Vendor Performance** Tab 3, VPE-1 through VPE-25 and - p. 91
- Meets all VPE 1 - 25 requirements.
- 11. Purchasing/Data Analytics** Tab 3, PDA-1 through PDA-37 and - p. 92 - 99
- a. 1-N "not Available"
 - b. 1 - High
 - **PDA 37:** (The eProcurement Purchasing/Data Analytics functionality should have the ability for fixed price, item type contracts to compare contract items to non-contract items available in the eProcurement marketplace for price analysis.). **Doesn't meet requirement** " *ePro does not currently support this requirement, but we are very interested in further exploring the specific use*

cases for this functionality and identifying an innovative solution. Periscope looks forward to working with the State to develop a mutually agreed upon solution for this requirement. “

- Meets rest of requirements.

C. Technical Requirements: pages 100 - 144

1. Availability. pages 100

The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- Periscope directs us to their SLA for days/times. It's important to note for Negotiations (should they take place) that Periscope wants their Implementation, ongoing support, and operations to be governed by their standard SLA's, but will consider in negotiation.
- Looking at their SLA attachment – 99.9 %.

2. Accessibility Requirements. Page 100

The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.

- Yes, meets requirements.

3. Audit Trail and History RTM: Tab 4, TECH-1 through TECH-5 and - p. 100

- **Tech 4** (Procurement Solution must provide for an authorized user to override approval rules) – Not available – Doesn't meet requirement; however, they mark it as available in the software. **CLARIFY**
- **Tech 5** (The eProcurement Solution should provide a user transaction history across all entities, delineated by entity ID) . They can customize; however, they mark it as available in the software. **CLARIFY**
- Rest of requirements met.

4. Browsers Supported - p. 101

- Yes, meets requirements.
- Page 101 – “ Our products and all their features are designed to be browser and operating system agnostic and work best on all the latest manufactures' supported browsers. Thus, it will look and function the same if the user is on a Windows, Android, Apple, or another device; and with Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari browsers.”

5. User Accounts and Administration RTM: Tab 4, TECH-6 through TECH-20 and - p. 102 - 103

a. 1-N “Not Available”, 1-BP “Business Process”

b. 1 – Medium, 1 - High

- SuperUser Roles (page 102):
 - Organization Administrator
 - Internal Admin.
 - Vendor Admin.
 - Accounts Payable Superusers
 - Department Access Superusers
 - Basic Purchaser (BP Supervisor)
- Standard User Roles (page 102):
 - Basic Purchaser / Buyer
 - Audit inquiry Role
 - Department Access
 - Accounts Payable
 - Supplier
- Can also create roles for users (Market place User Roles (page 103)
- Tech 12 (The eProcurement Solution should provide capability for entities that have both buying and supplier accounts to have dual sign-on via one account) – Periscope does not meet this

- requirement *“Periscope does not support this. A government agency may have Seller and Buyer accounts BUT they are separated by unique login information and access”*
- Tech 16: Marked as “A” in the system, but the answer alludes to customizing They can customize; however, they mark it as available in the software. **CLARIFY.**
 - Tech 18 – BP – Periscope doesn’t send emails, but does log information. Requirement not met.
 - Rest of Tech requirements met.
- 6. User Authentication** RTM: Tab 4, TECH-21 through TECH-25 and - p. 104
- **Tech 25** (The eProcurement Solution should provide capability to automate acceptance and tracking of end user 'acceptable use' agreements and provide electronic notice to users to "renew/reaccept" on a scheduled basis (e.g. annually, bi-annually) as part of the login process). *“Periscope does not support this and would consider it as a future enhancement”*: Not available – Doesn’t meet requirement; however, they mark it as available in the software. **CLARIFY**
 - Rest of requirements met.
 - Page 104. *“Periscope SSO is based on SAML 2.0 specifications. SAML 2.0 is supported by several well-known IdPs listed below that can be used to set up SSO with ePro™. Other SAML-based IdPs can also be used but have not been tested and verified by Periscope. Some of our successful SSO integrations include:*
 - • Active Directory Federation Services (ADFS) 2.0 and 3.0
 - • OneLogin
 - • Okta
 - • Auth0
 - • Salesforce.”
- 7. Federated Identity Management** – p. 105
- Page 105. *“Periscope SSO is based on SAML 2.0 specifications. SAML 2.0 is supported by several well-known IdPs listed below that can be used to set up SSO with ePro™. Other SAML-based IdPs can also be used but have not been tested and verified by Periscope. Some of our successful SSO integrations include:*
 - • Active Directory Federation Services (ADFS) 2.0 and 3.0
 - • OneLogin
 - • Okta
 - • Auth0
 - • Salesforce.”
- 8. Data Conversion** RTM: Tab 4, TECH-26 through TECH-34 and - p. 105
- a. 9 - Extreme
- All are marked at an extreme level of complexity, but they are also marked at already “A” available. Most all can be done, but Periscope highly recommends against. See Tech26 response – *“Periscope provides tools to convert data from legacy systems, and has done so with other clients. However, we strongly advise against wholesale conversion of legacy data, as implementation of a new eProcurement solution is an opportunity to start fresh. Data conversion of unnecessary data simply clogs the new system in many cases. Our recommendations for what data should/shouldn’t be migrated are outlined below.”*
 - This may give an impression of Periscope not being well versed in data conversion.
- 9. Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60 and - p. 106
- a. 1-INT-“integration/Interface”,
- b. 26 - Extreme
- Concern: Again – all these (TECH 35 – 60) are marked as extreme level of complexity which gives an impression of Periscope not being well versed in data conversion. **CLARIFY** – was this intentional because much of the requirements seem to be able to be met?
 - Tech 50 – Partially meets requirement
- 10. Office Automation Integration** RTM: Tab 4, TECH-61 and - p. 109
- TECH 61 – *“ePro supports document formats created in Microsoft Word, Microsoft Excel, and Microsoft PowerPoint”*
 - **CLARIFY** – was the E “extreme” intentional because the requirement(s) seem to be able to be met.
- 11. Mobile Device Support** RTM: Tab 4, TECH-62 and - p. 111

- TECH 62 – “ePro and its modules (Marketplace) are built to be screen size responsive and can be utilized on all devices that can access a browser and internet.”
 - **CLARIFY** – was the E “extreme” intentional because the requirement(s) seem to be able to be met
12. **Mobile Applications** - p. 111
- Yes, meets requirements
13. **Data Ownership and Access** - p. 112 - 114
- Can't find anything on State owning the data – doesn't meet requirement. They did discuss ways to access the data.
14. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63 and - p. 114
- Page 114 – “Periscope’s ePro solution, by default, maintains information in perpetuity. However, Periscope can configure it to meet State-specific retention policies.”
 - TECH 63 – “ePro provides the ability to archive data from a production environment while keeping the data available for reporting on historical data.”
 - **CLARIFY** – was the E “extreme” intentional because the requirement(s) seem to be able to be met.
15. **Disaster Recovery Plan** - p. 115
- Yes, has a full plan.
16. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67 and - p. 116
- a. 2- Extreme
- **CLARIFY** – was the E “extreme” intentional because the requirement(s) seem to be able to be met
 - AWS is Periscope’s strategic partner for hosting services.
 - 3 environments are deployed - UAT, Training, and Production – Partially meets requirement missing development.
17. **Solution Technical Architecture** - p. 117 - 125
- Meets the requirements for what they gave us in their statements such as adhering to NIST 800-53 standards, SOC II, and PCI-DSS Audits; however, Periscope will not provide technical network information without a non-disclosure agreement.
18. **Solution Network Architecture** - p. 126
- Meets requirements
 - Amazon Web Services (AWS) hosted
 - Each ePro client segregated in their own virtual private clouds to ensure absolute isolation between clients.
 - All system interoperability between Periscope and clients is executed via HTTPS and TLS 1.2.
 - Failover availability in separate zones on the opposite side of the country.
 - Databases solely US based cloud storage and separate from other databases
19. **System Development Methodology** - p. 126
- Yes. Meets Requirements.
20. **Service Level Agreement** - p. 130 - 144
- Page 130 – Periscope states: “Periscope’s implementation and ongoing support and operations will be governed by Periscope’s standard SLAs, provided as part of our proposal, to align the State’s SaaS offering with those provided to all other customers. Periscope is willing to negotiate the addition of certain elements with the State if awarded this RFP.”
 - I do not see where they addressed the State/NASPO SLA – did not meet this portion of the requirement.
- D. **Security Requirements:** p. pages 145 - 155
1. **Cloud Security Alliance (CSA) Compliance**
 - Didn’t provide either report. Doesn’t meet requirement.
 2. **Security and Privacy Controls** nothing to add.
 3. **Security Certifications** nothing to add.
 4. **Annual Security Plan** nothing to add.
 5. **Secure Application and Network Environment** nothing to add.
 6. **Secure Application and Network Access** – Tab 5, SEC-1 through SEC-5.

- SEC 5 and 8 - Do not meet requirement(s)
 - Meets remaining requirements.
7. **Data Security** – nothing to add.
 8. **Personally Identifiable Information Protection** – nothing to add.
 9. **Security/Privacy Issue Occurrence** – nothing to add.
 10. **PII Data Actual/Attempted Access or Disclosure** – nothing to add.
 11. **Security Breach Reporting** – nothing to add.

E. Implementation Services Requirements: 156 - 207

1. **Project Management**
 1. They layout PM responsibilities.
 2. All their PM's are PMP certified with public sector experience. They give names and bios of possible PM's.
 3. Standard PM process.
 4. Meets requirements
2. **Project Implementation Methodology** p. 177 - 186
 5. Meets requirements
 6. 4 phases: Project Setup/Analysis, exploration/design, system implementation/configuration, and postimplementation go live and support.
3. **Catalog Support Services** p. 187
 7. Yes. Will tackle onboarding current Contracts first. Then communicate with suppliers.
 8. Suppliers can use Periscope's supplier enablement team to assist them throughout life of the Contract with the State. **CLARIFY – is there a cost to the provider or state.**
 9. 4 different types of catalogs that are handled differently – page 188 – 189
 - a. Hosted catalog
 - b. Internal catalog
 - c. Punchout catalog
 - d. Integration to the online retail marketplace
4. **Data Conversion Services** p. 190
 10. Work with State to create a data migration plan. A typical plan includes:
 - a. • Supplier data
 - b. • Contract header data
 - c. • Contract items (descriptions, pricing, unit of measure, etc.)
 - d. • Organizational data, including agencies and departments
 - e. • Departmental bill to/ship to addresses
 - f. • User data, including role assignments
 11. It looks like the State is responsible for data cleansing and extracting.
5. **Interface/Integration Development Services** p. 191 - 192
 12. Yes – can integrate across multiple financial systems
 13. Page 192 – *“The State will be responsible for providing technical resources with expertise on the financial and other State systems. These resources will use the XML produced by the Periscope ePro™ Integration module and process it in such a way as to post data into the receiving system. Periscope will work with those resources to confirm the design and to test the resulting functionality.”*
6. **Organizational Change Management (OCM Services)** p. 192 - 205
 14. Meets requirements.
 15. Discusses / explains typical OCM fundamentals.
 16. A big plus - Page 193 *“Periscope uses Prosci's ADKARR Model of individual change to support, supplement and reinforce our OCM approach.”*
7. **Training Services** – p. 198 - 203
 17. Yes, meets requirements.
 18. A very impressive Training plan to include:
 - a. Micro-learning videos
 - b. E-Learning & Simulations
 - c. Virtual instructor-led training

d. Instructor-led training

8. **Help Desk Services** - Tab 6 IMPL 1 – 5 and – p. 204 - 207

19. IMPL 1 – 5 Meets all requirements

20. IMPL 5 - Periscope utilizes Zendesk to support tickets submitted by the State.

9. **On-Site System Stabilization Support** – p. 207

21. Yes, Meets requirements.

F. **Managed Services Requirements:** page 208 - 248

1. **Solution Support**

22. Releases are at scheduled times throughout the year.

23. Allow twenty days to test before deployment and can submit issues to the Zendesk. **_Unsure if this is standard time or if more time should be allowed.**

24. Meets Requirements

2. **Organizational Change Management (OCM Services)**

25. Yes, meets requirements. Same as OCM notes above.

3. **Training Services**

26. Yes. A very impressive Training plan to include:

- a. Micro-learning videos
- b. E-Learning & Simulations
- c. Virtual instructor-led training
- d. Instructor-led training

4. **Catalog Support Services**

27. Yes, meets requirements. Refer to implementation section of OCM services page 187.

5. **Help Desk Services**

28. Yes, meets requirements. Refer to implementation section of OCM services page 204.

6. **Transition Out Assistance Services**

29. Yes, they will work with the customer based upon the agreed upon SOW.

G. **Other Available Services:** RTM: Tab 7 MNGD-1. Page 248

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- MNGD1: Application performance - near real time.
- MNGD1: Use an external **solution (Pingdom, one of the top services available)** to monitor average response time from across the United States 24 hours a day.
- **Note: Keep subcontractor in mind for negotiation purposes.**
- For further services they refer us back to the Value-add services section which has: Periscope is offering the following optional innovation and value-add services (Services are explained on pages 46-53):
 - Periscope Supplier Network (PSN) & S2G Supplier Experience
 - ePro™ For Locals
 - Periscope Reconciler
 - Payment Gateway within ePro
 - Sustainability - Ecovadis
 - Grants Management
 - NIGP Consulting Services
 - Strategic Sourcing
 - Equity Diversity and Inclusion
 - SAP Experts - Phoenix Team
 - Procurated

H. **Video Demonstrations:** Page 249

- 43-minute demo. Well done and addressed the full system beginning to end.
- Serve 8 states and over 1,000 locals
- Understand that every Government Entity is unique.
- Nice look to dashboard

- Like how can view mine or others as a master role (example State Procurement Office) Will help us help them.
- Bolded sections are state defined fields.
- Can compare products / suppliers

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Periscope Holdings)

CATEGORY #(s): 2

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- All three preliminary docs, certificate of insurance, cyber liability 4 mil
- Periscope's system is modular in nature. An organization can implement modules stand-alone or adopt various combinations of modules.
- ePro™, Periscope's proprietary eProcurement solution (SaaS)
- public portal- find suppliers, view current solicitations and state contracts, expirations and spend against those contracts
- tool that central procurement, agency end-users, and local governments use - while providing appropriate controls
- affiliated with the National Institute of Governmental Purchasing
- Periscope Supplier Network
- Winner of the NASPO Bronze Cronin Award
-

2. Previous Projects

- State of Arkansas – ARBuy - vendor management, solicitations, CLM, and Marketplace.
- State of Oregon - OregonBuys - full Procure-to-Pay functionality including requisitions, solicitations, purchase orders, contracts, vendor management, receiving, invoice matching/processing integrates with State financial system FMS supporting budget validation, vendor/supplier management, invoice/receiving and payment processing
- State of Illinois - BidBuy eProcurement - requisition, bid/solicitation, catalog, Supplier Punchout shopping and purchase order, change order, extension, and amendment functions
- Commonwealth of Massachusetts – COMMBUYS - Supplier Registration and Supplier Enablement with an integration to the State's Department of Revenue taxation system Sourcing; Contract Management; Catalog searching; Catalog Ordering; Requisitions; Purchase Orders; Business Intelligence Enhanced Business Intelligence
- State of New Jersey - requisitions, solicitations, purchase orders, contracts, vendor management, receiving, invoice matching/processing, integrating to the State financial system

3. Subcontractors

- CGI for this project due to ERP affiliation with Maine
- Accenture, PCG, Guidehouse, Deloitte, Civic Initiatives used elsewhere

4. Organizational Chart

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EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

- Combined state and Periscope Org chart specific to project
 - Roles not defined
 -
5. Litigation
- None
 -
 -
6. Financial Viability
- No D&B or financial statements. Only a summary
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s): 2

DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **PERISCOPE EPRO** (by Periscope) developed modules, built within ePro for a seamless connection, but also designed to function as a "stand-alone" solution. Single point of entry smart routing rule based fields to direct users to the appropriate module, compliance portal open marketplace environment integration with multiple ERP's like CGI, Ellucian, B2G now, work day, ASAP, ecovadis, Tyler technologies, new world systems, sun gard, Oracle, PeopleSoft.

User Experience Allows user personalization of their initial screen based on their needs or use of the Solution. Home page and dashboards search feature on central search bar, advanced search, guided process and functionality based on role organization and record type, status action boxes, recent documents, alerts and notifications, mobile access, workload management, role based functionality.

Bidder Best Practices and Roadmap government focus: 100%. an agile development framework. schedule allows 4 new releases a year with sprints, In 2020 we further developed enhancements in a PCI compliant P-card vault, improved integration with a Contract Lifecycle Management module, and delivered a new ePro module called Reconciler - a supplier report and fee payment portal. 2021 road map goals; enhanced catalog loading and shopping enhanced supplier fee administration, enhanced business intelligence. Road map focus areas beyond 2021; predictive intelligence, guided buying, enhanced user experience, and Self-funded Experience

Innovations and Value-Added Features/Services

- Periscope Supplier Network (PSN) & S2G Supplier Experience
- ePro™ For Locals
- Periscope Reconciler
- Payment Gateway within ePro
- Sustainability – Ecovadis
- Grants Management
- NIGP Consulting Services
- Strategic Sourcing
- Equity Diversity and Inclusion
- SAP Experts - Phoenix Team
- Procurated **Pricing TBD based on level of desired integration.**

Customizations/Extensions Periscope will sit down with the customer and understand their business needs, and first see if there are processor methodologies in the current toolset that may provide the best outcome. If a new enhancement is the best solution, Periscope will provide a quote and timeline to add the request in the next available release. Also, we will work with the customer to lay out a change management plan in which to implement best practice procedures within their organization to successfully incorporate the new functionality.

**STATE OF MAINE
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BIDDER NAME: **Periscope Holdings**
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DATE: **1/3/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

Alternative Funding Models **Periscope** (risk-sharing of convenience fees), also referred to as a self-funded approach, would allow the State to obtain the new eProcurement system at no cost
Contract Transition and Flexibility **Periscope** will work with any existing clients to provide them the best contract options at the time of renewal or when their current contract has exceeded extensions. Ultimately, we let our clients determine what the best path forward is for them. We have transitioned clients from one contract vehicle to another without any issues or interruption in service.

Functional Requirements

General Functionality - 1 N/A on translation, 39 Out of the box

Supplier Portal – 23 out of the box

Supplier Enablement/Management 7 INT w/med LOE, and 36 out of the box.

Buyer Portal 1- biz process w/low LOE, 1 INT w/low LOE, 14 OOBX.

Need Identification 7 OOBX

Request through Pay 2 biz process w/med LOE, 2 INT w/low and med LOE, 2 N/A, 56 OOBX – **Purch Req**, 2 N/A approver override, and line-item veto, 26 out of the box for **Wrkflw mgt**, 29 OOBX for **PO gen and mgt**, 13 N/A (wow), 7 out of box for **Pcard**, 2 N/A, 19 OOBX for **Receiving**, 1 N/A rejected invoice notification, 10 out of the box for **invoicing**.

Catalog Capability 40 OOBX

Sourcing/Bid Management 1 biz process w/low LOE, 2 custom w/med LOE, 2 N/A 2 step ITB and hiding supplier name, 1 3rd party w/low LOE, 145 OOBX

Contract Management 2 biz process w/low LOE, and 88 OOBX

Vendor Performance 1 N/A and 24 OOBX

Purchasing/Data Analytics 1 N/A and 36 OOBX

Technical Requirements

Availability **see SLA**

Accessibility Requirements We provide regularly updated accessibility compliance certification through our Voluntary Product Assessment Template (VPATs). With new feature releases, our software is tested for web accessibility standards with the Rehabilitation Act Federal ICT Accessibility / Section 508, W3C Accessibility Initiative, and WCAG 2.1 Level AA (which exceeds Section 508's standards). Our Quality Assurance program utilizes both the WAVE and ANDI toolsets, along with randomized keyboard testing.

Audit Trail and History **Auditing Event Tracking**

- User ID
- Date/time of change
- Information that was changed
- Outcome of an event
- NIST 800-53 (Rev 4) security-related events
- Other information the State requires can be developed

Additional Administrator Capabilities include:

- Ability to set inclusion or exclusion of events based on policy and operating requirements
- Export logs in text format based on UTC
- Generate reports based on ranges of dates and times
- Audit data only accessible by authorized users •
- No deletion or modifications permissions
- Logs reporting user access errors and exceptions
- Workflow consents are tracked as well as any changes

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Periscope Holdings

CATEGORY #(s): 2

DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Browsers Supported Windows, Android, Apple, or another device; and with Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari browsers.

User Accounts and Administration Role based; super user, standard user, marketplace user, agency user, supplier user

User Authentication • Active Directory Federation Services (ADFS) 2.0 and 3.0 • OneLogin • Okta • Auth0 • Salesforce

Minimum Password Length At least 7 characters

Maximum Password Length At least 7 characters

Enforce Alphanumeric Passwords Enabled always

User Password Lifetime Days 90 days or less (maximum)

Password Reuse Prevention 4 times or less

Maximum Login Attempts before Lockout 6 attempts or less

Lockout Period 30 minutes or more

Federated Identity Management– see user authentication above

Data Conversion our approach focuses on migrating **ONLY** that data necessary to support core business functions in the new system at go-live. **Historical data should be accessed outside** of the new eProcurement system (e.g., in a data warehouse, etc.).

Interface and Integration ERP's such as Oracle, CGI, SAP, and PeopleSoft

Office Automation Integration Microsoft Office suite of products (.docx, xlsx, pptx, etc. – and previous versions) are considered a standard for business automation and used for digital transformation. also accept Adobe products and other standard transformation file formats such as RTF, JPG, XML, & CSV for uploading, attaching, and linking for business documentation.

Mobile Device Support Periscope utilizes responsive web design rather than unique applications for each device type. **Would have to see it.** iOS, Android, etc.

Mobile Applications look and function the same if the user is on a Windows, Android, Apple, or other devices; and with Google Chrome, Firefox, Microsoft Edge, or Apple Safari browsers.

Data Ownership and Access Not clear whether the state owns the data or not. What makes our offering different is that we deliver using the powerful concepts of domains and topics. Domains and Topics are the layers that hide the complexities of a relational database structure of tables, rows, and columns. The process of creating domains using the BI domain builder maps the technical representation of purchasing data for example and creates a 'wrapper' with documentation in business language that an end-user can understand. End-users can then access this business 'wrapper' (domain) to get at the data they need the most. It is through this mechanism that our BI offering delivers on ad hoc functionality. The **following diagram (where?)** provides a visual of this 'abstraction layer that takes the inherent technical nature of a database schema and simplifies for the delivery of ad-hoc reporting. Published domains come with standard system language.

Date Retention, Archive and Purge Considerations Periscope's ePro solution, by default, maintains information in perpetuity. However, Periscope can configure it to meet State-specific retention policies.

Disaster Recovery Plan Periscope's Contingency Plans and Disaster Recovery Plans (CP / DRP) are designed to mitigate the risk of system and service unavailability by providing written solutions for the prompt and effective continuation or resumption of mission-critical services in the event of an incident or disaster. During the Notification and Activation Phase, initial actions are taken to detect and assess the damage inflicted by a disruption to the Periscope Platform. Based on the assessment of the event, the CP / DRP may be activated by the Disaster Recovery Team. Also, **AWS** has independently audited disaster recovery and business continuity plans for **AWS** headquarters & support services.

Solution Environments Production, Training, and UAT

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s): 2

DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Solution Technical Architecture Periscope ePro strictly adheres to the NIST 800-53 standards and are certified annually via a FISMA audit as well as SOC II and PCI-DSS audits. Periscope solutions are hosted with Amazon Web Services (AWS) with each ePro client segregated in their own virtual private clouds to ensure absolute isolation between clients. All system interoperability between Periscope and our clients is executed via HTTPS and TLS 1.2. All Buy Speed™ modules are written with Java technology. ePro™ supports both SOAP and REST web service formats and easily integrates with many standard systems.

Solution Network Architecture described in part above in solution tech archit.

System Development Methodology Agile Software Development Framework as the standard for all development efforts.

1. Project Initiation/Definition–Discovery, Estimation, SOW, High level Requirements
2. Risk Assessment
3. Functional User Requirements (User Stories)
4. Technical and Architectural Systems Design
5. System Programming or Customized Off the Shelf (COTS) Software Development/Acquisition
6. Quality Assurance
7. Documentation and Training
8. Systems Testing and Acceptance
9. Installation
10. Maintenance / Application Sunset

Service Level Agreement Periscope's implementation and ongoing support and operations will be governed by Periscope's standard SLAs, provided as part of our proposal, to align the State's SaaS offering with those provided to all other customers. Periscope is willing to negotiate the addition of certain elements with the State if awarded this RFP. Severity levels and credits.

Security Requirements

Cloud Security Alliance (CSA) Compliance adhere to the NIST 800-53 standards and are certified annually via a FISMA audit as well as SOC II and PCI-DSS audits. We are confident that the control families in the CAIQ are already addressed by these audits.

Security and Privacy Controls Our solutions capture data and content for the procurement space. As such it has elected to follow the NIST methodology to develop and put in place NIST best practices as it relates to a process and technical controls. Periscope performs an annual FISMA compliance audit administered by an independent third party to ensure that we maintain the appropriate security posture for a medium categorized offering. The audit confirmed that the hosting environment satisfied the required technical controls as specified within NIST 800-53 revision 4 for a moderately categorized SaaS solution.

Security Certifications

certified FISMA, SOC II-Type II, and PCI-DSS compliant.

Secure Application and Network Environment Periscope Platform is architected as a 3-tier application with a clear separation between the web, application, and database layers. The application layer will only accept requests through the web tier over specific protocols and ports. In addition, when hosted, Periscope secures the environment to ensure that perimeter devices such as firewalls and IDS are configured correctly to allow only recognized and valid connections. Our Tier III data center provides for a completely redundant and continually operating facility that has a 99.9% uptime track record. It is a carrier-neutral environment with 24 / 7 security and engineering staff.

Secure Application and Network Access ePro is hosted with AWS. Access to the system is restricted via VPN authentication, AWS Identity management, and ssh keys. Application access is secured with SSL (port 443) certificates supplied by the customer or issued through AWS route 53. No customer Hypervisor

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **Periscope Holdings**
CATEGORY #(s): 2
DATE: **1/3/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

settings are in place. Virtualization is controlled with Terraform and is version controlled. The system is scanned for vulnerabilities by Rapid7 and patched as available. Meraki IDS is in place to detect and mitigate external threats to the network., Being hosted in AWS, physical access is limited to AWS personal as outlined in the following link. <https://aws.amazon.com/compliance/data-center/controls/> As our clients are hosted in AWS, we leverage Cloud trail <https://aws.amazon.com/cloudtrail/> This gives visibility into API calls and console access logging each transaction and associating it to a specific user. System access logs are maintained and reviewed for tracking users, IP, time, and exact commands that are executed. All employees are vetted with background and reference checks.

Data Security The Periscope data classification system is based on the concept of the need to know. Personally Identifiable Information Protection Periscope Solutions do not have PII information as a part of its data set.

Security/Privacy Issue Occurrence Our service level agreements are designed to accommodate the handling of all issues, including Security and Privacy Issues. **Responded to this as if a system outage occurred.**

PII Data Actual/Attempted Access or Disclosure Periscope Solutions do not have PII information as a part of its data set.

Security Breach Reporting Our service level agreements are designed to accommodate the handling of all issues, including Security and Privacy Issues. **Responded to this as if a system outage occurred.**

Implementation Services Requirements

Project Management **PERISCOPE** project management approach begins with a shared understand and shared goals. If we get that piece right, we have significantly improved the project's potential for exceeding expectations. Implementation plan , project deliverables , phase one project set up in process analysis, phase two exploration and design, phase three system implementation and configuration, phase four go live and go live support. Staffing plan; Project director project manager business lead technical lead organizational change manager hosting and infrastructure team supplier enabled enablement and marketplace onboarding customer success and support team

Project Implementation Methodology **same as above with a business process inventory added.**

Catalog Support Services primary and initial focus will be on suppliers that have a statewide contract and then shift to other suppliers doing business with the state wishing to do so.

- Supplier categorization and prioritization
- Marketing and communication
- Registration
- Marketplace catalog uploads and/or punchout enablement
- Ongoing guidance and support

Data Conversion Services approach focuses on migrating only that data necessary to support core business functions in the new system at go-live. Historical data should be accessed outside of the new eProcurement system (e.g., in a data warehouse, etc.).

Interface/Integration Development Services **Periscope** designed to support the unique integration needs of state governments, particularly as it relates to the need to provide integration capabilities to multiple financial systems. Interface needs, interface design, interface configuration and unit test.

Organizational Change Management (OCM Services **Periscope** OCM approach is focused on the organizational change management elements of communication, stakeholder engagement, and resistance management. The objective is to provide key stakeholders with the information and tools needed to successfully transition to the new ways of working. Engage stakeholders, communicate vision, highlight benefits, various channels, repeat messages, preferred senders, manage resistance, monitor and measure.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s): 2

DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Training Services **Periscope** training approach and program has been developed so that it can be delivered in multiple formats. This approach caters to the different learning needs and requirements of impacted employees. Microlearning videos, elearning and simulations, virtual instructor LED training, and instructor LED training.

Help Desk Services

- Online support portal and ticketing system to report and track issues: Available 24 hours a day, 7 days a week; monitored during Business Hours (Monday-Friday 8am - 7pm Eastern excluding Periscope holidays);
- Ability to contact call center to report technical and functional issues during Business Hours;
- An easily accessible frequently asked question list and a technical and functional team available during Business Hours;
- Non-Business Hours response to tickets reported as Severity Level One issues;
- Ability to review responses to and update issues in the Online Support Portal;
- Ability to access online functional help tools such as quick reference guides and online video tutorials; and
- Ability to view all functional issues reported by the Customer in the Online Support Portal.

On-Site System Stabilization Support **Periscope** will provide a sufficient, appropriate combination of on-site and remote resources to support the State for ninety (90) days after the final, full implementation

Managed Services Requirements

Solution Support **Appears to be a repeat of implementation section.**

Organizational Change Management (OCM Services **Appears to be a repeat of implementation section.**

Training Services **Appears to be a repeat of implementation section with exception of a training plan example.**

Help Desk Services **Appears to be a repeat of implementation section.**

Transition Out Assistance Services In the event that a customer transitions away from our solutions, Periscope stands ready to assist in order to provide an effective transition. Our experience is that such a transition can take various forms and require different levels of involvement: some customers require simply a copy of their data, whereas other customers have requested additional services to assist with data translation to a new vendor. As such, Periscope works with each customer to identify needs, scope accordingly, and develop a specific SOW for the delivery of identified services.

Other Available Resources Other available services are included in Periscope's Innovation, Value-Add Section. Periscope is offering the following optional innovation and value-add services:

- Periscope Supplier Network (PSN) & S2G Supplier Experience
- ePro™ For Locals
- Periscope Reconciler
- Payment Gateway within ePro
- Sustainability – Ecovadis
- Grants Management
- NIGP Consulting Services
- Strategic Sourcing
- Equity Diversity and Inclusion
- SAP Experts - Phoenix Team
- Procurated

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s): 2

DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Video Demonstrations

- Landing page based on role
- Workflows
- Note section to collaborate internally
- Bid lockbox
- Contract templates
- Rate suppliers with Procurated
- Email from app to external suppliers
- Digital signature – DocuSign and Adobesign
- Shopping card for pcards
- Biz intelligence reporting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): 2-Individual Workstream Implementation

DATE: 8/27/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- 8 states, 1000 cities as clients
- Work with buyer and supplier
- Ensure buyers receive the right bids. May be beneficial, but may also be a liability should an anticipated vendor not get notification
- Proprietary Solutions
- Supplier Network may be a conflict of interest if contracts are competitively bid
- Product is "ePro"
-

2. Previous Projects

- Large Client list provided; many cities, municipalities
- Good examples of results from their solution, not fiscal results though
- Some examples are full solutions, others partial
- Focus on revenue generating model; not all states utilize administrative fees

3. Subcontractors

- CGI is systems integrator (project manager?)
- Identified numerous subcontractors but only spoke with any description to CGI (Accenture, PCG, Guidehouse, Deloitte, Civic Initiatives, and more)
-
-

4. Organizational Chart

- Org Chart evenly distributes between state resources and vendor
- Lacking description what each role responsibility
-

5. Litigation

- None
-
-

6. Financial Viability

- Revenue almost entirely based on subscription model
-
-

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/9/22

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- Periscope platform presented
- POSITIVE-single sign on
- NEGATIVE-Very small font, difficult to read
- QUESTIONING- Is solution customizable
- NEGATIVE-redefining terms such as clouds and blanket detract
- POSITIVE-Good showing different ERPs can integrate into
- QUESTIONING-White paper regarding PeopleSoft integration provided excessive information but was good to see.
- POSITIVE-Screen personalization is good
- POSITIVE-State Action boxes are a nice function
- QUESTIONING-Does supplier network create a barrier to entry?
- NEGATIVE-concerned about periscope additional income model with suppliers accessing other bids as potential conflict of interest
- QUESTIONING-If locals can use ePro at no additional cost, that alludes that other vendors are required to pay for access. If so, it is an absolute deviation from open and accessible bid opportunities.
- QUESTIONING-Periscope annual SaaS fee for reconciler seems to demonstrate a significant fee-based structure imposed to users for Periscope's solution
- NEGATIVE-is ECOVadis as a third party is at another additional cost, this time to both suppliers and clients
- NEGATIVE-Consulting services is yet another additional cost.
- QUESTIONING-How does Procured compared to Periscope which seems duplicative

Functional Requirements

- POSITIVE- developed for procurement initially
- QUESTIONING-Periscope has the term "ePro" trademarked?
- QUESTIONING-How are informal transactions addressed if Suppliers not awarded a formal contract
- POSITIVE-Level 2 punchouts identified
- INTERESTING-Reverse auction functionality
- POSITIVE-Notification of intent to award and non-award is a time saving function
- INTERESTING-Brief description of protest process is interesting but would need to know more
- QUESTIONING-Are contract negotiations versions retained in system throughout process?

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): Cat 2 Workstream, Stage 2 Proposed Services

DATE: 1/9/22

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Technical Requirements

- QUESTIONING-no reliability percentage provided
- POSITIVE-Roles are preferred to control access to system
- NEGATIVE-Periscope places data migration almost completely on customer
- POSITIVE-Good description of various reports available
- NEGATIVE-Disaster declaration suspends SLA, when services may be needed the most, Periscope may not be available

Security Requirements

- NEGATIVE-Disaster declaration suspends SLA, when services may be needed the most, Periscope may not be available

Implementation Services Requirements

- Project Management is SCRUM
- POSITIVE-Thorough description of project management approach

Managed Services Requirements

- INTERESTING-No names on resumes
- Training seems more heavily invested in online than in-person

Video Demonstrations

- Only public sector, 8 states
- Integrate to ERP solutions
- Modular, can stand alone
- Supplier Data is customizable
- Bids and solicitations detailed options
- Workflow approvals are good before being publicly viewable
- Can bids be locked as sealed until a certain date and time
- Contract templates, collaborate internally or external edits
- Can send email from the solution
- Changes be versioned for audit
- The interface is basic but professional looking, blocky
- Diversity attributes showing in the shopping results is good
- Complex catalog support is a good functionality
- Purchase orders is attentive to details, workflows are good
- Integration for payment the pulls back status is good
- Reporting is good, ad hoc is a good option, dashboard that are customizable
- PO list has very small text and lots of white space
- Integration is very generalized as described- basic steps applicable to any implementation
- Good mention of training, generalized discussion

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s): Cat 2 Stage 1

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Focus on public sector
 - Epro – eprocurement solution
 -
2. Previous Projects
 - Client list provided with schools, health systems and cities
 - State of Arkansas, State of Oregon, Commonwealth of Mass
 -
3. Subcontractors
 - Periscope serves as prime on 100% of projects
 - Uses CGI Managed Service
 -
4. Organizational Chart
 - Included
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Provided audited summary stating D & B reports are not accurate
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Periscope
CATEGORY #(s): 1 Stage 2
DATE: 12/20/2021
SME/EVALUATOR NAME: Stacey Winter
DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Overall

General Principal and Requirements

Key Solution Functionality Elements

2-27	Both the supplier community and agency users have a single point of entry	
	A rules engine that electronically guides users down the appropriate procurement pathway.	
	Compliance -our solutions have evolved to changing processes, regulations, and technology demands. A	
	Periscope delivers what we call State eProcurement "Clouds". This cloud is truly a single portal that seamlessly connects each and every part of the procurement lifecycle for both buyers and suppliers. Buyers have the ability to track every single process and click directly to associated documents and historical information for each procurement phase	
	Marketplace enables an unlimited number of catalogs (punchouts level 1 and 2, external cooperative contracts, hosted catalogs loaded by the Supplier or State and other agencies publicly sourced and publicly shared catalogs) to be stored.	
	Periscope has provided proven integrations to State systems across our different customers and customer needs	
	Authorized users, typically an Organization Administrator manage approval workflow configurations. This role restricts their privileges to only their own agency. If a transaction triggers both an inherited (statewide or multi-org) approval workflow and a local workflow rule (meaning both apply based on their rules), then the transaction document would need to go through both approval paths. However, it should be noted that local government/co-op members are typically set up as "standalone organizations". That means that they do not inherit statewide approval paths from the State. Therefore, those approval workflows "inherited" by state agencies do not apply to standalone organizations. Users can be added to an approval path for special routing, and users can proxy to other users for vacation/absentee situations. Approval paths can be inherited and can be grouped logically to work conditionally and together. Users with administrative authority can edit approval paths.	
	provides an enterprise-level procurement solution enabling automated processes and a central location to store all records and documents. Based on	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	State / Agency defined business processes, ePro can automate steps guiding users through procurement activities. T	
	provides reports and dashboards using data collected throughout the procurement process. Every field within ePro, including State Defined Fields, may be used when creating published reports, ad-hoc reports, and dashboards.	
	we offer extensive configurability through our solution to support unique processes and needs	

User Experience

28-37	Allows user personalization of their initial screen based on their needs or use of the Solution	
	Users can personalize dashboards in several ways: • They can select their individual dashboard from among a list of published dashboards. • An administrator can select default dashboards for each role type. • Users with ad hoc report creation privileges can build their own custom dashboards and leverage them on their ePro™ user homepage.	
	The left navigation bar provides access to your documents by type (e.g., purchase orders)	
	Controlled procurement processes guide a user through the electronic steps/milestone of the ePro solution. Processes such as supplier registration, transaction creation to completion, approval paths, etc. ensure process protection	
	The six colored boxes on the Homepage change based on the user's role and display the number of documents for each status that requires the user's attention and/or action. These boxes highlight the document statuses that are most important to the user based on his/her role.	
	ePro has been designed to support mobile use delivering different screen size options	
	ePro enables authorized users to access procurement records (requisitions, bid solicitations, purchase orders, etc.) and reassign them to another user within the organization, department, or location.	

Bidder Best Practices and Roadmap

38-45	We work on an agile development framework with sprints, to ensure our customers receive enhancements in a timely manner.	
	Our current schedule allows 4 new releases a year	
	before the final production release. In this manner, the customer knows exactly what will be available to them, and provide any feedback required before going into production.	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Innovations and Value-Added Features/Services

46-53	Periscope is offering the following optional innovation and value-add services: • Periscope Supplier Network (PSN) & S2G Supplier Experience • ePro™ For Locals • Periscope Reconciler • Payment Gateway within ePro • Sustainability - Ecovadis • Grants Management • NIGP Consulting Services • Strategic Sourcing • Equity Diversity and Inclusion • SAP Experts - Phoenix Team • Procurated	
	Who can use these services?	concern

Customizations/Extensions

54	If a new enhancement is the best solution, Periscope will provide a quote and timeline to add the request in the next available release. Also, we will work with the customer to lay out a change management plan in which to implement best practice procedures within their organization to successfully incorporate the new functionality.	
----	---	--

Alternative Funding Models

55	Periscope has developed a range of proven subscription, licensing, financing, and delivery options, including perpetual license with annual support, financing of a perpetual license, Software-as-a-Service (SaaS), and risk-sharing of convenience fees and revenue generated by the eProcurement solution. This last option (risk-sharing of convenience fees), also referred to as a self-funded approach, would allow the State to obtain the new eProcurement system at no cost and would provide a plethora of additional services that states typically do not have the resources for	
----	---	--

Contract Transition and Flexibility

58	Periscope will work with any existing clients to provide them the best contract options at the time of renewal or when their current contract has exceeded extensions	
----	---	--

Functional Requirements

General Functionality

61	Meets requirements	
GEN 6	No integration with state data house	weakness
GEN 12	Only searches attachments	weakness
GEN 20	Only keeps current version of commodity codes. does not sync with Finance and override	weakness

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s): Category 2 Stage 1

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Created in 2001
 - Supplied growth strategy – Listed buyer and supplier networks
 - Extensive client list – **Marked Confidential**
2. Previous Projects
 - States
 - Contact information supplied.
 -
3. Subcontractors
 - CGI, Accenture, PCB, Guidehouse, Deloitte, Civic Initiatives
 -
 -
4. Organizational Chart
 - Chart was supplied with role names
 - **No responsibilities or descriptions were supplied in the response.**
 -
5. Litigation
 - Stated no litigation to report.
 -
 -
6. Financial Viability – **Marked Confidential**
 - Stated DUNS reports are not accurate?
 - Supplied a withholding statement.
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: **Periscope**

CATEGORY #(s): **Stage 2 Category 2 – Individual Workstreams**

DATE: 12/20/2021

SME/EVALUATOR NAME: **Tom Hastings**

DEPARTMENT/STATE: **State of Montana**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

This response is the same response that was submitted for category 1. The SME notes on this subject are listed below. I have copied the eval and RTM notes over from category 1 to category 2.

Periscope:

- Their Technical Proposal file 1 for Category 1 & 2 were the same as was the RTM.
- Their Technical Proposal file 2 for Category 2 had five additional pages where they included a "Senior Technical Analyst" position resume on PDF pgs. 46-50. Otherwise the content in File 2 was the same for both Proposals.

Individual SME Comments: *The video supplied with this vendors response provided a high level explanation of how the system operates. I found it very similar in nature to what I am used to seeing in a system.*

I can tell in this response that this vendor does have experience in working with State governments. I think that the "concerns" addressed in my notes are things that should be addressed and those requirements listed as possible "enhancements" should be implemented.

They supplied extensive information in the Implementation and Managed Services section of their response, but I did find that most of the information in these 2 sections are the same.

General Principal and Requirements – PDF Page 15

Key Solution Functionality Elements – PDF Page 15

- SSO for entry. Both the supplier and the user log in from the same page
- State can enter user defined fields to help navigate where the user needs to be.
- Meets "baked in" requirement.
- Access for both the buying and supplier users by using the same portal.
- Can configure landing page dashboards
- Listed what buyers and suppliers can manage on PDF Page 18
- Meets open marketplace requirements like search across catalogs.
- Can compare prices that are a result of a search
- Included a sample ePro/Peoplesoft Integration Whitepaper on PDF Page 21 thru PDF Page 38
- Meets the requirements of the workflow – PDF Page 39
- Meets the requirements of document storage PDF Page 26 – 27
- Meets the reporting requirements - PDF Page 40
- Meets the configurable requirements – PDF Page 40
- Meets the transparency requirements – PDF Page 40

User Experience – PDF Page 41 thru Page 51

- Solution can configure homepage/dashboards – PDF Page 41

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: **Periscope**

CATEGORY #(s): **Stage 2 Category 2 – Individual Workstreams**

DATE: 12/20/2021

SME/EVALUATOR NAME: **Tom Hastings**

DEPARTMENT/STATE: **State of Montana**

- Can do dashboards by role and user can do individual dashboards. Users with correct permissions such as ad hoc reporting can build dashboards as well
- Guides users with left navigation bar.
- Offers central search bar at the top of the landing page.
- Advanced search is also available – PDF Page 43
- Guided buying is used by the State of Nevada.
- Status Action Boxes on dashboards and last documents can be displayed – PDF Page 45
- Has reminder functionality on the toolbar
- Can access via mobile and provides workload management. PDF Page 48
- Role based functionality – PDF Page 48 and 49

Practices and Roadmap – PDF Page 51 thru Page 59

- 100% of focus is on government. PDF Page 51 paragraph one
- State of Nevada example shows how the ability to provide enhancements. PDF Page 51
- Periscope Products are for Government – PDF Page 51 middle of page
- 2021 Release Timeline – PDF Page 52
- Can participate on Customer Advisory Board, product team travels the US to gain system issues, and they study procurement trends to obtain feedback.
- Provided 2021 Roadmap Goals - PDF Page 52 and 53
- Product direction based on 5 major procurement questions. PDF Page 53
- Provided roadmap for the next 3 years. PDF Page 53
- Roadmap design. PDF Page 54
- Roadmap goals. PDF Page 55

Innovations and Value-Added Features/Services – PDF Page 59 thru Page 67

- Provided list of optional innovations on PDF Page 59
- Explained details related to each of the services.
- Periscope Supplier Network is offered at no cost.
- S2G Supplier Registration Process – PDF Page 61
- Periscope Reconciler – PDF Page 62. Allows a tool to manage administrative fees.
- Grants Management – PDF Page 65

Customizations/Extensions – PDF Page 67

- Development follows the Agile method, enhancements applied at a rapid pace. PDF Page 67
- Customers benefit from this approach on PDF Page 67 at end of page

Alternative Funding Models – PDF Page 68 thru Page 69 – **MARKED CONFIDENTIAL**

- Self-funded model provides the added benefits listed on PDF Page 68 - 69
- One funding model will provide resources to manage areas listed on PDF Page 69 thru page 70

Contract Transition and Flexibility – PDF Page 71

- Will provide best contract options. Have transitioned clients without interruption in service.

Functional Requirements – PDF Page 72

- Provided ePro Solution chart on PDF Page 72
- Accomplishes procurement transformation on PDF Page 73

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/20/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

General Functionality – PDF Page 74

- SaaS solution with unlimited users.
- CONCERN - EPROC-GEN-6 – Tab 2 Line 10 - integrate with State data warehouse is not currently supported.
- CONCERN - EPROC-GEN-12 – Tab 2 line 16 - Only mentions searching attachments in CLM? Can you search attachments in reqs, orders, solicitations, etc?
- CONCERN - EPROC-GEN-15 – Tab 2 Line 19 - This response states forms can be printed. Can you print reqs, Purchase orders, solicitations, etc?
- CONCERN - EPROC-GEN-22 – Tab 2 Line 22 - This response addresses the keyword search for commodity codes, but what about keyword search for all components?
- CONCERN - EPROC-GEN-32 – Tab 2 line 32 - Does not currently support translating into foreign languages
- CONCERN - EPROC-GEN-35 -Tab 2 Line 39 - This response does not address the library requirement?

Supplier Portal – PDF Page 74

- Portal is for suppliers to maintain many business tasks and requirements.

Supplier Enablement/Management – PDF Page 75

- These services are offered in Periscope's alternative funding model.
- Suppliers can self-maintain the data within their portal
- Offers a pre-qualified supplier list
- Typically, data is loaded into ePro from the data in the ERP.
- CONCERN - EPROC-VDR-15 – Tab 3 Line 44 - Only checks duplicate registration on SSN or EIN?

Buyer Portal - PDF Page 76

- Homepage allows buyer to all sections of the solution that require attention.
- Can update their user profile, view alerts and access other features from the homepage.
- Screen shot of buyers' portal on PDF Page 77
- CONCERN - EPROC-BPRT-3 – Tab 3 line 77 - This response is for requirement BPRT-4? We need to know if user has access to their profile information?
- CONCERN - EPROC-BPRT-9 – Tab 3 line 83 - The response does not address the secure link to an external individual.
- CONCERN - EPROC-BPRT-12 – Tab 3 Line 86 - Supplier performance cannot be access using the search feature.

Need Identification - PDF Page 77

- The need starts with the creation of a requisition which can then determine the procurement method.
- Can add custom fields that can help drive the workflow approvals.

Request through Pay - PDF Page 78 thru Page 85

- Sample request through pay table is offered on PDF Page 79
- Fig 4.7 Request to Pay Graphic on PDF Page 79
- Fig 4.8 Marketplace Workflow on PDF Page 80

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/20/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Market place shopping across all the catalogs. PDF Page 80
- Can prioritize what catalogs users need to utilize and compare search results.
- Fig 4.10 is the Periscope's Marketplace. PDF Page 81
- Workflow and approvals are configurable
- Orders go to Pos and then can create a receipt on that order.
- Solution offers Invoicing and other Payment options with configurable workflows.
- PCards can be used for placing orders. PDF Page 84
- Solution offers invoice matching and credit memos functionality along with subcontractor payment tracking.
- ePro Integration module is offered and explained on PDF Page 85
- CONCERN - EPROC-PRD-11 – Tab 3 Line 112 - Currently does not support standard purchase request for recurring purchases.
- CONCERN - EPROC-PRD-59 – Tab 3 Line 160 – Alerting users when a non-work date is selected is not currently supported.
- CONCERN - EPROC-WRK-10 – Tab 3 line 175 – Allow authorized approvers to override/bypass workflow is not currently supported.
- CONCERN - EPROC-WRK-13 – Tab 3 Line 178 – Allowing users to either approve or deny a request is not supported. Will consider this in future enhancements.
- CONCERN - EPROC-PO-16 – Tab 3 Line 211 - Does not support electronic signatures on approved orders.
- CONCERN - EPROC-PC-8 thru EPROC-PC-19 – Tab 3 Lines 234 thru 245 – These requirements are tied to credit card reconciliation which is NOT supported.
- CONCERN - EPROC-PC-21 – Tab 3 Line 247 - The ability to assign another user as a "proxy" to perform reconciliations actions on a Pcard in not supported.
- CONCERN - EPROC-RC-3 – Tab 3 Line 252 – Does not support recording receipts for POs not in the system
- CONCERN - EPROC-RC-4 – Tab 3 Line 253 – Does not support recording receipts without a reference to a purchase order.
- CONCERN - EPROC-RC-20 – Tab 3 Line 269 - The data provided from the ASN does not auto populate in the receiving screens
- CONCERN - EPROC-INV-8 – Tab 3 Line 280 – Does not support the ability to send an email to a supplier containing information about a rejected invoice.

Catalog Capability - PDF Page 86 thru Page 88

- Has one search capability with no limit of catalogs to be loaded.
- Lists of capabilities on PDF Page 87
- Listed benefits of their Marketplace – PDF Page 87
- Offers multiple options for establishing catalogs – PDF Page 88
- CONCERN - EPROC-CAT-19 – Tab 3 line 304 - Concern - Does not currently support negative dollar value as it is only available on Req, PO, or invoice

Sourcing/Bid Management - PDF Page 89 thru Page 100

- Listed states that have implemented this solution. PDF Page 89
- All solicitation documents are linked together in the system.
- Screenshot of managing a solicitation on PDF Page 90
- Has bid document management listed on PDF Page 91
- Integrated with Periscope Supplier Network

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/20/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Offers special solicitation types frequently used by state government. PDF Page 92 - 93
- Notification for solicitations PDF Page 94
- Suppliers can send responses and they can be evaluated in the system. PDF Page 96
- Awards can be made in system and can create a contract or one time PO. PDF Page 99
- Bulk notifications. PDF Page 100
- CONCERN - EPROC-SRC-4 – Tab 3 Line 331 - System does not support Two-Step ITB
- CONCERN - EPROC-SRC-83 – Tab 3 Line 410 – Does not support web conferencing capabilities
- CONCERN - EPROC-SRC-102 – Tab 3 Line 429 - Does not support eSignature of a submitted response.
- CONCERN - EPROC-SRC-117 – Tab 3 Line 444 - Does not support the ability to hide name of suppliers from evaluators.
- CONCERN - EPROC-SRC-133 – Tab 3 Line 460 - The buyer needs to be an approver in a workflow step to be notified of an approver step?
- CONCERN - EPROC-SRC-138 – Tab 3 line 465 - Response addresses supplier receiving email about notification of award, but requirement is for posting award results to website.
- CONCERN - EPROC-SRC-140 – Tab 3 Line 467 - Response does not address if notifications contain that supplier was disqualified? Only states email lists awarded suppliers?
- CONCERN - EPROC-SRC-141 – Tab 3 line 468 - Response addresses multiple distributors, but requirement is asking if a non-award notification is sent?
- CONCERN - EPROC-SRC-143 - Tab 3 Line 470 - Response addresses the awarded contract or PO. The requirement is asking if the SOLICITATION can be cancelled and awarded to a different supplier.
- CONCERN - EPROC-SRC-146 – Tab 3 Line 473 - Responses does not state if a non-award email is sent?
- CONCERN - EPROC-SRC-147 – Tab 3 Line 474 - Response addresses the re-solicitation of information, but does not address the ability to post notice?

Contract Management - PDF Page 100 thru Page 104

- Contract Management workflow figure on PDF Page 100
- Offers contract creation, clause library and reporting functions.
- Contract Workflow and archival capabilities.
- Can track spend on contracts. PDF Page 103 – Financial Management
- Offers amendments process, eSignature, and the ability to define contract supplier fees. PDF Page 103
- CONCERN - EPROC-CNT-9 – Tab 3 Line 489 - Response does not address if system identifies if templates and contracts have been updated?
- CONCERN - EPROC-CNT-21 – Tab 3 Line 501 - Response does not address if system has user defined contract fields or error warnings?

Vendor Performance - PDF Page 104

- Based on “ticket” functionality sent to the supplier.

Purchasing/Data Analytics - PDF Page 105 thru Page 113

- Business Intelligence Solution is the solution name.
- Used to analyze the purchase data
- Offers numerous benefits listed on PDF Page 105

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/20/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Offers Analytical Reporting
- Spend Analysis Reports are included and listed on PDF Page 105-106
- Cycle Time reports and listed on PDF Page 106
- Offers Workload Management, Contract Usage, Financial Management, Supplier, Ad Hoc Reporting
- The solution also offers dashboards as a reporting tool. PDF Page 108
- Offers Multi-Org Reporting. PDF Page 112
- CONCERN - EPROC-PDA-37 – Tab 3 Line 634 – Does not support ability to compare contract items to non-contract items in the Marketplace

Technical Requirements – PDF Page 113

Availability – PDF Page 113

- Stated this requirement will be governed by the standard SLA provided as part of this proposal.
- Provided an attachment link but was not operational for me.

Accessibility Requirements – PDF Page 113

- Seems to meet requirements

Audit Trail and History – PDF Page 113-114

- Listed compliance tools and administrator capabilities
- CONCERN - EPROC-TECH-4 – Tab 4 Line 8 - States the ability to override approval rules in not supported

Browsers Supported – PDF Page 114

- Meets req

User Accounts and Administration – PDF Page 115 -116

- Offered list of SuperUser and Standard User roles on PDF Page 115
- Listed Marketplace user roles for agency and suppliers on PDF Page 116
- “Degree of functionality increases over time” PDF Page 116
- CONCERN - EPROC-TECH-12 – Tab 4 Line 16 - System does not support dual sign on accounts via one account
- CONCERN - EPROC-TECH-18 – tab 4 Line 22 – System does not provide emails to users when changes are made to their account.

User Authentication – PDF Page 117

- Offers SSO capabilities.
- Supplied Login and Password Security Policy on PDF Page 117
- CONCERN - EPROC-TECH-25 – tab 4 Line 29 - System does not support automation of end user agreements

Federated Identity Management – PDF Page 118

- Meets requirements

Data Conversion – PDF Page 118

- Suggest only migrating that data necessary to support core business functions in the new system.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/20/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN- Their RTM makes suggestions on what data to convert, but it should be the state's decisions.

Interface and Integration – PDF Page 119 thru 122

- Experience with multiple ERP systems
- Vendor account data on PDF Page 119
- Transactions Processing is done with the financial system. PDF Page 119
- Offered definitions of pre-encumbrance and encumbrance on PDF Page 120
- Supplied typical Requisition and Purchase order configurations on tables on PDF Page 121
- Supplied status and message auditing process.
- CONCERN - EPROC-TECH-43 – Tab 4 Line 47 - Inventory update and checking integration would need to be scoped out.

Office Automation Integration – PDF Page 122

- Meets requirements

Mobile Device Support – PDF Page 124

- No app required. Periscope uses web design.

Mobile Applications - PDF Page 124

- Meets requirements

Data Ownership and Access - PDF Page 125 – 127

- Same information supplied on PDF Pages 105 thru Page 113 of this vendors response.

Date Retention, Archive and Purge Considerations - PDF Page 127

- Can configure to meet the State's needs
-

Disaster Recovery Plan - PDF Page 128

- Meets requirements

Solution Environments - PDF Page 129

- Provide UAT, training, and production environments
-

Solution Technical Architecture - PDF Page 130

- Uses Java technology PDF Page 130
- Supplied Software Development Lifecycle Policy – PDF Page 131 thru Page 139

Solution Network Architecture - PDF Page 139

- Meets requirements

System Development Methodology - PDF Page 139 thru Page 142

- Uses a Software Development Life Cycle process. PDF Page 139
- Supplied steps and roles for above mentioned process. PDF Page thru Page 142

Service Level Agreement – **MARKED CONFIDENTIAL**

- Provided sample of their SLA- PART 2 Document PDF Pages 2 thru Page 15

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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BIDDER NAME: Periscope

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/20/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Security Requirements – PART 2 Document – PDF Page 16

Cloud Security Alliance (CSA) Compliance - PART 2 Document – PDF Page 16

- Adhere to the NIST 800-53 standards
- Defer any further comments to the Security SME

Security and Privacy Controls - PART 2 Document – PDF Page 16

- Put into place the NIST best practices.
- Defer any further comments to the Security SME

Security Certifications - PART 2 Document – PDF Page 16

- Certified FISMA, SOC II-Type II, and PCI-DSS compliant.
- Defer any further comments to the Security SME

Annual Security Plan - PART 2 Document – PDF Page 16

- Strictly adhere to NIST 800-53 standards.
- Defer any further comments to the Security SME

Secure Application and Network Environment - PART 2 Document – PDF Page 18 thru Page 21

- High desire to protect all clients
- Must use multi-factor authentication for certain types of data
- Defer any further comments to the Security SME

Secure Application and Network Access - PART 2 Document – PDF Page 121

- Hosted with AWS
- Defer any further comments to the Security SME
- CONCERN - EPROC-SEC-1 – Tab 5 line 5 – System does not support capability to track usage to detect a new device
- CONCERN - EPROC-SEC-4 – Tab 5 line 8 - System does not support use of persistent cookies

Data Security - PART 2 Document – PDF Page 22 thru Page 24

- Apply need to know concept
- Seems to meet requirements
- Defer any further comments to the Security SME

Personally Identifiable Information Protection - PART 2 Document – PDF Page 24

- States their solution does not have PII information as a part of its data set

Security/Privacy Issue Occurrence - PART 2 Document – PDF Page 24

- States their SLA is designed to accommodate the handling of all issues.
- Defer any further comments to the Security SME

PII Data Actual/Attempted Access or Disclosure - PART 2 Document – PDF Page 25

- States their solution does not have PII information as a part of its data set

Security Breach Reporting - PART 2 Document – PDF Page 25 thru Page 26

- States their SLA is designed to accommodate the handling of all issues.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/20/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Defer any further comments to the Security SME

Implementation Services Requirements - PART 2 Document – PDF Page 27

Project Management - PART 2 Document – PDF Page 27 thru Page 48

- Based on experience in implementing the ePRO solution with other states
- Provided an implementation plan and defined roles and responsibilities
- Provided a table of estimated time to spend on projects. PDF Page 31
- Provided a Project Organization Chart listing roles and experience starting on PDF Page 32
- Project Organization Chart with roles on PDF Page 46

Project Implementation Methodology - PART 2 Document – PDF Page 48 thru Page 57

- Implementation project phases on PDF Page 49
- Explained in detail each phase of the project

Catalog Support Services - PART 2 Document – PDF Page 58 thru Page 60

- Provided supplier enablement process. PDF Page 58
- State Communication plan
- Supplied definitions and differences of each catalog option. PDF Page 59 -60

Data Conversion Services - PART 2 Document – PDF Page 61

- Data conversion is based on the experience they have

Interface/Integration Development Services - PART 2 Document – PDF Page 62

- Experience with integration across multiple financial systems.
- Explained the process for implementation of interfaces or integrations.

Organizational Change Management (OCM Services) - PART 2 Document – PDF Page 63 thru Page 69

- Service consists of elements of communication, stakeholder engagement and resistance management.
- Creating Change Readiness – PDF Page 65
- Change Curve Exit Criteria – PDF Page 67
- Sponsorship is the greatest overall contributor to the project success

Training Services - PART 2 Document – PDF Page 69 thru Page 75

- Training Plan - PDF Page 70
- Training Approach & Modalities – PDF Page 71
- User based Training Summary – Tables on PDF Page 71 thru 74
- [Link provided to training plan in the Managed Services Requirements Section](#)
- Provided other links to more training resources – PDF Page 74

Help Desk Services - PART 2 Document – PDF Page 75 thru Page 78

- Provided information on services offered and explained levels of support.
- [Same information is offered in the Managed Services Requirements section.](#)

On-Site System Stabilization Support - PART 2 Document – PDF Page 78

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: **Periscope**

CATEGORY #(s): **Stage 2 Category 2 – Individual Workstreams**

DATE: 12/20/2021

SME/EVALUATOR NAME: **Tom Hastings**

DEPARTMENT/STATE: **State of Montana**

- Provides support 90 days after full implementations

Managed Services Requirements - PART 2 Document – PDF Page 79

Solution Support - PART 2 Document – PDF Page 79 thru Page 84

- Meets requirements

Organizational Change Management (OCM Services) - PART 2 Document – PDF Page 84 thru Page 91

- Same information supplied on PDF Page 63 for the implementation Services Requirements

Training Services - PART 2 Document – PDF Page 91 thru Page 114

- Same information supplied on PDF Page 69 for the implementation Services Requirements
- Contains sample and confidential project training plan starting on PDF Page 96

Help Desk Services - PART 2 Document – PDF Page 114 thru Page 117

- Same information supplied on PDF Page 75 for the implementation Services Requirements
- CONCERN - EPROC-IMPL-4 – Tab 6 Line 7 - Response does not address the live chat tool requirement?

Transition Out Assistance Services - PART 2 Document – PDF Page 117

- Meets requirements

Other Available Services – PDF Page 119 thru Page 127

- Once the scope of work is established for additional offerings, Periscope can develop accurate costs.

Video Demonstrations

This solution can be implemented in a full solution or can be done by module. The video is broken up into the categories that are listed below.

Public Facing Side of Application – Suppliers register here and can log in from this page. State users also log in here and the landing page has the options available to the user based on the roles and permissions assigned to them. Has left side icon navigation to gain access to correct module.

Requisition process is the starting point and the result of this could be a solicitation or a purchase order. Information carries from the requisition to the solicitation. Build the bid, submit to workflow, add suppliers and post electronically. Solution offers tabs across the top of the screen when building a bid. Suppliers can open FORMS associated with the bid and fill them out as part of their response. Workflow is based on the criteria that is entered by the state. Can evaluate the bid response in the system.

Contract Management – Can have contract tied to bid. This solution offers building the document, review rounds, and eSignature application. Solution has access tabs across the top of the application. Also provides different “statuses” of contracts. Can send out the contract to multiple parties right from the contract record. Can perform amendments and renewals.

Marketplace – List of all catalogs including, state catalogs, and punch out catalogs. The system provides a search across all catalog functionality. Can refine the search results and then can compare items.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): Stage 2 Category 2 – Individual Workstreams

DATE: 12/20/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Orders start with requisition, then the approval process. It transitions into a PO and then gets sent to the supplier. The system that can use the receipts process where the user can receive the items in the system. An approval process can be implemented and then it goes to the invoicing process. The invoice will be finalized, and workflow can then be applied.

Reporting – User can access “canned” reports or authorized users can build ad hoc reports. The solution also offers dashboard reporting as well. Can use a workflow dashboard to track workload.

Reconciler Tool – This can be used to help track the spend on contracts. It allows to set up a percentage fee and can use fee exclusions applied to certain lines items. The system allows the vendor to log into his portal and see what fees they are responsible for from the supplier portal. They can pay the admin fees or any other fees and can select multiple payment options.

S2G Tool – This is a tool that allows the supplier to interact with the state governments. Bids, catalog management, and sales reports are some examples.

The last part of the video provided information on implementation services.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Projectdog

CATEGORY #(s): 2

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 1999.
 - SaaS Platform - Procurement services automating RFS, RFQ, SOQ, RFP, General/Sub and Trade Contractor bids.
2. Previous Projects
 - 5 previous projects provided; however, only the contact information is provided. There is not enough information to determine what services and software was provided for them. They do provide reference letters from seven more clients that give a bit more information. The letters comment on projects of document control, electronic bidding services, creating a procurement program, modernizing the bidding process, E-bidding, and E-hosting. It seems they fall into Category 2.
 - Provided a long list of completed projects (Client's names) over the last five years (pages 10 – 66)
3. Subcontractors
 - Vendor states there are no subcontractors.
4. Organizational Chart
 - Yes, a project organization chart is provided; however, **no job descriptions.**
5. Litigation
 - Vendor states none in the last 22 years.
6. Financial Viability
 - Provided DnB number and states they are 100% liquid. **However, none of the forms requested were provided (DnB snapshot or 3 years of audited financials).**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Projectdog)

CATEGORY #(s): 2

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, insurance summary by the Hartford, no cyber liability
 - provides procurement services automating RFS, RFQ, SOQ, RFP, General/Sub and Trade Contractor bids
2. Previous Projects
 - 50+ pages of construction projects from window replacement to total renovation
3. Subcontractors
 - None
 -
4. Organizational Chart
 - org chart but does not identify state positions
 - Roles not defined
 - RACI chart
5. Litigation
 - None
 -
6. Financial Viability
 - 100% "liquide" with "aproxamatly"
 - \$750,000 in cash
 - D&B number
 - company profile
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Projectdog

CATEGORY #(s): 2-Individual Workstream Implementation

DATE: 8/27/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Proprietary technology
 - Bid platform? Very brief overview not clear.
 -
2. Previous Projects
 - Several examples provided
 - None explained in any detail; cannot compare to NSAPO requirements
 - Customer letters are nice, but not descriptive of functionality in any depth
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Generalized org chart, related to any state project?
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Spelling errors here
 - No debt, all liquid, postured to be acquired
 - B&B report is not responsive to request

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Project Dog

CATEGORY #(s): Stage 1 cat 2

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Established 1999
 - SAAS platform
 -
2. Previous Projects
 - MA Military Division
 - Worcester State University
 - Dept of Housing and Community
 - Central West RCAT
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Org chart with Key staff
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B Company profile page
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Projectdog

CATEGORY #(s): Category 2 Stage 1

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments – Sourcing/Bid Management:

Organization Qualifications and Experience

1. Overview of the Organization
 - Started in 1999
 -
 -
2. Previous Projects
 - Military, university, housing development
 - Listed pages of data and reference letters
 -
3. Subcontractors
 - Stated no subcontractors will be used.
 -
 -
4. Organizational Chart
 - Supplied org chart for company only
 - Did not supply state roles and no descriptions of role responsibilities.
 -
5. Litigation
 - Stated none to report
 -
 -
6. Financial Viability
 - Did not supply DUNS report
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysintellects

CATEGORY #(s): 2

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2013.
 - They focus on Product Development, support, research, development operations, and high-end information technology consulting services.
 - They build and support technology products.
 - CMx product is a contract management software. (Enterprise Contract Management Software Platform) – manages Contract lifecycle
2. Previous Projects
 - Provided five previous projects; however, the information provided was limited to contact information with a short description of the system. It seems they all installed all or a portion of the CMx software.
 - Although there is very little information, this small sector would meet Category 2's intent.
3. Subcontractors
 - Vendor states there are no subcontractors.
4. Organizational Chart
 - Yes, a project organization chart is provided; however, **no job descriptions.**
5. Litigation
 - Vendor states there is no litigation.
6. Financial Viability
 - Provided DnB, **but unable to see risk assessment or much other information. Only gave a balance sheet snapshot of 1 year.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Sysintellects LLC)

CATEGORY #(s): 2

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, cyber liability 500k
 - provide a **complete** EnterpriseContract Management Software Platform - Is this single stream?
 - Contract Experience (CMx) enterprise contract management software platform, from creation to renewal process. CMx tracks and optimizes compliance, performance and risk associated with the contracts.
 - Cloud or On Premise.
2. Previous Projects
 - Tarrant County_Criminal Justice Department - Contract Lifecycle Management (CLM) – project details lacking
 - Iowa Gov Department of Transportation - CLM & Electronic Signature **SystemSystem**for Iowa Department of Transportation project - details lacking – Robo-propo
 - City of Brossard, CA – CLM
 - HCPSS.ORG - CLM & Electronic Signature System
 - #5 NCFE.ORG.UK - CLM & Electronic Signature System - Robo-propo
 - #5 NSBE.ORG - CLM & Electronic Signature System - Robo-propo
 - project details lacking for all projects
 -
3. Subcontractors
 - none
 -
4. Organizational Chart
 - Combined org chart
 - Roles not defined
5. Litigation
 - none
6. Financial Viability
 - D&B company profile – not dated
 - Balance sheet
 - T&Cs
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysintellects

CATEGORY #(s): 2-Individual Workstream Implementation

DATE: 8/27/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Texas Company
 - Unspecific technology solutions?
 - CMx product Contract Experience
 -
2. Previous Projects
 - Smaller engagements, none provided at full state level
 - Provided England project
 - No description of projects to understand how they compare to the NASPO requirements
3. Subcontractors
 - None
 -
4. Organizational Chart
 - Org chart is very general, unspecific to any particular task
 -
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Company is extremely small financially
 - Are they able to finance a large state procurement project or simultaneous projects nationally?
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysintellects

CATEGORY #(s): Stage 1 cat 2

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Product based software
 - Contract Experience CMx
 -
2. Previous Projects
 - Tarrant County Criminal justice
 - Iowa gov dept of Trans
 - City of Brossard
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Org chart provided
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B
 - Balance Sheet
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysintellects

CATEGORY #(s): Category 2 Stage 1

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: - Contract Management Solution

Organization Qualifications and Experience

1. Overview of the Organization
 - Consulting services
 - CMx – Contract Management
 -
2. Previous Projects
 - Cities, county and state clients
 - Did not provide dates to determine if they were done in the last 5 years
 - Could have provided more detail on these implementations.
3. Subcontractors
 - Stated no subcontractors will be used.
 -
 -
4. Organizational Chart
 - Supplied company org chart – No staff names supplied only experience
 - No names, roles descriptions or responsibilities were supplied
 -
5. Litigation
 - Stated none to be reported.
 -
 -
6. Financial Viability
 - Only 1 screen shot of DUNS supplied
 - Supplied balance sheet and contract and sales agreement examples?
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Value Innovation Technologies

CATEGORY #(s): 2

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Est. 2000.
- Value Innovation Technologies (VIT) A SaaS technology and business process automation company. VIT is a spinoff of American Product Distributors with a platform called "eLink"
- "eLink Platform" - shopping carts and e-commerce catalogs

2. Previous Projects

It's hard to determine if the projects meet Category 2.

- There are previous projects listed, **but they are laid out in a confusing format. I believe there are 12 listed with four references listed. The previous projects seem to speak to using eLink for a marketplace and linking it to the client's current system.**

3. Subcontractors

- Vendor states there are no subcontractors.

4. Organizational Chart

- **An organization chart was provided for the company, but a project organization chart (as requested) was not provided. Job descriptions were not provided either.**

5. Litigation

- Vendor states there is no litigation.

6. Financial Viability

- **Did not provided. Vendor stated N/A.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Value Innovation Technologies Corp)

CATEGORY #(s): 2

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 2 of 3 Preliminary docs, no cert of insurance
 - SaaS business process automation company.
 - B2B commerce and transactions
 - eCommerce platform
 - e-commerce catalogs
2. Previous Projects
 - Northwestern University – developed marketplace with local vendors and integrated the with the Northwestern procurement platform, Aquire (a division of Coupa).
 - City of Cincinnati - developed online marketplace for electrical supplies. Integrated with Maximo
 - Premier Inc. –created an online marketplace for thousands of hospital systems to purchase from Premier's vendor contracts.
 - Johnson & Johnson companies – integrated eLink marketplace with their Ariba procurement platform in **3 weeks**
 - Walmart – integrated with Walmart using **EDI** ASC X12 versions 4010 and 5010.
 - Northrop Grumman (NGC) – integrated with NGC's procurement platform using OCI and xCBL and built a marketplace.
 - Atrium Health –marketplace
 - PepsiCo –printing services marketplace with PepsiCo, APD, and Marfield
 - US Postal Service – implemented office supply marketplace using **EDI** integration with encrypted file transfers using SFTP protocol.
 - City of Evanston, IL –eLink platform.
 - National Drug Source –customized marketplace to sell products to international hospitals
3. Subcontractors
 - None
4. Organizational Chart
 - Corp or chart only - basic
 - Roles not defined
5. Litigation
 - none
6. Financial Viability
 - N/A?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Value Innovation Technologies (VIT)

CATEGORY #(s): 2-Individual Workstream Implementation

DATE: 8/27/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - B2B commerce
 - Sped management and eCommerce
 - Appears primarily eCommerce catalogs
2. Previous Projects
 - Is VIT a dba of American Product Distributors
 - Does that create a conflict of interest for competitive contracts state require
 - All online marketplaces
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - General Org Chart could be for any project or the company overall
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Failed to respond to this section (responded with N/A)
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Value Innovation Technologies

CATEGORY #(s): Stage 1 cat 2

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - SaaS Technology
 - E commerce Catalogs
 - Spin off of American Products Distributors eLink
2. Previous Projects
 - Northwestern University
 - Atrium Health
 - City of Evanston
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Provided org chart
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Answered N/A
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Value Innovation Technologies

CATEGORY #(s): Category 2 Stage 1

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments eProcurement catalogs:

Organization Qualifications and Experience

1. Overview of the Organization
 - Developed in 2016
 - **Very limited information supplied in this section**
 -
2. Previous Projects
 - Retail, healthcare, cities, universities
 - **No dates to see if project is over 5 years old?**
 -
3. Subcontractors
 - Reported no subcontractors
 -
 -
4. Organizational Chart
 - Supplied company chart with roles and contract person
 - **No state org chart was supplied and no role descriptions or responsibilities noted.**
 -
5. Litigation
 - State none to report
 -
 -
6. Financial Viability
 - Did not supply DUNS report- stated not applicable?
 -
 -

**CATEGORY 2 –
Individual Workstream
Implementation**

**INDIVIDUAL EVALUATION NOTES
(Subject Matter Experts)**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Bonfire
CATEGORY #(s): 2
DATE: 8/26/21
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 1-3)
 - Focus on “Sourcing to Contracts – from requisition to vendor performance”.
 - Works with “public procurement teams” to involve “client base in all product development activities”.
 - “Building new functionality that exposes key data-points from Bonfire’s extensive 65K+ project library”.
 - Service metrics “of a consistent Net Promoter Score of 70+”.
 - Implementations/Prof Services team has delivered “over 500 implementations to-date”.
 - Client Success Management team keeps clients informed on “latest product launches” and gets “training they need”.
 - Bonfire provides “unlimited training and support for all stakeholders (including internal users, vendors, consultants, and whoever else may be involved). Also, “self services resources”, “online learning platform fully integrated into Bonfire, built-in in-application guides and prompts, and over 400 how-to articles and videos”.
2. Previous Projects
 - **Delaware Health and Social Service:** “Digitize solicitation and RFP evaluation process”. Project start March 2020, on-going. (pg. 3/4)
 - **Texas Dept of Transportation:** “Digitize solicitation and evaluation process of all competitive procurement” with “online qualification and evaluation workflows”. Project start June 2020, on-going. (pg. 4)
 - **Port Authority of New York and New Jersey:** “Source-to-Contract software”. “5 purchasing divisions across 30 contract specialists”. Project start June 2020, on-going. (pg. 4/5)
 - **New Mexico Human Services Dept:** Streamline RFP process. Receive digital, structured proposals, multi-user/multi-stage online evaluations. Project start July 2020, on-going. (pg. 5/6)
3. Subcontractors
 - No subcontractors

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

4. Organizational Chart

- Org chart is a company chart rather than a representation of a project implementation. So could not assess.
- The “Key Personnel Information” details are for the senior staff list in the organization chart rather than project staff however the experience information does show a strong customer focus.

5. Litigation

- No litigation.
-
-

6. Financial Viability

-
-
-

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 12/18/22

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Stand-alone Sourcing tool with Vendor Registration, Contract Mgmt & basic reporting features

General Principal and Requirements

Key Solution Functionality Elements, pg. -10 :

- Single Point of Entry: "central access point at a configurable URL"
- Smart Routing: "provides an intuitive guided experience"
- Compliance: "users actions/access to documents/pages are gated based on legal/compliance requirements determined by local and state government agencies."
- Portal: "Bonfire portal is a centralized location for all Sourcing and Bid Management"
- Open Marketplace Environment: "Bonfire does not provide an open marketplace environment."
- Integration: "Bonfire has an Open, RESTful API and can create custom integrations (both batch and realtime)"
- Workflow: "provides a fully customizable approval process for new inbound requests or solicitations"
- Document Management: "allows users to store and manage documents throughout the platform"
- Reporting, Dashboards & Data Visualization:
 - o "Reporting is a key element of Bonfire".
 - o "Bonfire's Spend Analysis... provides a mechanism for buyers to track Current Spend and New Spend".
 - o "Bonfire also provides a reporting tool called 'Insights' that allows users to visualize, pivot, and filter all KPIs (including Spend Analytics)."
- Configurable: "is a highly configurable solution designed to address the specific and varying needs of"
- public sector organizations.
- Transparency: "allows for custom public award statements to be published and the State can determine to share other activity publicly". "allows for contracts to be publicly advertised on the State's Bonfire public portal."

User Experience, pg. 11-13:

- Personalization: " allows users to personalize their initial screen based on their needs or use of the solution."
- Intuitive Navigation: " user interface that helps guide users to appropriate components within Bonfire"

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 12/18/22

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Wizard-driven: tasks are designed to provide a stepwise creation flow, where needed"
- Portal: "dashboard allows users to easily visualize user work management."
- Mobile access and use:
 - o "Bonfire does not provide a mobile application and is accessible through mobile web browsers.
 - o WEAKNESS: "Bonfire is not optimized for mobile devices but is fully functional and usable on mobile devices." (pg. 13)
- Workload Mgmt: "Specified users are able to re-assign work to other users"
- Role-Based: "provides an extensive amount of user roles for a variety of different functions"

Bidder Best Practices and Roadmap, pg. 14-18: Meets req't's.

- "provides platform updates every 2 weeks"
- "Clients automatically receive all updates"
- "Implementation Specialist and Client Success Manager will continuously assess and recommend opportunities"

Innovations and Value-Added Features/Services, pg. 19:

- Optional req't... nothing offered by Bonfire.

Customizations/Extensions, pg.19-20: Partially meets req't's.

- "customizations/extensions are not built for individual clients as solutions must work for all clients."
- "In the case a functionality gap arises, the Implementation Specialist, Client Success Manager, and Support Team will assist in identifying the out of the box configurations or features that can be utilized in lieu of the customization/extension."

Alternative Funding Models, pg. 20:

- Optional req'ts... nothing offered by Bonfire.

Contract Transition and Flexibility, pg. 21:

- "has the ability to transition any current client contract to this newly established portfolio upon request by the client/agency."

Functional Requirements

General Functionality, pg. 21-24 :

- "Bonfire clients immediately gain access to the Bonfire Global Supplier Network with over 250,000+ suppliers."
- "Suppliers pay no Fees"
- "was built specifically for public sector purchasing teams with compliance a key Consideration"

RTM

- POTENTIAL WEAKNESS, GEN-9: System does not provide a crosswalk capability to short list commodity codes for user selection.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 12/18/22

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- WEAKNESS, GEN-10: "Detailed keyword search is not available in all modules". Is available in Contract Mgmt & Vendor Mgmt.
- POTENTIAL WEAKNESS, GEN-12: Can only search for attachments by filename/desc in Contract Mgmt.
- WEAKNESS, GEN-19: System does not have capability to store "potential Bill To and Ship To addresses". Must be manually entered on each solicitation.
- POTENTIAL WEAKNESS, GEN-20: System cannot support Client unique versions of standard commodity codes sets. So Finance System will have to adopt same commodity code set & version.
- WEAKNESS, GEN-22: System does not provide filtering capabilities on Search results.
- WEAKNESS, GEN-25: System does not allow customization of the From email address.
- POTENTIAL WEAKNESS, GEN-34: System does not support future/effective dating.
- POTENTIAL WEAKNESS, GEN-35: System does not provide a Comments Library.
- POTENTIAL WEAKNESS, GEN-36: System does not currently provide eSignature capability. Expected to be available early 2022.
- One req'ts needs clarification.

Supplier Portal: N/A

Supplier Enablement/Management: N/A

Buyer Portal: N/A

Need Identification: N/A

Request through Pay: N/A

Catalog Capability: N/A

Sourcing/Bid Management, pg. 24-41: Partially meets req'ts. Solution provides basic req'd functionality but has some limitations as noted in the RTM review.

- "can create a custom form to allow internal stakeholders to complete their procurement requests while allowing procurement users to have a centralized repository of procurement requests. Intake requests can be assigned to the proper users with built-in approvals."
- "Bonfire provides a public portal for each client with the following format <https://organization.bonfirehub.com>" (pg. 25)
- **Supplier Enablement**
 - o Supplier self-service registration (pg. 25/26)
 - "utilized as a centralized location for suppliers to participate in the State's tendering opportunities."
 - "allows a high degree of configurability in the Supplier Portal."
 - "can be used to collect and track applicable certifications, documents, document expiries, and custom fields against each supplier."
 - Suppliers "can also associate commodity codes to receive notifications for projects tagged with their listed codes."
 - o Supplier Management (pg. 26)

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 12/18/22

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- “group together Vendor Lists (for creating lists of qualified suppliers)”
 - “collects and tracks which tenders each supplier has participated in in the past, and where applicable, the contract that was awarded to the supplier.”
- **Solicitation Creation/Posting**
 - “allows teams to create predefined templates with their relevant documents and requirements.”
 - “buyers can utilize Bonfire to internally collaborate with subject matter experts on the solicitation documents
 - “simple tenders can be created with ease; while additional layers of information and nuance can be layered into a tender to facilitate more complex RFP style solicitations.” (pg. 27)
 - “includes a configurable workflow with multi-stage evaluations.”
 - “post any solicitation and solicitation-related documents on line via the procurement portal”
 - “no limit on the number of files that can be uploaded” (pg. 28)
 - “has the ability to make a solicitation publicly accessible, or limit access to be invite only”
 - “email notifications of newly-posted opportunities can be sent to suppliers”
 - Suppliers can post “questions directly within the Bonfire portal” to buyers. (pg. 28)
 - Changes or public notices posted “will trigger a notification to all associated suppliers via email”
- **Responding**
 - Supplier “online submissions with bank-grade encryption during transmission and storage of supplier documents and data.” (pg. 30)
 - Sealed submissions are “automatically encrypted and sealed upon submission”
- **Evaluation**
 - “allows for side-by-side comparison and analysis for large commodity purchases”
 - “Questionnaires feature supports automatic side-by-side scoring to quickly evaluate large amounts of qualitative information.” “suppliers submit their responses in a formatted Excel file in which they must fill in predetermined response fields” (pg. 32)
 - “evaluation module is built to handle all types of RFP evaluations (including multi-stage/envelope RFP committee evaluations, and shortlist/interview stages).”
 - RFP can have “criteria scorecard and instructions to evaluators”. Evaluators can record notes.
 - “Multi-category projects (where multiple items are being sourced for multiple locations or sites”
 - “Supplier can simply select the categories they wish to bid on”
 - “During the evaluation phase, each category becomes its own evaluation project”
 - “Additional information can be requested after the closing date by re-opening the project to specific suppliers with specifically requested information with a new deadline”
- **Other Capabilities**
 - Roles (pg. 35, Evaluator Permissions and Structure)
 - Internal Users: “roles are available, including organization-wide users, department level users, and specific project level users”
 - “Ancillary users”: “draft editors, or evaluation committee members/observers.”
 - “Bonfire can easily support ‘sealed’ bidding, where the price is withheld during the evaluation process.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 12/18/22

SME NAME: Robert Sievert

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- “Bonfire’s optional ‘Conflict of Interest’ (or COI) module includes your standard language and requires evaluators to digitally sign the form(s) before accessing supplier submissions.”
- **Award**
 - “allows teams to easily notify winning and losing suppliers when an award decision is made”
 - “immediately capturing the solicitation information and tying it into a contract with Bonfire Contract Management”
 - “contract management import can be heavily templated (for all required data fields and documents) so that moving from award to contract is efficient and easy.”
- **Reporting** - these are exports data into Word or Excel files
 - “pulls all necessary information and organizes it into a clean Microsoft Word or Microsoft Excel File”
- **“Bonfire Benchmarking”** (pg. 37)
 - “Benchmarking assistant” “automatically surfaces insights based on similar projects run by the other Bonfire users”
 - Shows “typical project timespan”, “typical criteria”, “supplier activity”, how other “users are completing a category of tenders”, see “RFx templates from other users”
- **Contract Management** (pg. 38)
 - Dashboard
 - “view a timeline of all your major milestones, actions, lead times, terms/change orders, and reminders”
 - “includes key performance indicators (KPIs) including contracts expiring within a certain timeframe and the subsequent contract values. This can be customized to display other criteria and timeframes”
 - Contract fields – “can add as many customer fields as you wish”
 - “Users can store unlimited contract documents”
 - Contract reporting (pg. 40) – “quickly search, filter, and sort by any applicable data field”
WEAKNESS, this appears to simply be making the screen show a list of Contracts that the user just treats as a report.”
 - “Contracts can be added manually, but more easily and seamlessly from the sourcing project by choosing the “Create Contract” action.”
 - CONCERN: “can store unlimited contract documents (including the contract itself, all documents up to 1GB in size)”. It is not clear if this is an attachment limit or a limit to the Contract record in the system.
 - “When creating a new contract in Bonfire, organization members can select from a predefined list of contract templates”
- **Vendor Performance Management** (pg. 41)
 - “users can see how their suppliers are performing”
 - “can create custom supplier performance surveys for specific suppliers, determine the desired respondents, and set a cadence for surveys to be automatically sent”

RTM

- POTENTIAL WEAKNESS, SRC-13: System does not support Surplus Auctions.
- WEAKNESS, SRC-34: System does not provide version control with documents and templates.
- WEAKNESS, SRC-35: System does not provide check-in/out capabilities with documents and templates.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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- WEAKNESS, SRC-37: System does not provide a means to automatically updates templates when they include standard documents that have been updated.
- WEAKNESS, SRC-38: System does not provide a means to identify templates and solicitations that include documents, terms/conditions, specifications that have been updated.
- POTENTIAL WEAKNESS, SRC-40: System does not provide the capability to allow a Participating Entity to define error messages.
- WEAKNESS, SRC-45: System does not have the capability to combine multiple purchase requests into a single solicitation.
- WEAKNESS, SRC-46 through 50: System does not have Rules Engine capability. Must define approvals within each Template or a specific solicitation.
- NOTE, SRC-47: Though the response indicates that there is no capability to create approval rules, the Technical Proposal (pg. 5) does state that "users can define as many approvals as needed". So the system does support the intent of req't SRC-47
- POTENTIAL WEAKNESS, SRC-60: System does not include suppliers from prior contract when creating a solicitation supplier list.
- POTENTIAL WEAKNESS, SRC-64: System does not provide a means for suppliers to request to be notified when an existing Contract is re-solicited. So this type of inclusion for a solicitation supplier list is not supported either.
- POTENTIAL WEAKNESS, SRC-67: Un-registered suppliers must register to be added to a supplier list.
- POTENTIAL WEAKNESS, SRC-71: To make a Solicitation procurement file "publicly viewable" must download the information and manually share/post it for public access.
- NOTE, SRC-73: According to the Technical Proposal (pg. 25, under Supplier Self-Registration" the "public portal" is a website provided by Bonfire for the State. It is NOT the website setup by the State for Procurement.
- NOTE, SRC-78: According to the Technical Proposal (pg. 25, under Supplier Self-Registration" the "public portal" is a website provided by Bonfire for the State. It is NOT the website setup by the State for Procurement.
- WEAKNESS, SRC-80: System requires suppliers to register to download solicitation documents. So there is no public access to the full solicitation.
- NOTE, SRC-82: According to the Technical Proposal (pg. 25, under Supplier Self-Registration" the "public portal" is a website provided by Bonfire for the State. It is NOT the website setup by the State for Procurement.
- POTENTIAL WEAKNESS, SRC-83: System does not have webinar functionality built in.
- POTENTIAL WEAKNESS, SRC-88: System does not allow the Buyer to workflow questions to other users to answer.
- POTENTIAL WEAKNESS, SRC-102: System does not have eSignature capabilities, however planned for "early 2022"
- POTENTIAL WEAKNESS, SRC-105: System does not provide a means to alert suppliers if they are not qualified to respond to a set-aside solicitation.
- POTENTIAL WEAKNESS, SRC-119: System does not have an automated scoring capability of responses.
- WEAKNESS, SRC-128: Buyer must keep Q&A open to be able to collaborate/messaga a supplier during evaluation/negotiation.
- WEAKNESS, SRC-132: Approvals for an Award are not based on Rules. They must be specifically defined within the Template or the Solicitation.

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- NOTE, SRC-138: According to the Technical Proposal (pg. 25, under Supplier Self-Registration" the "public portal" is a website provided by Bonfire for the State. It is NOT the website setup by the State for Procurement.
- Four req'ts need clarification

Contract Management: functionality is part of the Sourcing module

Vendor Performance: functionality is part of the Sourcing module

Purchasing/Data Analytics: functionality is part of the Sourcing module

Technical Requirements

Availability, pg. 42-44: Meets req't.

- "Bonfire system is available for access 24 hours a day, 7 days a week, 365 days a year"
- "system are architected to provide uninterrupted business continuity throughout Core Business Hours defined as 8:00 a.m. to 8:00 p.m. EST/EDT"
- "system deployed on Amazon Web Services (AWS)"
- "The system is built leveraging load balancing across multiple availability zones, auto-scaling container clusters, data redundancy (both database and object storage), centralized logging."

Accessibility Requirements, pg. 44: Meets req'ts.

- "is in compliance with Section 508, Federal Rehabilitation Act, and Accessibility for Ontarians with Disabilities Act (AODA)"
- "software is built, tested, and audited to meet WCAG Level 2.0 AA standards"

Audit Trail and History, pg. 45 & TECH-1 thru 5: Partially meets req'ts. Users cannot access full audit/history details themselves, have to get Bonfire support.

- Scoring module: keeps a "history of evaluator scoring" and "action taken"
- Approvals: "Each approval maintains a history of revisions, acceptance, rejections."
- "In the event of an incident where activity tracking and history within the application cannot resolve the Buyers line of inquiry, the Bonfire Support team can provide further assistance."

Browsers Supported, pg. 46:

- "includes Internet Explorer 11 or Microsoft Edge (Windows), Google Chrome (Windows & Mac), Mozilla Firefox (Windows & Mac), or Safari (Windows & Mac)."
- "When accessing the platform from an unsupported browser the user will be redirected to the unsupported Browser page"

-User Accounts and Administration, pg. 47-54 & TECH-6 thru 20:

- "offers a variety of user roles to allow you to control which users have visibility and/or control over which aspects of the platform"
- "User Roles are broken up across all major platform components (Projects, Contract Management, Vendor Management, Insights). Each of the components comes with user roles designed specifically for the functionality of the component."

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- "each Bonfire portal is composed of an Organization, which is then broken down to Departments. Departments are used in Bonfire to further segment user"
- "Certain user roles are scoped to the Organization - meaning they are Department-agnostic."
- "Other roles are Department-specific,"
- WEAKNESS, system does not have capability to delegate Admin of specific functions to specific organizations.

RTM

- POTENTIAL WEAKNESS, TECH-6: User access cannot be limited at the field level of a transaction.
- POTENTIAL WEAKNESS, TECH-10: System does not provide means to copy role/permissions from another user.
- POTENTIAL WEAKNESS, TECH-11: System does not provide capability to delegate Admin to lower levels in the organization that is limited to that organization.
- POTENTIAL WEAKNESS, TECH-16: System does not currently does not provide means to deactivate accounts after a period of inactivity.
- Three req'ts need clarification.

User Authentication, pg. TECH-21 thru 25: Partially meets req'ts.

- "supports both built-in authentication and integration with customer identity systems using SAML 2.0."
- WEAKNESS, 2-Factor is not provided. Must use the Participating Entities' SSO system.
- "authentication includes identity verification, minimum password length and complexity requirements following guidelines on passwords established by NIST (SP 800-63)."

RTM

- WEAKNESS, TECH-21: System does not provide 2FA, must use Participating Entity SSO to get 2FA from internal identity management system.
- POTENTIAL WEAKNESS, TECH-23: Password rules are not configurable. One standard for all Bonfire customers.
- POTENTIAL WEAKNESS, TECH-25: System does not provide a means to requires users to accept an "acceptable use" policy.
- No req'ts need clarification.

Federated Identity Management, pg. 55/56: Meets req'ts.

- "system supports and integrates with customer identity provider (IdP) via SAML 2.0 SSO."

Data Conversion, pg. 56 & TECH-26 thru 34: Meets req'ts needs specific to Sourcing & Contracts Mgmt.

- "currently provides import services for legacy imports into the Contract Management Module"
- "can import active solicitations and documents via Internal Submissions to Projects."
- "Users can be bulk imported to individual procurement activities"

RTM

- POTENTIAL WEAKNESS, TECH-30: No OOTB data conversion available for Requisition/Order data. Must be "built"

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- POTENTIAL WEAKNESS, TECH-30: No OOTB data conversion available for Vendor performance data. Must be "built"
- POTENTIAL WEAKNESS, TECH-33: No OOTB data conversion available for Historical Spend Data. Must be "built"
- No req'ts need clarification.

Interface and Integration, pg. 56/57 & TECH-35 thru 60: Partially meets req'ts.

- "has the ability to interface on a nightly or real-time basis to support the data inflows and outflows needed with other systems"
- Technical details provide in the Implementation Req'ts Integration section (pg. 92).

RTM

- POTENTIAL WEAKNESS, TECH-37: No OOTB integration with State certification system. Must be custom built.
- POTENTIAL WEAKNESS, TECH-38: No OOTB integration with Sec. of State licensing system. Must be custom built.
- Req'ts TECH-42 thru 46, 49, 55, & 59 are not applicable to Sourcing/Contract Mgmt scope
- WEAKNESS, All other financial system integration reqts (41,47,48, 50-54, 56-58 & 60) must be custom built.
- No req'ts need clarification.

Office Automation Integration, pg. 57 & TECH-61: Meets req'ts.

- "can be configured to receive the following file types; csv, pdf, Excel (xls, xlsx), PowerPoint (ppt, pptx), bmp, gif, jpeg, jpg, jpe, png, tiff, tif, txt, text, rtf, Word (doc, docx, dot, dotx), dwg, dwf, dxf, mp3, wav, avi, mov, mp4, mpeg, wmv, zip."
- "application downloadable reports can be generated either as .CSV, .XLSX, and .DOCX"
- Criteria, Line Items and Questionnaires can be imported as ".xlsx upload or via copying and pasting.CSV data into the import wizards"
- "includes an in browser document viewer" for "PDF and Word documents"

RTM

- Meets req't.

Mobile Device Support, pg. 58/59 & TECH-62: Partially meets req'ts, works with tablets.

- "system is designed to be readable and usable on desktop, laptop, and tablet"
- "the nature of the application... is better suited for a keyboard and larger monitor."

RTM

- WEAKNESS, TECH-62: System is not "mobile adaptive and responsive"

Mobile Applications, pg. 59: Does not meet req'ts.

- WEAKNESS, "The system does not include a mobile application."

Data Ownership and Access, pg. 59: Meets req'ts.

- "data sent to or stored in the Bonfire system remains the ownership of the Participating Entity"
- "are available for viewing or download at any time"

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Date Retention, Archive and Purge Considerations, pg. 60 & TECH-63: Partially meets req'ts. No purge except at Contract Termination.

- "Records can be archived within the system based on user interaction. This involves moving Project or Contract objects into the Archived state in the web-ui."
- "Users have the ability to delete data within the platform rendering it inaccessible and only recoverable by Bonfire Support via a backup recovery procedure"
- "system will retain your data so long as you remain a customer". "Deletion and purging of records from the backups is available upon Contract Termination in accordance with our Data Destruction Policies."

RTM

- POTENTIAL WEAKNESS, TECH-63: Purging of records is only available "upon Contract Termination"

Disaster Recovery Plan, pg. 60/61: Meets req'ts.

- "Bonfire maintains a formal Disaster Recovery Plan that includes policies and procedures for technological disaster recovery."

Solution Environments, pg. 61/62 & TECH-64 thru 68: Does not meet req'ts.

- "provided via an instance in the Production Environment."
- "Participating Entities may request access to a sandbox environment during the implementation phase to test and configure their business process prior to going live"
- WEAKNESS, there is no on-going Environment provided for configuration, testing or training.

RTM

- WEAKNESS, TECH-64 through 67: Test and Train environments will only be provided "during the implementation phase".

Solution Technical Architecture, pg. 62/63: Meets req'ts.

- "modules are built and hosted on Amazon Web Services (AWS)."
- "programmatic data exchange to enable system level integration between the Bonfire platform and external systems there are two methods for interfacing; A REST Web-API or Flat File Data Exchange (.CSV, .XML)."
- "majority of the system is built using Javascript (Node.JS and React), Python, with some components in PHP which are progressively being migrated to Javascript."
- "system is only accessible by HTTPS and any attempted connection via HTTP is automatically redirected to HTTPS."
- "There are no shared network architecture components between customer and the solution."

Solution Network Architecture, pg. 63-65: Meets req'ts, however did not provide web-hosting center details.

- "leverages the power of the AWS cloud to provide a resilient, load balanced and fault tolerant service."
- "Internet bandwidth is scalable to automatically meet customer demands and our infrastructure will automatically scale to meet load."

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- "All data sent to or stored in Bonfire is replicated and backed up on a continuous basis. We also use multiple availability zones"

System Development Methodology, pg. 65-67: Meets req'ts however CONCERNED with the short timeline for notification (1 month).

- "industry best practices for its Software Development Life Cycle (SDLC)."
- "code first reaches a test environment" for developer QA and verification". "then promoted to the staging environment for internal UAT"
- "all features are developed behind feature flags. This allows the code to be regularly updated, and features to be enabled individually for alpha and beta versions to clients in production." After "alpha and beta version they move to General Availability"
- WEAKNESS, there is not customer UAT except for those participating in alpha/beta program
- Process for Releases
 - o 1 month advance notice of upcoming changes via email/in-platform messaging
 - o Followed by 1 week and 1 day notices
 - o Training webinar to follow within one week of release.
- "Each of the environments (development, testing, staging, and production) are instrumented with SLI/SLO/SLA telemetry and targets which monitor individual metrics for load/response time/reliability." "enables developers to stress test and verify the potential performance issues early in the development process".

Service Level Agreement, pg. 67/68 & Bonfire Terms/Conditions, Schedule B (pg. 12): Partially meets req'ts in that they submitted their own SLA information.

- Response did not review/indicate compliance with RFP SLA however stated that their "policies and procedures are aligned with the expectations of Exhibit 2. RFP 202102021 Model SLA."
- "In order to provide consistent performance and services to the over 500 agencies across Canada, US, and Europe we require that clients standardize our Terms and Conditions" (which includes their SLA
 - o Availability: "Bonfire will use commercially reasonable efforts to make the Platform Services available with a Monthly Uptime Percentage (defined below) of at least 99.5% during any monthly billing period."
 - o "A "Server Outage" is defined as an instance in which no traffic can pass in or out of the Bonfire managed server(s) for more than 15 consecutive minutes ("Service Unavailable")." WEAKNESS, the only criteria for impact to a customer is that the system is not accessible for "more than 15 consecutive minutes".

Security Requirements

Cloud Security Alliance (CSA) Compliance, pg. 69: Meets req'ts.

- "Bonfire has completed and included a point in time Consensus Assessments Initiative Questionnaire (CAIQ) v.3.1 as of spring 2021"

Security and Privacy Controls, pg. 69/70: Partially meets req'ts but did not identify "baseline level" per NIST 800-53.

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- "We design, develop, and maintain our systems and applications following industry standards and best practices from CIS, NIST, CSA and OWASP."
- "Our goal is to exceed NIST 800-53 baseline levels"
- "SOC2 Type II certification completed, we are looking towards the future with FedRAMP/StateRAMP certification."
- "Based on FIPS 199 Standards for Security Categorization of Federal Information and Information Systems, Bonfire is categorized as LOW for potential impact and data sensitivity."

Security Certifications, pg. 70: Meets req'ts.

- "Bonfire is SOC 2 Type II certified"

Annual Security Plan, pg.70-73: Does not meet req'ts. Response described security practices but did not address/describe their Security Plan as was req'd.

Secure Application and Network Environment, pg. 74-76: Meets req'ts.

Secure Application and Network Access, pg. 77/78 & SEC-1 thru 5: Meets req'ts.

- All communications "are encrypted while in-transit using industry-standard HTTPS/TLS (TLS 1.2 or higher)"
- "No custom hypervisors are in use"
- "Bonfire leverages the power of Amazon Web Services (AWS) using their tested and accredited services"
- "remote access...only over encrypted channels with multi-factor authentication, bastion hosts, strict role based access controls and audit trail logging"

RTM

- POTENTIAL WEAKNESS, SEC-2: System does not have a means of limiting the number of concurrent logins.
- Two req'ts need clarification.

Data Security, pg. 78-80:

- "All communications between the customer and Bonfire portal and APIs are encrypted using industry-standard HTTPS (TLS 1.2 or higher)"
- "customer data is encrypted at rest using AES-256 encryption."
- "controls include, but are not limited to malware detection, patch management, access control lists (ACLs), security groups, firewalls, gateways, web application firewalls (WAF), rate limiting, malicious IP blocking, intrusion detection, logging, multi-factor authentication, TLS encrypted traffic, DDos protections, database replication, database encryption, use of multiple availability zones, dynamically scalable infrastructure, etc."

Personally Identifiable Information Protection, pg. 80-82 & Bonfire Privacy-Policy doc: Partially meets req'ts. Response did not address compliance with Federal PII, HIPAA and GDPR req'ts.

- "All personal information is stored securely at all times and must follow our existing policies on data security and data protection."
- "Bonfire Privacy Policy identifies management/protection of Personal Information."

Security/Privacy Issue Occurrence, pg. 82/83: Does not meet req'ts.

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- "In the event of a security or privacy breach, Bonfire will notify the affected parties."
- "In the case of a breach involving organizational data, organization contacts or affected organizations will be notified."
- "In the case of a personal data breach, the affected individuals will be contacted."
- "Communication of any such event will describe the nature of the event, the information affected, likely consequences, measures that Bonfire will take, and any recommended actions the affected parties should take."
- CONCERN, pg. 83: The Incident Response Standards table does not indicate what Incident Level (A,B,C) will be in effect for a security/privacy occurrence. NOTE the initial response time of 1 hour is better than the req'd 2 hours however the table does not address the other req'd notifications.

PII Data Actual/Attempted Access or Disclosure, pg. 83-85: Does not meet req'ts.

- "In the event of a security or privacy breach, Bonfire will notify the affected parties."
- "In the case of a breach involving organizational data, organization contacts or affected organizations will be notified."
- "In the case of a personal data breach, the affected individuals will be contacted."
- "Communication of any such event will describe the nature of the event, the information affected, likely consequences, measures that Bonfire will take, and any recommended actions the affected parties should take."
- CONCERN, pg. 85: The Incident Response Standards table does not indicate what Incident Level (A,B,C) will be in effect for a security/privacy occurrence. NOTE the initial response time of 1 hour is better than the req'd 2 hours however the table does not address the other req'd notifications.

Security Breach Reporting, pg. 85-87: Does not meet req'ts.

- "In the event of a security or privacy breach, Bonfire will notify the affected parties."
- "In the case of a breach involving organizational data, organization contacts or affected organizations will be notified."
- "In the case of a personal data breach, the affected individuals will be contacted."
- "Communication of any such event will describe the nature of the event, the information affected, likely consequences, measures that Bonfire will take, and any recommended actions the affected parties should take."
- CONCERN, pg. 86: The Incident Response Standards table does not indicate what Incident Level (A,B,C) will be in effect for a security/privacy occurrence. NOTE the initial response time of 1 hour is better than the req'd 2 hours however the table does not address the other req'd notifications.

Implementation Services Requirements

Project Management, pg. 87-89: Partially meets req'ts but with concerns about the timeline.

- "Nathan Tarr, Manager", "will be the dedicated Project Manager. Nathan has helped to implement Bonfire at dozens of governmental agencies of all sizes"
- "will be responsible for configuring the State Bonfire portal, coordinating and facilitating training for all State users, providing State users with proper resources, and ensuring user adoption across State users."

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- Implementation Plan: the phases and tasks look appropriate however the amount of time allocated for tasks is very short and would only fit a small-scale (not Statewide) implementation, probably for just one Department. CONCERN, need to take a close look at what Bonfire has allowed for in the Cost Workbook for level of effort for implementation for each of the Scenarios.

Project Implementation Methodology, pg. 89-91 & Bonfire Implementation Plan doc: Generally meets req'ts however the approach is informal and seems oriented on small, individual 'shop' implementations.

- "implementation strategy is customized to the implementation to ensure greatest adoption of the solution"
- Bonfire implementation typically fall into three main categories: (Impl. Plan doc, pg. 1)
- General Account Setup
 - o Customization of Portal Feature Set
 - o Determining and Configuring the Departments on the Portal
 - o Determining and Assigning User Roles
 - o Customizing Vendor Registration Form
 - o Customizing Contract Management Attributes and Types
- Training
 - o General training session on the Listing / Evaluation platforms of Bonfire
 - o Specialized training on Bonfire's Advanced Evaluation Modules (Multi-Decision, Questionnaires, BidTables)
 - o Vendor Management & Insights Reports Training
 - o Contract Management Training
- Ramp-up
 - o Review of RFx templates and changes required
 - o Assistance with the creation of the first project at each Department
 - o Implementation Debrief to Management for each Department
 - o Bulk import of all pre-existing contracts into the Contracts Management module
- "provides clients with access to Bonfire Academy, an online course-based, learning management system where users can self learn with guided courses"
- "Bonfire requires no design or building as part of the implementation experience."
- "implementation manager will then enable/disable features as needed and configure any other Bonfire elements"
- WEAKNESS, "Bonfire does not have any testing methodology requirements as part of the implementation process."
- Configuration/Change Control: very informal. "Nathan Tarr will oversee the initial setup configuration and assist and guide with any further changes as needed during implementation."
- "Bonfire uses Zendesk for managing support requests and issues."

Catalog Support Services, pg. 91: Not relevant for Bonfire proposal.

- "Bonfire does not provide catalog and punchout sites and is not responding to this workflow."

Data Conversion Services, pg. 91/92: Meets req'ts. However, Response did not address the req't to provide needs assessment.

- "Bonfire's Contract Management Module natively supports the Import of Contract metadata, including various default and custom contract fields and users."
- "Bonfire's Client Experience Team will work with the client to ensure all data is clean and acceptable, prior to successfully importing the Metadata."

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- "Bonfire's Custom Built Import tool and customized field mapper will be leveraged for this process."

Interface/Integration Development Services, pg. 92-96: Meets req'ts.

- "built to support System and Data Integrations through the use of either
 - o Event Webhooks and REST APIs.
 - o Flat File Data Transfers (CSV, XML)" (pg. 92)
- "Bonfire application is built using its own APIs
- for Data Inflows and Data Outflows." "can be opened up for you to consume in order to enable an integration scenario"
- "Integration pricing is dependent on the amount of work required by Bonfire and will be determined at the beginning of the Professional Services engagement."

Organizational Change Management (OCM Services), pg. 96-98: Meets req'ts however CONCERN that OCM practices seem to be very informal and oriented on small scale implementations.

- "Implementations will be tailored to client needs and key objectives they have set."
- "Stakeholder Analysis is conducted. Implementation kick-off to gauge what types of stakeholders will be involved and their level of comfort with technology and change generally."
- "Once assessed, Bonfire will tailor the training plan."
- "Bonfire's Readiness Assessment revolves around Pulse Surveys" that focus: Project Sponsor Vision & Commitment, Key Team members support for the project, Alignment with Proc processes/goals & Clarity of Success Criteria.
- "Impact assessments are very standardized" and focus on: Purchasing Teams, Potential Evaluators and Vendor Community.
- "Communication Plan will provide templates to organizations on who they should communicate with and when."
- "Coaching plans will vary from organization to organization"
- "Resistance Assessment and Management" relies on "Proactive communication and ensuring the rationale behind the change is critical." If "resistance becomes disruptive the project's progression" then "document the risk and present the risk to the steering committee or project sponsor to work through"

Training Services, pg. 98-111 & Bonfire Implementation Plan doc (pg. 7-9): Partially meets req'ts with concerns that sessions seem to be oriented for small scale implementations. Also, does not address training Suppliers.

- "Bonfire provides unlimited training to all Bonfire customers." (pg. 102)
- "Training plan (pg. 102-104): CONCERN, the content is very broad and for very short sessions.
 - o General Training Session, 1-2 hours: first training session will cover project (solicitation) creation, evaluation workflow, and project reporting. also provide a thorough overview of project templates, project drafts, and common workflows such as issuing addenda and managing supplier Q&A.
 - o BidTables Training Session, 1 hour: creation of BidTables, the vendor experience when responding to a BidTable, and the workflow used to evaluate pricing on a BidTable. Attendees will be able to set up projects that collect complex pricing information or multi-line item bids from vendors and easily compare all submitted prices using a structured process.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 12/18/22

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Questionnaire Training Session, 1 hour: creation of Questionnaires, the vendor experience when responding to a Questionnaire, and the workflow used to evaluate the vendors' responses to the Questionnaire.
- Multi-Category Projects Training Session, 1 hour: cover the definition of multiple categories, the setup of categories and category items, and strategies to manage the evaluation process on projects of this complexity.
- Vendor Management, Contract Management, and Insights Reporting Training, 1-2 hours: cover vendor lists, vendor management, exports, among other key actions and workflows. The Implementation Lead will also cover the various reports and filter capabilities within the Insights reporting tool.
- Training Materials (pg. 108-110)
 - Bonfire Academy: course-based training platform for all users, called Bonfire Academy. Courses in the platform are interactive, and include videos, slideshows, annotated screenshots, and quizzes.
 - Training Program [TRAINING WEBINARS]: sessions will supplement your implementation training and be a useful resource for learning new features/processes and refreshing your Bonfire knowledge
 - Bonfire Knowledge Base [ONLINE REPOSITORY OF ARTICLES]
 - Support Team [TECHNICAL SUPPORT AND TROUBLESHOOTING]

Help Desk Services,pg. 111-117 & IMPL-1 thru 5: Meets req'ts to provide a Help Desk however CONCERN that it is a email and 'no live call' service.

- Bonfire has utilized a support help desk to assist our clients for 9 years.
- Located in Kitchener ON with team members throughout Southern Ontario.
- Coverage provided from Monday-Friday, 8am EST - 8pm EST.
- Service Targets are first response within 1 hour, aim for end of day resolution if can be dealt with internally on the support team (resolution can take longer if other teams are required to be involved)
- CONCERN: "Our Help Desk team is an Email first support team. If required phone/zoom calls can be scheduled and are prioritized". "Buyers/organizations take first priority for phone/zoom calls. Vendors may have calls scheduled depending on severity/scope/time sensitivity of request"
- " Bonfire support uses Zendesk for a ticketing system". "support team records custom fields within tickets through Zendesk which assist with reporting/issue tracking"
- WEAKNESS, "There is no option for a live call when calling in. Clients must leave a voicemail first, which is then automatically generated as a ticket within Zendesk.
- "Key performance metrics tracked: Total Created Tickets, Total Solved Tickets, First Reply Time (median), Full Resolution Time (median), Agent Reply Brackets, Good vs. Bad Satisfaction Tickets, Vendor Feedback, SLA breaches, Primary & Secondary Reasons (custom field on tickets to track reasons/common themes for incoming tickets)"
- "Bonfire support utilizes JIRA for issue tracking."
- "Bonfire support utilizes Zendesk to monitor CSAT."

RTM

- WEAKNESS, IMPL-2: Bonfire expects State Help Desk to "self serve" training instead of instructor lead training.
- WEAKNESS, IMPL-4: Bonfire Help Desk does not include Chat tool.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 12/18/22

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

On-Site System Stabilization Support, pg. 117/118: Does not meet req'ts.

- "At this time, Bonfire does not offer or require on-site support. This can be revisited on a case-by-case basis in the future with our professional services team."

Managed Services Requirements – NOTE: nothing provided in Bonfire response for Managed Services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 9/17/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - COTS – RFx;
 - Unlimited training; how-to self-service library
 -
2. Previous Projects
 - State agencies, local.
 - High satisfaction on Net Promoter.
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - 90 employees.
 - Detailed key personnel experience with company and other projects.
 -
5. Litigation
 - None reported.
 -
 -
6. Financial Viability
 - Private
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Sourcing and bid management tool.

General Principal and Requirements

- Key Solution Functionality Elements – P4 single point of entry for all procurement activities. From purchasing intake requisitions, to project creation, supplier management, and evaluation.
 - guided experience to ensure users can configure,
 - build, and run solicitations using the appropriate procurement configurations
 - No marketplace module.
 - P5 Open, RESTful API and can create custom integrations (both batch and realtime) with existing financial management and other core systems
 - P6 reports can also be used as executive project summaries, for audit trail purposes, as well as supplier debriefs.
 - P8 reporting tool called 'Insights' that allows users to visualize, pivot, and filter all KPIs (including Spend Analytics)
 - P9 highly configurable to allow our clients to solicit anything from simple informal bids to multi-million dollar, complex RFP's. Bonfire allows for differing configurability between each client as well as unique configurability for individual users and solicitations.
- User Experience - Personalize initial screen based on role
 - P12 Left side nav showing key components; stepwise creation flow; embedded help tips, support articles and videos.
 - P13 Bonfire is not optimized for mobile devices but is fully functional and usable on mobile devices.
- Bidder Best Practices and Roadmap
 - P6 As part of a future release, Bonfire is building document drafting functionality to create and collaborate on in-progress documentation when drafting a solicitation.
 - P14 platform updates every 2 weeks based on the Software Development Life Cycle as defined in Section 19. New versions are available upon each update, meaning improvements and fixes will be incorporated immediately.
 - P16 Implementation Specialist and Client Success Manager will continuously assess and recommend opportunities for cost reduction, process improvements, or alternative process approaches and methodologies. The organization can decide to accept/reject said recommendations at their discretion.
 - P17 – FUTURE: adding Proposal analysis tool. (aid vendor negotiation with data based on spend category and historical vendor competitiveness; group buying; cooperative contracting; benchmark sharing..
- Innovations and Value-Added Features/Services – N/A

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Customizations/Extensions – P20 *customizations/extensions are not built for individual clients as solutions must work for all clients*
 - *Success Manager and Support Team will assist in identifying the out of the box configurations or features that can be utilized in lieu of the customization/extension*
 - *new features will not invalidate, negate, or minimize warranty or maintenance requirements, nor will it add complexity to maintain or upgrade to new releases.*
- Alternative Funding Models - N/A
- Transition – would transition customers to new contract.

Functional Requirements

- General Functionality – P22 *average of 50%+ reduction in project cycle times*
 - *access to the Bonfire Global Supplier Network with over 250,000+ suppliers.*
 - *Spend Analysis (known as Cost Management within the Bonfire platform) provides a mechanism for buyers to track Current Spend and New Spend along with target savings goals*
 - *reporting tool called 'Insights' that allows users to visualize, pivot, and filter all KPIs*
 - *P23 Bonfire enables the public display of current solicitations, past/cancelled/closed/awarded solicitations, and even publicly displayed contracts*
 - *EPROC-GEN-10 – keyboard search not available in all modules*
 - *EPROC-GEN-12 – Attachments can't be search in Sourcing/Bid module*
 - *EPROC-GEN-19 – bill to/ship to addresses not in system – seems not necessary for the proposed modules.*
 - *EPROC-GEN-36 – Needs clarification – electronic signatures accepted yet?*
 -
- ~~Supplier Portal~~
- ~~Supplier Enablement/Management~~
- ~~Buyer Portal~~
- ~~Need Identification~~
- ~~Request through Pay~~
- ~~Catalog Capability~~
- Sourcing/Bid Management – Detailed description of module.
 - P26 Online supplier self-registration. Supplier registration is not subject to state approvals.
 - P27 *Bonfire solicitation can be templated (including bid documents, evaluation criteria, submission format, and evaluation groups)*
 - P28 *Bonfire also provides several formats for responses to assist in the evaluation process by forcing suppliers to submit "apples to apples."*
 - Approvals workflow with reminders
 - P30 *BidTables will automatically extract every bid data point from the suppliers' Excel files, allowing the organization to quickly and easily review, filter, and rank your received bids as needed. All bids are displayed side-by-side specifically to the itemized level, with a heat map highlighting bids with the lowest prices.*
 - P31 *Questionnaires feature supports automatic side-by-side scoring to quickly evaluate large amounts of qualitative information*
 - P34 *highlights to project owners any areas of disagreement amongst committee members (defined as a difference in score of >30%).*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- *seamless transition into post-solicitation workflow, by immediately capturing*
 - *P36 the solicitation information and tying it into a contract with Bonfire Contract Management*
 - *Benchmarking – timespan, evaluation structure; supplier activity; prior templates.*
 - *EPROC-SRC-34-35 – Template updates don't have version control or check-in/out*
 - *EROC-SRC-37-38 – Template updates don't cascade*
 - *EPROC-SRC- 47-79 - Bonfire does not provide the ability to create approval/workflow rules.*
 - *EPROC-SRC-60 – Supplier lists not generated from previous contracts*
 - *EPROC-SRC-83 – No integrated videoconference.*
 -
- **Contract Management** Needs clarification. Narrative includes description and references to Contract Management and Vendor Performance, however no RTMs were completed for this functionality.
 - *– P28 highly visual user interface, making it easy for you to view contract status at a glance and proactively manage important dates and reminders. Within a contract, you can view a timeline of all your major milestones, actions, lead times, terms/change orders, and reminders*
 - *P38 Dashboard includes key performance indicators (KPIs) including contracts expiring within a certain timeframe and the subsequent contract values.*
 - *P39 implementation specialist will help define the types of contracts the State wishes to store in Bonfire, and which pieces of information/documents will be*
 - *tied to each contract record.*
- **Vendor Performance** – P41 Teams can create custom supplier performance surveys for specific suppliers, determine the desired respondents, and set a cadence for surveys to be automatically sent.
 - *On the Vendor Records page, users can see how their suppliers are performing at a glance and flag any risks with their performance. Supplier surveys can also be configured.*
- ~~Purchasing/Data Analytics~~

Technical Requirements

- Availability - 24/7 access/ Updates scheduled outside core business hours. AWS hosted.
 - P42 Table for notification standards or planned and unplanned events.
- Accessibility Requirements – P44 *compliance with Section 508, Federal Rehabilitation Act; built, tested, and audited to meet WCAG Level 2.0 AA standards.*
- Audit Trail and History – P45 – Scoring changes tracked. Approvals tracked. Bonfire Support can provide additional tracking with back end logs.
- Browsers Supported – lists common browsers (including IE). Javascript and cookies required.
- User Accounts and Administration – Organization, department, project, vendors, intake roles. Visibility and controls limited to areas of responsibility. Definitions provided. Some roles are read-only functionality. Specific roles for contract management and vendor management.
- User Authentication – supports SAML 2.20; SFA, SSO. Password guidelines fall NIST SP 800-63
- Federated Identity Management – See previous.
- Data Conversion – facilitated by Implementation manager; must be formatted into Bonfire-provided .xlsx. Or via FTP and template.
 - Users can import active solicitations and courtmdocs.ents.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Interface and Integration – P 57 *interface on a nightly or real-time basis to support the data inflows and outflows needed with other systems.*
 - *each integration is approached as a custom interface that needs to be scoped by our professional services team.*
- Office Automation Integration – RTM files list; XLSX or CSV for imports.
- Mobile Device Support – P59 system works on mobile devices but is best used via desktop or laptop due to nature of workflow.
- Mobile Applications – No separate mobile app. See previous.
- Data Ownership and Access P60 *All data sent to or stored in the Bonfire system remains the ownership of the Participating Entity.*
 - All data will be returned or destroyed at end of contract at the request of Participating Entity. No cost for access to data.
- Date Retention, Archive and Purge Considerations – Unlimited data storage during contract. Users may delete data that is only recoverable via backup recovery. At contract end, records can be exported via FTP and scheduled for destruction – policy attached.
- Disaster Recovery Plan – outline of procedures.
- Solution Environments – Only Prod environment available to participating entities. Sandbox may be requested during implementation and for testing.
 - No option for customers to delay new feature releases.
- Solution Technical Architecture – P63 *End user data exchange: web-forms, file uploads, or bulk import/uploads via .CSV/.XLSX*
 - System level integration – Rest Web-API or flat file exchange.
 - Javascript based system. HTTPS access via web browser.
- Solution Network Architecture - *Amazon Web Services (AWS) data centers that have been certified for ISO, PCI, SOC, CSA, FedRAMP, FIPS, NIST, PIPEDA,*
 - *Data can be held in US.*
 - *P66. All data sent to or stored in Bonfire is replicated and backed up on a continuous basis. We also use multiple availability zones so that if one datacenter has an availability issue, the service automatically redirects to another within the same data region.*
- System Development Methodology – SDLC - *Developers are organized into feature teams who work on 2-week sprints in conjunction with Product Management and Product Design teams.*
 - *Code review by Dev, then internal UAT by staff across the company in the Product, Sales, Support, Customer Success, and Implementation teams*
 - *1 month notification via email or in-message platform of new features. Training webinar within 1 week of release.*
 - *Environments are monitored and stress tested.*
- Service Level Agreement – Sample provided.

Security Requirements

- Cloud Security Alliance (CSA) Compliance – CAIQ provided. (Lot of Nos on technical questions with limited notes.)
- Security and Privacy Controls – P69 *We design, develop, and maintain our systems and applications following industry standards and best practices from CIS, NIST, CSA and OWASP.*
 - *P70 Based on FIPS 199 Standards for Security Categorization of Federal Information and Information Systems, Bonfire is categorized as LOW for potential impact and data sensitivity.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Security Certifications – SOC-Typ3 li
- Annual Security Plan – p73 role-based permission system to enforce security.
 - *User passwords in Bonfire are hashed and stored using Bcrypt*
 - *If SSO is used, Bonfire does not store any of your passwords*
 - *Bonfire services are scanned regularly internally and externally to identify vulnerabilities, configuration gaps, and missing patches. Annual third-party pen tests.*
- Secure Application and Network Environment – See above.
 - *P76 Endpoint systems have robust security controls in place including device management, anti-malware, web/DNS filtering, protections, automated patch management, secure system configuration policies, idle timeouts, password managers,*
 - **EPROC-SEC-1** – tracking device usage/new device – **not functional**
- Secure Application and Network Access
 - *P78 All communication between the customer and Bonfire solution, including APIs are encrypted while in-transit using industry-standard HTTPS/TLS (TLS 1.2 or higher) over the Internet, ensuring that all traffic between the customer and Bonfire is secure during transit.*
 - *System and application logs are forwarded to a centralized logging repository that include at minimum: Timestamp; Source; Destination; User; Activity/Action*
- Data Security – See previous.
- Personally Identifiable Information Protection - *collects minimal business contact information including: name, email address, business phone number and business address.*
 - *We will keep your Personal Information for as long as it remains necessary for the identified purpose or as required by law, which may extend beyond the termination of our relationship with you. We may retain certain data as necessary to prevent fraud or future abuse, or for legitimate business purposes*
- Security/Privacy Issue Occurrence – *P83 Bonfire will notify the affected parties. In the case of a breach involving organizational data, organization contacts or affected organizations will be notified. In the case of a personal data breach, the affected individuals will be contacted.*
 - *Three-tier response provided – all notification within 1 hour. Response work starts 2 hours to 1 day. Resolution 2-4 days. Incident A is highest threshold.*
- PII Data Actual/Attempted Access or Disclosure – See previous
- Security Breach Reporting – See previous.

Implementation Services Requirements

- Project Management – P88 Bonfire PM staff identified with functions.
 - *Customer staff narrative identifying needed personnel roles; IT staff only needed for SSO integration.*
 - *Steering committee to meet regularly with Bonfire staff*
- Project Implementation Methodology – *classroom-style training plus access to online LMS.*
 - *Agile implementation of key components. 13 page sample implementation plan lists tasks and expected time to completion.*
 - *Focus is on training; not significant configuration or customization in this COTS tool*
 - *Risk management plan provided. – Identification, analysis and mitigation processes/*
 - *Issue tracking: P91 All software issues in Bonfire are tracked through support tickets that are managed by Bonfire's product, development, and support teams. Bonfire uses Zendesk for managing support requests and issues*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

—Catalog Support Services

- Data Conversion Services – P92 *Bonfire's Client Experience Team will work with the client to ensure all data is clean and acceptable, prior to successfully importing the Metadata. Bonfire's Custom Built Import tool and customized field mapper will be leveraged for this process.*
- Interface/Integration Development Services – Complete implementation and determine if integrations needed. If needed, Bonfire Professional Services engaged – **Needs clarification - for pricing, would this be additional cost?**
- Organizational Change Management (OCM Services) P97 *Stakeholder Analysis is conducted. Implementation kick-off to gauge what types of stakeholders will be involved and their level of comfort with technology and change generally. Once assessed, Bonfire will tailor the training plan.*
 - *Also may do readiness assessments if needed.*
 - *Impact assessments standard focusing on stakeholder groups – purchasing teams; potential evaluators; vendor community. Also look at documentation.*
 - *Coaching plans leverage resources ; onlin, webinar; one-on-one support.*
 - *P97-98: Resistance methodology: Anticipate, Identify, Manage.*
- Training Services – P99 *Task based:*
 - *General Account Setup*
 - *• Customization of Portal Feature Set*
 - *• Determining and Configuring the Departments on the Portal*
 - *• Determining and Assigning User Roles*
 - *• Customizing Vendor Registration Form*
 - *Training*
 - *• General training session on the Listing / Evaluation platforms of Bonfire*
 - *• Specialized training on Bonfire's Advanced Evaluation Modules (Multi-Decision, Questionnaires, BidTables)*
 - *• Vendor Management & Insights Reports Training*
 - *Ramp-up*
 - *• Review of RFx templates and changes required*
 - *• Assistance with the creation of the first project at each Department*
 - *• Implementation Debrief to Management for each Department*
- Help Desk Services
 - Ontario-based. M-F 8-8 EST Coverage
 - Self-service/personnel. Targets 1 hour; end of day on support team.
 - Email first. Phone/zoom calls scheduled if needed.
 - Knowledgebase of articles; Answerbot helps navigate.
 - EPROC-IMPL-3-4– No phone or live chat support – form only
 - EPROC-IMPL-5 – No integration for help desk tickets.
- On-Site System Stabilization Support
 - On-site support not offered.

Managed Services Requirements

- Solution Support
- Organizational Change Management (OCM Services)
- Training Services
- Catalog support services.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Bonfire

CATEGORY #(s): 2

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- ~~Help Desk Services~~
 - ~~EPROC MNGD-5 – No integration for help desk tickets.~~
- ~~Transition Out Assistance Services~~

Video Demonstrations

- Toolset demonstration (35 min) Showed various elements In the Sourcing process.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: CloudBuy

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Started to build CloudBuy in 1999 with implementations “around the world” over next 20 years.
- Founding directors purchased CloudBuy in Aug 2020, so new company “is in its first year of operation”.
- Has “30 permanent staff (15 UK and 15 in India)”

2. Previous Projects

- **York Schools District School Board:** “Single sign through online shopping, requisition, approval, purchase order, goods receipt, invoice, invoice matching, payment and funds reconciliation”. Pilot with “few schools/departments” in 2017, full rollout commenced Feb 2018. After one year full rollout usage: 10K invoices totalling \$2.5M with 99.5% invoices matching orders in the system.
- **Bio Rad Antibodies:** “Content Management, portal and ecommerce” with interface to “different payment gateways and ERPs”.
- **PHB Choices:** System used to enter “time sheets and send them for approval” and to “manage the budgets”. Included reporting of “activity from initiation of budget, payment frequencies, employment of Personal Assistants, timesheets” and “consumables”. Project was cancelled due to limited use by staff during merger and then impact from Covid. Cancellation led to founders purchasing “company back” from their US investor.
- **Ohio Schools Council:** Uses “purchase to pay capabilities” of CloudBuy which has been rolled out to the 200 “districts and school boards”.

3. Subcontractors

- No subcontractors.

4. Organizational Chart

- Provided a company organization chart instead of one representing an implementation project. So could not assess the org chart from a project implementation perspective.
- Staff identified have the appropriate roles and background to support the solution.

5. Litigation

- No litigation.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: CloudBuy

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

6. Financial Viability

- No D&B report available since company is in their “first year of business”.
-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: CloudBuy Limited

CATEGORY #(s): 2

DATE: 9/17/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Lack of U.S.-based implementation team and relatively low documented turnover points to high level of risk. Low uptake on prior projects causing cancelation is concerning.

Organization Qualifications and Experience

1. Overview of the Organization

- >20 years e-procurement development.
- UK public health, India, U.S. public schools
- Majority owner is integrating CloudBuy with SAP systems
- SQL/Mongo – some open source
- UK NHS project closed down for low uptake – founders repurchased company with new Indian investment

•

2. Previous Projects

- State agencies, local.
- International.

3. Subcontractors

- None

•

•

4. Organizational Chart

- 30 employees. None US based
- Listed several employees with experience prior to restructuring.

•

5. Litigation

- None reported.

•

•

6. Financial Viability

- Reformed company only has one year experience and appears to be operationally supported by capital investment.

•

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 2
DATE: 8/26/21
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization - GEP

- Global providing “end-to-end procurement and supply chain services” w/ 20+ years “delivering procurement success” (pg. 4)
- “Top-ranked by Gartner, Forrester, IDC, Spend Matters” (pg. 4)
- “Woman and minority-owned enterprise” (pg. 4). Minority Owned cert- Tennessee, Women Owned cert- New Jersey (pg. 10)
- Can provide Full Suite eProcurement solution and “Managed Services” (pg. 6)

2. Previous Projects (pgs. 13/15)

- Overall:
 - i. Higher Education but no State/Local Gov’t examples
- **Viatris:** Referred to “Unified direct and indirect buying and accounts payable” but they do not clearly say what GEP modules were implemented. Implies it was the Purchasing and Supplier Management modules. \$40B+ spend, 75K suppliers uploaded. *Not a Full Suite eProcurement implementation.*
- **UCAL:** Appears that GEP S2C (“Spend Analysis, Sourcing, Contract Management, Supplier Management) and a “public bid site” were implemented. Spend under management increased to \$47.5B, 1K+ sourcing events. *Not a Full Suite eProcurement implementation.*
- **Chevron:** “Unified, mobile-enabled system” but does not say what GEP modules were implemented. Provided Change Management for “users and suppliers”. *Unclear whether this was a Full Suite eProcurement implementation.*
- **LDS Church:** Contract and Supplier Management. “Managed over 8k suppliers and integrated over 25k contracts”. *Not a Full Suite eProcurement implementation.* Subcontractors
- **UMASS:** “Full suite of Source-to-Pay execution tools and process flows”. “Campus-wide Procurement Support desk and portal”. “Highly effective change management and communication plan”. *Appears to be a Full Suite eProcurement implementation however*

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DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

commented that there is a “roadmap” of “key capabilities that will be built out over the next 12-24 months after go-live”. So the implementation may not be complete.

3. Subcontractors
 - No subcontractors.
4. Organizational Chart
 - Organization charts provide sufficient detail to demonstrate that most areas of Full Suite eProcurement implementation are represented. (pg. 22)
 - Staffing Plan (pgs. 23-25) present both the Contractor and Participating Entity staffing/responsibilities. Both lists are reflective of the core positions and responsibilities.
5. Litigation
 - No litigation
6. Financial Viability (pgs. 31-33)
 - GEP (NB Ventures, Inc.): No negative categories or risk concerns cited.

STATE OF MAINE INDIVIDUAL SME NOTES

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SME DEPARTMENT/STATE: NASPO

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Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

- Single unified platform, pg. 4: "all relevant functionality in a single unified platform:- sourcing, savings tracking, category management, contract management, supplier management, and procure-to-pay"

User Experience

- Intuitive User Experience, pg. 8:
STRENGTH
 - o Users can pick which screen will be their landing page
 - o Users can drag/drop, reorder different sections of the screen. System retains changes for next log in.CONCERN: the "pending tasks" list has all tasks, mixing all types of transactions/tasks in a single list that must be filtered or searched. Will likely be too much in a single list for users.
- Mobile, pg. 9: STRENGTH, iOS and Android apps have very robust functionality.

Bidder Best Practices and Roadmap

- Agile Implementation Methodology, pg. 14: STRENGTH, methodology focused on "Progress over perfection" as detailed allows State/Entity to learn from decisions they make for setup configuration and adjust instead of settle.
- Release/Update Cycles, pg. 15: WEAKNESS, for New Releases and Maintenance Releases the State/Entity will only have a release in UAT for one week before it goes to Production.

Innovations and Value-Added Features/Services

All of these services are likely to be only an occasional fit/need for States/Entities. Suggest making sure these are negotiated and moved to be Optional and are not included in the proposal scope/pricing.

- **Organizational Maturity Assessment**, pg. 19-24: CONCERN, Maturity Assessment work is not often needed/desired by States and is very 'heavy'/intensive work (16 weeks minimum).
- **Opportunity Assessment**, pg. 25-28: CONCERN, Opportunity Assessment is another heavy/intensive effort towards recommending Sourcing actions by the State. This is outsourcing

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the 'strategy' part of Strategic sourcing and it requires a lot of data that is not easily obtained or categorized... so lot of work to gather and then analyze/classify.

- **Market Intelligence**, pg. 30-34: Reports from GEP resources/data to support a State's Strategic Sourcing efforts. This is not likely to be a heavily use resource/service since it would target situations where the State/Entity feels they don't have sufficient insight for a planned sourcing event.
- **Category Management**, pg. 36-37: This appears to be full outsourcing of Strategic Sourcing work.

Customizations/Extensions

- Customizations/Extensions, pg. 39: NOTE, GEP uses a "Product Advisory Group (PAG)" to get customer feedback on current features, new features and feature enhancements. Should GEP move forward, suggest negotiating to have some part of the post-award ValuePoint Team to be members of this Group to insure that NASPO members have a 'voice' for the roadmap of the system.

Alternative Funding Models

- None offered

Functional Requirements

General Functionality

- Modules included, pg. 46: Spend Analysis, Sourcing/Bid Mgmt, Contract Mgmt, Supplier Mgmt, Item Master, Vendor Master, Reporting/Analytics, Invoice Mgmt, Purchasing, Catalog Mgmt, Guided Buying.

RTM

- WEAKNESS, GEN-3: Suppliers must register to be able to use an RFx link to access a Solicitation Event.
- STRENGTH, GEN-12: System search can search "content with any readable attachments" (e.g. pdf, excel).
- WEAKNESS, GEN-25: All emails generated by the system will have a From email address domain of "gep.com" instead of the State/Entity.
- POTENTIAL WEAKNESS, GEN-35: System does not have a "comment library" feature to store standard comments for use on Transactions.
- WEAKNESS, GEN-38: GEP licensing does not provide for "unlimited licenses for business users and supplier users."

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Supplier Portal: does have the functionality.

- GEP Supplier Enablement Team, pg. 50: "will take ownership of onboarding all State/Participating Entity suppliers... at the time of implementation". CLARIFICATION, will this team be responsible for on-going supplier onboarding post-implementation of the system?
- "GEP does not charge the suppliers to transact on our platform" (pg. 50)
- Suppliers have "single login to transact with different States/Participating Entities (pg. 51). So single supplier account to work with all Coupa customers.

RTM

- STRENGTH, SPR-13: Supplier emailed invoices can be OCR scanned to extract metadata and automatically load this into the system.

Supplier Enablement/Management: does have the functionality

- "Pre-Qualified Supplier", pg. 54: CLARIFICATION, are these lists required to be used as the invited supplier list for sourcing events?

RTM

- Meets req'ts

Buyer Portal: does have the functionality

RTM

- Meets req'ts

Need Identification: does have the functionality

- "Central intake form", users provide details on product/service with "category/commodity specific questions/fields". (pg. 62)

RTM

- Meets req'ts.
- STRENGTH, NEED-3: System allows creation of multiple "intake form" capabilities to address different kinds of procurement needs.

Request through Pay: does have the functionality

- pg. 64: CONCERN, "connecting every order to a contract" may mean that the system does not provide means to do non-contract orders in the system.
- pg. 66: Can create purchase orders "without a requisition".
- Services Procurement, pg. 67: STRENGTH, 3 ways to address services procurement
 - o User creates requisition with Milestone line items on a PO.
 - o User creates requisition with Contingent Worker details.
 - o Supplier creates "service entry sheets" with "service line items/rates" from the contract that are "sent for approval".

RTM

- NOTE, there are many req'ts where the response is "yes" and basically repeating the req't without providing details of how the system would do it.

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- POTENTIAL WEAKNESS, PRD-13: System does not provide a "library concept of standard specification text or attachments associate with specific commodity codes".
- POTENTIAL WEAKNESS, PRD-37: System does not capture "non-contract match" items when purchasing from a State source.
- POTENTIAL WEAKNESS, PRD-37: System does not capture prices for matching State sources when a non-contract item is selected.
- CONCERN, PRD-56: Response is would "like to discuss" in regards to being able to enter "backdated purchase requests".
- POTENTIAL WEAKNESS, PO-16: System only offers "signature image" for electronic signature of the PO.
- NOTE, PC-1: Pcard functionality for the system is not scheduled for release unty Q1-2022.
- POTENTIAL WEAKNESS, RC-3: System does not provide a means to record receipts in the system without a PO being in the system.

Catalog Capability: does have the functionality

- pg. 69: CONCERN, "catalogs linked with contract" may mean that the system does not support non-contract catalogs.
- pg. 70,
 - o "At the time of implementation, GEP will configure any State/Participating Entity specific punchout catalogs".
 - o "supports level-2 punchouts", suppliers must "expose their APIs to GEP web crawlers".
 - o "Internal Catalogs" that integration with inventory master provides "visibility in on-hand balances/quantity, price to the users".

RTM

- Meets req'ts except, POTENTIAL WEAKNESS, CAT-19: Catalogs cannot have negative values to identify trade-in values.

Sourcing/Bid Management: does have the functionality

- pg. 74, "line sourcing events from opportunities identified through spend analysis".

RTM

- STRENGTH, SRC-29: System allows users to copy/paste from Excel to the price sheet screen.
- POTENTIAL WEAKNESS, SRC-37: Changes to a Solicitation Template may automatically "make specific updates to the sourcing events" where users have used the templates.
- POTENTIAL WEAKNESS, SRC-67: System does not provide a means for suppliers to add themselves to a solicitation bidders list. The buyer must do it manually.
- WEAKNESS, SRC-97: Suppliers cannot withdraw a response once it has been submitted. They must revise their response to say not responding and re-submit to replace their previous response.
- POTENTIAL WEAKNESS, SRC-102: System does not provide a capability for supplies to electronically sign their response. They must sign a printed copy, then scan & attach the document.
- WEAKNESS, SRC-107: System does not provide a way to prevent Suppliers from submitting on-line responses for 'hard copy submission only' Solicitations.

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- NOTE, SRC-109: The capability for buyers to enter paper responses on-behalf of Suppliers is not currently a feature but is expected to be available by Award.
- WEAKNESS, SRC-122 & 123: System does not provide a means to define and apply Preferences to response evaluation.
- POTENTIAL WEAKNESS, SRC-148: For cancelled solicitations, any submitted responses will not be locked/encrypted to prevent buyer access and Suppliers cannot withdraw their responses.

Contract Management: does have the functionality

- Pg. 77
 - o Collaborative Authoring", route contract draft internally and externally to suppliers for "review, editing and redlining"
 - o Very comprehensive integration with MS Word with check-out/check-in document control and access clause library from within MS Word.

Video - Strengths

- Contract Wizard method, prompts user for info and system suggests relevant templates then creates draft contract.
- Contract Examiner: loads and scans PDF docs extracting Meta data
- In MS Word editing of contract language redlining user can see list of Clauses from library (Variable Library) that can be added while editing in Word.
- Contract Search from Workbench searches all Contract Metadata and all readable documents.

RTM

- STRENGTH, CNT-8: System has a 'mass' update feature to amend all existing contract to get updated clauses/templates.
- NOTE, CNT-23: Response did not address Contract Authoring however on pg. 77 of the Technical Response this capability is discussed.
- POTENTIAL WEAKNESS, CNT-27: System does not provide a means to restrict access to specific attachments on a Contract.
- POTENTIAL WEAKNESS, CNT-36: System does not provide a means to define default account coding as part of the Contract record that would then be used as default for requisitions/orders from the contract.
- WEAKNESS, CNT-38: To capture Contract subcontractors, resellers, dealers and franchises they must be issued their own contracts in the system.
- WEAKNESS, CNT-41: To capture Contract SWAM certification/participation data each subcontractor must be issued their own contract in the system.

Vendor Performance: does have the functionality

- Pg. 79/80,
 - o Survey questionnaires to users
 - o Initiate performance improvement plans w/ milestones and activities.
 - o Link to Contract obligations to generate "Contract score"
 - o

RTM

- Meets req'ts.

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Purchasing/Data Analytics: does have the functionality

- pg. 82: CONCERN, "GEP Minerva" cited as providing AI and machine learning but it is not listed in the components included in the proposal (pg. 46).

RTM

- Meets req'ts

Technical Requirements

Availability

Pg. 86: Meets req'ts.

Accessibility Requirements Pg. 88: Meets req'ts for components behind the login, however response did not address compliance of "publicly available" components.

Audit Trail and History

Pg. 90 & TECH-1 thru 5: Meets req'ts

Browsers Supported

Pg. 92: Meets req'ts

User Accounts and Administration

- Pg. 94/95: Meets User Acct/Admin req'ts except response did NOT address req't to be able to delegate Admin role to agencies.

RTM

- POTENTIAL WEAKNESS, TECH-12: System does not provide a 'one account' feature for user that is both a buyer and a supplier. User must have two accounts.

User Authentication & Federated Identity Management

Pg. 97 & TECH-21 thru 25: Meets req'ts.

Data Conversion

Pg. 99-105 & TECH-26 thru 34: Meets req'ts.

- CONCERN, response refers to "item master data management and vendor harmonization services" but does not indicate whether these are included in the proposed scope/pricing.
- CONCERN, pg. 105 figure references "UNSPSC classification". Does this mean that the system only support UNSPSC commodity codes?

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Interface and Integration

Pg. 107-109: Meets req'ts except for real time integration.

- NOTE, pg. 108 of proposal assumes that the State/Entity will provide Middleware for integration.

RTM

- GAP, TECH-35: System does not provide real-time integration capabilities. Can be "Near Real time and Batch file-based transfers".

Office Automation Integration

Pg. 111 & TECH-61: Meets req'ts.

Mobile Device Support & Mobile Applications

Pg. 113/114 & TECH-62: Meets req'ts

- Pg. 113: STRENGTH, includes both iOS and Android apps which allow approving orders, requisition and invoices, service confirmation, view dashboards, access catalogs, and create requisitions. Apps support "biometric authentication".

Data Ownership and Access

No response provided. This section is missing from the proposal.

Date Retention, Archive and Purge Considerations

Pg. 116 & TECH-63: Meets req'ts.

Disaster Recovery Plan

Pg. 118: WEAKNESS, the proposal did not provide details regarding GEP's Disaster Recovery plan as required.

Solution Environments

Pg. 120: WEAKNESS, the UAT environment is to be used as the Training environment. The required separate training environment is not provided.

RTM

- WEAKNESS, TECH-64 thru 67: A separate Training environment is not provided.

Solution Technical Architecture

Pg. 122/123: Meets req'ts.

Solution Network Architecture

Pg. 125-127: Meets req'ts

System Development Methodology

Pg. 129-132: Discussion/information is not indepth but does present high level of the requested information. Meets req'ts

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Service Level Agreement

Pg. 134 & GEP Appendix 1-SLA Standard doc: Not comprehensive or good protections for States/Entities

- Support services are only available to State/Entity "Designated Support Contacts" (pg. 1)
- Only service level warranty is "System Availability" at 99.8% avail, 7days/24 hours (pg. 2)
- Service Credits=% of monthly fees... must fall below SL for "three (3) consecutive calendar months" (pg. 2)
- Severity Levels: Sev 1 & 2 are about complete unavailability of entire system or a major feature. Issues around functionality on specific types of transactions (button not visible) or with a specific transaction are Sev 3. SLA does not indicate who sets the Severity. (pg. 3).
- Response Times: most critical State issues will be Sev 3 and response times are not good.
 - o Sev 1: Initial response - 1 hr, Workaround - 1 business day, Fixed – 10 business days
 - o Sev 2: Initial response - 4 hrs, Workaround - 1 business day, Fixed – 20 business days
 - o Sev 3: Initial response - 1 business day, Workaround - 10 business days, Fixed – 45 business days

Security Requirements

Cloud Security Alliance (CSA) Compliance

Pg. 136: Meets req'ts. Completed a CAIQ

Security and Privacy Controls

Pg. 139: Did not indicate level of compliance with NIST 800-53 as req'd however system is "modelled as per ISO 27001" which is international standard on security management systems.

Security Certifications

Pg. 141: Meets req'ts

Annual Security Plan

Pg. 144/145: Response did not "describe the Security Plan" but instead described their security practices and provided copy of their internal "Information Security Policy".

Secure Application and Network Environment

Pg. 147/148: Details are not comprehensive but does meet req'ts.

Secure Application and Network Access

Pg. 149/150 & SEC-1 thru SEC-5: Meets req'ts.

Data Security

Pg. 153/154: Meets req'ts.

Personally Identifiable Information Protection

Pg. 156: Meets req'ts

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- CONCERN, GEP's definition of PII did not include Tax ID and may not match each State's/Entities' definition of PII.

Security/Privacy Issue Occurrence & PII Data Actual/Attempted Access or Disclosure

Pg. 158: Does not meet. WEAKNESS, GEP will not comply with the notification/communication req'ts specified in the RFP. Only commits to report/notify "customers within 4 hours of an incident/breach".

Security Breach Reporting

Pg. 160: Meets req'ts. Will not provide initial response within req'd 2 hours but will provide detailed notification will be within 4 hours instead of the req'd 24 hours.

Implementation Services Requirements

Project Management & Project Implementation Methodology

Pgs. 163-183:

- *Detailed Implementation Tasks*, pg. 164:
 - o CONCERN, feels like GEP expectation is little or no special setup for client. OOTB and GEP std setup is expected to fit the client.
 - o WEAKNESS,
 - Req't Gathering & Solutioning: don't see Integration
 - Cutover & GO Live: OCM communications is not happening until cutover phase. Too late for good OCM.
 - Hyper Care: waiting to establish Help Desk and do FAQs until after Go-Live is late, should be earlier.
- *Multiple Workstreams*, pg. 165:
 - o Interfaces Development: CONCERN, chart is showing that the State/Entity must lead SIT testing. This should be GEP led.
 - o Supplier Enablement: CONCERN, chart shows GEP as lead on "Set up Catalogs", need to determine if they are actually creating catalog files and see if there are any assumed limits on the number of catalogs/punchouts.
- *Organizational Chart*, pg. 166: NOTE, unusual to have an org chart that shows Contractor Leads reporting to State/Entity Leads.
- *Timelines*, pg. 167-
 - o Upstream/Downstream separation is good.
 - o Large:
 - Overall timeline of 18 months to final Go-Live is too aggressive. Should be something like 24 months.

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- Design & Build tasks for Upstream and Downstream overlap more than GEP & State resources can support.
 - 4 months for Deploy/Training (1.5 months Upstream, 2.5 months Downstream) is too short for 12,500 State/Entity users. **NOTE: this is same amount of time as the Medium timeline.**
- Medium:
 - Overall timeline of 15 months to final Go-Live should be 18-20 months
 - Design & Build tasks for Upstream and Downstream overlap more than GEP & State resources can support.
 - 4 months for Deploy/Training (1.5 months Upstream, 2.5 months Downstream) is too short for 7,000 State/Entity users.
- Small:
 - Overall timeline of 12 months to final Go-Live should be 16-18 months
 - Design & Build tasks for Upstream and Downstream overlap more than GEP & State resources can support.
 - 3 months for Deploy/Training (1 month Upstream, 2 months Downstream) is too short for 5,000 State/Entity users.
- *GEP Team*, pg. 171: Generally good however WEAKNESS in that the OCM role definitions (Change Lead/Change Analyst) indicate that they are only planners so the State would be doing all OCM *activities*.
- *Roles/Responsibilities*, pg. 175-178:
 - CONCERN, need more details but proposal indicates State/Entity will "own change management with the suppliers".
 - WEAKNESS,
 - Change management work only focuses on "communication" and State is responsible for execution.
 - Hypercare references "enhanced support" and "configuration support" but there are no details on what "support" means, what will they do and what will the State have to do.
 - Training documents, identified as being updated/published during Hypercare but should be done earlier as part of Training.
- *Lessons*, pg. 179: adequate
- *Challenges/Risks*, pg. 180/181: good examples but WEAKNESS in that user adoption and supplier on-boarding areas were not included.
- *Change Control Methodology*, pg. 182: CONCERN, need to confirm that the Change Control Board (CCB) is set up so that the State/Entity is the decision maker regarding changes requests.

Catalog Support Services

Pg. 185-190:

- pg. 190: NOTE: State/Entity is to provide "catalog data" to GEP.

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STRENGTH, post go-live

- o GEP will "monitor catalog utilization and "engage" State/Entity category managers.
- o GEP will review/assess "free text" purchases to identify new potential catalogs.

Data Conversion Services

Pg. 192-198: WEAKNESS, response focused on Data Management type services and only provided minimal information (pg. 196) on Data Conversion approach.

Interface/Integration Development Services

Pg. 200-202: Meets req'ts.

Organizational Change Management (OCM Services)

Pg. 204-213: Conceptually the OCM approach is insightful however the actual Services offered only provide assessments, strategy/plan development, and monitoring/measuring change. OCM execution is 'hands off' with work being done by State/Entity staff.

-

Training Services

Pg. 215-217: Train the trainer approach. Response did not provide the level of detail req'd but was sufficient to meet the req'ts.

- Unclear on whether GEP or State/Entity is to prepare end user training materials. Pg. 215 says "Trainers" will prepare the "training content" however pg. 217 states "GEP to develop all technology related training materials".
- pg. 217: GEP to train "Super users", State/Entity to train "end users". GEP "can provide support" for key end user training sessions.

Help Desk Services

Pg. 219-225 & IMPL-1 thru IMPL-5: Meets req'ts.

- POTENTIAL WEAKNESS, Issue tracking/reporting, (pg. 223), the reference to "Users" may mean the State Help Desk or the State Solution Admin persons instead of the actual end user since the diagram on pg. 222 only shows those "Solution Admin" as the ones interacting with the GEP Help Desk.
- Pg. 224, See notes regarding SLA in Technical Requirements for issues/concerns around Severity Levels and Response Times.

On-Site System Stabilization Support

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Pg. 227: Response did not provide sufficient detail on the below points to be certain they have met the req'ts.

Tra

- Response did not commit to provide on-site resources.
- Response refers to providing "minute data changes" (meaning small?) and providing Config Support to State/Entity System Admin. Need to lock down that they would be doing all of the config work during the Hypercare period and not making the State do it.
- Support Team section refers to "On call support" and "Mass support" without providing details on what these mean/include.

Managed Services Requirements

Solution Support

- Pg. 231-236 & MNGD-1: Meets req'ts.

Organizational Change Management (OCM Services)

- Pg. 238-249: As noted in Implementation Services, conceptually the OCM approach is insightful however the actual Services offered only provide assessments, strategy/plan development, and monitoring/measuring change. OCM execution is 'hands off' with work being done by State/Entity staff.

Training Services

- Pg. 251: See notes from Implementation Services req't's.

Catalog Support Services

- Pg. 253: See notes from Implementation Services req't's.

Help Desk Services

- Pg. 255: See notes from Implementation Services req't's.

Transition Out Assistance Services

- Pg. 257-258: CONCERN, the GEP indicates a 4-6 month timeline (pg. 258) but the RFP req't allows for 1 year. Need to insure that any agreement doesn't restrict States/Entities to less than 1 year.

Other Available Services

- Pg. 260: See notes from Innovations/Value-Added Features/Services

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP (1)

CATEGORY #(s): 2

DATE: 9/17/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - End to end procurement / supply chain
 - Source to pay. Supplier management.
2. Previous Projects
 - Private sector – public higher ed
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Role detail.
 -
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s) 2:

DATE: 1/10/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

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Individual Evaluator Comments:

GEP – Global eProcure platform - modules in integrated platform.

General Principal and Requirements

- Key Solution Functionality Elements – Required elements provided in integrated tools. Narrative lacked detail. Video demonstrated functionality and user experience. Elements explained on narrative p46.
- User Experience - Integrated functionality.
- Bidder Best Practices and Roadmap
- Innovations and Value-Added Features/Services – Mostly focused on consulting and reports. (Swamped the narrative description of the primary sourced product.)
- Customizations/Extensions – vague description that future customer needs could be developed. Focused on existing SAAS. **EPROC-PRD-56**
- Alternative Funding Models N/A

Functional Requirements

- General Functionality – Only configuration items relate to publishing to state's website.
 - **EPROC-GEN-25** – Notifications will have @gep.com email domain / doesn't integrate to state's domain. Non-compliant. **Needs clarification.**
 - EPROC-GEN-39 – High level of configuration required to set external posted content. No additional cost proposed or problem identified.
- Supplier Portal - EPROC-SMR-19 – high level of integration for admin fee payments with state's portal. Doable.
- Supplier Enablement/Management – All requirements noted as Native to application.
- Buyer Portal – Out of box
- Need Identification – Out of box except for E-PROC-NEED-5 which would configure priority of state contracts/purchase channels.
- Request through Pay — Out of box **EPROC-PRD-11** (recurring purchase function) noted as Medium complexity to set up. **Clarification needed** if this is a configuration or actually out of box.
 - – backdated function. **Needs clarification.** Response notes as out-of-box, but statement does not address role-based authority or the functional requirement of backdated orders
 - **EPROC-PC** – Listed as in development- **Needs clarification** if functionality available.
- Catalog Capability – **EPROC-CAT-38** – Public-facing search without login not available. Can be developed. **Needs clarification** as is listed as Low complexity.
- Sourcing/Bid Management – All requirements listed as out of box or low complexity configurable except **EPROC-SRC-109** bid submissions entered by purchasing staff – currently requires GEP staff

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s) 2:

DATE: 1/10/22

EVALUATOR NAME: Gerard MacCrossan

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to load into back-end. Listed as in development by contract award date. Needs clarification if functionality now exists.

- Contract Management - All listed as out of box except:
 - **EPROC-CNT-20 – Needs clarification.** Response appears to refer to each individual document internal ID not an overall contract number that may be a single document/file or a collection of files depending on structure.
 - **EPROC-CNT-71 and EPRPOC-CNT-72** – Functionality listed as high complexity config. **Needs clarification** if requirement understood. Is there admin fee functionality/invoicing/tracking separate from payment processing?
- Vendor Performance – all listed as out of box.
- Purchasing/Data Analytics – listed as out of box with some config for level 2 punchout search.

Technical Requirements

- Availability – 24x7 SLA 99.8%
- Accessibility Requirements – WCAG 2.1
- Audit Trail and History – Out of box
- Browsers Supported – Edge/Chrome recommended. Native mobile functionality for ipad and android.
- User Accounts and Administration – MS AD. 2MFA. SAML 2.0 for SSO.
 - **EPROC-TECH-12** – requires SSO for buyer/supplier dual accounts single login config. **Conditional compliance.**
 - **EPROC-TECH-24** – 2MFA doesn't autogenerate new password. 6 digit code required for access to password reset. **(acceptable standard but doesn't meet requirement.)**
- User Authentication – Non SSO – upper/lower/number/special char. 5 attempt lockout. 90 day.
- Data Conversion – Multiple dataset approach. Import of migrated data (flat file). Import of ERP live data. Process to harmonize extensive list of fields where data variation is common. (master file cleanup)
 - **EPROC-TECH-30** – Ongoing vendor performance integration is additional cost.
- Interface and Integration – 50 in-house integration experts for ERP connection. (SAP, Oracle, PS etc.) Real-time and scheduled data migration as appropriate for master or transactional (JSON) data. Customer is responsible for SLI integration. GEP will use state-preferred middleware for integration between ERP and GPE.
 - **EPROC-TECH-55** – P-card hosting is planned for 1Q22 – **needs clarification if available.**
- Office Automation Integration – MS Azure-hosted. Word integrates with GEP through plugin allowing redlining of contract document. "Contract Examiner" extracts clauses from scanned PDFs. Price sheets can be edited offline in Excel and loaded back into GEP. Integrates with Outlook for alerts/notifications.
- Mobile Device Support – Dashboards, viewing catalogs, Approvals. Unclear if ordering can be performed in mobile environment. (Secure biometric access.) Unclear if VPN is required to log into mobile environment.
- Mobile Applications
- Data Ownership and Access – After contract termination, customer data returned in mutually acceptable file format; then purged and destroyed. Time period not stated other than with customer agreement.
- Data Retention, Archive and Purge Considerations
- Disaster Recovery Plan – 1 hour RPO. RTO 4 hrs.

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- Solution Environments – UAT and Production. UAT environment developed through investigation and requirements gathering. GEP to develop testing scenarios to validate function prior to go-live.
 - Scalable through MS Azure data centers.
 - Automated processes to maintain continuity between UAT and production environments.
 - Mobile – native adaptive UI
- Solution Technical Architecture - .Net built on Azure.
- Solution Network Architecture
- System Development Methodology
- Service Level Agreement – 99.8% system availability. 4-level Severity priority for cases with response times 1 hour, 4 hour, 1 business day 4 business days initial response provided followed b 3-step support timeline for each level to conclusion. (Appendix 1.) 24x5 (M-F) support services assistance via email, online and phone.

Security Requirements

Notes: GEP SMART Application Architecture & Security Overview, SOC 2 and Information Security policy provided in appendices.

- Cloud Security Alliance (CSA) Compliance – Yes. Completed. No answers of concern.
- Security and Privacy Controls
- Security Certifications - datacenters are SSAE16 certified. The datacenters are SOC1 and SOC2 as well as ISO / IEC 27001:2005 certified and hosts data for Fortune 500 as well as Global 2000 companies.
- Annual Security Plan
- Secure Application and Network Environment -
- Secure Application and Network Access – EPROC-SEC-2 – configuration required for concurrent login limitations in conjunction with customer.
- **EPROC-SEC-3** – forced login **not currently available** – would be developed with customer – no extra cost proposed.
- EPROC-SEC-5 – almost real-time snapshots. Daily, weekly and monthly off-site backups. Primary data center VA, Secondary CA.
- Data Security – Azure PAAS.
- Personally Identifiable Information Protection – Lists compliance in narrative.
- Security/Privacy Issue Occurrence – Acceptable response listed in CAIQ.
- PII Data Actual/Attempted Access or Disclosure
- Security Breach Reporting – Notification with 4 hours of occurrence - Narrative.

Implementation Services Requirements - GEP

- Project Management – Detailed org, role description. GEP and state responsibility.
- Project Implementation Methodology – Agile sprints / JIRA tracking
 - 5 stages: Requirements; Development/config; UAT; go-live; hypercare
 - Implementation schedules for small, med, large [provided.
 - Challenge/risk mitigation strategies identified (p180)
- Catalog Support Services – Separate implementations with suppliers for hosted/punchout catalogs by supplier enablement team. Ongoing hosted owned by customer; ongoing punchout.
 - GEP will test punchout catalogs – signoff required from customer and supplier before go-live.

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- Needs clarification: UNSPSC is referenced in graphics – does GEP support NIGP?
 - Needs clarification: GEP Catalog management services – works with suppliers pre- and post-go-live. Is this a supplied cost option?
- Data Conversion Services – emphasis on understanding data, process standards, data mapping prior to migration.
 - Data standardization – centralized data platform for all systems.
 - Clarification needed: who authorizes decision process for “GEP supplier database” to be the data of record when conflicting data exists or is entered in customer system?
- Interface/Integration Development Services – Defined rules established; standard APIs developed; transaction failure notification monitored by GEP integration team; will be retriggered to correct.
- Organizational Change Management (OCM Services) – Steps designing change process; identified stakeholders and impacted by People, Process, and Technology.
 - Communication and training plans based on stakeholders’ impact.
 - Identify readiness through process; communicate change reasons and processes to drive adoption. Change agent roles: Sponsors, Champions, Agents. (Profile of agents)
- Training Services – Train the trainer; self-study modules powerpoint; quick ref guides; desktop procedures; faqs. Delivered in-person and remotely. Staged training based on role/audience.
 - GEP train superusers; end users trained by customer agency superusers.
 - GEP provide technology documentation; customer agency develop process docs.
 - Needs clarification: No online self-paced training mentioned – is this because of configured toolset that requires training of this type to be developed by the customer?
- Help Desk Services – GEP Success portal – 24x7 – case reporting, knowledge bases.
 - 24x5 helpdesk for customer users. Phone, email and chat. Suppliers by email and phone only.
 - EPROC-IMPL-1 - Needs clarification – new release, product update training through webinars – are these webinars for all GEP or customer-specific?
 - Needs clarification: p222 Best practices support model. Is GEP/State helpdesk staffed by GEP or a combination of GEP and customer staff?
 - EPROC-IMPL-2 – ongoing training provided as needed: who defines as-needed? Are their additional cost thresholds for training? For smaller agency, if train the trainer needs to be performed at future stage in the contract due to staff turnover, is GEP committed to providing this post-implementation or is this a cost option? Needs clarification.
- On-Site System Stabilization Support – agreed hypercare period to handhold initial document creation, complete key issues detected post launch; configuration support; issue cleanup; on-demand supplier support.

Managed Services Requirements

- Solution Support – governance plan for ongoing system support;
 - Specific Director; technical account manager, customer support lead roles in addition to customer support team.
 - Repeated 24x7 system uptime/99.8% SLA. Off-business hour updates; vulnerability and patch policy and practice.
 - EPROC-MNGD-1 – findings reported on “regular basis” – is this quarterly meetings? Needs clarification.
- Organizational Change Management (OCM Services) – Repetitive of implementation slides.

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- Success measured – Financial; stakeholder satisfaction; volumetric; internal business processes;
- Training Services – Referenced implementation slides
- Catalog support services. – Referenced implementation slides
- Help Desk Services – Referenced implementation slides
- Transition Out Assistance Services – 4-6 month plan exiting governance and 4 months and supporting change through 6. Knowledge transfer and go-live readiness

Video Demonstrations

- Detailed walk-through of toolset processes.
-

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 3/4)

- Founded in 2000
- "Over the last two years Ivalua continued to invest and focus on the public sector by establishing a dedicated Public Sector Practice and fully dedicated team."
- Public Sector team includes "Product Development staff" to "enhance current solution to support public sector" and "develop new products".
- "We view our investment and focus on the Public Sector" to "ensuring our Public Sector customers achieve their goals and objectives"
- Gartner Magic Quadrant
 - i. Sourcing Applications: 2015, 2017, 2018
 - ii. Procure-to-Pay: 2019, 2020
- Forrester Leader
 - i. Supplier Risk/Perf Mgmt: 2018
 - ii. E-Procurement: 2019
 - iii. Source to Contract: 2019
- World Procurement Awards "Best P2P Solutions Specialist Provider": 2019, 2020

2. Previous Projects

- City of New York: "Full-suite Ivalua implementation", "SRM, eSourcing, Contracts & Catalogs, eProcurement, Invoicing and Business Intelligence". Included SSO and Supplier integration with finance system. (pg. 5)
- State of Maryland: "Ivalua's complete platform", "1.) Public Portal, 2.) Supplier Management, 3.) Solicitation to Bid Management, 4.) Strategy & Analytics, 5.) Contract Management, 6.) Procurement, and 7.) Invoicing". "Stood-up within 4.5 months". (pg. 5/6)
- State of Ohio: "Initial deployment" to "12 early adopter agencies" of full suite with "21 key integration points". Maintaining the solution for 130 State Agencies, 24 Cabinet Agencies and 12 Early Adopter Agencies. (pg. 6)
- State of Alabama: "Selected Ivalua's Source to Pay solution because of the flexibility of configuration, and the reporting and dashboard functionality". (pg. 7)
- Los Angeles Dept of Water/Power: "First phases of the project were implementing the Solicitation and Supplier Information Management solution which is part of the Ivalua full Source to Pay platform". (pg. 7)

3. Subcontractors

- No subcontractors.

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-
-
- 4. Organizational Chart
 - Organization chart does represent an implementation project and includes both State and Contractor positions. Though generic it does reflect core/key positions.
- 5. Litigation
 - No litigation.
- 6. Financial Viability
 - D&B report not provided. RFP required "3 most recent" Financial Statements but Ivalua only provided 2018 & 2019 reports. Don't know if 2020 hasn't been completed but do note that the 2018 report does show 2017 values (noted below).
 - **2017:** "Net Income" shows positive 1.192M euros (pg. 20). "Closing cash position" was 29.599M euros (pg. 22)
 - **2018:** "Net Income" shows loss of 870K euros (pg. 20). "Closing cash position" was 31.405M euros (pg. 22)
 - **2019:** "Net Income" shows loss of 7.615M euros (pg. 29). "Closing cash position" was 74.829M euros (pg. 31)

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: lvalua
CATEGORY #(s): 2
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Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements, pg. 3-7 :

- Single Point of Entry: "has a single landing page when a user logs in. At this point user/profile-specific content is displayed." (pg. 3/4)
- Smart Routing: "Workflow routing is attached to any object in the system". "determine the workflow routing based on business rules for each object." (pg. 4)
- Compliance: "lvalua understands that each organization has their own procurement code they must follow". System has the "flexibility to tailor the solution to meet the needs of individual public organizations" with a "robust configuration layer that allows organizations to add new fields, tailor business rules, add alerts, and managed workflow for your organization". (pg. 5)
- Portal: "they will have one place to manage all their activity and actions throughout the procurement lifecycle". "configurable homepage dashboards, users will be able to quickly see and take action on pending tasks. They will also have the ability to personalize this page to meet their needs". "collaboration tools such as internal blogs, discussion forums, and comments through the process". (pg. 5)
- Open Marketplace Environment: "find it no matter if it is from an internal catalog or an external supplier catalog". "accommodates hosted catalogs (catalogs managed by the organization), punchout catalogs (catalogs managed by retail sites)". "powerful search 360 functionality" which allows "search hosted and punchout catalogs side by side". (pg. 5)
- Integration: "robust integration toolbox capable of connecting with multiple ERP solutions, third-party data providers, suppliers' systems and so on.". "multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI, SFTP, HTTP, etc.)". "includes hundreds of data mapping formats and standard integration templates". (pg. 5/6)
- Workflow: "workflow allows for easy work queue / process management and rule-based assignments.". "Client administrators are given latitude within the tool to adjust approval thresholds and approval assignments without needing to configure". (pg. 7)
- "over 50 different controls per workflow step including even the specific notification methods and addressees and "callback" support that can be used to invoke scripted actions like integration web services calls or cross-workflow signaling ". (pg. 7)
- Document Management: "functionality based on a common data model and a unified code base across all source-to-pay solutions". "consistent access to every data element, workflow element, supplier record, document management, UI functionality, and automation component."
- Reporting: "have an analytics layer across all our solution areas (source-to-pay) with numerous out of the box reports and dashboards as well as easy capabilities for users to create their own

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reports / dashboard". "users can save their personal reports within their own dashboard as well as share with others, as necessary." (pg. 7)

- Configurable: "Coding is not required to make changes to tailor the solution to meet the needs of each client." Create new fields, Change field names, Add tooltips/watermarks/regex, Conditional logic on fields, Mandatory fields, Tailored workflows, contract templates, standard documents. (pg. 6/7)
- Transparency: "public portal allows for suppliers or concerned parties without an account to view all aspects of the procurement process within the solution". "public portal allows for suppliers or concerned parties without an account to view all aspects of the procurement process within the solution."

User Experience, pg. 7/8 : - Response did not address "Wizard-driven capabilities", "Mobile access/use" or "Workload management" to re-assign work.

- "Homepages are unique per profile, but also can be configured by the individual user." "includes quick links and shortcuts to frequently used objects."
- "access their pending workflow tasks directly from their home screen"
- "Each user is given one or multiple roles in the system which is tied to a series of authorizations. These authorizations will dictate what the users can see and do within the solution."
- "Users can also mass reassign their workflow tasks to other users using the delegate function"
- "Users or administrators can also set-up out of office forwarding for users."

Bidder Best Practices and Roadmap, pg. 8-11 : Did not address "constantly assess and recommend opportunities to reduce costs".

- New Releases: "Major Software Product releases are delivered by the Ivalua R&D division twice a year." "Multi-instance SaaS, "client to decide which major version to choose" and "when to upgrade". "Activable Features which enables customers to take advantage of new innovations in their versions without needing to upgrade"
- Latest Technologies: "specific standards that our platform should adhere to for a specific industry, for example, we achieved the security status of being FedRAMP Ready due to our work in the US Public Sector". "leverage advanced technologies such as machine learning, natural language processing (NLP) and more."
- Timely Updates: "Once a customer decides to schedule an upgrade, together with a dedicated upgrade support team, the customer success manager, and our R&D team, we work to ensure that upgrades happen in the timeframe laid out."
- Alternate Approaches: "we have built up significant in-house knowledge on best practices within the public sector". "During the implementation phase, Ivalua together with our partner community will always be there to guide customers towards better, more effective solutions, processes, and approaches, based on our experience." "customers themselves have a high degree of ownership over the solution, to be able to make changes and evolve as needed, without having to rely on us or our partners".
- Roadmap: "We have a dedicated Public Sector team that interfaces with R&D to ensure necessary and innovative Public Sector requirements and functionality are prominently featured on the roadmap.". "Key areas of investment are focused on":
 - o Enhance Mobile experience: Already have "Progressive Web Apps" for "workflow actions, notifications/alerts and more capabilities". "year to improve and enhance this around contracts, invoicing, supplier mobile capabilities. "
 - o Invoice/Payments: "Enabling the ability to execute payments within Ivalua"

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- AI powered Contract Lifecycle Mgmt: “leveraging AI” for a “more guided, collaborative, and intelligent experience”.
- Supplier Risk/Performance: add new features to existing capabilities.
- Security: Already FedRAMP. “evaluate additional threats and standards (like StateRAMP) to ensure...pursuing the appropriate certifications”

Innovations and Value-Added Features/Services, pg. 11-13:

- Help Desk, pg11/12: Level 1 help desk for suppliers/internal users. CONCERN, response refers to Help Desk as “not contemplated in the RFP” however there are specific req’ts for this in Implementation Services and Managed Services.

- Cooperative Reporting, Pg. 12: STRENGTH

- “keep track of their cooperative agreements in the solution”
- “enables the collection of cooperative usage information”
 - Definition of cooperative contracts within the contract record, including administrative fee
 - Reports automatically generated and sent to suppliers on a given time period (ex. quarterly)
 - • Supplier submission of spend on cooperative contracts by external bodies with automated calculation of owed administrative fees
 - Workflow for approval of supplier reports
 - Integration with a payment provider to capture administrative fees if needed

Customizations/Extensions, pg. 13/14:

- “Ivalua SaaS platform relies on configuration, not custom code”
- “Ivalua does not make coding customizations specific to individual clients; all coding changes on the Ivalua platform are part of their release cycle and are by definition part of the baseline product”
- “Ivalua maintains a copy of the organization’s Ivalua instance.” “upgrades are first applied to that solution, then will be tested, and released, and are subject to the entire cycle of testing, approvals, and quality assurance that is part of our Software Development Life Cycle (SDLC).”

Alternative Funding Models, pg. 14:

- “not proposing an alternative funding model at this time”. “open to discussion”

Contract Transition and Flexibility, pg. 14:

- “willing to enter into good faith discussions with Participating Entities that wish to explore transitioning their current contract “

Functional Requirements

General Functionality, pg. 15/16:

- “Source-to-Pay suite in the market which includes Public Portal, Supplier Risk & Performance Management, Sourcing, Contract Management and P2P processes, standard integrations and extensive system administration and reporting capabilities”
- **NOTE: see detailed notes for Service Level Agreement req’ts. The Ivalua Service Level Agreement sets a limit on the total storage for attached documents (“user-uploaded files”) which**

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includes all attachments to Requisitions, Orders, Receipts, Invoices, Vendor Accounts, Vendor Improvement Plans, Solicitations, Solicitation Responses, Contracts... all records in the system. This limit is either 500GB or 1 TB depending on the "Service Level" in the contract.

NEGOTIATIONS: suggest getting both the Services Level set in the Master Agreement for all potential Participating Entities AND getting the storage level increased.

RTM

- "POTENTIAL WEAKNESS, GEN-15: Transaction print formats are based on "the layout of the screen" and to have "additional templates" for printing format requires "additional effort".

Supplier Portal, pg. 16-18:

- "free supplier portal where suppliers may perform self-registration and other activities with their customers"
- "have unlimited suppliers with unlimited users registered to do business"
- "register with basic information such as their tax identification number, email address, and company name to establish an account" then they "will have access to their supplier portal" to "manage all their activity with the organization from an integrated location"
 - o Manage their account information, user roles & users
 - o Submit contract usage reports
 - o Respond to sourcing events
 - o Manage/redline contracts
 - o Upload catalogs
 - o View orders
 - o Create advanced shipping notices
 - o Create invoices
 - o View their performance
 - o Collaborate on improvement plans

RTM

- Meets req'ts
- One req't needs clarification.

Supplier Enablement/Management, pg. 18-25:

- NOTE, registration is a two step process. Create basic account for one user, then that Admin user needs to log into the system to set up user roles, other users and complete the rest of their registration information that will be needed to create a supplier record in the finance system and award Contracts/POs to the supplier. Primary capabilities of a Basic registration allows them to managed their account and bid.
- "conditional logic can be utilized to tailor the registration page to specific information required by type – such as US vs. non-US"
- "Fields captured through the registration process will be tailored to your needs"
- "submits their registration it is processed through an automated workflow". "workflow process and acceptance/rejection criteria will be established by each client"
- STRENGTH: "onboarding progress tracker" provides "quick view into the remaining items required to complete their activation" (pg. 20)
- Integrations "to external systems in batch processes or in real-time to verify profile information or bring in data from external sources"

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- Can "maintain and store documents within their profile"(account). "organization can specify specific documents that are required by the supplier to complete their enrollment" (pg. 21)
- "system can track expiration dates of the documents and trigger reminders to both internal and supplier users when those documents are nearing their expiration" (pg. 22)
- "internal users will also be able to manage the supplier's information, activity, risk, as well as their performance" (pg. 24)
- Suppliers update their accounts by submitting a 'Change Request' (pg. 24)
 - o Change requests are auditable/trackable down to the field level
 - o Can be routed to the workflow for internal approval

RTM

- WEAKNESS, VDR-15: Duplicate registrations are not prevented at the time of registration. They are identified as part of workflow, if auto rejected, vendor is notified after the fact, not while completing the registration. Otherwise the State must resolve the duplicate.
- POTENTIAL WEAKNESS, VDR-19, 20 & 24-27: State will have to license the 3rd party system for validating IRS TIN/Name.
- POTENTIAL WEAKNESS, VDR-39: Response seems to indicate a "score carding" feature which may not provide the automated performance reporting on the metrics identified in this requirement.
- Two req'ts need clarification.

Buyer Portal, pg. 25/26:

- "Once the user login they will be directed to their homepage" which has dashboard that is unique to the user based on their role.
- "users can also add new aspects to their homepage or rearrange the webparts on the screen"
- Users are "given one or multiple roles" which has "authorizations" that "dictate what the user can see and do".
- Users also assigned a "perimeter, which corresponds to the agencies/departments/division they support and/or the commodities they support" which will "further limit the user's view into on seeing or editing objects".

RTM

- STRENGTH, BPRT-4: The capability to for users to be able to "change the layout and reports" on their dashboard is a significant benefit to users.
- One req't needs clarification.

Need Identification, pg. 26/27:

- "provides users the ability to initiate any procurement action from a single spot through the platform."
- "provides a powerful and flexible workflow engine that not only invokes approval flows, but also provides the ability to invoke processes" that "invoke business processes allows procurement policies and regulations to become part of workflow"
- "will guide the end user to begin any type of procurement activity by clearly identifying and outlining the process and steps that need to be taken"

RTM

- Meets req'ts

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- Two req'ts need clarification.

Request through Pay, pg. 27-33: NOTE, response did not address the req't for "access to external retail marketplace products".

- "All purchases within the Ivalua solution will begin from a purchase request within the tool"
- "Requests can accommodate multiple types of requests ranging from goods and services, as well as deliverable-based purchases and subscriptions"
- STRENGTH: purchase requests include an "Internal blog to communicate with stakeholders" (pg. 28)
- Workflow (pg. 29)
 - o "uses a combination of algorithms and user approval to navigate through the approvals". "define conditional logic to determine when and who should be approving each requisition"
 - o "can also trigger different workflows to accommodate for varying business processes, as well as trigger different workflows on goods vs. services purchases"
 - o "can also trigger real-time integrations to external systems, such as an ERP at a workflow step, such as checking if budget is available for the purchase"
- "order is transmitted to the supplier through their email, including a PDF version of the order. It can also be extracted and printed". NOTE: Tech Proposal did not address electronic order transmission (EDI/cXML) however this capability was acknowledged in RTM PO-17.
- "Receipts can be created in multiple ways, from a purchase order, from scratch, or from a supplier entered Advanced Shipping Notice". Receipts can be workflowed for review/approval. (pg. 30/31)
- Invoices
 - o "Invoices can be created by PO flip, from scratch, EDI/cXML transmission, OCR capability". (pg. 31)
 - o Invoices are workflowed for review/approval. (pg. 32)
 - o "system will automatically calculate the three-way match based on ordered, received, and invoiced amount, and will display alerts" (pg. 32)
 - o "flexible to accommodate 2-way match if specific commodities do not require a receipt in order to be paid." CONCERN, it may be that 2-way match is decided based on a commodity code which could be too general to fit the situations a State/Entity needs to have supported.
- "Once the invoice is fully reviewed and approved, it will trigger an integration to the ERP for payment". "will push an ok-to-pay file to the ERP"

RTM

- WEAKNESS, PRD-7: Purchase requests with a future release date for the Purchase Order required a manual step to release the PO once the date has passed, it is not automated.
- STRENGTH, PRD-8: The capability to communicate/collaborate with other users "under the request document".
- POTENTIAL WEAKNESS, PRD-13: There is no automated functionality that will include text or attachments based on a commodity or other field value.
- STRENGTH, PRD-19: The State will have access to "Ivalua's Design Mode, Workflow Engine and Alerts & Notification toolbox" which will provide the State with self-service capabilities for configuration.

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- STRENGTH, WRK-1: The workflow functionality provides both routing rules and approval rules in the single rules engines. Also allows you to build SQL statements to address complex scenarios.
- STRENGTH, WRK-2: The "whiteboard-like" user interface to design workflows.
- STRENGTH, WRK-6: The capability to "include SQL to route requisitions" is significant capability to address exceptions such as the need to have "by-pass conditions".
- STRENGTH, WRK-15: The capability to set up "specific messages" for each step.
- STRENGTH, WRK-22: "State can add fields to be auditable" provides additional flexibility to meet any changes in State audit needs.
- WEAKNESS, PO-15: System does not have the capability to have two versions of a printed purchase order.
- POTENTIAL WEAKNESS, PO-17: eFax of orders "is not currently supported".
- NOTE: Ivalua did not understand that the functionality desired is not the same as bank administration of user Pcards.
- "POTENTIAL WEAKNESS, PC-8: Pcard reconciliation currently can only be provided ""as a customized solution"" with Ivalua's expense module which is not included.
- STRENGTH, RC-17: Fixed asset receiving fields can be available for only "certain types of goods" instead of having to be on the users' receiving screen when they are entering any type of receipt.
- STRENGTH, RC-18: Creation of an "exception" to document an receipt issue and include give "corrective actions".
- Ten req'ts need clarification.

Catalog Capability, pg. 33-35: NOTE, Technical Proposal response did not address the req'ts to "provide access" to "external internet retail or commercial markets of goods/services" or access to "non-contract Suppliers offering goods and services".

- System supports both "internal and external (punchout) catalogs".
- "view catalogs are limited to the user's organization scope" (pg. 33) NOTE: scope = combination of Role/Authorizations/Perimeter/Commodity restrictions assigned to a user.
- Suppliers can "self-service" manage their catalogs by uploading them to the system. Done via excel templates. After upload "system does an automated format check". (pg. 34)
- "routed through an approval process for an internal user to validate" with "side-by-side comparison of old vs. new pricing" (pg. 34)
- "internal users can also upload catalogs on a supplier's behalf"
- "Search 360" (pg. 35)
 - o "predictive and fuzzy search capabilities"
 - o "can also search any field"
 - o "item tags" to "provide visual indicators" on search results to "identify preferred, discounted, or emergency items". Tags can be 'prioritized'.
 - o "has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal Ivalua catalog"

RTM

- STRENGTH, CAT-24: The capability to route catalogs for approval based more than a user having a role as catalog approver or buyer responsible for a contract. Specifically, can route based on "region, cost center, commodity types, etc."

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- STRENGTH, CAT-34: The Search 360 functionality will automatically search punchouts sites as well as hosted catalogs to present both results. Otherwise the user has to search Hosted Catalogs in the system and then go to each punchout individually to do their search.
- No req'ts need clarification.

Sourcing/Bid Management, pg. 36-44:

- "solicitation (BPM) type which drives which tabs and parts of the solicitation process are required." (pg. 36)
- "can accommodate a range of solicitation methods, from very simple quick quote events to multi-phase RFPs with multiple envelopes". (pg. 36)
- "Suppliers can be automatically added to the invited suppliers list based on the commodity or commodities" and "can be added by searching the supplier database". (pg. 36/37)
- Documents Tab: can have unlimited number of attachments, "standard organization documents" and "solicitation owner can upload" docs.
- STRENGTH: "Documents can have workflows associated with them and accommodate versioning." (pg. 37)
- "Bids are protected through lvalua's sealed bid functionality" (PG. 38)
- Questionnaires: (pg. 38/39)
 - o "questionnaire capability, non-price components can be captured from the supplier".
 - o "Templates can be used"
 - o "ability to make a question required, the option to add a comment or attachment to clarify the answer, or to allows more than one response to a question. Conditional logic can also be added to questions to create if-then statements that will determine the visibility of questions based on previous responses."
- Pricing grids ("item grid") can have templates to be "automatically applied to the event". Columns on the grid can be "internal" (only State/Entity user can see) or "external" (Supplier can see). (pg. 39)
- Solicitations have "workflow to approve and release". Once approved "user can manually send out the solicitation or have it released automatically at the opening date and time". (pg. 40)
- Public Portal: (pg. 40)
 - o "public portal allows users without an account to view open and close solicitation, active contracts and facilitate the submission of public facing forms if needed."
 - o "lvalua can also integrate to the organization's website for posting of events."
 - o "public view of the solicitation includes all attributes of the solicitation including general information, documents, questionnaires, and price lists. In addition, the public solicitation page can also post bid tabulations and award posting once the bid due date and time has been reached and an award has been made."
- Responding:
 - o Suppliers can "craft their response within the system or can download the entire solicitation to a zip file to view and response offline if needed." (pg. 41)
 - o Supplier options: "create proposal from scratch, copy forward a previously submitted proposal, cancel a proposal in progress, withdraw a proposal" (pg. 42)
- Analyze and award: (pg. 43)
 - o "view side by side comparisons of items and qualitative information for two or more suppliers."

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- "can also select 'award strategies' which will apply a selected algorithm to create the award"
- "review their savings tracking that is based on the target and reference price"
- Awards have workflow/approvals capability. (pg. 44)

RTM

- STRENGTH, SRC-28: The Discussion Forum feature allowing messaging to "private or public" with "chat in real-time" for auctions.
- POTENTIAL WEAKNESS, SRC-25: No check-in/check-out capabilities for "documents, Terms/conditions and templates".
- STRENGTH, SRC-48: "drag-and-drop capabilities" as the user interface for creating workflows is more effective than other, more common options.
- WEAKNESS, SRC-66: System does not provide a means for a user to add "un-registered Vendors" to the "generated Vendor list" of a solicitation.
- POTENTIAL WEAKNESS, SRC-68: System does not support eFax.
- POTENTIAL WEAKNESS, SRC-76: The system does not OOTB provide capabilities to post to the "State's public procurement website".
- "POTENTIAL WEAKNESS, SRC-80: System does not have functionality to require vendors to provide ""basic"" information when downloading a solicitation document from the public website. Also, eFax is not supported."
- POTENTIAL WEAKNESS, SRC-83: System does not have a means to 'conduct pre-response/pre-proposal conferences'. Users would have to provide a link to a external webinar system that is not part of the eProcurement system.
- WEAKNESS, SRC-105: System does not provide notifications to vendors when submitting a response to a "set-aside solicitation and they are not a certified MBE".
- Seven req'ts need clarification.

Contract Management, pg. 44-48:

- "contract record within lvalua captures all aspects of contract information, documentation, activity, and performance within the single record." (pg. 45)
- "system will automatically trigger reminders when the contract is nearing expiration" (pg. 45)
- "Different contract types can determine what field requirements, workflow, and alerts are relevant to the contract being created." (pg. 45)
- Contract documents: (pg. 46/47)
 - "documents tab captures all documentation associated with the contract through attachments".
 - "document has a 'type' associated with it that can categorize the documents"
 - "alerts can be triggered to the user if documentation is missing from the contract record or is nearing expiration"
 - STRENGTH: "has a built-in authoring tool that will allow users to write and redline contracts directly in the lvalua solution". "Redlines are tracked from user to user with the ability to compare previous versions of the contract side by side". "offers a native integration to Microsoft Word, so users redline in the Word can sync their version back to lvalua". With "workflow capability, the "authored document can be passed back and forth between users to facilitate redlines, versioning, and approvals".
- "any subcontractors and distributors that are being used by the prime supplier on the event". "system can also trigger a subcontractor report to prime suppliers " (pg. 47/48)

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- "accommodates a standard integration with multiple eSignature tools, including DocuSign, Adobe Sign, and Universign." (pg. 48)

RTM

- POTENTIAL WEAKNESS, CNT-7: System only has check-in/check-out capabilities for "documents authored within Microsoft word". Does not provide this for other documents or templates.
- STRENGTH, CNT-25: Authoring contract documents with MS Word is a significant capability.
- STRENGTH, CNT-50: The history feature capturing "at the clause level" is a significant additional feature.
- WEAKNESS, CNT-51 through CNT-63: The Ivalua "Public Contract Browse" feature cannot be modified to meet State needs/req'ts without "Ivalue security review or custom code".
- Three req'ts need clarification.

Vendor Performance, pg. 49/50:

- "users can create performance assessments against their suppliers or contracts."
- "can trigger alerts to users if a supplier is consistently performing poorly."
- "Templates for performance criteria are stored within Ivalua for users to respond to questions related to the supplier's performance". Weights for each question determine a total score.
- "Completed performance evaluations can be routed through a workflow if additional review or approval is needed"
- "ability to track exceptions and collaborate with suppliers to address these exceptions"
- "exception documents the issue or non-conformance and the severity, tied to the triggering event"
- "supplier is notified of the exception, allowing them to respond and actively manage any corrective action associated with the exception"
- "workflow to manage each step of the process" of exception management. "workflow can guide end users to collect documents and collaborate with the supplier to mitigate the identified issue."
- Improvement Plans: (pg. 50)
 - o "creating tasks that will lead to overall supplier improvement"
 - o "typically tied to an exception"
 - o "consist of a list of tasks that can be created from a template or individually"
 - o "Each task is assigned to a user with assigned due dates for both internal tasks and supplier actions"
 - o "Suppliers can access their improvement plans and update the status of their tasks"

RTM

- WEAKNESS, VPE-2 thru 12: System relies on "questionnaire" and users to respond to capture performance metrics. There is not automated capture of performance based on transactions processed or data.
- Three req'ts need clarification.

Purchasing/Data Analytics, pg. 51-54:

- "three different types of reporting with the Ivalua solution, ranging from simple excel extracts to data visualization dashboards" (pg. 51)
- "Importing data from an external system can be accommodated."
- "over 100 out of the box reports" "that can be filtered and drilled down"
- Super users can configure additional reports
- Ad Hoc Reporting: (pg. 51)

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- o "Any browse page within Ivalua can become a report"
 - o "search and filter on any criteria" and "export their results into excel for a quick report"
- Queries: (pg. 51/52)
 - o "Excel based reports that are run via SQL statements in Ivalua's reporting module"
 - o "can combine data from multiple modules within a single report as well as conduct calculations"
 - o "parameters can be set up so users can filter the view of the data before extraction"
- Analysis Reports: (pg. 52/53)
 - o "provide data visualization to users in the form of charts, graphs, and pivot tables that can then be combined to create a dashboard view for any users"
 - o "drill down on source data and apply filters to get a comprehensive view of data"
 - o "users can easily create their own dashboards or rearrange existing ones."
 - o Standard reports "can also be embedded" within dashboards.
 - o "New analysis can be built by using a template or by using an analysis builder"

RTM

- STRENGTH, PDA-1: The spend analysis and PBI modules described is more robust than expected and provides some capabilities beyond what was required.
- WEAKNESS, PDA-32: The system reporting tool does not have a means to publish reports on an "internal or public website". Can only make reports available within the system itself.
- Four req'ts need clarification.

Technical Requirements

Availability, pg. 55: Meets req'ts.

- "accessible 24 hours a day, 7 days a week"
- "guarantee by Hosting SLA an uptime of 99.8% outside of scheduled maintenance, which will never occur during Peak hours"
- "co-locates its production and DR system in state-of-the-art data centers" "with fully redundant subsystems and compartmentalized security zones"
- "data centers have: Uninterruptible Power Supply (UPS, Diesel Generator); Redundant heating ventilation air conditioning and all components are fully fault-tolerant including uplinks, storage, chillers, HVAC systems, etc. Everything is dual powered."

Accessibility Requirements, pg. 55: Does not meet. NOTE: response indicates that work is underway to become compliant but no information was provided to indicate when.

- "is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance"
- "is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance"
- "accessibility audit and compliance are broken into 3 manageable areas, corresponding to very distinct user typologies (internal, external, and anonymous),"
- "Ivalua has completed VPATs which can be provided upon request."

Audit Trail and History, pg. 56 & TECH-1 thru 5: Meets req'ts.

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- "provides robust audit and logging capabilities"
- User logged on... "all actions and activities are registered, logged and time stamped."
- Every transaction "is part of this logging effort"
- Fields have an "auditable checkbox" to mark that the field to have an audit trail.
- "audit train can be produced in reports"
- "approval history shows who validated/ actioned the previous steps and who will validate the current step"
- "mail history frame shows the history of notifications/ emails"

RTM

- Meets req'ts
- One req't needs clarification.

Browsers Supported, pg. 56/57:

- "Ivalua works with Internet Explorer, Edge, Firefox, Chrome, and Safari."
- IE: all still supported by MS. MS Edge, Chrome, Firefox: last 3 major releases
- Response did not address req't to support "any browser that is ranked as more than 10% of web traffic"

User Accounts and Administration, pg. 57 & TECH-6 thru 20: Partially meets. Response did not address the req't to be able to delegate "administration responsibilities" of "specific functions and organizations" and did not properly respond to TECH-20.

- Access to "application pages and functions are controlled by profiles, authorization, and perimeters."
- "a user has access to data and can transact across a certain region or other logical portion of the enterprise" or "a user has access to certain features and functionality" "or a combination of both."
- "User roles and user access to Ivalua Solution are defined in the application through the administration components" by "application administrator(s)".
- Option to "limit data access of business objects on a per user basis" which would allow restrictions for situations like "only access PO of the organization" that the user belongs to.
- response did not address the req't to be able to delegate "administration responsibilities" of "specific functions and organizations".

RTM

- Meets all req'ts except TECH-20 where the response did not address the actual req't to provide searchable access to all of the roles, permissions and privileges setup/available in the system. Instead response described the capability to search among all User Profiles.
- Three req's need clarification.

User Authentication, pg. 57/58 & TECH-21 thru 25: Partially meets. Response did not address req'ts for Federation and Identify Proofing.

- "supports multiple authentication schemes including:
 - o Login / password authentication
 - o Single Sign On (SSO) SAML 2 Web based authentication standard
 - o Two-factor authentication

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- Reverse Proxy / IIS Agent based authentication (CA Single Sign On, formerly CA Site Minder)"
- "password rules are fully customizable"

RTM

- Meets req'ts.

Federated Identity Management, pg. 58: Meets req'ts.

- "Ivalua Solution supports SAML 2.0 protocols for Single Sign On. The Ivalua Solution has been integrated with the most popular Identity providers."
- "only require one ID and password to access the full solution, with support for auto-provisioning of roles and permissions"

Data Conversion, pg. 58/59 TECH-26 thru 34: Partially meets req'ts, see comments for TECH-28 &30. However CONCERN, the Technical proposal does not include "historical transactional data conversions" in the standard scope/costs for a project. Proposal is to determine scope/costs "as part of the implementation".

- "will conduct a data assessment to determine the data requirements
- will be established identifying the data conversion scope for the project
- "For historical transactional data conversions, a further assessment will be performed to determine the requirements, project scope, effort, and cost required to perform these conversions
- "will perform the data conversions which will include a methodology to perform several iterations of conversion in small batches to test and validate the data, along with monitoring of performance and quality before the actual production conversion takes place

RTM

- POTENTIAL WEAKNESS, TECH-28: System does not provide an automated means to load/convert active solicitations from an existing system.
- POTENTIAL WEAKNESS, TECH-30: System does not provide an automated means to load/convert Vendor performance data from an existing system.

Interface and Integration, pg. 59/60 & TECH-35 thru 60:

- Integration strategies include unidirectional or bidirectional data flows using batch, asynchronous or synchronous interfaces.
- integration module includes comprehensive format definitions, rules-based transformations, and validated loading of data.

RTM

- Meets req'ts except TECH-60 where response did not address the req't to have "automated failure recovery".
- Two req'ts need clarification.

Office Automation Integration, pg. 60/61 & TECH-61: Meets req'ts

- supports all file types as attachments
- Excel support across the sourcing process
- reporting tools natively export to MS Word, MS Excel, and PDF.
- contract tool we can import MS Word documents and break them into clauses

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- contract data can be exported into Word or PDF formats

Mobile Device Support, pg. 61 & TECH-62: Meets req'ts.

- "is a fully responsive HTML application"

RTM

- Meets req't.

Mobile Applications, pg. 61 : Does not meet.

- POTENTIAL WEAKNESS, system does not have a Mobile App. Relies on the system being a "fully responsive" application for use on mobile devices to give access to the entire system.

Data Ownership and Access, pg. 61: Meets req'ts

- Customer is "data owner and data controller"
- Customers can "directly export data using features available" in the system

Date Retention, Archive and Purge Considerations, pg. 61/62 & TECH-63:

- "lvalua does not delete or modify customer data, unless requested by the customer to do so
- "deployment allows the implementation project teams to configure when and what frequency to run the offline archiving functionality

RTM

- Meets req't.

Disaster Recovery Plan, pg. 62/63 :

- "has established a Business Continuity (BC) and Disaster Recovery (DR) Program
- "plan is reviewed and approved by the management annually
- "Program is based on ISO/IEC 22301 standard framework
- "Disaster Recovery Plan is based on a fully duplicated and hot-standby infrastructure".
"Replicated web servers & application servers, replicated database backups and redundant support service"
- "contingency plan includes": " Geographically separate sites, different hosting/internet service providers, recovery site service level equal to primary site.
- "Maximum recovery time can be as low as 4 hours **with the Platinum package**". CONCERN, need to lock in the "package" so there is a specific commitment to recovery time included in proposal and potential contract.
- "DRP plan is tested at least once a year
- Incident Response program "reviewed and approved by the management annually".
- Customer notifications of breaches "within seventy-two (72) hours – unless a shorter time is specified in the contract". NOTE, suggest making sure that the breach notification time limits in any agreement are at least negotiated/locked-in or req'd to meet the notification req'ts specified later in this Security Req'ts section of the RFP.

Solution Environments, pg. 63 & TECH-64 thru 68: Partially meets. Training environment is not included. Need to NEGOTIATE to have Training environment include at no additional cost.

- "Each client will be provided at least 3 environments"

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- "can also support the need for a training or other additional environments. All of these "extra" environments may come with additional maintenance fees"

RTM

- POTENTIAL WEAKNESS, TECH-65: Only the "acceptance environment" is "integrated" for testing. The Training environment does have integration.
- One req'ts needs clarification.

Solution Technical Architecture, pg. 63-65: Meets req'ts except response did not provide the req'd information to describe development tools, languages and techniques "used in developing application modules".

Solution Network Architecture, pg. 65-67: Meets req'ts except response did not address req'ts to provide a diagram of the network architecture.

System Development Methodology, pg. 67/68: Partially meets req'ts.

- Did identify Development Methodology as "based on Agile methodology" and state that they "embeds Quality Assurance into the ongoing development process". However, response discussed the implementation work to configure, test, launch and manage configuration changes for a customer but did not address the req'd detail regarding the following in context of the system development practices they follow with building their software solution:
 - o Testing processes/tools/methods
 - o Stress testing
 - o QA assurance program
 - o Config/Change Mgmt for application development.

Service Level Agreement, pg. 68: Response did not "review and indicate compliance" with the RFP SLA document.

- "Ivalua offers its own standards and choices between service levels"
- "RTO/RPO and other infrastructure add-on services can be flexibly added."
- "guarantees by Hosting SLA an uptime of 99.8% outside of scheduled maintenance"
- Ivalua SLA doc
 - o No SLAs for implementation period
 - o Service Credits cannot exceed "25% of the Monthly Fees"
 - o "Uptime" definition used in the Availability formula is not 'really' defined.
 - o Part of failing to meet SLA is "Customer was negatively impacted" which is specifically ("i.e.") defined as "attempted to log into or access the Cloud Service and failed". So the only concept of down is if the entire system is not available for users to log into. Doesn't matter whether the functionality is working or not once logged in.
 - o Service Credits can only be applied to "future Professional Services Fees", which is not defined, and they expire in 12 months.
 - o Attachment A of the SLA shows 3 Service Levels which sets both the associated SLA response times but also sets a limit on the "Allocated Storage" which is the limit across the entire system for how much storage is allowed for any type of "user-uploaded files" which includes all attachments to Requisitions, Orders, Receipts, Invoices, Vendor Accounts, Vendor Improvement Plans, Solicitations, Solicitation Responses, Contracts...

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all records in the system.

Security Requirements

Cloud Security Alliance (CSA) Compliance, pg. 69: Meets req't to complete CAIQ.

Security and Privacy Controls, pg. 69: Partially meets.

- WEAKNESS, Ivalua is not currently in compliance with NIST (SP) 800-53. However they are "currently in the process of validating" to this standards at "Moderate" risk controls.

Security Certifications, pg. 69-70: Meets req'ts. However, note that they are not "currently audited for PCI-DSS compliance" but do have cardholder data controls in place "in accordance with the PCI-DSS standards. Also note that they are "FedRAMP ready".

Annual Security Plan, pg. 70-76: Generally meets req'ts however discussed most req'ts at a high level instead of providing detail.

- POTENTIAL WEAKNESS, Annual Security Plan, Encryption Data At Rest, pg. 73: Encrypting data at rest MAY NOT be part of their standard offering. Their HSM module/tool for this is a "paying option". CONFLICT/NOTE: in the Encryption section it states that "Data at-rest and in-transit is encrypted" however in the 2nd paragraph of this section it refers to "HSM-based encryption for data at rest" as a "value-added service (paying option)". So how can data at rest be encrypted as a standard for the Solution but yet be a "paying option"?

Secure Application and Network Environment, pg. 76-79: Meets req'ts though the detail provided was not comprehensive for the RFP listed req'd topics though some were addressed in previous Security sections of the response.

Secure Application and Network Access, pg. 79-82 & SEC-1 thru 5: Meets req'ts in RFP doc but has weakness in regards to some of the RTM Security req'ts.

RTM

- POTENTIAL WEAKNESS, SEC-1: System can track usage by user account, not device.
- WEAKNESS, SEC-3: System does not provide an admin capability to "force logout/end specific user sessions". Only has an auto logout feature to force all actives users out of the system.
- POTENTIAL WEAKNESS, SEC-4: System does not use "persistent cookies".

Data Security, pg. 82-85: Meets req'ts. NOTE, Risk Mgmt discussed in Annual Security Plan section on pg. 76.

Personally Identifiable Information Protection, pg. 85/86: Meets req'ts, however did not discuss compliance specifically for "Federal PII" requirements.

Security/Privacy Issue Occurrence, pg. 86: Partially meets. Standard for Ivalua does not meet the notification timeline req'ts, instead their default is within 72 hours. However, the response implies that they would follows "reporting obligations... set forth in Ivalua's customer contract". So should NEGOTIATE these RFP req'ts into the contract.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Ivalua
CATEGORY #(s): 2
DATE: 12/27/2021
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

PII Data Actual/Attempted Access or Disclosure, pg. 86/87: Partially meets. Standard for Ivalua does not meet the notification timeline req'ts, instead their default is within 72 hours. However, the response implies that they would follow "reporting obligations... set forth in Ivalua's customer contract". So should NEGOTIATE these RFP req'ts into the contract.

Security Breach Reporting, pg. 87: Partially meets. Standard for Ivalua does not meet the notification timeline req'ts, instead their default is within 72 hours. However, the response implies that they would follow "reporting obligations... set forth in Ivalua's customer contract". So should NEGOTIATE these RFP req'ts into the contract.

Implementation Services Requirements

Project Management, pg. 88-90: Partially meets req'ts. Overall, details were high level without sufficient detail to fully assess the project management methodology/approach. Response did not address

- implementation plan development
- deliverable management
- risk assessment/mitigation
- issue management
- Bidder's staff responsibilities.

Project Implementation Methodology, pg. 88-90: Partially meets.

- Fig. 69, pg. 89: WEAKNESS, Functional teams has too few Ivalua resources whereas the State/Entity resources are more extensive. Implies that the State/Entity will be carrying more work than the Ivalua team. For the Functional Team would expect to have an Ivalua Lead, Testing Lead/Analyst, Configuration specialist.
- Deliverables, pg. 90: WEAKNESS, would expect to see Risk Register, Issues Management and Test Management/Tracking deliverables.
- Fig. 70, Typical Project Steps, pg. 90: The provided example of an implementation plan is too generic to assess.

Catalog Support Services, pg. 91/92: Partially meets.

- WEAKNESS, Ivalua does not provide catalog support services. Response discussed at a very high level the process of suppliers creating catalogs, supplier or state loading catalogs and state approving catalogs.
- Did say they have "partners" who can provide the req'd catalog services but the services are not included in the scope/pricing.

Data Conversion Services, pg. 92: Partially meets.

- WEAKNESS, Ivalua does not provide Data Conversion Services. They provide "partners" that they could have do the work but this isn't included in the proposed scope/pricing.

Interface/Integration Development Services, pg. 92: Partially meets.

WEAKNESS, Ivalua does not provide Data Conversion Services. They provide "partners" that they could have do the work but this isn't included in the proposed scope/pricing.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 2

DATE: 12/27/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Organizational Change Management (OCM Services) , pg. 93/94: Partially meets.

Details provided were very high level and CLARIFICATION,

- response did not address Impact Assessment, Coaching Plan, and Resistance Assessment/Management plan.
- what all of these OCM services are included as part of the proposed implementation scope/pricing? Note that Fig. 69 identifies specific Ivalua OCM and training resources without details of scope/work included or responsibilities.

Training Services, pg. 95/96: Partially meets.

Details provided were very high level and

- response did not address training needs assessment, developing a training plan or provide the req'd "example Training Plan".
- what all of these Training services are included as part of the proposed implementation scope/pricing? Note that Fig. 69 identifies specific Ivalua OCM and training resources without details of scope/work included or responsibilities.

Help Desk Services, pg. 96-98 & IMPL-1 thru 5: 96-98: Partially meets. WEAKNESS, proposal only includes Level 3 Help Desk support but only to the "Customer Administrator". not to the req'd "users and Suppliers". Support for users/Suppliers is "optional" for additional costs.

RTM

- WEAKNESS, IMPL-4: Ivalua Help Desk does not provide a "live chat feature".
- POTENTIAL WEAKNESS, IMPL-5: Proposal does not provide/support integration between their ticketing system and a State/Entity ticketing system.
- One req'ts needs clarification.

On-Site System Stabilization Support, pg. 98: Meets req'ts.

Managed Services Requirements

Solution Support, pg. 99-102 & MNGD-1: Partially meets. Response did not address:

- Provide reviews of Solution use to make recommendations/suggestions.
- Maintains an e-mail listing for 3rd party components.
- "level of hosting", pg.100: response indicates that the SLA response times are "depending on the level of hosting" but the proposal does not indicate what level is being included in the proposal.

RTM

- Meets req't.

Organizational Change Management (OCM Services) , pg. 102/103: Does not meet req'ts. WEAKNESS, Ivalua is not including OCM services as part of "ongoing / managed services".

Training Services, pg. 103: Does not meet req'ts.

WEAKNESS, Ivalua is not including Training services as part of "ongoing / managed services".

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 2

DATE: 12/27/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Help Desk Services, pg. 103/104: Meets req'ts.

NOTE: in Implementation Services lvalua is only offering Level 3 support however here in Managed Services they are offering Level 1. Need to make sure that this Level 1 support is included in the proposed scope/cost.

Transition Out Assistance Services, pg. 104/105: Partially meets req'ts.

Response did not address req'ts to be discussed

- provide assistance to transition to another party
- information to the number and function of Contractor personnel
- transfer data, information, deliverables, work products, documentation, etc.
- identify dependencies
- assist in designing plans
- submit a transition plan

Other Available Services

- No additional services identified. Response just discussed their "in-house development tool called Aware".

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 2

DATE: 9/17/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Full service
 - Six core areas.
 -
2. Previous Projects
 - Public sector – extensive at state level – implemented/ongoing
 - Private sector – extensive.
 -
3. Subcontractors
 - US data centers identified
 -
 -
4. Organizational Chart
 - Broad description. Interenal implementation..
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s) 2:

DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Ivalua - Unified Business platform.

General Principal and Requirements

- Key Solution Functionality Elements – fully integrated system. Start from single landing page; homogenous look and feel between modules. Single data ecosystem.
 - P5 Ivalua has extensive experience in delivering procurement solutions for State & Local organizations. As we work with our customers, we have continued to build in public sector best practices throughout the solution. Some of these features include:
 - Native public transparency portal
 - Renaming throughout the solution to align to public procurement terminology
 - M/WBE Management
 - Sealed Bidding
 - Subcontractor Reporting
 - Cooperative Reporting
 - Portal entry – single login, configurable dashboards. Collaboration tools – blogs, forums, comments.
 - Open marketplace - hosted catalogs; punchout catalogs (side-by-side hosted and punchout searches; off catalog searches.
 - P5 Integration toolbox capable of connecting with multiple ERP solutions, third-party data providers, suppliers' systems and so on. Likewise, Ivalua supports multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI, SFTP, HTTP, etc.). Our integrations toolkit and library connects to over 60+ ERPs and includes hundreds of data mapping formats and standard integration templates.
 - Workflow, Document Management, Configurable (p6 example list), Public portal – transparency.
- User Experience – login routes to homepage unique to user, role and tasks.
 - One or more roles guide the user experience.
 - No cost for suppliers to access portal to submit bids.
 - P7 search capability is accessed directly from the home screen for users to be able to start searching the catalog, or to create new requests.
 - P7 access pending workflow tasks directly from home screen
 - P9 Users or administrators can also set-up out of office forwarding for users. This will delegate all workflow tasks assigned to that user within a defined time period to another user or group of users.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Bidder Best Practices and Roadmap
 - Major releases delivered 2 times per year.
 - Recommends major updates 18 months for best product maintenance
 - Fedramp ready
 - Public sector longtime focused; best practices developer for public sector tailored solution.
 - Roadmap is 60% customer-sourced.
 - Roadmap – web apps; invoicing and payment execution inside Ivalua; contract lifecycle management using AI; supplier risk and performance; StateRamp; enhanced clause libraries; collaborative authoring.
- Innovations and Value-Added Features/Services
 - P11 Ivalua Help Desk as alternative to state-operated. Level 1 with 0-% tickets solved within 1 hour. Level 2 redirect. (Cost item)
 - P12 Advanced Services procurement. (Cost item)
 - Vendor Master Management – supplier data (Cost item)
 - Adoption of ERP specific source schema tables to support bidirectional master data integration
 - Use of a supplier cleansing workbench for merging and deduplicating records from multiple source systems
- Customizations/Extensions – Configuration not custom code.
 - Coding changes part of release cycle.
 - Users have flexibility to deploy releases. Reduces risk of automated upgrades-prompted problems.
- Alternative Funding Models – Not proposed.
- Contract transition. Existing customers may discuss contract transition with Ivalua. GFE not guarantee.

Functional Requirements

- General Functionality
- Six modules integrated: Supplier Risk & Performance; Solicitations & Bid Management; Contract Management;
 - *P16 Master data throughout the solution for selection of organizations, commodity codes, units of measure,*
 - *Single platform manages the end-to-end solicitation and purchasing process for the organization, suppliers, and political subdivisions*
 - *EPROC-GEN-3 - Posting to Ivalua's native site does not require any integration. Ivalua can also integrate to state's websites or other sites, as needed. Our recommended approach is using Ivalua's public portal and putting a link within the State's website, to leverage the simplicity of standard functionality while easily allowing access for users from the State's website.*
 - *EPROC-GEN-39 - Throughout each implementation, Ivalua works with organizations to identify any additional information outside of standard that should be available on the public portal. Document posting can be controlled at the individual document level or by document type (Ex. confidential documents not made public). Authorized users will be able to modify the document types made public.*

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- Supplier Portal – P17 *free supplier portal where suppliers may perform self-registration and other activities with their customers. Ivalua supplier registration & information management capabilities allows to quickly and easily onboard suppliers for RFPs, orders and invoices, and push data to ERP or other relevant system*
 - *Supplier features:*
 - *Managing their supplier information and users*
 - *Submitting reports for cooperative contract usage*
 - *Responding to sourcing events*
 - *Managing/redlining contracts*
 - *Uploading catalogs*
 - *Viewing orders*
 - *Creating advanced shipping notices*
 - *Creating invoices*
 - *Viewing their performance*
 - *Collaborating on improvement plans*
 - **EPROC-SPR-14 Needs clarification** *ERP financial data is integrated into the system as standard throughout the Procure to pay process. Additional fields can be captured through integration. Is this integration included in the price or required to be developed on customer ERP side?*
 - *EPROC-SPR-19 Administrative fee payments will be submitted through a third party payment provider. Ivalua can offer a close integration to the third party provider to track payment within the system*
- Supplier Enablement/Management- p18 *Supplier activation within Ivalua takes place in two parts. The first is a public facing registration page that allows any new supplier to create an account within the system. The second is the 'full enrollment' process, where the supplier can login and collect additional information required to be fully onboarded with the organization and to do business. The registration page can be found by accessing the public facing homepage of Ivalua. Potential suppliers can access the portal 24 hours a day, 7 days a week, 365 days a year. The Ivalua supplier portal is 100% free for the suppliers, no setup and/ or transaction fees.*
 - **EPROC-CDR-18 to -27 – Third party integration to validate supplier data. Needs clarification – Ivalua supplies or customer supplies?**
 - *EPROC-VDR-32 Ivalua segregates organizations – workflow can't pass between organizations.*
 - **EPROC-VDR-40 – Needs clarification** *(vendor email signup) – is this a Customization as marked or a Configuration as stated in comments?*
 - **P 20** *The supplier submits their registration it is processed through an automated workflow that will automatically accept or reject the registration based on system conditions, such as a duplicate check. The workflow process and acceptance/rejection criteria will be established by each client. If the supplier's registration is approved, they will receive an email notification informing them that their account has been created, and they can login using their username and password that were established on the registration page. Needs clarification – is approval following automated step or is there manual intervention by Ivalua or State?*
 - *P21 – documents can be stored in profile for use in response and contract management.*
 - *P24 – supplier self-service for account maintenance then routes to internal user for approval; can sent updates to ERP.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- Buyer Portal – Internal users log in via username/paw or SSO.
 - P25 Alternatively, **suppliers** can login via SSO with their organization. **Needs clarification** – is this a typo as this is buyer portal response? Is there an SSO supported for suppliers?
 - P26 User role or roles tied to authorizations. Perimeter can limit visibility into certain departments' data or permissions.
 - EPROC-BPRT-8 – Daily summary of notifications not available.
- Need Identification – P27 *Options from home page: Create a Needs Request form; Create a Purchase Request - contract, non-contract, punch-out, non-catalog products, or for the procurement of services; Complete an Exemption Request; Create a sourcing event; Gather quotes; Create a Contract.*
 - **EPROC-Need-3 – Needs clarification** – Why is guided buying listed as a C? Is there not standard or configurable workflow?
- Request through Pay – starts with requisition; routes for budget; moves to sourcing event. Fully integrated process through requestion, purchase order, receipt and approval.
 - P32 – multiple methods of receipt input: PO; from scratch; EDI/cXML; OCR.
 - Integrates to ERP to trigger and record payment.
 - **EPROC-PC-1 thru -9 – Needs clarification** – status of pcard development.
 - EPROC-RC-21 – UOM conversion to set inventory as different from PO is configurable.
- Catalog Capability – items from multiple suppliers can be on the same PO.
 - CXML punchout; unlimited items; unlimited catalogs
 - Spot bid functionality EPROC-CAT-11
 - Supplier uploaded catalogs routes for approval to internal user.
 - P35 Ivalua also has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal Ivalua catalog. This will provide the user with a single place to conduct a search, instead of having to punch out to the external catalog first.
- Sourcing/Bid Management – All RTM listed sourcing methods supported as standard or configurable.
 - P36 – Suppliers added to tab for solicitation notification in supplier tab manually; suppliers can be searched by any field in supplier database. (This will include supplier record details – contacts, performance, documents.)
 - P37 Documents tab can host unlimited attachments, e.g. T&Cs; workflows for documents and versioning; standardize for agency.
 - Sealed bid management blocks access by internal users until bid due date; time stamp on screen for auditability.
 - Pricing collected in system, p39; Templates permitted; modifications, new fields can be created; system calculates price savings against reference prices if included
 - Public portal for posting – recommendation to host solicitation on Ivalua, link with basic information from state or other sites to minimize integration effort.
 - **P39 – Needs clarification.** Public sourcing events allow any user without an account to view and respond to event within the Ivalua sourcing solution. How is user data captured and ongoing communication facilitated without a confirmed account? See EPROC-SRC-66 If these suppliers choose to respond they will be required to make an account in the system.
 - P43 During active solicitation, internal users can see activity of suppliers including participation, as well as email notifications received; Sealed bids content protected until closing date.

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- P44 Contract creation starts with award notifications and carries over solicitation/response fields to avoid duplicate re-entry of data.
 - **EPROC-SRC-35 – Needs clarification.** *This can be accomplished via configuration. For editing via Ivalua's Microsoft word authoring - **check-in/check-out is supported out of the box, but not for attachments only.** What does "not for attachments only" mean?*
 - EPROC-SRC-48 *Workflows can be designed by administrators using drag-and-drop capabilities. It is easy to develop tasks for human approval, or routing decisions based on business rules or factors such as threshold amounts*
Configuration will be required to ensure the workflow meets the needs of each organization
 - **EPROC-SRC-68 – Needs clarification** – Is eFax a roadmap item or does Ivalua plan to not support?
 - EPROC-SRC-76 – Posting all solicitation documents to state's public website is customization with high complexity. See earlier not for simpler recommended process.
 - EPROC-SRC-83 – No integrated video conference. Third party link can be inserted. Attachment can be uploaded.
 - EPROC-SRC-102 – Ivalua native plugins for third-party electronic signatures.
- Contract Management
 - P45 *The contract record within Ivalua captures all aspects of contract information, documentation, activity, and performance within the single record.*
The header tab of the contract captures the basic information about the contract brought over from the solicitation as well as manages any dates associated with the contract. Based on the dates that are set-up in the header of the contract, the system will automatically trigger reminders when the contract is nearing expiration.
 - Document management. P46 Within the document management capability, Ivalua has a built-in authoring tool that will allow users to write and redline contracts directly in the Ivalua solution. *All organization contract templates and clauses will be stored within the system that can then be easily pulled into the contract document. Legal users will have the ability to import or edit templates and clauses, when needed. Redlines are tracked from user to user with the ability to compare previous versions of the contract side by side. Ivalua also offers a native integration to Microsoft Word, so users redline in the Word can sync their version back to Ivalua.*
 - P47 Through the third parties tab, Ivalua can capture any subcontractors and distributors that are being used by the prime supplier on the event. They can define who the subcontractor is, their M/WBE status, as well as the amount of percentage of the total contract value the supplier is responsible for.
 - P48 system can also trigger a subcontractor report to prime suppliers. This allows them to report how much has been paid to their defined subcontractors in that period. The report is then routed through a workflow for approval.
 - EPROC-CNT-72 – Fee comparison. Marked as C, but comments say configuration. Is this code?
- Vendor Performance P49 *performance information is maintained within the supplier's profile for reporting, as well as can trigger alerts to users if a supplier is consistently performing poorly.*
 - Templates for performance assessments. Vendor score. *As evaluators respond to the supplier assessments, they will be able to add comments and attachments, where needed.*

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- Improvement plans can be set up as collaboration tool to create tasks aimed at supplier improvement. Supplier and Internal user can both access.
- Purchasing/Data Analytics – 100 out of the box reports; ad hoc reports; SQL queries.
 - Analysis reports with data visualizations.
 - Three RTM requirements depending on completion of the Pcard functionality.

Technical Requirements

- Availability – 99.8% uptime. Monthly scheduled maintenance.
 - Service credit 5% for <99/8% increasing through levels to max of 25% for <85%. Credits applied against future prof. serv. Fees. No refunds unless <90 on contract.
- Accessibility Requirements – P55 *Ivalua is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance. Ivalua is committed to being Section 508-compliant (against WCAG 2.0 Level AA requirements) as soon as possible across all application pages.*
- Audit Trail and History – P56 *While a user is logged on, all actions and activities are registered, logged and time stamped. Every transaction created, every status change, every movement through to the next step in a workflow, every addition or deletion of a data item of any kind is part of this logging effort.*
- Browsers Supported – Common browsers – last 3 major releases; Explorer – only MS-supported.
- User Accounts and Administration – Role-based administration to access permitted sections of Ivalua environment.
 - User Authentication – Supported: Login / password authentication; Single Sign On (SSO) SAML 2 Web based authentication standard; Two-factor authentication; Reverse Proxy / IIS Agent based authentication (CA Single Sign On, formerly CA Site Minder)
- Federated Identity Management: SAML 2.0 protocols for Single Sign On. Single login for entire platform.
- Data Conversion - P59 *As part of the implementation, we will conduct a data assessment to determine the data requirements for the project and the Participating Entity. Based on this, a data strategy will be established identifying the data conversion scope for the project. Once the data strategy is completed, Ivalua and Participating Entity resources will leverage Ivalua's which are an open part of our User Interface to perform data transfers.*
 - *Once the Participating Entity has reviewed the approach and impact to the project scope, effort, timeline, and cost and signed off on the scope, a combination of Ivalua and Participating Entity resources will perform the data conversions.*
 - *EPROC-TECH – Date conversion legacy data supported except for Solicitation data in State's system and Vendor performance data.*
- Interface and Integration – P59 Synchronous and Asynchronous data transfers supported. Multiple communication protocols and data formats, including flat files, JSON, XML, cXML, OCI, IDOC (SAP)
 -
- Office Automation Integration – All file types supported as attachment.
 - Excel support across sourcing process.
 - Reporting tools natively export to Word, Excel and PDF
 - Contract tool imports Word documents.
 - Contract data can export Word and Pdf.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Ivalua

CATEGORY #(s) 2:

DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Mobile Device Support – P61 *Ivalua is a fully responsive HTML application; screens adjust to devices, e.g., on when using Ivalua on a mobile device the screen menus change for PC layout to Mobile-friendly layout.*
- Mobile Applications – Mobile solution runs on Webkit-enabled browser; no separate app.
- Data Ownership and Access – P61 *Customers remain the data owner and data controller of all data they place into their Ivalua instance and should apply access controls to restrict access to data within their instances based on their own requirements and needs, in accordance with their access control, data retention and data classification policies.*
Internally, Ivalua has its own data classification policy. All customer data is classified as Confidential and access to the environment where customer data is stored is limited to a small number of individuals on a need-to-know basis.
- Date Retention, Archive and Purge Considerations – P62 *Ivalua does not delete or modify customer data, unless requested by the customer to do so, and only processes data in accordance with its contractual obligations and the customer's configuration of their instance(s).*
- Disaster Recovery Plan – P62 *Ivalua BC and DR Program is based on ISO/IEC 22301 standard framework*
 - Documented backup and recovery procedures
 - Crisis/incident management procedures
 - Stakeholder communication processes
 - Replicated Web server and Application server; replicated database backups; redundant support services; contingency plan for hosting and ISP.
 - P63 *Ivalua notifies impacted customers of data breaches which Ivalua becomes aware of without undue delay, but within seventy-two (72) hours - unless a shorter time is specified in the contract*
- Solution Environments – Minimum 3 environments – Dev, Acc (test), Prod.
 - Training environment available. – add fee.
- Solution Technical Architecture – All customers environments isolated in enterprise grade cloud architecture. End users access Ivalua from web browser – no client software installation required. – 64-bit MS stack. Plus open standards REST, JavaScript, HTML, XML and JSON.
 - Database layer on servers in non-internet routable network segment – requests not made directly to database tier; only issue from customer's instance.
 - No commingling of customer data.
- Solution Network Architecture – All RTMs standard functionality.
 - P66 *Intrusion Detection System and Intrusion Prevention system (IDS/IPS), monitors and blocks malicious traffic or attack on network traffic traversing the device.*
 - *systems log unexpected network activity (volume of traffic, protocol anomaly, signature-based attack) and notify Ivalua IT staff in real time via emails and text messages.*
 - P67 *Equinix DC3 Data Center - Ashburn, VA (Primary, DR); CH3 Data Center - Elk Grove, IL (Primary, DR)*
 - *Ivalua also guarantees a Hosting SLA (hit response time, uptime) and can share a monthly report with the client upon request.*
- System Development Methodology - P67 *secure-SDLC policy and procedures that ensure security-related functions are covered during the development life cycle from design to implementation to testing. New features are evaluated for their security impact during the design phase, regular code reviews (peers and SAST tools) are conducted internally during the implementation phase and tested for effectiveness during the QA process.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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BIDDER NAME: Ivalua

CATEGORY #(s) 2:

DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- *Ivalua's development process is based on the Agile methodology with its iterative approach to software development and assessment. This embeds Quality Assurance directly into the ongoing development process.*
 - *P68 Configuration Management Program for its Cloud services in accordance with NIST Security-Focused Configuration Management of Information Systems guidelines. Ivalua applies Security-focused Configuration Management for establishing baselines and for tracking, controlling, and managing many aspects of the secure lifecycle of all information system resources, configurations, and processes.*
 - *All application changes/updates are at the customer request and control, and they will be performed either behind the scenes (for minor updates) or through scheduled downtime (for major updates). Customers typically enforce their own change management process.*
- **Service Level Agreement** – Sample attached. 99.8% uptime. Monthly scheduled maintenance.
 - *Service credit 5% for <99/8% increasing through levels to max of 25% for <85%.Credits applied against future prof. serv. Fees. No refunds unless <90 on contract.*

Security Requirements

- **Cloud Security Alliance (CSA) Compliance** – CAIQ 3.0.1 provided (No unusual.)
 - *IAM-02.7 Ivalua doesn't share internal security metrics with customers. The termination control is tested as part of the SOC control and SOC report is provided to the customers upon request.*
- **Security and Privacy Controls-** **P69 Needs clarification** Ivalua is currently in the process of validating controls and safeguards against NIST SP 800-53 Revision 4 "Moderate" risk controls for FISMA compliance with our Commercial Cloud. **Is this complete?**
- **Security Certifications** - *Ivalua has implemented an Information Security Management System (ISMS) in accordance with ISO/IEC 27001. Ivalua is annually audited SSAE-18 SOC1 and SOC2 (US) and ISAE-3402 (Europe). Ivalua is also annually audited HIPAA and complies with business associates' requirements of the Privacy, Security, and Breach Notification Rules.*
 - *P70 Ivalua is not currently audited for PCI-DSS compliance. However, Ivalua has safeguards and security controls in place to protect cardholder data in accordance with the PCI-DSS standards and is leveraging its Hardware Security Module (HSM) infrastructure to manage cryptographic keys used to secure cardholder data.*
 - *Ivalua is FedRAMP Ready with our GovCloud and listed on the FedRAMP Marketplace.*
- **Annual Security Plan** – *P71 Ivalua has built its security program and implemented an Information Security Management System (ISMS) in accordance with ISO-27001. The security controls deployed are in alignment with ISO/IEC 27001 and NIST SP 800-53 "Moderate" baseline requirements to address the information security risks. We are certified SSAE-18 (US) and ISAE-3402 (Europe).*
 - *Ivalua enforces the principle of least privilege across the entire organization. Role-based access control at directory and application levels and firewall rules are used to manage access.*
 - *Only users with the appropriate profile can load a page or execute a function. It is also possible to limit the data access of business objects on a per user basis.*
 - *Ivalua Solution architecture leverages a multi-instance tenancy model on shared servers. Our model creates a very distinct boundary between the data of each client.*
 - *Ivalua invests a large number of resources to get itself audited by a 3rd party auditor against the SOC and HIPAA security frameworks. Every year it produces a report that is shared with its customers, upon request.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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- *5-stage incident response: Preparation; Detection and analysis; containment, eradication and recovery; post-incident activity; communication.*
 - *Ivalua applies a single data classification to all customer data it hosts. Ivalua does not inspect or monitor its customers' data and has no ability to understand how any data may have been classified by individual customers.*
 - *Ivalua has implemented numerous privacy and security practices to ensure Ivalua compliance with the GDPR.*
- Secure Application and Network Environment – Equipment hardened; proactive network security. See architecture above.
 - P77 Data at-rest and in-transit is encrypted using the industry-standard AES 256-bit encryption. Ivalua Cloud infrastructure where client data are stored, processed, and transmitted:
 - The web traffic between the end-users and the servers is encrypted using TLS (HTTPS). Ivalua SSL X.509 CA certificates are generated with RSA 2048 key size and SHA-256.
 - P78 *In Ivalua's infrastructure, managed devices (switches, routers, firewalls) and services communicate their activity logs to two different servers, located in two geographically distant data centers.*
 - *While a user is logged on, all actions and activities are registered, logged and time stamped. Every transaction created, every status change, every movement through to the next step in a workflow, every addition or deletion of a data item of any kind is part of this logging effort. As a result, the system can produce a detailed audit trail of exactly who did what, where and when. This audit trail can be produced in reports on a real-time basis.*
 - DLP strategy includes an administrative policy around removable media and data loss prevention.
- Secure Application and Network Access
 - P81 *Each client application instance runs under a dedicated application pool process with a client dedicated identity. This model also facilitates the ability to perform upgrades and maintenance on an individual basis without impacting other clients' instances. This model enables higher instance availability.*
- Data Security – See above. All narrative in this section has been stated in other areas.
- Personally Identifiable Information Protection – P85 *Ivalua has implemented numerous privacy and security practices to ensure Ivalua compliance with the GDPR.*
 - *Customers may configure access to PII such that customer-defined roles have access to PII within the Ivalua platform. When providing customer support, Ivalua may have access to PII data.*
 - *Ivalua is also annually audited for HIPAA and complies with business associates' requirements of the Privacy, Security, and Breach Notification Rules.*
- Security/Privacy Issue Occurrence - *reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours.*
- PII Data Actual/Attempted Access or Disclosure – See previous
- Security Breach Reporting – See previous

Implementation Services Requirements

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- Project Management – Semi-Agile approach: MOBILIZE; EXPLORE/DESIGN; BUILD/CONFIGURATION; TEST; DEPLOY/GO-LIVE; RUN
 - P88 *Ivalua will support project management activities for Project Planning, Tracking and Reporting.*
 - P89 Detailed expectations of customer personnel resources and time commitment.
 - P90 – Sample project plan provided.
- Project Implementation Methodology – P91 *based on the principles of rapid deployment and prototyping*
 - *End-users are involved in both mockup and configuration of their system. This accelerates their understanding of what is possible and allows them to refine their requirements to what is most needed*
 - *During the Build phase of a project, each configuration change (driven by the requirements collected during the design phase) is unit tested by the configurator. Once the Build phase is over, and before User Acceptance Testing starts, our Quality Assurance team reviews and tests the entire application build to make sure that all the pieces come together without defects, and as per the approved design.*
 - *Code changes are extremely limited (and restricted to Ivalua certified engineers only), submitted to validation internally, and if approved, will have to go through a peer code-review process before being delivered on a client' environment*
- Catalog Support Services – Two phases. Suppliers or buyer load catalogs; Data approved by buyers.
 - **Needs clarification –** Does Ivalua provide implementation support?
 - P 92 *In the event that our customer requires additional catalog support services, Ivalua can leverage our partner ecosystem to provide these services including:*
 - *Providing assessments to identify and prioritize contracts as potential for hosted catalog or punchout;*
 - *Creation of hosted catalogs;*
 - *Setup/configuration of punchout sites;*
 - *Identification and setup of commercial retail online marketplaces;*
 - *On/off-boarding of Suppliers to prepare them to manage catalog content; and*
 - *Training customer staff to assume catalog/punchout management roles.*
- Data Conversion Services – **Needs clarification – p92** *does Ivalua provide data conversion assistance during implementation?*
- Interface/Integration Development Services
 - P93 *The approach is to map Participating Entity's data to Ivalua data. Specific interfaces are configured (no coding), the configuration of interfaces is part of the integration toolbox resulting in micro integration workflows supporting open protocols and data formats. The approach is to select one of the predefined integration templates appropriate for the business object, map the data items, configure the protocols and data format.*
 - *Ivalua will assign an Integration Lead to work with Participating Entity's team to perform a technical assessment to identify all required interfaces and integrations.*
 - *Ivalua project methodology, design, configuration, testing, and implementation of the interfaces and integrations will be performed.*
- Organizational Change Management (OCM Services) - P94 *change management and custom training services, including Change Management and Custom Training development (Instructor led training, Train-the-trainer, Web-based recording, and Quick Reference Guides (QRGs)).*

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- Leadership/Stakeholder Engagement; Change Impact Assessment; Change Readiness; Training (Web-based, Instructor-led; Instructor guides for trainers; training exercises; quick ref guides; simulations) Streamlined communications strategy.
- Training Services
 - Robust e-learning program for customers, partners and staff to learn at own pace – Ivalua Academy with Ivalua Certification.
 - Key User training; Administrator Training; Technical training – multiday on the Standard Ivalua platform (not configured instances.)
 - Custom-training: Web-based, Instructor-led; Instructor guides for trainers; training exercises; quick ref guides; simulations
- Help Desk Services – SaaS subscription includes Technical support level 3 for standard product and configured customer applications. Responsibility – maintenance releases, defect requests, product questions.
 - Optional: Help-desks for End users (level 1), suppliers (level1) , Administrators configuration support. – Phone, Email
 - Level 2 redirect if needs. 90% resolution within 1 hour.
 - EPROC_IMPL-3 and -4 – No live chat available.
 - EPROC_IMPL-5 – Ivalua Extranet ticket system can be viewed by customer, but does not integrate to customer's ticket help system.
 - Needs clarification: Do registered suppliers/registering suppliers have access to Ivalua helpdesks without state paying for additional helpdesk, or is state accepting all supplier support role? F4 indicates additional catalog support services not anticipated beyond go-live.
- On-site stabilization. Hypercare – 3 months. Monitor rollout; triage and support high-priority tickets; adjust configuration, defects. Focus on end-user adoption; transition to state support team and Ivalua Run team.

Managed Services Requirements

- Solution Support – Repeat of description of infrastructure, SLA and environments.
 - SDLC policy and development and testing plans for rollout explained.
 - Testing has 4 levels: Manual tests and code reviews; load and performance testing; functional testing; regression and automated testing.
 - Repeat of contracted level 3 support and optional level 1 supports.
- Organizational Change Management (OCM Services) – P 103 See implementation. Additional OCM not anticipated.
- Training Services P 103 See implementation. Additional OCM not anticipated.
- Catalog support services. P 103 See implementation. Additional OCM not anticipated.
- Help Desk Services – Needs clarification: Is this helpdesk in F5 the added cost Level 1 help Desk?
- Transition Out Assistance Services
 - P105_ Upon termination of the contract, Ivalua retains processed data and files for a limited period of time in accordance with the contract. We then delete the client online files (skipping the file trash). When the physical servers are terminated, media is destroyed, except for encrypted data in archived storage (which is destroyed in accordance with Ivalua's data retention schedule). Ivalua follows NIST 800-88 Media Sanitization guidelines.
 - Ivalua to work with customer on transition needs – no specific commitment. Customers can self-extract or request Ivalua help to extract data.

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Video Demonstrations

- Major elements of system and scenarios demonstrated.
- Clean system with consistent look and feel.
-

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RFP #: 202102021

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BIDDER NAME: KPMG-Ivalua

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 2-7)

- KPMG LLP is the US firm of the KPMG global organization with 40K+ professionals with “1,200 dedicated procurement professionals” the “bring the state and local government domain knowledge”.
- Have “successfully delivered the proposed Ivalua solution to the States of Arizona, Ohio, Alabama, Vermont” and local governments included “City of New York, Caltrans, Teachers Retirement System of Texas”.
- “Featured in Spend Matters’ Top 50 Providers to Know Almanac”.
- “Designated as a ‘Leader’ in Gartner’s Magic Quadrant for Business Operations Consulting”.
- Services support “targeted improvements as well as implementing full-scale procurement transformation solutions”.
- “Have particular depth in helping optimize ‘Source-to-Pay’ processes”.
- “Have delivered 300+ cloud eProcurement projects” implementation”
- 400+ Source-to-Pay assessments and efficiency improvement projects completed”
- “Lessons learned” from “Ohio, Arizona, Alabama, Vermont and others will be leveraged”
- “KPMG and Ivalua have been working together since 2013”.
- “Powered Enterprise approach” delivers “on Day One an out-of-the-box, preconfigured solution based on a leading business practice target” which “can help accelerate the transformation and change process”.

2. Previous Projects

- **State of Ohio:** (pg. 9-11)
 - i. Source-to-Pay implementation, “supplier management, catalogs, sourcing, quote management, contract authoring and management, purchasing, invoice management, expense management, savings tracking, and spend analytics”.
Full Suite eProcurement implementation.
 - ii. Batch Interfaces and Realtime /Integrations with PeopleSoft: Org Structure, Users, Chart of Accounts, Thresholds, Controlling Board, UOM, Payment Methods/Terms, Commodity Code, SSO, Addersses, Suppliers, Contracts, eSignature, Catalogs, Budget Validation, Purchase Orders, Change Orders and Invoices.
 - iii. 3 releases: eMarketplace/Supplier Management, Procure-to-Pay, and Source-to-Contract. Conversions: 50K users, 4K Orgs, 150K Suppliers, 2K Addresses,

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1.5K Contracts and 30 Catalogs. Project started 9/7/2018, R1 Go-Live 12/17/2018, R2 Go-Live: 12/4/2019 and R3 Go-Live:

- iv. Train-the-Trainer approach with “25+ instructor-led courses” delivered “both onsite and virtually” and provided webinars. Provided user manuals, job aids, interactive web-based training courses and microlearning videos. 11/2/2020.

- **State of Arizona:** (pg. 11)
 - i. Source-to-Pay... *Full Suite eProcurement implementation.*
 - ii. “35+ Integrations/Interfaces” with CGI Advantage for Vendor, Requisitions, Purchase Orders, Receipts, Invoices, Master Data and Inventory.
 - iii. Project dates: Nov 2017 to Feb 2019
- **State of Alabama:** (pg. 11/12)
 - i. Source-to-Pay... *Full Suite eProcurement implementation.*
 - ii. “50+ Integrations/Interfaces” with CGI Advantage for Suppliers, Chart of Accounts, Budget Validation, Purchase Orders and Invoices.
 - iii. Migrated 15K+ suppliers and 1.5K+ contracts.
 - iv. Created “localization template to bring additional agencies and state entities onto the Ivalua platform”.
 - v. Project dates: March 2020, on-going. Go-Live June 2021.
- **Teachers Retirement System of Texas:** (pg. 12/13)
 - i. Source-to-Pay implementation, Supplier Mgmt, Purchase Request/intake, Sourcing, Contract Authoring/Mgmt, KPMG cognitive contract mgmt tool, Purchase/Change Order, Invoicing, Payment and Reporting.
 - ii. Inbound/Outbound interfaces with PeopleSoft: Contracts, Supplier, Account codes, Fund, Depts, PCA, Budget, Invoice OK to pay, Payment info, Users, SSO, DocuSign and auditing.
 - iii. Train-the-Trainer sessions: instructor-led, web-based with quick ref guides.
 - iv. Project dates: Sept 2020 to April 2021, Go-Live Jan 2021
- **CalTrans:** (pg. 13)
 - i. Supplier and Contract management mentioned but full list of Ivalua modules that were implemented not listed .
 - ii. Migrated contracts
 - iii. Train-the-Trainer w/quick ref. guides.
 - iv. Project dates: Sept 2020 to April 2021, Go-Live Jan 2021

3. Subcontractors

- **Ivalua:** (pg. 15)
 - i. First Source-to-Pay SaaS client in 2006
 - ii. “First wave of U.S. clients beginning in 2013”.
 - iii. Ivalua Professional Services will be a subcontractor to KPMG to implement the Ivalua integrated solution”.
 - iv. KPMG will lead project implementation. Ivalua will “provide platform-level engineering support”.

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4. Organizational Chart

- Org chart does reflect a project implementation with State, KPMG and Ivalua roles identified. While high level, the chart does reflect the core/key roles. (pg. 18)
- The Role/Responsibilities table identifies the primary responsibilities for only the KPMG resources. Does not address Ivalua or State positions. (pg. 19-21).

5. Litigation (pg. 23)

- "Have no pending litigation that would materially affect the firm's operations or our ability to perform services for you".
- "KPMG is not aware of any significant issues relating to client contracts, or any terminations of those contracts, which would interfere with KPMG's ability to successfully perform the services contemplated".

6. Financial Viability (pg. 25-29)

- Total revenue for fiscal year ending Sept. 2020 was "\$9.6 billion"
- KPMG's outstanding debt rating by the National Association of Insurance Commissioners is "NAIC-1", the "highest credit quality ranking on the NAIC ratings scale".
- Only provided 2 of the 3 required recent year Audit reports.

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Individual SME Comments:

Introduction – pg. 2

- "KPMG/Ivalua can implement the desired eProcurement functionality as individual workstream packages or as a combination of workstream packages"

KPMG Exceptions to Master Agreement, pg. 195-223: Need review by Maine and NASPO ValuePoint

- 31 exceptions to Maine T&Cs
- 28 exceptions to the NASPO ValuePoint T&Cs
- Added terms for Help Desk and Managed Services:
 - o Definitions
 - o Provider Services Personnel
 - o Term and Termination
 - o Disclaimer and Limitation of Liability
 - o Indemnification
 - o Cooperation; Use of information and State Materials.

KPMG Assumptions, pg. 182-189:

- **General**, pg. 183/184
 - o 1st bullet: Participating Entities will "contract directly with the eProcurement Solution provider for the software licenses and with KPMG for implementation services". CONCERN, this may not be possible with some States or other Participating Entities based on their laws.
 - o 4th bullet: pricing is "subject to five percent year-over-year increase". CONCERN, not all Participating Entities can agree to an automatic price increase. In some cases they may need to use a Term/Condition for price increases based on an index instead. NEGOTIATION, suggest negotiating this.
 - o 7th bullet: "KPMG assumes up to 25% travel". NOTE, pricing reflects this amount of travel expense. NEGOTIATION, suggest having a means to reduce costs if a particular project does not need this much KPMG travel.
 - o 14th bullet: WEAKNESS... KPMG "may not be permitted to participate in a NASPO ValuePoint Administrative Fee or a State imposed administrative fee under this contract"
- **Project Related**, pg. 184-186
 - o 1st bullet: Fixed prices assume implementation periods of Small State=12 months, Medium State=15 months & Large State=24 months. CONCERN, this may make the

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prices between proposals not be comparable. Also, the time period for Small and Medium is too short.

- 2nd bullet: "Implementation plans provided assume 15 pilot agencies during each implementation. Any additional agencies/localization is out of scope and may be contracted by your organization as a change order." CONCERN, it is unrealistic to have assumed the same number of agencies for each size of State. So the pricing is not realistic and also not going to be comparable to other proposals.
- 9th bullet: "any modifications to the out of the box functionality requiring custom code" is limited to only situations where there are "statutory requirements". CONCERN, there may be RFP/RTM req'ts that end up requiring "custom code" so suggest getting this language modified to include any changes necessary to comply with RFP/RTM req'ts. NOTE, this assumption is repeated under reports (10th bullet, pg. 188)
- 13th bullet: "Client will procure five environments". CONCERN, on pg. 63, Solution Environments" it refers to 3 environments. Need to CLARIFY what is included in the pricing.
- 15th bullet "up to three supplier management questionnaires" will be configured. NEGOTIATION, suggest getting this number increased to five for Medium and Large State implementations.
- 16th bullet: "will configure up to five contract templates". NEGOTIATION, suggest getting this number increased to ten for Medium and Large State implementations.
- 17th bullet: "maximum of 25 configured fields". NEGOTIATION, suggest getting this number increased to 50 for Medium and Large State implementations.
- 19th bullet: "eProcurement system is considered the system of record for eProcurement supplier information". CONCERN, some Participating Entities may have to have the Finance System be the system of record, depends on the implementation. Suggest NEGOTIATING to strike this assumption.
- 24th bullet: "During hypercare" the Participating Entity will "perform Tier 1 support". "KPMG will act as Tier 2 support" and Ivalua "will act as Tier 3 support". NOTE, need to check this against the narrative regarding Implementation Services HELP DESK.

- **Help Desk/Managed Services** (pg. 186-187)

- 1st bullet: Participating Entities will be limited to 25 users that can submit tickets to the KPMG Service Desk. NEGOTIATIONS, suggest increasing this number for Medium and Large States.
- 3rd bullet: On-going help desk services assumes that the Participating Entity will provide "Tier 1 support". NOTE, need to check this against the narrative regarding Managed Services HELP DESK.
- 6th bullet: "assumes approximately 1% of the users will call/day with an average call duration lasting between 10 to 20 minutes". CONCERN, what about support for Suppliers? Are the considered "users"?
- 7th bullet: "20 to 35 calls/analyst/day is assumed (8:00 AM to 5:00 pm local time)". CONCERN, unclear how this metric fits with the "1% of the users" in the previous bullet. Also, what is meant by "local time"? Also, same question as previous bullet regarding Suppliers.
- 9th bullet: End-user support numbers. WEAKNESS
 - the "Total end-users" count does not match the Cost Workbook req'ts.
 - The "At Go-live" numbers are too low

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- “Ramp-up” numbers based on quarters along with the implementation plan months in the Projects assumptions means Large doesn’t get to 8000 users until end of 3rd year of implementation and just past 2 years for Medium and Small. This is not realistic.
- 10th bullet: WEAKNESS, Supplier support numbers for “Total Suppliers” should be 50,000 for each size State according to the Cost Workbook req’ts. Also the numbers are too low for “At Go-live”.
- 13TH bullet: SLA metrics.
 - KPMG is only agreeing to two of the 10 Production SLAs, Catalog Onboarding/Maintenance and External Sources Onboarding.
 - KPMG is not agreeing to any of the Implementation SLAs
 - Ivalua is responsible any other SLAs and according to the Service Level Agreement section (pg. 69) they have their own “hosting and maintenance SLA”.
 -
- **Reports/Conversion/Interfaces**, pg. 187/188
 - 1st bullet: Limits the number of reports for each size of State. NEGOTIATION, suggest increasing to at least twice the listed numbers.
 - 16th bullet, pg.188: “only active suppliers, purchase orders, and contracts will be converted/moved”. NOTE, this conflicts with Implementation Req’ts Data Conversion Services, pg. 120-128, which states the “preliminary recommendation of the data conversions based on the req’ts state in the RFP” includes In-process Requisitions, Approve Requisitions, Purchase Orders Transactions, Solicitation Data, Contract Data, Vendor Performance Data, User Account Data, Chart of Accounts Data and Historical Spend Data.
 - 10TH BULLET: “any modifications to the out of the box functionality requiring custom code” is limited to only situations where there are “statutory requirements”. CONCERN, there may be RFP/RTM req’ts that end up requiring “custom code” so suggest getting this language modified to include any changes necessary to comply with RFP/RTM req’ts.
- **OCM/Training**, pg. 188/189
 - 4th bullet: Client required to do “analysis of historic purchasing data...” NEED TO CHECK OCM SECTION TO SEE IF THIS ANALYSIS IS INCLUDED.
 - 5TH bullet: KPMG will leverage your organization’s current Learning Management System”. CONCERN, there will be some Participating Entities that do not have LMS’s. What will the impact be?
 - 7th bullet: Limits the number of “Client end users”, “Key Technical Resources” and “Help Desk Administrators” to be trained. NEGOTIATIONS, suggest that getting these numbers increased.
 - 8th bullet: TTT is limited to not “exceed three weeks”. WEAKNESS, this is too short a timeframe to learn the entire system and it will not fit into a phased implementation where training is divided among the phases.

General Principal and Requirements *(note parts 1-5 narrative are same as Ivalua proposal)*

Key Solution Functionality Elements, pg. 4-7:

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- Single Point of Entry: "has a single landing page when a user logs in. At this point user/profile-specific content is displayed." (pg. 4)
- Smart Routing: "Workflow routing is attached to any object in the system". "determine the workflow routing based on business rules for each object." (pg. 4/5)
- Compliance: "Ivalua understands that each organization has their own procurement code they must follow". System has the "flexibility to tailor the solution to meet the needs of individual public organizations" with a "robust configuration layer that allows organizations to add new fields, tailor business rules, add alerts, and managed workflow for your organization". (pg. 5)
- Portal: "they will have one place to manage all their activity and actions throughout the procurement lifecycle". "configurable homepage dashboards, users will be able to quickly see and take action on pending tasks. They will also have the ability to personalize this page to meet their needs". "collaboration tools such as internal blogs, discussion forums, and comments through the process". (pg. 5)
- Open Marketplace Environment: "find it no matter if it is from an internal catalog or an external supplier catalog". "accommodates hosted catalogs (catalogs managed by the organization), punchout catalogs (catalogs managed by retail sites)". "powerful search 360 functionality" which allows "search hosted and punchout catalogs side by side". (pg. 6)
- Integration: "robust integration toolbox capable of connecting with multiple ERP solutions, third-party data providers, suppliers' systems and so on.". "multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI, SFTP, HTTP, etc.)". "includes hundreds of data mapping formats and standard integration templates". (pg. 6)
- Workflow: "workflow allows for easy work queue / process management and rule-based assignments.". "Client administrators are given latitude within the tool to adjust approval thresholds and approval assignments without needing to configure". (pg. 6)
- "over 50 different controls per workflow step including even the specific notification methods and addressees and "callback" support that can be used to invoke scripted actions like integration web services calls or cross-workflow signaling ". (pg. 6)
- Document Management: "functionality based on a common data model and a unified code base across all source-to-pay solutions". "consistent access to every data element, workflow element, supplier record, document management, UI functionality, and automation component."
- Reporting: "have an analytics layer across all our solution areas (source-to-pay) with numerous out of the box reports and dashboards as well as easy capabilities for users to create their own reports / dashboard". "users can save their personal reports within their own dashboard as well as share with others, as necessary." (pg. 7)
- Configurable: "Coding is not required to make changes to tailor the solution to meet the needs of each client." Create new fields, Change field names, Add tooltips/watermarks/regex, Conditional logic on fields, Mandatory fields, Tailored workflows, contract templates, standard documents. (pg. 7)
- Transparency: "public portal allows for suppliers or concerned parties without an account to view all aspects of the procurement process within the solution". "public portal allows for suppliers or concerned parties without an account to view all aspects of the procurement process within the solution." (pg. 7)

User Experience, pg. 8/9 : - Response did not address "Wizard-driven capabilities", "Mobile access/use" or "Workload management" to re-assign work.

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- "Homepages are unique per profile, but also can be configured by the individual user." "includes quick links and shortcuts to frequently used objects."
- "access their pending workflow tasks directly from their home screen"
- "Each user is given one or multiple roles in the system which is tied to a series of authorizations. These authorizations will dictate what the users can see and do within the solution."
- "Users can also mass reassign their workflow tasks to other users using the delegate function"
- "Users or administrators can also set-up out of office forwarding for users."

Bidder Best Practices and Roadmap, pg. 9-11: Did not address "constantly assess and recommend opportunities to reduce costs".

- New Releases: "Major Software Product releases are delivered by the Ivalua R&D division twice a year." "Multi-instance SaaS, "client to decide which major version to choose" and "when to upgrade". "Activable Features which enables customers to take advantage of new innovations in their versions without needing to upgrade"
- Latest Technologies: "specific standards that our platform should adhere to for a specific industry, for example, we achieved the security status of being FedRAMP Ready due to our work in the US Public Sector". "leverage advanced technologies such as machine learning, natural language processing (NLP) and more."
- Timely Updates: "Once a customer decides to schedule an upgrade, together with a dedicated upgrade support team, the customer success manager, and our R&D team, we work to ensure that upgrades happen in the timeframe laid out."
- Alternate Approaches: "we have built up significant in-house knowledge on best practices within the public sector". "During the implementation phase, Ivalua together with our partner community will always be there to guide customers towards better, more effective solutions, processes, and approaches, based on our experience." "customers themselves have a high degree of ownership over the solution, to be able to make changes and evolve as needed, without having to rely on us or our partners".
- Roadmap: "We have a dedicated Public Sector team that interfaces with R&D to ensure necessary and innovative Public Sector requirements and functionality are prominently featured on the roadmap.". "Key areas of investment are focused on":
 - o Enhance Mobile experience: Already have "Progressive Web Apps" for "workflow actions, notifications/alerts and more capabilities". "year to improve and enhance this around contracts, invoicing, supplier mobile capabilities. "
 - o Invoice/Payments: "Enabling the ability to execute payments within Ivalua"
 - o AI powered Contract Lifecycle Mgmt: "leveraging AI" for a "more guided, collaborative, and intelligent experience".
 - o Supplier Risk/Performance: add new features to existing capabilities.
 - o Security: Already FedRAMP. "evaluate additional threats and standards (like StateRAMP) to ensure...pursuing the appropriate certifications"

Innovations and Value-Added Features/Services, pg. 11-13:

- Help Desk, pg. 13/14: Level 1 help desk for suppliers/internal users. CONCERN, response refers to Help Desk as "not contemplated in the RFP" however there are specific req'ts for this in Implementation Services and Managed Services.
- Advanced Services Procurement, pg 14: Contingent labor purchasing. "external labor with an efficient engagement and follow-up channel". "Talent channels... selection process". "compliance with policies/legislation... secure re-engagement process". "full visibility of service

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quality... full visibility of service quality". Monitor through "alerts, timesheet, and milestone approvals. "

- o Service profile RFx types
 - o Configurable profile seniority
 - o Configurable working duration
 - o Work assignment
 - o Time/Material purchase request
 - o Timesheet receiving (hours, days, percentage)
- Expenses, pg. 12: "Expense Stream handles the flow of claims and their images into the Payables team"
- Vendor Master Management (VMM), pg. 13) "capture, cleanse and maintain clean and accurate supplier master data" "solution can integrate with various ERPs to consume, aggregate and cleanse data using smart deduplication and merge capabilities before redeploying the pristine and accurate data back to those systems." **NOTE:** unclear how this VMM is different from the 'in-scope' Vendor Enablement and vendor integration work req'd in the RFP.

Customizations/Extensions, pg. 13:

- "Ivalua SaaS platform relies on configuration, not custom code"
- "Ivalua does not make coding customizations specific to individual clients; all coding changes on the Ivalua platform are part of their release cycle and are by definition part of the baseline product"
- "Ivalua maintains a copy of the organization's Ivalua instance." "upgrades are first applied to that solution, then will be tested, and released, and are subject to the entire cycle of testing, approvals, and quality assurance that is part of our Software Development Life Cycle (SDLC)."

Alternative Funding Models, pg. 13/14 :

- "numbers below are representational only". "additional due diligence with each participating entity... to discuss actual ranges".
- **Options 1 Hybrid Fixed Fee plus transaction-based funding model**
 - o "Participating Entity pay a reduced fixed fee and finance a portion of the program cost through a transaction fee-based funding model"
 - o "Fixed Fee payment reduced 50-75%". "fees would be decreased from our original estimate, by an amount to be agreed"
 - o Transaction Fee of 1-3%" added to "every purchase order processed"
 - o "KPMG would need to recover not only the proposed project cost, but, in addition the cost of capital for the deferred collections"
- **Option 2 Value-Based Funding Model** - NOTE this model is about the Participating Entity identifying internal savings and taking these savings from the organizations that experienced them as funds to pay for the system.
 - o "self-funding or value-based funding model with limited cost to the State"
 - o "would eliminate the initial State funding of the program". "would require a different implementation roadmap focused on delivering value rapidly"
 - o "savings that can be leveraged to create a source of funding"

Contract Transition and Flexibility, pg. 15:

- "we will work with the participating entity to assess the above and other factors and mutually agree to transition"

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Functional Requirements - *(note this entire section and the RTM are the same as the Ivalua proposal)*

General Functionality, pg. 17:

- "Source-to-Pay suite in the market which includes Public Portal, Supplier Risk & Performance Management, Sourcing, Contract Management and P2P processes, standard integrations and extensive system administration and reporting capabilities"

RTM

- "POTENTIAL WEAKNESS, GEN-15: Transaction print formats are based on "the layout of the screen" and to have "additional templates" for printing format requires "additional effort".

Supplier Portal, pg. 17/18:

- "free supplier portal where suppliers may perform self-registration and other activities with their customers"
- "have unlimited suppliers with unlimited users registered to do business"
- "register with basic information such as their tax identification number, email address, and company name to establish an account" then they "will have access to their supplier portal" to "manage all their activity with the organization from an integrated location"
 - o Manage their account information, user roles & users
 - o Submit contract usage reports
 - o Respond to sourcing events
 - o Manage/redline contracts
 - o Upload catalogs
 - o View orders
 - o Create advanced shipping notices
 - o Create invoices
 - o View their performance
 - o Collaborate on improvement plans

RTM

- Meets req'ts
- One req't needs clarification.

Supplier Enablement/Management, pg. 19-25:

- NOTE, registration is a two step process. Create basic account for one user, then that Admin user needs to log into the system to set up user roles, other users and complete the rest of their registration information that will be needed to create a supplier record in the finance system and award Contracts/POs to the supplier. Primary capabilities of a Basic registration allows them to managed their account and bid.
- "conditional logic can be utilized to tailor the registration page to specific information required by type – such as US vs. non-US"
- "Fields captured through the registration process will be tailored to your needs"

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- "submits their registration it is processed through an automated workflow". "workflow process and acceptance/rejection criteria will be established by each client"
- STRENGTH: "onboarding progress tracker" provides "quick view into the remaining items required to complete their activation" (pg. 21)
- Integrations "to external systems in batch processes or in real-time to verify profile information or bring in data from external sources"
- Can "maintain and store documents within their profile"(account). "organization can specify specific documents that are required by the supplier to complete their enrollment" (pg. 22)
- "system can track expiration dates of the documents and trigger reminders to both internal and supplier users when those documents are nearing their expiration" (pg. 22)
- "internal users will also be able to manage the supplier's information, activity, risk, as well as their performance" (pg. 24)
- Suppliers update their accounts by submitting a 'Change Request' (pg. 25)
 - o Change requests are auditable/trackable down to the field level
 - o Can be routed to the workflow for internal approval

RTM

- WEAKNESS, VDR-15: Duplicate registrations are not prevented at the time of registration. They are identified as part of workflow, if auto rejected, vendor is notified after the fact, not while completing the registration. Otherwise the State must resolve the duplicate.
- POTENTIAL WEAKNESS, VDR-19, 20 & 24-27: State will have to license the 3rd party system for validating IRS TIN/Name.
- POTENTIAL WEAKNESS, VDR-39: Response seems to indicate a "score carding" feature which may not provide the automated performance reporting on the metrics identified in this requirement.
- Two req'ts need clarification.

Buyer Portal, pg. 25-28:

- "Once the user login they will be directed to their homepage" which has dashboard that is unique to the user based on their role.
- "users can also add new aspects to their homepage or rearrange the webparts on the screen"
- Users are "given one or multiple roles" which has "authorizations" that "dictate what the user can see and do".
- Users also assigned a "perimeter, which corresponds to the agencies/departments/division they support and/or the commodities they support" which will "further limit the user's view into on seeing or editing objects".

RTM

- STRENGTH, BPRT-4: The capability to for users to be able to "change the layout and reports" on their dashboard is a significant benefit to users.
- One req't needs clarification.

Need Identification, pg. 28:

- "provides users the ability to initiate any procurement action from a single spot through the platform."

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- “provides a powerful and flexible workflow engine that not only invokes approval flows, but also provides the ability to invoke processes” that “invoke business processes allows procurement policies and regulations to become part of workflow”
- “will guide the end user to begin any type of procurement activity by clearly identifying and outlining the process and steps that need to be taken”

RTM

- Meets req'ts
- Two req'ts need clarification.

Request through Pay, pg. 29-32: NOTE, response did not address the req't for "access to external retail marketplace products".

- “All purchases within the Ivalua solution will begin from a purchase request within the tool”
- “Requests can accommodate multiple types of requests ranging from goods and services, as well as deliverable-based purchases and subscriptions”
- **STRENGTH:** purchase requests include an “Internal blog to communicate with stakeholders” (pg. 28)
- **Workflow** (pg. 29)
 - o “uses a combination of algorithms and user approval to navigate through the approvals”. “define conditional logic to determine when and who should be approving each requisition”
 - o “can also trigger different workflows to accommodate for varying business processes, as well as trigger different workflows on goods vs. services purchases”
 - o “can also trigger real-time integrations to external systems, such as an ERP at a workflow step, such as checking if budget is available for the purchase”
- “order is transmitted to the supplier through their email, including a PDF version of the order. It can also be extracted and printed”. NOTE: Tech Proposal did not address electronic order transmission (EDI/cXML) however this capability was acknowledged in RTM PO-17.
- “Receipts can be created in multiple ways, from a purchase order, from scratch, or from a supplier entered Advanced Shipping Notice”. Receipts can be workflowed for review/approval. (pg. 30/31)
- **Invoices**
 - o “Invoices can be created by PO flip, from scratch, EDI/cXML transmission, OCR capability”. (pg. 31)
 - o Invoices are workflowed for review/approval. (pg. 32)
 - o “system will automatically calculate the three-way match based on ordered, received, and invoiced amount, and will display alerts” (pg. 32)
 - o “flexible to accommodate 2-way match if specific commodities do not require a receipt in order to be paid.” **CONCERN**, it may be that 2-way match is decided based on a commodity code which could be too general to fit the situations a State/Entity needs to have supported.
- “Once the invoice is fully reviewed and approved, it will trigger an integration to the ERP for payment”. “will push an ok-to-pay file to the ERP”

RTM

- **WEAKNESS**, PRD-7: Purchase requests with a future release date for the Purchase Order required a manual step to release the PO once the date has passed, it is not automated.

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- STRENGTH, PRD-8: The capability to communicate/collaborate with other users "under the request document".
- POTENTIAL WEAKNESS, PRD-13: There is no automated functionality that will include text or attachments based on a commodity or other field value.
- STRENGTH, PRD-19: The State will have access to "Ivalua's Design Mode, Workflow Engine and Alerts & Notification toolbox" which will provide the State with self-service capabilities for configuration.
- STRENGTH, WRK-1: The workflow functionality provides both routing rules and approval rules in the single rules engines. Also allows you to build SQL statements to address complex scenarios.
- STRENGTH, WRK-2: The "whiteboard-like" user interface to design workflows.
- STRENGTH, WRK-6: The capability to "include SQL to route requisitions" is significant capability to address exceptions such as the need to have "by-pass conditions".
- STRENGTH, WRK-15: The capability to set up "specific messages" for each step.
- STRENGTH, WRK-22: "State can add fields to be auditable" provides additional flexibility to meet any changes in State audit needs.
- WEAKNESS, PO-15: System does not have the capability to have two versions of a printed purchase order.
- POTENTIAL WEAKNESS, PO-17: eFax of orders "is not currently supported".
- NOTE: Ivalua did not understand that the functionality desired is not the same as bank administration of user Pcards.
- "POTENTIAL WEAKNESS, PC-8: Pcard reconciliation currently can only be provided ""as a customized solution"" with Ivalua's expense module which is not included.
- STRENGTH, RC-17: Fixed asset receiving fields can be available for only "certain types of goods" instead of having to be on the users' receiving screen when they are entering any type of receipt.
- STRENGTH, RC-18: Creation of an "exception" to document an receipt issue and include give "corrective actions".
- Ten req'ts need clarification.

Catalog Capability, pg. 33-35: NOTE, Technical Proposal response did not address the req'ts to "provide access" to "external internet retail or commercial markets of goods/services" or access to "non-contract Suppliers offering goods and services".

- System supports both "internal and external (punchout) catalogs".
- "view catalogs are limited to the user's organization scope" (pg. 33) NOTE: scope = combination of Role/Authorizations/Perimeter/Commodity restrictions assigned to a user.
- Suppliers can "self-service" manage their catalogs by uploading them to the system. Done via excel templates. After upload "system does an automated format check". (pg. 33)
- "routed through an approval process for an internal user to validate" with "side-by-side comparison of old vs. new pricing" (pg. 33)
- "internal users can also upload catalogs on a supplier's behalf"
- "Search 360" (pg. 34)
 - o "predictive and fuzzy search capabilities"
 - o "can also search any field"
 - o "item tags" to "provide visual indicators" on search results to "identify preferred, discounted, or emergency items". Tags can be 'prioritized'.

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- o “has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal Ivalua catalog”

RTM

- STRENGTH, CAT-24: The capability to route catalogs for approval based more than a user having a role as catalog approver or buyer responsible for a contract. Specifically, can route based on "region, cost center, commodity types, etc."
- STRENGTH, CAT-34: The Search 360 functionality will automatically search punchouts sites as well as hosted catalogs to present both results. Otherwise the user has to search Hosted Catalogs in the system and then go to each punchout individually to do their search.
- No req'ts need clarification.

Sourcing/Bid Management, pg. 35-44:

- “solicitation (BPM) type which drives which tabs and parts of the solicitation process are required.” (pg. 35)
- “can accommodate a range of solicitation methods, from very simple quick quote events to multi-phase RFPs with multiple envelopes”. (pg. 35)
- “Suppliers can be automatically added to the invited suppliers list based on the commodity or commodities” and “can be added by searching the supplier database”. (pg. 36)
- Documents Tab: can have unlimited number of attachments, “standard organization documents” and “solicitation owner can upload” docs.
- STRENGTH: “Documents can have workflows associated with them and accommodate versioning.” (pg. 38)
- “Bids are protected through Ivalua’s sealed bid functionality” (pg. 38)
- Questionnaires: (pg. 38/39)
 - o “questionnaire capability, non-price components can be captured from the supplier”.
 - o “Templates can be used”
 - o “ability to make a question required, the option to add a comment or attachment to clarify the answer, or to allows more than one response to a question. Conditional logic can also be added to questions to create if-then statements that will determine the visibility of questions based on previous responses.”
- Pricing grids (“item grid”) can have templates to be “automatically applied to the event”. Columns on the grid can be “internal” (only State/Entity user can see) or “external” (Supplier can see). (pg. 39)
- Solicitations have “workflow to approve and release”. Once approved “user can manually send out the solicitation or have it released automatically at the opening date and time”. (pg. 39/40)
- Public Portal: (pg. 40/41)
 - o “public portal allows users without an account to view open and close solicitation, active contracts and facilitate the submission of public facing forms if needed.”
 - o “Ivalua can also integrate to the organization’s website for posting of events.”
 - o “public view of the solicitation includes all attributes of the solicitation including general information, documents, questionnaires, and price lists. In addition, the public solicitation page can also post bid tabulations and award posting once the bid due date and time has been reached and an award has been made.”
- Responding:

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- o Suppliers can “craft their response within the system or can download the entire solicitation to a zip file to view and response offline if needed.” (pg. 41)
 - o Supplier options: “create proposal from scratch, copy forward a previously submitted proposal, cancel a proposal in progress, withdraw a proposal” (pg. 42)
- Analyze and award: (pg. 43)
 - o “view side by side comparisons of items and qualitative information for two or more suppliers.”
 - o “can also select ‘award strategies’ which will apply a selected algorithm to create the award”
 - o “review their savings tracking that is based on the target and reference price”
 - o Awards have workflow/approvals capability. (pg. 44)

RTM

- STRENGTH, SRC-28: The Discussion Forum feature allowing messaging to "private or public" with "chat in real-time" for auctions.
- POTENTIAL WEAKNESS, SRC-25: No check-in/check-out capabilities for "documents, Terms/conditions and templates".
- STRENGTH, SRC-48: "drag-and-drop capabilities" as the user interface for creating workflows is more effective than other, more common options.
- WEAKNESS, SRC-66: System does not provide a means for a user to add "un-registered Vendors" to the "generated Vendor list" of a solicitation.
- POTENTIAL WEAKNESS, SRC-68: System does not support eFax.
- POTENTIAL WEAKNESS, SRC-76: The system does not OOTB provide capabilities to post to the "State's public procurement website".
- "POTENTIAL WEAKNESS, SRC-80: System does not have functionality to require vendors to provide ""basic"" information when downloading a solicitation document from the public website. Also, eFax is not supported."
- POTENTIAL WEAKNESS, SRC-83: System does not have a means to 'conduct pre-response/pre-proposal conferences'. Users would have to provide a link to a external webinar system that is not part of the eProcurement system.
- WEAKNESS, SRC-105: System does not provide notifications to vendors when submitting a response to a "set-aside solicitation and they are not a certified MBE".
- Seven req'ts need clarification.

Contract Management, pg. 45-48:

- “contract record within Ivalua captures all aspects of contract information, documentation, activity, and performance within the single record.” (pg. 45)
- “system will automatically trigger reminders when the contract is nearing expiration” (pg. 45)
- “Different contract types can determine what field requirements, workflow, and alerts are relevant to the contract being created.” (pg. 45)
- Contract documents: (pg. 46)
 - o “documents tab captures all documentation associated with the contract through attachments”.
 - o “document has a ‘type’ associated with it that can categorize the documents”
 - o “alerts can be triggered to the user if documentation is missing from the contract record or is nearing expiration”

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- STRENGTH: “has a built-in authoring tool that will allow users to write and redline contracts directly in the Ivalua solution”. “Redlines are tracked from user to user with the ability to compare previous versions of the contract side by side”. “offers a native integration to Microsoft Word, so users redline in the Word can sync their version back to Ivalua”. With “workflow capability, the “authored document can be passed back and forth between users to facilitate redlines, versioning, and approvals”.
- “any subcontractors and distributors that are being used by the prime supplier on the event”.
- “system can also trigger a subcontractor report to prime suppliers “ (pg. 47)
- “accommodates a standard integration with multiple eSignature tools, including DocuSign, Adobe Sign, and Universign.” (pg. 47)

RTM

- POTENTIAL WEAKNESS, CNT-7: System only has check-in/check-out capabilities for "documents authored within Microsoft word". Does not provide this for other documents or templates.
- STRENGTH, CNT-25: Authoring contract documents with MS Word is a significant capability.
- STRENGTH, CNT-50: The history feature capturing "at the clause level" is a significant additional feature.
- WEAKNESS, CNT-51 through CNT-63: The Ivalua "Public Contract Browse" feature cannot be modified to meet State needs/req'ts without "Ivalue security review or custom code".
- Three req'ts need clarification.

Vendor Performance, pg. 48/49:

- “users can create performance assessments against their suppliers or contracts.”
- “can trigger alerts to users if a supplier is consistently performing poorly.”
- “Templates for performance criteria are stored within Ivalua for users to respond to questions related to the supplier’s performance”. Weights for each question determine a total score.
- “Completed performance evaluations can be routed through a workflow if additional review or approval is needed”
- “ability to track exceptions and collaborate with suppliers to address these exceptions”
- “exception documents the issue or non-conformance and the severity, tied to the triggering event”
- “supplier is notified of the exception, allowing them to respond and actively manage any corrective action associated with the exception”
- “workflow to manage each step of the process” of exception management. “workflow can guide end users to collect documents and collaborate with the supplier to mitigate the identified issue.”
- Improvement Plans: (pg. 49)
 - “creating tasks that will lead to overall supplier improvement”
 - “typically tied to an exception”
 - “consist of a list of tasks that can be created from a template or individually”
 - “Each task is assigned to a user with assigned due dates for both internal tasks and supplier actions”
 - “Suppliers can access their improvement plans and update the status of their tasks”

RTM

- WEAKNESS, VPE-2 thru 12: System relies on "questionnaire" and users to respond to capture performance metrics. There is not automated capture of performance based on transactions processed or data.
- Three req'ts need clarification.

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Purchasing/Data Analytics, pg. 50-53:

- "three different types of reporting with the Ivalua solution, ranging from simple excel extracts to data visualization dashboards" (pg. 50)
- "Importing data from an external system can be accommodated."
- "over 100 out of the box reports" "that can be filtered and drilled down"
- Super users can configure additional reports
- Ad Hoc Reporting: (pg. 50)
 - o "Any browse page within Ivalua can become a report"
 - o "search and filter on any criteria" and "export their results into excel for a quick report"
- Queries: (pg. 50)
 - o "Excel based reports that are run via SQL statements in Ivalua's reporting module"
 - o "can combine data from multiple modules within a single report as well as conduct calculations"
 - o "parameters can be set up so users can filter the view of the data before extraction"
- Analysis Reports: (pg. 51-53)
 - o "provide data visualization to users in the form of charts, graphs, and pivot tables that can then be combined to create a dashboard view for any users"
 - o "drill down on source data and apply filters to get a comprehensive view of data"
 - o "users can easily create their own dashboards or rearrange existing ones."
 - o Standard reports "can also be embedded" within dashboards.
 - o "New analysis can be built by using a template or by using an analysis builder"

RTM

- STRENGTH, PDA-1: The spend analysis and PBI modules described is more robust than expected and provides some capabilities beyond what was required.
- WEAKNESS, PDA-32: The system reporting tool does not have a means to publish reports on an "internal or public website". Can only make reports available within the system itself.
- Four req'ts need clarification.

Technical Requirements – NOTE: Except for the SLA section, responses to this section are the same as was submitted in Ivalua proposal.

Availability, pg. 55: Meets req'ts.

- "accessible 24 hours a day, 7 days a week"
- "guarantee by Hosting SLA an uptime of 99.8% outside of scheduled maintenance, which will never occur during Peak hours"
- "co-locates its production and DR system in state-of-the-art data centers" "with fully redundant subsystems and compartmentalized security zones"
- "data centers have: Uninterruptible Power Supply (UPS, Diesel Generator); Redundant heating ventilation air conditioning and all components are fully fault-tolerant including uplinks, storage, chillers, HVAC systems, etc. Everything is dual powered."

Accessibility Requirements, pg. 55: Does not meet. NOTE: response indicates that work is underway to become compliant but no information was provided to indicate when.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG-Ivalua

CATEGORY #(s): 2

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- "is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance"
- "is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance"
- "accessibility audit and compliance are broken into 3 manageable areas, corresponding to very distinct user typologies (internal, external, and anonymous),"
- "Ivalua has completed VPATs which can be provided upon request."

Audit Trail and History, pg. 55/56 & TECH-1 thru 5: Meets req'ts.

- "provides robust audit and logging capabilities"
- User logged on... "all actions and activities are registered, logged and time stamped."
- Every transaction "is part of this logging effort"
- Fields have an "auditable checkbox" to mark that the field to have an audit trail.
- "audit train can be produced in reports"
- "approval history shows who validated/ actioned the previous steps and who will validate the current step"
- "mail history frame shows the history of notifications/ emails"

RTM

- Meets req'ts
- One req't needs clarification.

Browsers Supported, pg. 56:

- "Ivalua works with Internet Explorer, Edge, Firefox, Chrome, and Safari."
- IE: all still supported by MS. MS Edge, Chrome, Firefox: last 3 major releases
- Response did not address req't to support "any browser that is ranked as more than 10% of web traffic"

User Accounts and Administration, pg. 56-59 & TECH-6 thru 20: Partially meets. Response did not address the req't to be able to delegate "administration responsibilities" of "specific functions and organizations" and did not properly respond to TECH-20.

- "User roles and user access to Ivalua Solution are defined in the application through the administration components" by "application administrator(s)".
- Access to "application pages and functions are controlled by profiles, authorization, and perimeters."
- "a user has access to data and can transact across a certain region or other logical portion of the enterprise" or "a user has access to certain features and functionality" "or a combination of both."
- Option to "limit data access of business objects on a per user basis" which would allow restrictions for situations like "only access PO of the organization" that the user belongs to.
- "permissions can be controlled at the module, page, tab, and even field level for view and edit rights"

User Authentication, pg. 59/60 & TECH-21 thru 25: Partially meets. Response did not address req'ts for Identify Proofing.

- "supports multiple authentication schemes including:

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- o Login / password authentication
- o Single Sign On (SSO) SAML 2 Web based authentication standard
- o Two-factor authentication
- o Reverse Proxy / IIS Agent based authentication (CA Single Sign On, formerly CA Site Minder)
- “can configure password policies to meet State policies”

RTM

- Meets req'ts.

Federated Identity Management, pg. 60: Meets req'ts.

- “Ivalua Solution supports SAML 2.0 protocols for Single Sign On. The Ivalua Solution has been integrated with the most popular Identity providers.”
- “only require one ID and password to access the full solution, with support for auto-provisioning of roles and permissions”

Data Conversion, pg. 61 & TECH-26 thru 34: Partially meets req'ts, see comments for TECH-28 &30.

- “Ivalua EAI/ETL module” to “perform data import, transformation and load the source data into the system”
- “do not use third-party services”
- Will “provide tools” for “data transfer and data cleansing” including “Supplier Cleansing Workbench”
- “includes data transformation and business logic”
- “data conversion dry runs will be limited to three cycles”
- Participating Entity “will be responsible for extracting the data from its current systems and any external third-party systems into an Ivalua defined format”

RTM

- POTENTIAL WEAKNESS, TECH-28: System does not provide an automated means to load/convert active solicitations from an existing system.
- POTENTIAL WEAKNESS, TECH-30: System does not provide an automated means to load/convert Vendor performance data from an existing system.

Interface and Integration, pg. 61-63 & TECH-35 thru 60: Meets req'ts.

- “enterprise-class integration tools... work with all back-end systems, regardless of how many instances or different system types” (pg. 59)
- “has strong integration capabilities with a variety of ERPs including PeopleSoft, CGI Advantage, Oracle and SAP, among others” (pg. 60)
- “includes unidirectional or bidirectional data flows” using batch, asynchronous or synchronous interfaces. (pg. 60)
- integration module includes comprehensive format definitions, rules-based transformations, and validated loading of data. (pg. 60/61)

RTM

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Meets req'ts except TECH-60 where response did not address the req't to have "automated failure recovery".
- Two req'ts need clarification.

Office Automation Integration, pg. 63 & TECH-61: Meets req'ts

- supports all file types as attachments
- Excel support across the sourcing process
- reporting tools natively export to MS Word, MS Excel, and PDF.
- contract tool we can import MS Word documents and break them into clauses
- contract data can be exported into Word or PDF formats

Mobile Device Support, pg. 63 & TECH-62: Meets req'ts.

- "is a fully responsive HTML application"

RTM

- Meets req't.

Mobile Applications, pg. 63: Does not meet req'ts.

- POTENTIAL WEAKNESS, system does not have a Mobile App. Relies on the system being a "fully responsive" application for use on mobile devices to give access to the entire system.

Data Ownership and Access, pg. 64: Meets req'ts

- Customer is "data owner and data controller"
- Customers can "directly export data using features available" in the system

Date Retention, Archive and Purge Considerations, pg. 62 & TECH-63: Meets req'ts

- "Ivalua does not delete or modify customer data, unless requested by the customer to do so
- "deployment allows the implementation project teams to configure when and what frequency to run the offline archiving functionality

RTM

- Meets req't.

Disaster Recovery Plan, pg. 64/65: Meets req'ts.

- "has established a Business Continuity (BC) and Disaster Recovery (DR) Program
- "plan is reviewed and approved by the management annually
- "Program is based on ISO/IEC 22301 standard framework
- "Disaster Recovery Plan is based on a fully duplicated and hot-standby infrastructure".
"Replicated web servers & application servers, replicated database backups and redundant support service"

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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BIDDER NAME: KPMG-Ivalua

CATEGORY #(s): 2

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- "contingency plan includes": "Geographically separate sites, different hosting/internet service providers, recovery site service level equal to primary site.
- "Maximum recovery time can be as low as 4 hours **with the Platinum package**". CONCERN, need to lock in the "package" so there is a specific commitment to recovery time included in proposal and potential contract.
- "DRP plan is tested at least once a year
- Incident Response program "reviewed and approved by the management annually".
- Customer notifications of breaches "within seventy-two (72) hours – unless a shorter time is specified in the contract". NOTE, suggest making sure that the breach notification time limits in any agreement are at least negotiated/locked-in or req'd to meet the notification req'ts specified later in this Security Req'ts section of the RFP.

Solution Environments, pg. 65 & TECH-64 thru 68: Partially meets. Training environment is not included. Need to NEGOTIATE to have Training environment include at no additional cost.

- "Each client will be provided at least 3 environments"
- "can also support the need for a training or other additional environments. All of these "extra" environments may come with additional maintenance fees"

RTM

- POTENTIAL WEAKNESS, TECH-65: Only the "acceptance environment" is "integrated" for testing. The Training environment does have integration.
- One req'ts needs clarification.

Solution Technical Architecture, pg. 65-67: Meets req'ts except response did not provide the req'd information to describe development tools, languages, and techniques "used in developing application modules".

Solution Network Architecture, pg. 67/68: Meets req'ts except response did not address req'ts to provide a diagram of the network architecture.

System Development Methodology, pg. 68/69: Partially meets req'ts.

- Did identify Development Methodology as "based on Agile methodology" and state that they "embeds Quality Assurance into the ongoing development process". However, response discussed the implementation work to configure, test, launch and manage configuration changes for a customer but did not address the req'd detail regarding the following in context of the system development practices they follow with building their software solution:
 - o Testing processes/tools/methods
 - o Stress testing
 - o QA assurance program
 - o Config/Change Mgmt for application development.

Service Level Agreement, pg. 69:

- KPMG

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- In the Help Desk/Managed Services assumptions (pg. 185) KPMG only agrees to be accountable for two Production SLAs, Catalog Onboarding/Maintenance and External Sources Onboarding.
- In their list of Exceptions (pg. 192) they've taken exceptions with the RFP SLA
- Ivalua: "for hosting and maintenance, Ivalua offers its own" SLA which I did not find included in the proposal documents. We will need to clarify what SLA responsibilities KPMG is agreeing to and what Ivalua will be responsible for.

Security Requirements – NOTE: responses to this section are the same as was submitted for Ivalua proposal

Cloud Security Alliance (CSA) Compliance, pg. 71: Meets req't to complete CAIQ.

Security and Privacy Controls, pg. 71: Partially meets.

- WEAKNESS, Ivalua is not currently in compliance with NIST (SP) 800-53. However they are "currently in the process of validating" to this standards at "Moderate" risk controls.

Security Certifications, pg. 71: Meets req'ts. However, note that they are not "currently audited for PCI-DSS compliance" but do have cardholder data controls in place "in accordance with the PCI-DSS standards. Also note that they are "FedRAMP ready".

Annual Security Plan, pg. 71-76: Generally meets req'ts however discussed most req'ts at a high level instead of providing detail.

- "currently in the process of validating controls and safeguards against NIST SP 800-53"
- POTENTIAL WEAKNESS, Annual Security Plan, Encryption Data At Rest, pg. 73: Encrypting data at rest MAY NOT be part of their standard offering. Their HSM module/tool for this is a "paying option". CONFLICT/NOTE: in the Encryption section it states that "Data at-rest and in-transit is encrypted" however in the 2nd paragraph of this section it refers to "HSM-based encryption for data at rest" as a "value-added service (paying option)". So how can data at rest be encrypted as a standard for the Solution but yet be a "paying option"?

Secure Application and Network Environment, pg. 79: Meets req'ts though the detail provided was not comprehensive for the RFP listed req'd topics though some were addressed in previous Security sections of the response.

Secure Application and Network Access, pg. 79-81 & SEC-1 thru 5: Meets req'ts in RFP doc but has weakness in regards to some of the RTM Security req'ts.

RTM

- POTENTIAL WEAKNESS, SEC-1: System can track usage by user account, not device.
- WEAKNESS, SEC-3: System does not provide an admin capability to "force logout/end specific user sessions". Only has an auto logout feature to force all actives users out of the system.
- POTENTIAL WEAKNESS, SEC-4: System does not use "persistent cookies".

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Data Security, pg. 81-83: Meets req'ts. NOTE, Risk Mgmt discussed in Annual Security Plan section on pg. 78.

Personally Identifiable Information Protection, pg. 83/88: Meets req'ts, however did not discuss compliance specifically for "Federal PII" requirements and did take two Exceptions (pg. 192) asking to revise two req'ts:

- "Upon request by the Participating Entity, promptly destroy...all PII received from the Participating Entity": added a statement that allows them to "retain a copy" to "comply with its contractual obligations and applicable professional standards".
- "Cooperate with... Participating Entity to monitor Bidder's compliance...": changed to "Provide commercially reasonable cooperation" and changed "monitor" to "confirm".

Security/Privacy Issue Occurrence, pg. 83 & Exceptions pg. 192: Does not meet and the response on pg. 83 conflicts with the Exception response regarding this req't..

- The response language on pg. 83 indicates notification response time of 72 hours however in the Exceptions the requirement has been re-written for all of the notification timing and added "material" and "where technically and reasonably feasible" language.

PII Data Actual/Attempted Access or Disclosure, pg. 83 & Exceptions pg. 192: Partially meets.

- The Standard for Ivalua does not meet the notification timeline req'ts, instead their default is within 72 hours. However, the response implies that they would follow "reporting obligations... set forth in Ivalua's customer contract". So should NEGOTIATE these RFP req'ts into the contract.
- Exception has language changes
 - o "Fully cooperate with the Participating Entity in estimating..." req't: Removed the "fully" and "the consequences of" language from the req't.
 - o "In the case of a Disclosure" req't:
 - Changed "cooperate full with the Participating Entity to notify the effected persons" to "provide commercially reasonable cooperation to the Participating Entity in connection with the Participating Entity's notification to the effected persons"
 - Changed "Bidder must cooperate fully with all government regulatory agencies" to "Bidder must provide commercially reasonable cooperation to Participating Entity in connections with requests from government regulatory agencies..." and added "related to a Disclosure" to the end of the req't.

Security Breach Reporting, pg. 83 & Exceptions pg. 192: Does not meet and the response on pg. 81 conflicts with the Exception response regarding this req't..

- The response language on pg. 83 indicates notification response time of 72 hours however in the Exceptions the requirement has been re-written for all of the notification timing and made significant language changes to the req't.. NOTE, other than the notification timing conflict, the language changes appear to still fit the intent of the original req't.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Implementation Services Requirements

Project Management, pg. 85-103: Meets req'ts except for need to negotiate to change/remove the deliverable review/approval timelines. *NOTE: same as KPMG-GEP proposal*

- "leverage our Program and Project Management (PPM) Methodology"
- "will implement an integrated Project Management Office (PMO)"
- PMO Tasks: OK
- Scope Management (pg. 85): OK includes defining "formal change control"
- Schedule Management (pg. 86/87): OK
- Budget Management (pg. 88): OK
- Quality Management (pg. 88/89): OK except for issue on review/approval times should be changed during Negotiations.
 - o "before starting project activities" will "work with you to define...each deliverable"
 - o "submit deliverables... based on submission timelines specified"
 - o WEAKNESS (top pg. 89): "As a standard practice, we propose that your organization have five business days to review each submitted deliverable and provide comments". For corrected/resubmitted Deliverables, "expect your organization's approval or additional clarification...within five business days". This time is insufficient for large deliverables such as Design Documents.
- Resource Management (pg. 89): OK
- Communications Management, including Status Reporting (pg. 87/88): OK
- Risk Management (pg. 90/91): OK
- Issue Management (pg. 91-93): OK
- Project Manager Profile (pg. 93): OK
- Sample Implementation Plan (pg. 94): WEAKNESS, plan is for "small State entity" and has 9 months from start to go-live which is too aggressive. Should be 12 months to be realistic.
- Sample Bidder Staffing Plan (pg. 94-97): OK Good representation of what is needed.
- Sample Entity Staffing Plan (pg.97-102): OK
- Project Governance Model (pg. 102-103): OK

Project Implementation Methodology, pg. 103-114: . Meets req'ts. *NOTE: same as KPMG-GEP proposal*

Catalog Support Services, pg. 114-117: Meets req'ts, though need a CLARIFICATION to confirm that they have committed to set up "commercial retail online marketplaces" where the Participating Entity does not have a contract.

- Suppliers "able to manage catalogs in a self-service manner by uploading their own catalogs"
- "internal users can also upload catalogs on a supplier's behalf"
- KPMG (pg. 116):
 - o "will execute a spend analysis to match spend categories to the platform buying channels". "takes a methodical approach in identifying the correct suppliers fit for punch-out and hosted catalogs"
 - o "obtain historical data for the last 2 years along with contract data to assess and prioritize" for "hosted or punchout catalogs"
 - o "will propose a Content Enablement Strategy and finalize the suppliers to move forward with in Ivalua"

STATE OF MAINE INDIVIDUAL SME NOTES

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- Will “begin outreach to suppliers”
- “will begin the setup and configuration of punch-out catalog within Ivalua, setup the online marketplaces”. “will begin to complete the appropriate hosted catalog templates to upload into the system”. “will engage State users to test the catalogs”
- “will train the State to manage punch-out catalogs and suppliers to manage hosted catalogs”
- will train “State users on setting up new punch-out and hosted catalogs” and train to “identify additional vendors to enable”.

Data Conversion Services, pg. 117-125: PROBLEM

- “will automate the various steps” using “Ivalua ETL/EAI module and using internal accelerators”.
- “Ivalua ETL module” to “perform data import, transformation and load”.
- CONCERN... Recommended Data Conversions, pg. 120-122: The list on these pages conflicts with the Assumptions section (16th bullet, pg.186) states that “only active suppliers, purchase orders, and contracts will be converted/moved”.
- OPTIONAL, Cognitive Contract Management (CCM): tool that will “read and ingest documents such as contracts, price lists, and catalogs” to extract/load contract metadata from “enterprise 125state-wide, and local applications and databases”.

Interface/Integration Development Services, pg. 125-130:

- “have experience integrating Ivalua with leading financial and ERP systems” including SAP, PeopleSoft, CGI Advantage, among others”
- Experience “deploying a combination of batch and real-time”
- EVOLVE, Post-Implementation, pg. : CONCERN, response indicates that support will be moved to the State/Entity tech team. Need to NEGOTIATE that maintenance/support for the KPMG portion of interfaces/integration will be covered by the on-going maintenance support services.
- Paragraph just before “System Integrations & Interfaces table, pg. 128: refers to “real-time integrations getting from the source system an “immediate (synchronous) response”. “Immediate” is not viable for some integrations so suggest NEGOTIATE to remove the word “immediate” from this paragraph.
- Table of System Integrations/Interfaces, pg. 128-130: CONCERN,
 - #1 Vendor Sync: identifies this as “Batch” and “Daily”. Need language added to the Notes to say that these may need to change based on design decisions so live procurements (Solicitation Awards, Contracts, Purchase Orders) are not held up for a day waiting for confirmation from ERP that vendor was successfully created.
 - #2 Verification of accounting codes: having this be Batch/Daily means that a requisition will have a 1 day delay before the user can move forward with the procurement. Need to have this changed to Real-Time and to be all of the accounting code values.
 - #3 Requisition & #4 P: need to remove “immediate” to allow for potential actions that may need to happen within the ERP (e.g. RTM req’t TECH-47 Approvals in the ERP) before a response can be returned.

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Organizational Change Management (OCM Services) , pg. 130-140: Overall meets req'ts however as noted below the more significant services/tools that are discussed are listed as "Additional". So the OCM included is not as strong as it could be.

- The following req'd OCM deliverables are identified in the graphic on pg. 133 but are not listed in the table of OCM Services on pgs. 133-138: Coaching Plan and Resistance Assessment/Mgmt Plan.
- People TRIP, pg. 134: Note, this is a Readiness Assessment service listed separately from the req'd "Readiness Assessment" which they address on pg. 135. This tool is identified with an asterisk meaning it is "Additional" (not included) but pg. 138 it is referred to as a "no cost tool".
- "Additional KPMG recommended services" (bottom of pgs. 133-138): Many of the more valuable tools/services are "Additional" so the included OCM services are actually not extensive. NEGOTIATION, get these to be included at no additional cost.

Training Services, pg. 140-150: Meets req'ts. Train the Trainer approach with State training End Users. Very mature and comprehensive approach to training.

-

Help Desk Services, pg. 150/151 & IMPL-1 thru 5: Meets req'ts.

- Tier 1 is to be provided by the "Client"
- Tier 2 is to be provided by KPMG
- Tier 3 is to be provided by Ivalua or Client, depending on whether the issue is with the Ivalua system or the Client-side integration/interface.
- "would assign anywhere between five and ten FTEs" with the "capacity to expand up to thirty FTEs, as needed"
- "uses ServiceNow cloud-based platform"
- "we've included help desk support for the initial six months post go-live". NOTE: but this is not Tier 1 support.

RTM

- Meets req'ts.

On-Site System Stabilization Support, pg. 152-154: Does not meet req'ts. Services will only "address defects and transition to steady state run and operate mode"..

- "design documents will not be updated due to defects"
- "KPMG can provide Tier 1/Level 1 support as well if desired and contracted by your organization". NEGOTIATION, suggest locking down an Optional price for KPMG to provide Tier 1 support for the 3 month period.
- Response did not address providing
 - o System setup/configuration changes
 - o Monitoring system performance/stability
 - o System use assessment

STATE OF MAINE INDIVIDUAL SME NOTES

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CATEGORY #(s): 2

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Managed Services Requirements

Solution Support, pg. 156-160 & MNGD-1: Generally meets req'ts however response did not specifically speak to providing the services for "all Production and non-Production environments" as req'd in the RFP.

- "KPMG's Powered Evolution services help sustain your investment"
- Includes (pg. 167)
 - o Triaging functional issues
 - o Assisting with the usage and navigation of features and functions
 - o Troubleshooting technical issues
 - o Assisting with data quality efforts
 - o Coordinating with third-party support organizations to resolve incidents
 - o Ivalua update support and planning
 - o Regression testing
 - o Maintaining configuration documentation
 - o Maintaining standard operating procedures
 - o Report writing
 - o Data load support
 - o Configuration changes
 - o Uptaking new functionality
 - o Governance
 - o Management reporting
 - o Change management (of system changes)
- Enrichment (pg. 167): CONCERN, Enhancements (80hrs or less/deploy in one month) are included but Large Enhancements (>80 hrs) are "considered separate project" (additional costs).
- Configuration Changes (pg. 159): CONCERN, only configuration changes "which require 5 days or less effort" are included in the scope of services. CLARIFICATION, how will configuration changes that require more than 5 days be addressed?
- Service Levels (pg. 159/160):
 - o CONCERN/NEGOTIATE, SLAs do not include response time commitments
 - o STRENGTH, the "Priority/Severity" descriptions are comparable, from business perspective, to those in the RFP SLA. NOTE: the response for the Technical Requirements, Service Level Agreement section does not include this, or any other, definition of Priority/Severity. NEGOTIATION, need to confirm that KPMG is accepting the definitions in the RFP SLA definition for the two SLAs they've agree to follow.

Organizational Change Management (OCM Services) , pg. 161-162: Meets req'ts.

Training Services, pg. 162-164: Meets req'ts.

Catalog Support Services, pg. 164: Meets req'ts.

Help Desk Services, pg. 164-165: Partially meets req'ts. It is unclear whether KPMG would provide Tier 1 support or if the Participating Entity must provide that level. Note that in the Support Services section on pg. 155 the Table list "Base Services" refers to L2 and L3 support which implies that the Participating Entity is providing L1 (Tier 1) support.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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BIDDER NAME: KPMG-Ivalua

CATEGORY #(s): 2

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Transition Out Assistance Services, pg. 165-167: Tasks/work meets req'ts however the timeline of 10 weeks does not meet the RFP req'd timing of continuing "for a period of up to six (6) months".

Other Available Services - pg. 169-177: *NOTE: same as KPMG-GEP proposa*

- Strategic Sourcing, pg. 169-172: Optional Service. KPMG would provide "strategic sourcing process entails spend analysis, market analysis, demand research, go-to market strategy development, bid document creation, bid evaluation and analysis, supplier negotiations, and contract awards."
- Should-Cost Modeling, pg. 172-175: Optional Service. KPMG would provide cost modeling using "Data Engineering, External Market Data Library, Granular Economic Modeling, Advanced Root Cause Analysis".
- Contract Performance Management (CPM), pg. 175-177: Optional Service. KPMG would provide contract management for the State/Entity, identifying contract leakage and taking corrective action.
- Localization Support, pg. 177: Optional Service. KPMG can "help onboard the remaining agencies as a part of the post implementation activities"... "loading data, training end users, and deploying the solution".

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 2

DATE: 9/17/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Full service implementation of Ivalua
 - Six core areas.
 -
2. Previous Projects
 - Public sector – extensive at state level – Ohio (KPMG-Ivalua implementation)
 -
3. Subcontractors
 - Ivalua
 -
 -
4. Organizational Chart
 - KPMG implementation. Detailed.
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG (Ivalua implementation)

CATEGORY #(s) 2:

DATE: 1/16/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Ivalua - Unified Business platform.

General Principal and Requirements

- Key Solution Functionality Elements – fully integrated system. Start from single landing page; homogenous look and feel between modules. Single data ecosystem.
 - P5 Ivalua has extensive experience in delivering procurement solutions for State & Local organizations. As we work with our customers, we have continued to build in public sector best practices throughout the solution. Some of these features include:
 - Native public transparency portal
 - Renaming throughout the solution to align to public procurement terminology
 - M/WBE Management
 - Sealed Bidding
 - Subcontractor Reporting
 - Cooperative Reporting
 - Portal entry – single login, configurable dashboards. Collaboration tools – blogs, forums, comments.
 - Open marketplace - hosted catalogs; punchout catalogs (side-by-side hosted and punchout searches; off catalog searches.
 - P5 Integration toolbox capable of connecting with multiple ERP solutions, third-party data providers, suppliers' systems and so on. Likewise, Ivalua supports multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI, SFTP, HTTP, etc.). Our integrations toolkit and library connects to over 60+ ERPs and includes hundreds of data mapping formats and standard integration templates.
 - Workflow, Document Management, Configurable (p6 example list), Public portal – transparency.
- User Experience – login routes to homepage unique to user, role and tasks.
 - One or more roles guide the user experience.
 - No cost for suppliers to access portal to submit bids.
 - P7 search capability is accessed directly from the home screen for users to be able to start searching the catalog, or to create new requests.
 - P7 access pending workflow tasks directly from home screen
 - P9 Users or administrators can also set-up out of office forwarding for users. This will delegate all workflow tasks assigned to that user within a defined time period to another user or group of users.

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BIDDER NAME: KPMG (Ivalua implementation)

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- Bidder Best Practices and Roadmap
 - Major releases delivered 2 times per year.
 - Recommends major updates 18 months for best product maintenance
 - Fedramp ready
 - Public sector longtime focused; best practices developer for public sector tailored solution.
 - Roadmap is 60% customer-sourced.
 - Roadmap – web apps; invoicing and payment execution inside Ivalua; contract lifecycle management using AI; supplier risk and performance; StateRamp; enhanced clause libraries; collaborative authoring.
- Innovations and Value-Added Features/Services
 - P11 Ivalua Help Desk as alternative to state-operated. Level 1 with 0-% tickets solved within 1 hour. Level 2 redirect. (Cost item)
 - P12 Advanced Services procurement. (Cost item)
 - Vendor Master Management – supplier data (Cost item)
 - Adoption of ERP specific source schema tables to support bidirectional master data integration
 - Use of a supplier cleansing workbench for merging and deduplicating records from multiple source systems
- Customizations/Extensions – Configuration not custom code.
 - Coding changes part of release cycle.
 - Users have flexibility to deploy releases. Reduces risk of automated upgrades-prompted problems.
- Alternative Funding Models – Two options – hybrid fixed fee (e.g. 75% plus 1-3% transaction fee); value-based funding model that would be an unstated “different implementation model” but proposed to fund through savings. Option 2 would need clarification for any state looking to use it. Should not be considered part of pricing evaluation since it is an optional method and based entirely on projections.
- Contract transition. Existing customers may discuss contract transition with Ivalua. GFE not guarantee.

Functional Requirements

- General Functionality
- Six modules integrated: Supplier Risk & Performance; Solicitations & Bid Management; Contract Management;
 - *P16 Master data throughout the solution for selection of organizations, commodity codes, units of measure,*
 - *Single platform manages the end-to-end solicitation and purchasing process for the organization, suppliers, and political subdivisions*
 - *EPROC-GEN-3 - Posting to Ivalua's native site does not require any integration. Ivalua can also integrate to state's websites or other sites, as needed. Our recommended approach is using Ivalua's public portal and putting a link within the State's website, to leverage the simplicity of standard functionality while easily allowing access for users from the State's website.*
 - *EPROC-GEN-39 - Throughout each implementation, Ivalua works with organizations to identify any additional information outside of standard that should be available on the*

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public portal. Document posting can be controlled at the individual document level or by document type (Ex. confidential documents not made public). Authorized users will be able to modify the document types made public.

- Supplier Portal – P17 *free supplier portal where suppliers may perform self-registration and other activities with their customers. Ivalua supplier registration & information management capabilities allows to quickly and easily onboard suppliers for RFPs, orders and invoices, and push data to ERP or other relevant system*
 - *Supplier features:*
 - *Managing their supplier information and users*
 - *Submitting reports for cooperative contract usage*
 - *Responding to sourcing events*
 - *Managing/redlining contracts*
 - *Uploading catalogs*
 - *Viewing orders*
 - *Creating advanced shipping notices*
 - *Creating invoices*
 - *Viewing their performance*
 - *Collaborating on improvement plans*
 - **EPROC-SPR-14 Needs clarification** *ERP financial data is integrated into the system as standard throughout the Procure to pay process. Additional fields can be captured through integration. Is this integration included in the price or required to be developed on customer ERP side?*
 - *EPROC-SPR-19 Administrative fee payments will be submitted through a third party payment provider. Ivalua can offer a close integration to the third party provider to track payment within the system*
- Supplier Enablement/Management- p18 *Supplier activation within Ivalua takes place in two parts. The first is a public facing registration page that allows any new supplier to create an account within the system. The second is the 'full enrollment' process, where the supplier can login and collect additional information required to be fully onboarded with the organization and to do business. The registration page can be found by accessing the public facing homepage of Ivalua. Potential suppliers can access the portal 24 hours a day, 7 days a week, 365 days a year. The Ivalua supplier portal is 100% free for the suppliers, no setup and/or transaction fees.*
 - **EPROC-CDR-18 to -27** – *Third party integration to validate supplier data. Needs clarification – Ivalua supplies or customer supplies?*
 - *EPROC-VDR-32 Ivalua segregates organizations – workflow can't pass between organizations.*
 - **EPROC-VDR-40 – Needs clarification** *(vendor email signup) – is this a Customization as marked or a Configuration as stated in comments?*
 - **P 20** *The supplier submits their registration it is processed through an automated workflow that will automatically accept or reject the registration based on system conditions, such as a duplicate check. The workflow process and acceptance/rejection criteria will be established by each client. If the supplier's registration is approved, they will receive an email notification informing them that their account has been created, and they can login using their username and password that were established on the registration page. Needs clarification – is approval following automated step or is there manual intervention by Ivalua or State?*

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- P21 – documents can be stored in profile for use in response and contract management.
 - P24 – supplier self-service for account maintenance then routes to internal user for approval; can sent updates to ERP.
- Buyer Portal – Internal users log in via username/paw or SSO.
 - P25 Alternatively, **suppliers** can login via SSO with their organization. **Needs clarification** – is this a typo as this is buyer portal response? Is there an SSO supported for suppliers?
 - P26 User role or roles tied to authorizations. Perimeter can limit visibility into certain departments' data or permissions.
 - EPROC-BPRT-8 – Daily summary of notifications not available.
- Need Identification – P27 *Options from home page: Create a Needs Request form; Create a Purchase Request - contract, non-contract, punch-out, non-catalog products, or for the procurement of services; Complete an Exemption Request; Create a sourcing event; Gather quotes; Create a Contract.*
 - **EPROC-Need-3 – Needs clarification** – Why is guided buying listed as a C? Is there not standard or configurable workflow?
- Request through Pay – starts with requisition; routes for budget; moves to sourcing event. Fully integrated process through requisition, purchase order, receipt and approval.
 - P32 – multiple methods of receipt input: PO; from scratch; EDI/cXML; OCR.
 - Integrates to ERP to trigger and record payment.
 - **EPROC-PC-1 thru -9 – Needs clarification** – status of pcard development.
 - EPROC-RC-21 – UOM conversion to set inventory as different from PO is configurable.
- Catalog Capability – items from multiple suppliers can be on the same PO.
 - CXML punchout; unlimited items; unlimited catalogs
 - Spot bid functionality EPROC-CAT-11
 - Supplier uploaded catalogs routes for approval to internal user.
 - P35 Ivalua also has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal Ivalua catalog. This will provide the user with a single place to conduct a search, instead of having to punch out to the external catalog first.
- Sourcing/Bid Management – All RTM listed sourcing methods supported as standard or configurable.
 - P36 – Suppliers added to tab for solicitation notification in supplier tab manually; suppliers can be searched by any field in supplier database. (This will include supplier record details – contacts, performance, documents.)
 - P37 Documents tab can host unlimited attachments, e.g. T&Cs; workflows for documents and versioning; standardize for agency.
 - Sealed bid management blocks access by internal users until bid due date; time stamp on screen for auditability.
 - Pricing collected in system, p39; Templates permitted; modifications, new fields can be created; system calculates price savings against reference prices if included
 - Public portal for posting – recommendation to host solicitation on Ivalua, link with basic information from state or other sites to minimize integration effort.
 - **P39 – Needs clarification.** *Public sourcing events allow **any user without an account** to view and **respond to event** within the Ivalua sourcing solution. How is user data captured and ongoing communication facilitated without a confirmed account? See EPROC-SRC-66 **If these suppliers choose to respond they will be required to make an account in the system.***

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- P43 During active solicitation, internal users can see activity of suppliers including participation, as well as email notifications received; Sealed bids content protected until closing date.
- P44 Contract creation starts with award notifications and carries over solicitation/response fields to avoid duplicate re-entry of data.
- **EPROC-SRC-35 – Needs clarification.** *This can be accomplished via configuration. For editing via Ivalua's Microsoft word authoring - check-in/check-out is supported out of the box, but not for attachments only. What does “not for attachments only” mean?*
- EPROC-SRC-48 *Workflows can be designed by administrators using drag-and-drop capabilities. It is easy to develop tasks for human approval, or routing decisions based on business rules or factors such as threshold amounts*
Configuration will be required to ensure the workflow meets the needs of each organization
- **EPROC-SRC-68 – Needs clarification** – Is eFax a roadmap item or does Ivalua plan to not support?
- EPROC-SRC-76 – *Posting all solicitation documents to state's public website is customization with high complexity. See earlier not for simpler recommended process.*
- EPROC-SRC-83 – No integrated video conference. Third party link can be inserted. Attachment can be uploaded.
- EPROC-SRC-102 – Ivalua native plugins for third-party electronic signatures.
- **Contract Management**
 - P45 *The contract record within Ivalua captures all aspects of contract information, documentation, activity, and performance within the single record.*
The header tab of the contract captures the basic information about the contract brought over from the solicitation as well as manages any dates associated with the contract. Based on the dates that are set-up in the header of the contract, the system will automatically trigger reminders when the contract is nearing expiration.
 - Document management. P46 *Within the document management capability, Ivalua has a built-in authoring tool that will allow users to write and redline contracts directly in the Ivalua solution. All organization contract templates and clauses will be stored within the system that can then be easily pulled into the contract document. Legal users will have the ability to import or edit templates and clauses, when needed. Redlines are tracked from user to user with the ability to compare previous versions of the contract side by side. Ivalua also offers a native integration to Microsoft Word, so users redline in the Word can sync their version back to Ivalua.*
 - P47 *Through the third parties tab, Ivalua can capture any subcontractors and distributors that are being used by the prime supplier on the event. They can define who the subcontractor is, their M/WBE status, as well as the amount of percentage of the total contract value the supplier is responsible for.*
 - P48 *system can also trigger a subcontractor report to prime suppliers. This allows them to report how much has been paid to their defined subcontractors in that period. The report is then routed through a workflow for approval.*
 - EPROC-CNT-72 – Fee comparison. Marked as C, but comments say configuration. Is this code?
- **Vendor Performance** P49 *performance information is maintained within the supplier's profile for reporting, as well as can trigger alerts to users if a supplier is consistently performing poorly.*

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- Templates for performance assessments. Vendor score. *As evaluators respond to the supplier assessments, they will be able to add comments and attachments, where needed.*
 - Improvement plans can be set up as collaboration tool to create tasks aimed at supplier improvement. Supplier and Internal user can both access.
- Purchasing/Data Analytics – 100 out of the box reports; ad hoc reports; SQL queries.
 - Analysis reports with data visualizations.
 - Three RTM requirements depending on completion of the Pcard functionality.

Technical Requirements

- Availability – 99.8% uptime. Monthly scheduled maintenance.
 - Service credit 5% for <99/8% increasing through levels to max of 25% for <85%. Credits applied against future prof. serv. Fees. No refunds unless <90 on contract.
- Accessibility Requirements – P55 *Ivalua is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance. Ivalua is committed to being Section 508-compliant (against WCAG 2.0 Level AA requirements) as soon as possible across all application pages.*
- Audit Trail and History – P56 *While a user is logged on, all actions and activities are registered, logged and time stamped. Every transaction created, every status change, every movement through to the next step in a workflow, every addition or deletion of a data item of any kind is part of this logging effort.*
- Browsers Supported – Common browsers – last 3 major releases; Explorer – only MS-supported.
- User Accounts and Administration – Role-based administration to access permitted sections of Ivalua environment.
 - User Authentication – Supported: Login / password authentication; Single Sign On (SSO) SAML 2 Web based authentication standard; Two-factor authentication; Reverse Proxy / IIS Agent based authentication (CA Single Sign On, formerly CA Site Minder)
- Federated Identity Management: SAML 2.0 protocols for Single Sign On. Single login for entire platform.
- Data Conversion – P61 Uses integrated Ivalua ETL (Extract/Transform/Load) utility.
 - KPMG-Ivalua team work with customer to define common data model and data to be exported. Three cycles of dry conversion data runs. Customer responsible for validated exported legacy data. Conversion will be executed multiple times during dev and UAT before Prod.
 - *EPROC-TECH* – Date conversion legacy data supported except for Solicitation data in State's system and Vendor performance data.
- Interface and Integration – P59 Synchronous and Asynchronous data transfers supported. Multiple communication protocols and data formats, including flat files, JSON, XML, cXML, OCI, IDOC (SAP)
 -
- Office Automation Integration – All file types supported as attachment.
 - Excel support across sourcing process.
 - Reporting tools natively export to Word, Excel and PDF
 - Contract tool imports Word documents.
 - Contract data can export Word and Pdf.

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- Mobile Device Support – P61 *Ivalua is a fully responsive HTML application; screens adjust to devices, e.g., on when using Ivalua on a mobile device the screen menus change for PC layout to Mobile-friendly layout.*
- Mobile Applications – Mobile solution runs on Webkit-enabled browser; no separate app.
- Data Ownership and Access – P61 *Customers remain the data owner and data controller of all data they place into their Ivalua instance and should apply access controls to restrict access to data within their instances based on their own requirements and needs, in accordance with their access control, data retention and data classification policies.*
Internally, Ivalua has its own data classification policy. All customer data is classified as Confidential and access to the environment where customer data is stored is limited to a small number of individuals on a need-to-know basis.
- Date Retention, Archive and Purge Considerations – P62 *Ivalua does not delete or modify customer data, unless requested by the customer to do so, and only processes data in accordance with its contractual obligations and the customer's configuration of their instance(s).*
- Disaster Recovery Plan – P62 *Ivalua BC and DR Program is based on ISO/IEC 22301 standard framework*
 - Documented backup and recovery procedures
 - Crisis/incident management procedures
 - Stakeholder communication processes
 - Replicated Web server and Application server; replicated database backups; redundant support services; contingency plan for hosting and ISP.
 - P63 *Ivalua notifies impacted customers of data breaches which Ivalua becomes aware of without undue delay, but within seventy-two (72) hours - unless a shorter time is specified in the contract*
- Solution Environments – Minimum 3 environments – Dev, Acc (test), Prod.
 - Training environment available. – add fee.
- Solution Technical Architecture – All customers environments isolated in enterprise grade cloud architecture. End users access Ivalua from web browser – no client software installation required. – 64-bit MS stack. Plus open standards REST, JavaScript, HTML, XML and JSON.
 - Database layer on servers in non-internet routable network segment – requests not made directly to database tier; only issue from customer's instance.
 - No commingling of customer data.
- Solution Network Architecture – All RTMs standard functionality.
 - P66 *Intrusion Detection System and Intrusion Prevention system (IDS/IPS), monitors and blocks malicious traffic or attack on network traffic traversing the device.*
 - *systems log unexpected network activity (volume of traffic, protocol anomaly, signature-based attack) and notify Ivalua IT staff in real time via emails and text messages.*
 - P67 *Equinix DC3 Data Center - Ashburn, VA (Primary, DR); CH3 Data Center - Elk Grove, IL (Primary, DR)*
 - *Ivalua also guarantees a Hosting SLA (hit response time, uptime) and can share a monthly report with the client upon request.*
- System Development Methodology - P67 *secure-SDLC policy and procedures that ensure security-related functions are covered during the development life cycle from design to implementation to testing. New features are evaluated for their security impact during the design phase, regular code reviews (peers and SAST tools) are conducted internally during the implementation phase and tested for effectiveness during the QA process.*

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- *Ivalua's development process is based on the Agile methodology with its iterative approach to software development and assessment. This embeds Quality Assurance directly into the ongoing development process.*
 - *P68 Configuration Management Program for its Cloud services in accordance with NIST Security-Focused Configuration Management of Information Systems guidelines. Ivalua applies Security-focused Configuration Management for establishing baselines and for tracking, controlling, and managing many aspects of the secure lifecycle of all information system resources, configurations, and processes.*
 - *All application changes/updates are at the customer request and control, and they will be performed either behind the scenes (for minor updates) or through scheduled downtime (for major updates). Customers typically enforce their own change management process.*
- **Service Level Agreement – Sample attached. 99.8% uptime. Monthly scheduled maintenance.**
 - *Service credit 5% for <99/8% increasing through levels to max of 25% for <85%.Credits applied against future prof. serv. Fees. No refunds unless <90 on contract.*

Security Requirements

- **Cloud Security Alliance (CSA) Compliance – CAIQ 3.0.1 provided (No unusual.)**
 - *IAM-02.7 Ivalua doesn't share internal security metrics with customers. The termination control is tested as part of the SOC control and SOC report is provided to the customers upon request.*
- **Security and Privacy Controls- P69 Needs clarification** *Ivalua is currently in the process of validating controls and safeguards against NIST SP 800-53 Revision 4 "Moderate" risk controls for FISMA compliance with our Commercial Cloud. Is this complete?*
- **Security Certifications - Ivalua has implemented an Information Security Management System (ISMS) in accordance with ISO/IEC 27001. Ivalua is annually audited SSAE-18 SOC1 and SOC2 (US) and ISAE-3402 (Europe). Ivalua is also annually audited HIPAA and complies with business associates' requirements of the Privacy, Security, and Breach Notification Rules.**
 - *P70 Ivalua is not currently audited for PCI-DSS compliance. However, Ivalua has safeguards and security controls in place to protect cardholder data in accordance with the PCI-DSS standards and is leveraging its Hardware Security Module (HSM) infrastructure to manage cryptographic keys used to secure cardholder data.*
 - *Ivalua is FedRAMP Ready with our GovCloud and listed on the FedRAMP Marketplace.*
- **Annual Security Plan – P71 Ivalua has built its security program and implemented an Information Security Management System (ISMS) in accordance with ISO-27001. The security controls deployed are in alignment with ISO/IEC 27001 and NIST SP 800-53 "Moderate" baseline requirements to address the information security risks. We are certified SSAE-18 (US) and ISAE-3402 (Europe).**
 - *Ivalua enforces the principle of least privilege across the entire organization. Role-based access control at directory and application levels and firewall rules are used to manage access.*
 - *Only users with the appropriate profile can load a page or execute a function. It is also possible to limit the data access of business objects on a per user basis.*
 - *Ivalua Solution architecture leverages a multi-instance tenancy model on shared servers. Our model creates a very distinct boundary between the data of each client.*
 - *Ivalua invests a large number of resources to get itself audited by a 3rd party auditor against the SOC and HIPAA security frameworks. Every year it produces a report that is shared with its customers, upon request.*

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- *5-stage incident response: Preparation; Detection and analysis; containment, eradication and recovery; post-incident activity; communication.*
 - *Ivalua applies a single data classification to all customer data it hosts. Ivalua does not inspect or monitor its customers' data and has no ability to understand how any data may have been classified by individual customers.*
 - *Ivalua has implemented numerous privacy and security practices to ensure Ivalua compliance with the GDPR.*
- Secure Application and Network Environment – Equipment hardened; proactive network security. See architecture above.
 - P77 Data at-rest and in-transit is encrypted using the industry-standard AES 256-bit encryption. Ivalua Cloud infrastructure where client data are stored, processed, and transmitted:
 - The web traffic between the end-users and the servers is encrypted using TLS (HTTPS). Ivalua SSL X.509 CA certificates are generated with RSA 2048 key size and SHA-256.
 - P78 *In Ivalua's infrastructure, managed devices (switches, routers, firewalls) and services communicate their activity logs to two different servers, located in two geographically distant data centers.*
 - *While a user is logged on, all actions and activities are registered, logged and time stamped. Every transaction created, every status change, every movement through to the next step in a workflow, every addition or deletion of a data item of any kind is part of this logging effort. As a result, the system can produce a detailed audit trail of exactly who did what, where and when. This audit trail can be produced in reports on a real-time basis.*
 - DLP strategy includes an administrative policy around removable media and data loss prevention.
- Secure Application and Network Access
 - P81 *Each client application instance runs under a dedicated application pool process with a client dedicated identity. This model also facilitates the ability to perform upgrades and maintenance on an individual basis without impacting other clients' instances. This model enables higher instance availability.*
- Data Security – See above. All narrative in this section has been stated in other areas.
- Personally Identifiable Information Protection – P85 *Ivalua has implemented numerous privacy and security practices to ensure Ivalua compliance with the GDPR.*
 - *Customers may configure access to PII such that customer-defined roles have access to PII within the Ivalua platform. When providing customer support, Ivalua may have access to PII data.*
 - *Ivalua is also annually audited for HIPAA and complies with business associates' requirements of the Privacy, Security, and Breach Notification Rules.*
- Security/Privacy Issue Occurrence - *reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours.*
- PII Data Actual/Attempted Access or Disclosure – See previous
- Security Breach Reporting – See previous

Implementation Services Requirements

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- Project Management – KPMG governance and project management plan detailed from p84 in Section III response. KPMG project manager. Integrates key customer stakeholders in the implementation team. Detailed risk management and issue management processes.
- Project Implementation Methodology – 5 phases. Vision, validate, construct, deploy, evolve.
 - Use of pre-configured delivery models, training materials and benchmarks to accelerate project. Avoids reinventing the wheel.
 - P109 Test scripts to be developed in collaboration with customer organizations. Note that in assumptions on p185: KPMG not responsible for developing UAT test plan or UAT scripts.
 - Cutover to production occurs as part of go/no-go prior to full go-live.
 - Post go-live support/hypercare (4 stage severity levels for defect resolution.) Evolve phase.
 - Supplier enablement- start with current/future state identification.
 - Identified org role-based map according to project responsibility: leadership, functional and supplier support; data migration, testing, change mgmt/training, managed services
 - Identifies roles in customer org. including time commitment expected.
- Catalog Support Services – KPMG and customer identify hosted/punchout best fit for each supplier.
 - KPMG does catalog set up with internal users; Vision – 2 years spend data to assess; Validate contracts; Publish punchout and hosted catalogs prior to go-live; construct – configure punchout – setup online marketplace. KPMG engage state users to test catalogs and validate. trains customers on future hosted and punchout catalog set up.
- Data Conversion Services –KPMG works with state on data migration strategy, defining data conversion, mock and production data extracts, data cleansing, transform/load processes, quality assurance.
 - Uses Ivalua ETL/ETA module. Phases: Extract; Transform and Load; Data Reconciliation.
 - 9 preliminary datasets identified as likely for conversion with sources data (ERP or external (existing) systems.
 - P123 Optional Cognitive Contract Management (CCM) KPG platform to read and ingest documents including contracts, price lists and catalogs.
- Interface/Integration Development Services
- Restated 5-step deployment Vision, Validate, Construct, Deploy, Evolve for development. Parallel workstreams for GEP-KPMG and customer teams.
 - 10 integrations identified and process outlined including source and destination systems.
 - KPMG will design the format, develop, and test interfaces feeding in/out of Ivalua.
 - P127 Your organization will be responsible for mapping the data elements to your systems, developing and testing the interfaces coming into your organization systems and out of your organization systems into the proposed solution's services per the project schedule. Interfaces identified and finalized during Design Phase will be built in collaboration with your IT resources. It is assumed that for any interfaces/integrations to other third-party systems, your organization will provide for the necessary licenses, if applicable
 - Middleware solution or adapter will management integration between Ivalua, ERP, other apps.
- Organizational Change Management (OCM Services) – Detailed KPMG OCMT process outlined (can be scaled back for less complex projects)

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EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Proposal lists included projects and additional KPMG services. Clarification may be needed to state if proposal complies with RFP requirements without the “additional recommended KPMG services” (Difference between OCMT Strategy and OCMT Plan, for example). Are these additional services included in cost workbook? Should they have been referenced in the Value Added section?
- Training Services – KPMG Targeted learning model. Training the Trainer. – combination of instructor-led classroom/online and webinar. Self-service on-demand web-based training. Quick-ref guides.
 - Role-based training needs assessment; table breakdown of topics.
 - Troubleshooting guides. Developed training becomes property of customer.
 - Separate training plans for Trainers, System admins, help desk, suppliers.
- Help Desk Services – P150 KPMG provides Help Desk/Service Desk as part of managed services framework during the implementation. Trains state help desk staff on specific deployment.
 - Augments existing Help Desk by providing case management support for state’s power users via tickets submitted to KPMG’s ServiceNow system. Tickets to:
 - Tier 1 (client org)
 - Tier 2 – KPMG
 - Tier 3 – Ivalua or client IT as applicable.
 - KPMG subcontractor can provide Tier 1. (Needs clarification of optional cost.)
 - Help desk support is included for six months after go-live. Transition to state’s help desk, includes training and knowledge transfer.
 - EPROC_IMPL-3 and -4 – No live chat available.
 - EPROC_IMPL-5 – Ivalua Extranet ticket system can be viewed by customer, but does not integrate to customer’s ticket help system.
- On-site stabilization. Hypercare – 3 months. Monitor rollout; triage and support high-priority tickets; adjust configuration, defects. Focus on end-user adoption; transition to state support team and Ivalua Run team.
 - KPMG knowledge transfer plan
 - Quality gates with exit criteria to help stabilize system during hypercare for longer term managed services transition to steady state operations. 1. Pre-contracting and contacting; 2. Initiation and planning exit; 3. Execute and test exit; 4. Implement and stabilize exit.
 - P185 Assumptions – Assume Tier 1 support during hypercare is performed by customer; KPMG acts as Tier 2 support. Ivalua acts as Tier 3 support.

Managed Services Requirements

- Solution Support – P156 “Powered Evolution Services”: governance; base services; enrichment.
 - Identify support and escalation standards, performance category, issue severity level with descriptions.
- Repeat of description of infrastructure, SLA and environments.
 - SDLC policy and development and testing plans for rollout explained.
 - Testing has 4 levels: Manual tests and code reviews; load and performance testing; functional testing; regression and automated testing.
 - Repeat of contracted level 3 support and optional level 1 supports.
- Organizational Change Management (OCM Services) – P161 – OCMT (referenced in implementation – for areas that are needing to be additionally supported).
 - Focus on 1. Service delivery; 2. Service quality.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG (Ivalua implementation)

CATEGORY #(s) 2:

DATE: 1/16/22

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- Stakeholder analysis/assessment.
 - Surveys to identify metrics.
 - Communication plan - engage change agent network to review software updates
- Training Services Service Center change monitoring Process – maintain current content.
 - Examples of training modalities: Email; team huddles; quick ref guides; micro-learning videos; eLearning; Instructor-led or Virtual live learning; office hours.
- Catalog support services. **P164** Proposal to refine and maintain existing catalogs, determine new catalogs as hosted or punchout; setup and configure punchout catalogs; publish hosted and punchout catalogs. **Needs clarification – is this in proposal cost or optional cost service?**
- Help Desk Services – case management support for state's power users via tickets submitted to KPBG's ServiceNow system. Tickets to:
 - Tier 1 (client org)
 - Tier 2 – KPMG
 - Tier 3 – Ivalua or client IT as applicable.
 - P186 – 25 ServiceNow licenses provided for power users.
- Transition out - P105KPMG team manages and oversees tasks to remove client users from system and information. In client environment, KPMG execute protocols to ensure KPMG personnel offboard.
 - Phased approach – formal toll gates act as check points to align clients and all parties. Three toll gates with processes totaling up to 10 weeks.
- Other Available Services: KPMG strategic sourcing, Contract Performance Management, Localization.

Video Demonstrations

- Major elements of Ivalua system and scenarios demonstrated.
- Clean system with consistent look and feel.

Other notes on Assumptions – p185

- Client procures 5 environments: 1 prod; 4 non-prod.
- All suppliers register directly in the solution
- KPMG configure 5 contract templates in contracting module
- Maximum of 25 configured fields
- KPMG not responsible for developing UAT test plan or UAT scripts.
- P188 Only active suppliers, POs and contracts converted.; Active solicitations completed in legacy system.
- P188 KPMG will use client's existing LMS.
- P188-189 Proposed training approach assumes Small=20; Medium=30; Large = 60 plus 5 Tech and 10 help desk for on-site end user training not to exceed 3 weeks; KPMG develops training materials.
- KPMG responsible for user documentation and on-demand electronic user materials.
- Client responsible for providing training development software licenses for Adobe Captivate or Articulate storyline to KPMG as requested.

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Additional Needs Clarification:

P188 – KPMG assumes client will contract directly with eprocurement solution provider for software licenses required for the development. – Does that comply with Category 2 bid requirements or only Category 4?

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG-SirionLabs

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 2-7)

- KPMG LLP is the US firm of the KPMG global organization with 40K+ professionals with "1,200 dedicated procurement professionals" the "bring the state and local government domain knowledge".
- "Featured in Spend Matters' Top 50 Providers to Know Almanac".
- "Designated as a 'Leader' in Gartner's Magic Quadrant for Business Operations Consulting".
- Services support "targeted improvements as well as implementing full-scale procurement transformation solutions".
- "Have particular depth in helping optimize 'Source-to-Pay' processes".
- "Have delivered 300+ cloud eProcurement projects" implementation"
- 400+ Source-to-Pay assessments and efficiency improvement projects completed"
- "Lessons learned" from "Ohio, Arizona, Alabama, Vermont and others will be leveraged"
- "Powered Enterprise approach" delivers "on Day One an out-of-the-box, preconfigured solution based on a leading business practice target" which "can help accelerate the transformation and change process".

2. Previous Projects

- KPMG projects are for Ivalua implementations. They do not demonstrate work with SirionLabs. (pg. 9-13)
- SirionLabs projects (pg. 17/18)
- **State of Ohio:** (pg. 9-11)
 - i. Source-to-Pay implementation, "supplier management, catalogs, sourcing, quote management, contract authoring and management, purchasing, invoice management, expense management, savings tracking, and spend analytics".
Full Suite eProcurement implementation.
 - ii. Batch Interfaces and Realtime /Integrations with PeopleSoft: Org Structure, Users, Chart of Accounts, Thresholds, Controlling Board, UOM, Payment Methods/Terms, Commodity Code, SSO, Addersses, Suppliers, Contracts, eSignature, Catalogs, Budget Validation, Purchase Orders, Change Orders and Invoices.
 - iii. 3 releases: eMarketplace/Supplier Management, Procure-to-Pay, and Source-to-Contract. Conversions: 50K users, 4K Orgs, 150K Suppliers, 2K Addresses,

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- 1.5K Contracts and 30 Catalogs. Project started 9/7/2018, R1 Go-Live 12/17/2018, R2 Go-Live: 12/4/2019 and R3 Go-Live:
- iv. Train-the-Trainer approach with “25+ instructor-led courses” delivered “both onsite and virtually” and provided webinars. Provided user manuals, job aids, interactive web-based training courses and microlearning videos. 11/2/2020.
- **State of Arizona:** (pg. 11)
 - i. Source-to-Pay... *Full Suite eProcurement implementation.*
 - ii. “35+ Integrations/Interfaces” with CGI Advantage for Vendor, Requisitions, Purchase Orders, Receipts, Invoices, Master Data and Inventory.
 - iii. Project dates: Nov 2017 to Feb 2019
 - **State of Alabama:** (pg. 11/12)
 - i. Source-to-Pay... *Full Suite eProcurement implementation.*
 - ii. “50+ Integrations/Interfaces” with CGI Advantage for Suppliers, Chart of Accounts, Budget Validation, Purchase Orders and Invoices.
 - iii. Migrated 15K+ suppliers and 1.5K+ contracts.
 - iv. Created “localization template to bring additional agencies and state entities onto the Ivalua platform”.
 - v. Project dates: March 2020, on-going. Go-Live June 2021.
 - **Teachers Retirement System of Texas:** (pg. 12/13)
 - i. Source-to-Pay implementation, Supplier Mgmt, Purchase Request/intake, Sourcing, Contract Authoring/Mgmt, KPMG cognitive contract mgmt tool, Purchase/Change Order, Invoicing, Payment and Reporting.
 - ii. Inbound/Outbound interfaces with PeopleSoft: Contracts, Supplier, Account codes, Fund, Depts, PCA, Budget, Invoice OK to pay, Payment info, Users, SSO, DocuSign and auditing.
 - iii. Train-the-Trainer sessions: instructor-led, web-based with quick ref guides.
 - iv. Project dates: Sept 2020 to April 2021, Go-Live Jan 2021
 - **CalTrans:** (pg. 13)
 - i. Supplier and Contract management mentioned but full list of Ivalua modules that were implemented not listed .
 - ii. Migrated contracts
 - iii. Train-the-Trainer w/quick ref. guides.
 - iv. Project dates: Sept 2020 to April 2021, Go-Live Jan 2021
 - **US State Technology Authority:** (pg.17):
 - i. Automate/standardize contract management processes.
 - ii. \$822M contract value, 140+ Suppliers, 3000+ Obligations/SLs managed
 - iii. Advanced analytics & dashboards.
 - **Canada Airport:** (pg. 18):
 - i. Uses contract management and supplier management solutions for monitor/analyze supplier performance, collaboration management, contract storage, and advanced analytics.
 - ii. 800+ suppliers and manage 3500+ “obligations and SLs automatically”
 - iii. C\$570M managed in the system.

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- Global Bank: (pg. 19)
 - i. System provided contract repository to manage contract changes, track vendor performance against obligations/SLs and track action items/issues.
 - ii. 100+ suppliers and manage 29K+ obligations/12K+ SLs.
 - iii. \$4.3B managed across 10+ categories.
- 3. Subcontractors (pg. 15-17)
 - SirionLabs Inc.:
 - i. Privately owned global company with over 550 employees.
 - ii. Provides a SaaS “end-to-end contract lifecycle management” platform.
 - iii. Has over “200 customers around the world”.
 - iv. Public and non-profit clients include “Georgia Technology Authority, Greater Toronto Airports Authority, UK Dept of Transportation”.
 - v. Fortune 500 customers include “BNY Mellon, Chemours, and Vodafone”.
 - vi. System includes “Contract authoring, Contract management, Performance management, Financial management, Relationship management and Risk management” with “embedded workflows”.
- 4. Organizational Chart
 - Org chart does reflect a project implementation however it is not clear which positions are State, KPMG or SirionLabs staff. While high level, the chart does reflect the core/key roles. (pg. 21)
 - The Role/Responsibilities table provides detail for the key/core roles but only for only the KPMG resources. SirionLabs responsibility details are about their role as a subcontractor but does not provide details at a role or position level. Similarly for the “Participating Entity”, there is no detail on Roles expected and the relevant responsibilities. The discussion provided is more of an overview. (pg. Does not address Ivalua or State positions. (pg. 22-24).
 - The RACI matrix (pg. 25) does provide good detail on the high level project activities with RACI designations for KPMG, SirionLabs and “Client”.
- 5. Litigation
 - “Have no pending litigation that would materially affect the firm’s operations or our ability to perform services for you”.
 - “KPMG is not aware of any significant issues relating to client contracts, or any terminations of those contracts, which would interfere with KPMG’s ability to successfully perform the services contemplated”.
- 6. Financial Viability (pg. 31-33)
 - Total revenue for fiscal year ending Sept. 2020 was “\$9.6 billion”
 - KPMG’s outstanding debt rating by the National Association of Insurance Commissioners is “NAIC-1”, the “highest credit quality ranking on the NAIC ratings scale”.
 - Only provided 2 of the 3 required recent year Audit reports.

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DATE: 12/20/2021

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SME DEPARTMENT/STATE: NASPO

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Individual SME Comments:

KPMG Exceptions to Master Agreement, pg. 152-165: Need review by Maine and NASPO ValuePoint

- 31 exceptions to Maine T&Cs
- 28 exceptions to the NASPO ValuePoint T&Cs
- Added terms for Help Desk and Managed Services:
 - o Definitions
 - o Provider Services Personnel
 - o Term and Termination
 - o Disclaimer and Limitation of Liability
 - o Indemnification
 - o Cooperation; Use of information and State Materials.

KPMG Assumptions, pg. 140-187:

- **General**, pg. 140
 - o 1st bullet: Participating Entities will "contract directly with the eProcurement Solution provider for the software licenses and with KPMG for implementation services". CONCERN, this may not be possible with some States or other Participating Entities based on their laws.
 - o 4th bullet: pricing is "subject to five percent year-over-year increase". CONCERN, not all Participating Entities can agree to an automatic price increase. In some cases they may need to use a Term/Condition for price increases based on an index instead. NEGOTIATION, suggest negotiating this.
 - o 7th bullet: "KPMG assumes up to 25% travel". NOTE, pricing reflects this amount of travel expense. NEGOTIATION, suggest having a means to reduce costs if a particular project does not need this much KPMG travel.
 - o 14th bullet: WEAKNESS... KPMG "may not be permitted to participate in a NASPO ValuePoint Administrative Fee or a State imposed administrative fee under this contract"
- **Project Related**, pg. 141
 - o 1st bullet: Fixed prices assume implementation periods of Small State=12 months, Medium State=15 months & Large State=24 months. CONCERN, this may make the prices between proposals not be comparable. Also, the time period for Small and Medium is too short.
 - o 2nd bullet: "Implementation plans provided assume 15 pilot agencies during each implementation. Any additional agencies/localization is out of scope and may be contracted by your organization as a change order." CONCERN, it is unrealistic to have

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assumed the same number of agencies for each size of State. So the pricing is not realistic and also not going to be comparable to other proposals.

- 9th bullet: “any modifications to the out of the box functionality requiring custom code” is limited to only situations where there are “statutory requirements”. CONCERN, there may be RFP/RTM req’ts that end up requiring “custom code” so suggest getting this language modified to include any changes necessary to comply with RFP/RTM req’ts. NOTE, this assumption is repeated under reports (10th bullet)
- 13th bullet: “Client will procure five environments”. CONCERN, on pg. 63, Solution Environments” it refers to 3 environments. Need to CLARIFY what is included in the pricing.
- 15th bullet” “up to three supplier management questionnaires” will be configured. NEGOTIATION, suggest getting this number increased to five for Medium and Large State implementations.
- 16th bullet: “will configure up to five contract templates”. NEGOTIATION, suggest getting this number increased to ten for Medium and Large State implementations.
- 17th bullet: “maximum of 25 configured fields”. NEGOTIATION, suggest getting this number increased to 50 for Medium and Large State implementations.
- 19th bullet: “eProcurement system is considered the system of record for eProcurement supplier information”. CONCERN, some Participating Entities may have to have the Finance System be the system of record, depends on the implementation. Suggest NEGOTIATING to strike this assumption.
- 24th bullet: “During hypercare” the Participating Entity will “perform Tier 1 support”. “KPMG will act as Tier 2 support” and Ivalua “will act as Tier 3 support”. NOTE, need to check this against the narrative regarding Implementation Services HELP DESK.

- **Help Desk/Managed Services** (pg. 143)

- 1st bullet: Participating Entities will be limited to 25 users that can submit tickets to the KPMG Service Desk. NEGOTIATIONS, suggest increasing this number for Medium and Large States.
- 3rd bullet: On-going help desk services assumes that the Participating Entity will provide “Tier 1 support”. NOTE, need to check this against the narrative regarding Managed Services HELP DESK.
- 6th bullet: “assumes approximately 1% of the users will call/day with an average call duration lasting between 10 to 20 minutes”. CONCERN, what about support for Suppliers? Are the considered “users”?
- 7th bullet: “20 to 35 calls/analyst/day is assumed (8:00 AM to 5:00 pm local time)”. CONCERN, unclear how this metric fits with the “1% of the users” in the previous bullet. Also, what is meant by “local time”? Also, same question as previous bullet regarding Suppliers.
- 9th bullet: End-user support numbers. WEAKNESS
 - the “Total end-users” count does not match the Cost Workbook req’ts.
 - The “At Go-live” numbers are too low
 - “Ramp-up” numbers based on quarters along with the implementation plan months in the Projects assumptions means Large doesn’t get to 8000 users until end of 3rd year of implementation and just past 2 years for Medium and Small. This is not realistic.

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- 10th bullet: WEAKNESS, Supplier support numbers for “Total Suppliers” should be 50,000 for each size State according to the Cost Workbook req’ts. Also the numbers are too low for “At Go-live”.
- 13TH bullet: SLA metrics.
 - KPMG is only agreeing to two of the 10 Production SLAs, Catalog Onboarding/Maintenance and External Sources Onboarding.
 - KPMG is not agreeing to any of the Implementation SLAs
 - Ivalua is responsible any other SLAs and according to the Service Level Agreement section they have their own “hosting and maintenance SLA”.
 -
- **Reports/Conversion/Interfaces, pg. 144**
 - 1st bullet: Limits the number of reports for each size of State. NEGOTIATION, suggest increasing to at least twice the listed numbers.
 - 16th bullet: “only active suppliers, purchase orders, and contracts will be converted/moved”. NOTE, this conflicts with Implementation Req’ts Data Conversion Services, pg. 118-120, which states the “preliminary recommendation of the data conversions based on the req’ts state in the RFP” includes In-process Requisitions, Approve Requisitions, Purchase Orders Transactions, Solicitation Data, Contract Data, Vendor Performance Data, User Account Data, Chart of Accounts Data and Historical Spend Data.
 - 10TH BULLET: “any modifications to the out of the box functionality requiring custom code” is limited to only situations where there are “statutory requirements”. CONCERN, there may be RFP/RTM req’ts that end up requiring “custom code” so suggest getting this language modified to include any changes necessary to comply with RFP/RTM reqts.
- **OCM/Training, pg. 145**
 - 4th bullet: Client required to do “analysis of historic purchasing data...” NEED TO CHECK OCM SECTION TO SEE IF THIS ANALYSIS IS INCLUDED.
 - 5TH bullet: KPMG will leverage your organization’s current Learning Management System”. CONCERN, there will be some Participating Entities that do not have LMS’s. What will the impact be?
 - 7th bullet: Limits the number of “Client end users”, “Key Technical Resources” and “Help Desk Administrators” to be trained. NEGOTIATIONS, suggest that getting these numbers increased.
 - 8th bullet: TTT is limited to not “exceed three weeks”. WEAKNESS, this is too short a timeframe to learn the entire system and it will not fit into a phased implementation where training is divided among the phases.

General Principal and Requirements

Key Solution Functionality Elements, pg. 4-9:

- **Single Point of Entry (pg. 4):**
 - “integrates with SSO and can integrate with an entities procurement, ERP, CRM, services desk, etc. systems”.
 - Users are taken to a single, role-based screen w/dashboards.

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- **Smart Routing** (pg. 4):
 - o “delivers an advanced workflow engine that supports high configurability”
- **Compliance:** No response provided
- **Portal** (pg. 4/5):
 - o “provides an integrated portal for suppliers/vendors to collaborate throughout the life of the contract”
 - o External Parties - STRENGTH
 - “Multiple users in parallel can edit parts of the contract... system automatically reconciles and consolidates” changes into single version.
 - “provides collaborative chat functionality within MS Word environment”.
 - “use @ to tag another user” which sends an email to that user
 - “using # user can assign clauses within the contract to other user”. “will navigate the user to the actual clause position the requires review”.
 - Sirion MS Outlook plug-in will automatically capture email notifications to external users and their responses using “# code methodology”. Appends “in the comments and attachments section of the” contract record.
- **Open Marketplace Environment** (pg. 5/6): N/A. Proposal isn't including Catalog functionality. The narrative response in this section describes the Contract Search functionality instead.
- **Integration** (pg. 6):
 - o “provides two-way integration” via REST API-based integration interfaces.
 - o STRENGTH, includes OOTB “integration adapters” ‘such as ERP, P2P, IT Service Management (ITSM), Governance Risk & Compliance (GRC) and CRM systems’.
 - P2P: Ariba, Coupa, Ivalua
 - CRM: MS Dynamics, Salesforce, Oracle
 - ITSM: ServiceNow, Remedy
 - ERP: Oracle, SAP
 - Contingent Workforce Mgmt Systems: Beeline, SAP Fieldglass, Workday
 - GRC: D&B, RSA Archer, MetricStream
- **Workflow** (pg. 6/7), STRENGTH: “provides an advanced engine that supports highly configurable workflows”. “can be conditional, and made contingent on key attributes of the contract”
 - o “unlimited steps, views, permissions, conditional steps”
 - o “Multi-party workflows involving client and their supplier users”
 - o “access controlled” to limit user capabilities for their workflow step
 - o “Ability to configure probes in a workflow to measure lead times, aging, cycle time, etc.”
- **Document Management** (pg. 7):
 - o “tracks all contracts, related attachments, and amendments”.
 - o “no storage limit on contract and related document storage”
 - o “access rights can be configured”
- **Reporting, Dashboards & Data Visualization** (pg. 8):
 - o “over 250 reports and dashboards” OOTB.
 - o Allows users to “create and save customer reports and dashboards”
 - o “dashboards are interactive and exportable”
- **Configurable** (pg. 9):
 - o “user access management provides granular rule, role and instance-based access, with an unlimited variety of combinations”
 - o “allows simple configurations of multi-geography, multi-business unit teams”

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- **Transparency** (pg. 9): “simple integration with third-party applications, enabling real-time data transfer and can further work to review” needs for contract visibility to existing or new portals”. CONCERN/POTENTIAL WEAKNESS, system does not have public access capabilities OOTB.

User Experience, pg. 9-16:

- **Personalization** (pg. 9/10): “provides user-based views to be saved based on role, need, or use case”
- **Intuitive Navigation** (pg. 10): “navigate with a pop-out menu and functional areas can be access via dashboards”.
- Wizard-driven (pg. 11/12):
 - o “online help manual” that is “full-text searchable, enabling user to find succinct answers”.
 - o “also offers an FAQ section”
 - o “guided navigation with pop-up help and next step guidance for users”
 - o “provides users with the ability to respond to an intuitive questionnaire to answer the type of contract required”. Based on the “values provided”, system “prompts best match templates from the configured template library” to “start the contract creation process”.
- **Portal** (pg. 13): “users can see their actions from their dashboard, while managers can see workloads for reassignment”
- **Mobile access and use** (pg. 13/14): “utilizes a web design that can be accessed on any web-enabled device”. NOTE: “a dedicated mobile app is slated for release later in 2021” which will “allow users to customize dashboards, view/act on requests, conduct advanced search and can open documents via Sirion document viewer”. CLARIFICATION, did this mobile app get released and what are the details of it’s functionality?
- **Workload Mgmt** (pg. 14/15): “provides review & reports of workload, and resassignments are managed within the platform”
- **Role-Based** (pg. 9):
 - o “Role Based Access Control (RBAC) whereby users may be assigned access rights”
 - o **User role groups**: Access templates containing a predefined set of operations a user assigned to **this templates may perform**”
 - o “**Entity** stakeholders”: “platform contains multiple entity types such as counterparty, obligations, actions, etc.” and each “entity type contains a set of stakeholders with assigned permissions”
 - o STRENGTH, “**Individual user access**: Each user has a profile and can be assigned custom permissions to perform system operations and access data”

Bidder Best Practices and Roadmap, pg. 16-18 :

- “multi-tenant SaaS-based application, built for scale and security”
- “has a quarterly release cycle”
- “Sirion was founded by legal and contract practitioners” and with KPMG the “combined approach should help ensure consistent practices and processes”
- “conducts monthly governance meetings and quarterly business reviews with customers to obtain feedback” on support and product enhancements”

Innovations and Value-Added Features/Services, pg. 18: Did not offer anything additional, just promoted their tool.

- “Sirion offers automated obligation and services level management functionality”

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Customizations/Extensions, pg. 18: NOTE, did not commit to incorporate changes required by the Contract into the solution however as they have defined their SaaS, any changes are part of the base system.

- "upgrades are backward compatible"
- Pg. 17: "As a SaaS solution, Sirion is always updated to the latest version automatically with every release"

Alternative Funding Models, pg. 18:

- No response provided.

Contract Transition and Flexibility, pg. 18:

- "Sirion is committed to discussing mutually agreed terms"

Functional Requirements – pg. 20-26

General Functionality: N/A

Supplier Portal: N/A

Supplier Enablement/Management: N/A

Buyer Portal: N/A

Need Identification: N/A

Request through Pay: N/A

Catalog Capability: N/A

Sourcing/Bid Management: N/A

Contract Management, pg. 20-22: Very mature and comprehensive tool.

- STRENGTH, Template Library (pg. 12 & 20)
 - o "Comprehensive clause and template libraries with smart tags" (pg. 20)
 - o "configurable " clause/definition libraries (pg. 12)
 - Can load "several variations of the same clause/definition"
 - "Capture standard and custom attributes for each clause/definition"
 - "Specify position for each clause/definition variation" ("preferred, fall back and walkaway")
 - "Easy identification of required clauses/definitions"
 - Assemble templates by "dragging and dropping clauses"
 - "Templates maintenance process... informs template owners of any updates made to the clauses"
 - "Each clause identifies the related templates"
- "Autosuggestion of templates and wizard" for "draft assembly"
- "Risk scores assigned at the clause level" to calculate "overall risk score"

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG-Sirion

CATEGORY #(s): 2

DATE: 12/20/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- "Configurable workflows"
- STRENGTH, 3rd Party Paper: AI will extract meta data from an uploaded document and identify the clause sections of the 3rd party paper to standard clauses in the Template and compares automatically to standard clauses in the system to highlight differences. (pg. 20 & Video)
- STRENGTH, pg. 12 & 20: "parallel, access-controlled clause editing and auto reconciliation functionality" allows "multiple users (internal and external)" to edit "parts of the contract" at the same time.
- Collaboration/External Parties – STRENGTH (pg. 4/5 & 20/21)
 - o "Multiple users in parallel can edit parts of the contract... system automatically reconciles and consolidates" changes into single version.
 - o "provides collaborative chat functionality within MS Word environment".
 - "use @ to tag another user" which sends an email to that user
 - "using # user can assign clauses within the contract to other user". "will navigate the user to the actual clause position the requires review".
 - o Sirion MS Outlook plug-in will automatically capture email notifications to external users and their responses using "# code methodology". Appends "in the comments and attachments section of the" contract record.
 - o Collaborative Mode (Video) – multiple editors of the Word doc where only one person can edit a clause section but other users can see the changes that are happening at the same time. Effectively user is checking-out a Clause Section.
- "Hierarchical contract repository"
- "Alerts and advance notifications for upcoming contract renewals/expiration"
- Reports/Dashboards:
 - o "Personalized dashboard configuration for different user roles"
 - o Users can set up a Schedule for a report to be sent out in email to other users. (Video)
 - o from Pg. 8:
 - "over 250 reports and dashboards" OOTB.
 - Allows users to "create and save customer reports and dashboards".
 - "dashboards are interactive and exportable"
- From Video
 - o For reviewing/approving Contracts, each document is routed based on rules.
 - STRENGTH: has Sirion action Bar within Word to make Sirions Contract records and actions available within Word.
 - Directly look at Clause options from Library that could be pulled in to insert or replace existing clauses.
 - "Save to Sirion" to version doc in Sirion. Save has Comment field to explain what's changed and will prompt you to update the Workflow step the doc is at.
 - Can Share drafted Word Doc via email to anyone, not just Sirion user. If that user makes changes, this will go back to Sirion automatically.
 - STRENGTH: Sirion is embedded in Outlook with direct access to Sirion feature of Contract Requests.... So you can initiate a Request from Outlook and access existing Sirion in-process Contract Requests... can drag/drop attached docs in email to the Contract Request record.
 - o Review of edited/changed doc will show specific Clause changes.

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- STRENGTH: Routing document for review/editing: can route only specific clauses to specific users for review/editing instead of the entire document.
- Master Agreement Type contracts will let you do child contracts/agreements in a hierarchy and will inherit the detailed Meta data from the Parent MSA
- STRENGTH.... SEARCH- all documents are indexed for full content search and can filter searches to reduce results.
 - For document content matches has a link in the results that will open a Viewer to show directly where that search content exists.

RTM

- STRENGTH, CNT-7: Co-authoring functionality allows for check-out of specific clauses in a document that is being edited by other users at the same time.
- WEAKNESS, CNT-10: Maximum file size for "support document" attachments is 200MB.
- STRENGTH, CNT-23: Document authoring capabilities and integration with MS Office products is very mature, robust.
- STRENGTH, CNT-25: Document authoring capabilities and integration with MS Office products is very mature, robust.
- WEAKNESS, CNG-32: Maximum size for each attached document is 200 MB.
- CONCERN, CNT-38: The described means of capturing Sub-contractors/Re-sellers describes defining suppliers related to each other as long term relationships like a corporate structure, not as a Prime/Sub relationship for a single contract.
- POTENTIAL WEAKNESS, CNG-45: System does not have a public posting capability. Must integrate with another system or website.
- POTENTIAL WEAKNESS, CNG-51 through 66: System does not have a public posting capability. Must integrate with another system or website.
- No req'ts need clarification.

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Vendor Performance, pg. 22/23:

- Provides “configurable KPIs” for “flags, validation of invoices, and pricing, supplier types come out-of-the-box”
- “alerts deliver insight and comparison to contractual terms against actuals”
- “platform allows supplier uploads”
- “user-definable thresholds and alerts”
- “real-time visibility into actual performance data with granular comparison against contractually-obligated outcomes”
 - o “Obligation capture, classification and tracking”
 - o “Service level tracking and reporting”
 - o “work orders and request for services (RFS) for specific client relationships”
 - o “Performance metrics to compare performance across categories”

RTM

- POTENTIAL WEAKNESS, VPE-14: Surveys are only for users with logins, individuals without logins cannot be surveyed.
- POTENTIAL WEAKNESS, VPE-17: Must use contract performance obligations feature as components of each Contract Template or manually create these to have a means to issue "cure" tasks to Suppliers.
- POTENTIAL WEAKNESS, VPE-19: POs without a contract ID must be manually updated individually to record a Contract ID.
- WEAKNESS, VPE-25: Attached documents for Vendor Performance are limited individually to 200MB in size.
- One req'ts needs clarification.

Purchasing/Data Analytics: reporting is built into the Contracts Mgmt functionality

Technical Requirements – pg. 26-35

Availability, pg. 26: Does not meet req't for 100%.

- 99.8% availability target 99.8%
- “runs on a fully redundant environments within AWS”.
- “full daily backups” and synchronizes the data geographically every 30 minutes”
- RTO less than 120 minutes and RPO is 30 minutes or less

Accessibility Requirements, pg. 26: Partially meets req'ts.

- Is compliant with Web Content Accessibility Guidelines (WCAG) 2.0 AA

Audit Trail and History, pg. 26, 281 & TECH-1 thru 5: Partially meets req'ts. However is not a history page view for non-Admin users.

- “has full audit trail capabilities and maintains an audit log for each record and entity on the system”
- “captures actions performed...includes timestamp functionality, and tracks the user who performed the action as well as its requestor”.
- “Captures a metadata-level change history for key metadata fields”

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SME DEPARTMENT/STATE: NASPO

- Audit log is "available to authorized users, such as an administrator" and contains a history of all changes"
- Audit Log, pg. 281

RTM

- Meets req'ts.

Browsers Supported, pg. 26: Partially meets req'ts.

- Chrome, IE, Firefox, Safari and Edge.
- Response did not address req'ts
 - o to support "any browser that is ranked as more than 10% of the Web traffic"
 - o to track browser use "to identify browser and platform trends"
 - o present a "notice" if a "page will be rendered inoperable on an older browser"

User Accounts and Administration, pg. 26/27 & TECH-6 thru 20: Partially meets req'ts. System does not provide a means to delegate user Administration to lower levels of the organization and limit their access.

- allows "configurations of global multi-geography, multi-business unit teams"
- "User access management provides granular, rule, role and instance-based access, with an unlimited variety of combinations"
- "exhaustive library of roles"
- "customize access for different user types"
- "role groups for easy allocation to users"
- "advanced user access control by a variety of attributes (e.g. role, geography, function, contract, or supplier/client scope)"
- "Role based access controls (RBAC)"

RTM

- POTENTIAL WEAKNESS, TECH-11: System does not provide means to delegate Admin functions to "lower levels in the organization".
- Two req'ts need clarification.

User Authentication, pg. 27 & TECH-21 thru 25: Meets req'ts.

- "supports single sign-on (SSO)"
- "Additionally, Sirion supports SAML 2.0 integration and two factor authentication"
- Access "is controlled via role-based and user-level access controls"

RTM

- Meets req'ts.
- One req't needs clarification.

Federated Identity Management, pg. 27: Meets req'ts.

- "supports single sign-on (SSO)"
- "Additionally, Sirion supports SAML 2.0 integration and two factor authentication"

Data Conversion, pg. 27-29 & TECH-26 thru 34: Meets req'ts.

- "will work closely with individual entities to determine the right level of data conversion"

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- "leverages an integration framework to build migration scripts to upload historical data"
- STRENGTH (pg. 28): "system analyzes legacy contracts and provides analytics on missing clauses, usage and deviations"
- STRENGTH, SirionAE: Sirion auto extraction is "an advanced AI/Natural Language Processing" technology used to "extract metadata, clauses, obligations, services levels, price-books from legacy contracts". Can "assist in extracting up to 80 attributes" from each contract.
- Can "extract and transform content from different file types, such as csv, xlsx, data and xml post"

RTM

- Meets req't's.

Interface and Integration, pg. 6, 29/30 & TECH-35 thru 60:

- Integration modes "support unlimited real-time two-way data sync and updates"
 - o Connectors: "provides connectors to interface" for "Salesforce, SAP, Oracle, PeopleSoft, ServiceNow and Docusign"
 - o Enterprise Service Bus (ESB): "exposes required functionality as end-points on ESB"
 - o File Systems: "has the ability to extract and transform content from different file types"
 - o Web services (REST APIs): "Sirion publishes functionality that can be access using Web Services/RSET APIs"
- "All the APIs accept JSON as a Payload and respond in respective JSON formats"
- Connectors, STRENGTH, pg. 6 & 29/30:
 - o P2P: Ariba, Coupa, Ivalua
 - o CRM: MS Dynamics, Salesforce, Oracle
 - o ITSM: ServiceNow, Remedy
 - o ERP: Oracle, SAP
 - o Contingent Workforce Mgmt Systems: Beeline, SAP Fieldglass, Workday
 - o GRC: D&B, RSA Archer, MetricStream

RTM

- Meets req't's.
- Two req'ts need clarification

Office Automation Integration, pg. 30/31, Video & TECH-61: Meets req'ts with notable STRENGTHs.

- "has out-of-the-box MS Word plugins"
- "Users can reply to email via Outlook to move workflow steps forward"
- "allows formatting of MS Word documents" via "plugin during contract authoring"
- "user can also send a PDF version of a draft"
- STRENGTH, pg. 30: Drafts sent to external stakeholder via email, if the "respond to the same email with comments and attachments, these become attached to the relevant system record"
- From Video
 - o For reviewing/approving Contracts, each document is routed based on rules.
 - STRENGTH: has Sirion action Bar within Word to make Sirions Contract records and actions available within Word.
 - Directly look at Clause options from Library that could be pulled in to insert or replace existing clauses.

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- “Save to Sirion” to version doc in Sirion. Save has Comment field to explain what’s changed and will prompt you to update the Workflow step the doc is at.
- Can Share drafted Word Doc via email to anyone, not just Sirion user. If that user makes changes, this will go back to Sirion automatically.
- STRENGTH: Sirion is embedded in Outlook with direct access to Sirion feature of Contract Requests.... So you can initiate a Request from Outlook and access existing Sirion in-process Contract Requests... can drag/drop attached docs in email to the Contract Request record.

RTM

- Meets req’ts.

Mobile Device Support & Mobile Applications, pg. 32 & TECH-62: Meets req’ts.

- “is accessible via any mobile device using native browsers”
- From pg. 13/14: “utilizes a web design that can be accessed on any web-enabled device”.
- “A native Sirion mobile app is currently in the beta stage and will be rolled out” at “no additional cost at the end of 2021”

RTM

- Meets req’ts.

Data Ownership and Access, pg. 32/33: Meets req’ts.

- “All data resides in the Sirion application, access to which is controlled via role-based * user-level access controls”
- “customer will always be the owner of the data”

Data Retention, Archive and Purge Considerations, pg. 33 & TECH-63: Meets req’ts.

- “Retention/Archiving capability is built into the solution”
- “Automatic deletion can be set up per retention policy parameters”
-

RTM

- Meets req’ts.

Disaster Recovery Plan, pg. 34: Partially meets req’ts. Response did not address the sequence of events and notifications.

- “maintains business continuity and disaster recovery measures”
- “all production servers are deployed at two locations:
- “in case of failure, an automated process moves customer data traffic away from the affected area”
- “Incremental sync occurs every 30 minutes”

Solution Environments, pg. 34 & TECH-64 thru 68: Does not meet req’ts. There are not separate testing and training environments. A single sandbox environment supports both testing and training.

- “provides Sandbox environments which have data, workflows and configurations similar to production”

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- "this environment serves the testing and training needs"

RTM

- WEAKNESS, TECH-65: The Sandbox environment does not provide a means to test/training the actual real-time integrations and batch interfaces.
- WEAKNESS, TECH-67: The Sandbox environment does not provide a means to test/training the actual real-time integrations and batch interfaces.

Solution Technical Architecture, pg. 34 & 212 : Meets req'ts.

- "MVC architecture with some business micro-services"
- "Based on Java, Spring, PostgreSQL and Elasticsearch"
- Architecture, pg. 212

- **Solution Network Architecture**, pg. 35 & 214: Partially meets req'ts. Response did not provide the req'd details about the Hosting Center.
- "A single instance on AWS"
- "Dynamic load adjustment to scale up"
- Network Architecture, pg. 214

System Development Methodology, pg. 35 : Meets req'ts.

- Product Lifecycle Management, pg. 216
- Software Change Management Process, pg. 266
- Quality Assurance Processes, pg. 268

Service Level Agreement, pg. 26 & 35: Partially meets req'ts. Response did not "review and indicate compliance" to the RFL SLA document. Also, did not provide sufficient details to understand the Sirion SLA.

- "In-house support team that provides 8*5 (client's business hours) help desk support at no additional cost"
- Incident Management (pg. 26, 36)
 - o Severity Level 1: Response time 90% in two business hours and update frequency two hours
 - o Severity Level 2: Response time 90% in four business hours and update frequency one business day
 - o Severity Level 3: Response time 90% in one business day and update frequency four business days
 - o CONCERN, there are no definitions provided for the three Severity Levels.
- CLARIFICATION: Pg. 26 states "24x7 support at no additional fees" however on both pg. 26 and 36 it states "additional level of support, including 24x7 support that includes phone support, is available as an option". These statements seem to conflict.
- CONCERN,

Security Requirements – pg. 37-40

Cloud Security Alliance (CSA) Compliance, pg. 37: Meets req'ts.

- "Sirion's application is hosted on AWS which is certified under the Cloud Security Alliance."

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- "KMPG has submitted the Sirion-provided CAIQ"
- "Sirion is in the process of completing CSA Star registry"

Security and Privacy Controls, pg. 37: Does not meet req'ts. Did not provide the req'd information on level of NIST 800-53 compliance.

- "is committed to data protection/compliance with broader privacy regulations such as GDPR"
- Sirion "has a formal privacy policy and procedures in place"
- "Conducts an annual Data Privacy Impact Assessment"

Security Certifications, pg. 37: Meets req'ts.

- "Compliant with the leading security practices, including"
 - o SOC 1/SSAE 15/ISAE 3042
 - o SOC-2
 - o SOC-3
 - o FISMA, DIACAP, FedRAMP
 - o DOD CSM Leve 1 to 5
 - o PCI DSS LEVEL-1
 - o ISO 9001/ISO27001
 - o ITAR
 - o FIPS 140-2
 - o MTCS Level 3

Annual Security Plan, pg. 37: Does not meet req'ts. Response did not describe a Security Plan or the specific items to be in the plan.

- "SirionLabs is an ISO 27001:2013 certified organization"
- "external audit of Information Security Management Systems (ISMS) is performed annually"
- "ensure compliance with privacy regulations like GDPR"
- "a Data Protection Agreement (DPA) can be signed between the customer and SirionLabs"
- "conducts annual Privacy Impact Assessments for high impact processes"

Secure Application and Network Environment, pg. 38: Partially meets req'ts. Response did not address all req'd areas (see below)

- "deployed on AWS which provide reliable, scalable, secure, and high-performance infrastructure"
- "hosted in a dedicated Virtual Private Cloud"
- Logins are first handled by Application Load Balancer" which distributes incoming traffic among multiple E2 instances.
- "uses Security Groups (firewall) and Web Application Firewall (WAF) to control all inbound and outbound traffic"
- "Security Groups restrict traffic by protocol, service port and IP address"
- "laptops, are encrypted, USB, Bluetooth ports blocked". "Admin rights withdrawn". "Symantec End Point protection controls implemented"
- Building security controls/physical security (see pg. 38)
- Response did not address these req'd topics:
 - o 2 Factor authentication
 - o confirm that Participating Entity data is confidential/critical
 - o isolation of hosted servers
 - o prohibit loading of Participating Entity data on portable devices.

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Secure Application and Network Access, pg. 39 & SEC-1 thru 5: Partially meets req'ts. Response did not address all req'd areas (see below)

- "deployed on AWS which provide reliable, scalable, secure, and high-performance infrastructure"
- "hosted in a dedicated Virtual Private Cloud"
- Logins are first handled by Application Load Balancer" which distributes incoming traffic among multiple E2 instances.
- "uses Security Groups (firewall) and Web Application Firewall (WAF) to control all inbound and outbound traffic"
- "Security Groups restrict traffic by protocol, service port and IP address"
- Response did not address these req'd topics:
 - o Network protocols used for the import/export of data
 - o Changes to hypervisor
 - o Security procedures regarding employees who have access to sensitive data.

RTM

- POTENTIAL WEAKNESS, SEC-1: System does not track device usage.
- POTENTIAL WEAKNESS, SEC-2: System does not allow concurrent login sessions.

Data Security, pg. 39: Partially meets req'ts. Response did not address all req'd areas (see below)

- "uses Web Application Firewall (WAF) to protect against common web exploits"
- Implemented "AWS Security Groups Firewall, Network Intrusion Detection Systems (NIDS) and Denial of Service (DoS) Protection" to control inbound and outbound traffic.
- "compliance with " GDPR
- "implemented technical and operational controls to help ensure personal data protection"
- Has "privacy policy and procedures in place and conducts an annual Data Privacy Impact Assessment"
- Response did not address these req'd topics
 - o Accessing user accounts or data
 - o Security measures for "data at rest and in transit
 - o Use of data

Personally Identifiable Information Protection, pg. 39: Partially meets req'ts. Response did not address all req'd areas (see below)

- "compliance with privacy regulations like GDPR"
- "has a privacy policy in place that covers all aspects of the lawful processing of personal data"
- "Data Protection Agreement can be signed between customer and SirionLabs"
- "conducts annual Privacy Impact Assessments"
- Response did not address these req'd topics
 - o "Not sell, rent, lease or disclose" PII
 - o Access to and use of PII by employees
 - o Destroy or return PII received
 - o Cooperate with monitoring of Bidder's compliance

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Security/Privacy Issue Occurrence and PII Data Actual/Attempted Access or Disclosure, pg. 40:

Does not meet req'ts. Response discussed data protection practices but did not address req'ts to address response to an "occurrence of any security or privacy issue".

-

Security Breach Reporting, pg. 40: Does not meet req'ts. Response indicated that Sirion has "incident management policies and procedures in place" but it not provide the req'd details.

Implementation Services Requirements

Project Management, pg. 44-60: Meets req'ts except for need to negotiate to change/remove the deliverable review/approval timelines. *NOTE: same as KPMG*

- "leverage our Program and Project Management (PPM) Methodology"
- "will implement an integrated Project Management Office (PMO)"
- PMO Tasks: OK
- Scope Management: OK includes defining "formal change control"
- Schedule Management: OK
- Budget Management: OK
- Quality Management: OK except for issue on review/approval times should be changed during Negotiations.
 - o "before starting project activities" will "work with you to define...each deliverable"
 - o "submit deliverables... based on submission timelines specified"
 - o WEAKNESS: "As a standard practice, we propose that your organization have five business days to review each submitted deliverable and provide comments". For corrected/resubmitted Deliverables, "expect your organization's approval or additional clarification...within five business days". This time is insufficient for large deliverables such as Design Documents.
- Resource Management: OK
- Communications Management, including Status Reporting (pg. 87/88): OK
- Risk Management: OK
- Issue Management: OK
- Project Manager Profile: OK
- Sample Implementation Plan: WEAKNESS, plan is for "small State entity" and has 9 months from start to go-live which is too aggressive. Should be 12 months to be realistic.
- Sample Bidder Staffing Plan: OK Good representation of what is needed.
- Sample Entity Staffing Plan: OK
- Project Governance Model: OK

Project Implementation Methodology, pg. 60-70 : Meets req'ts. *NOTE: same as KPMG proposal*

Catalog Support Services, pg. 71-73: Meets req'ts, however creation of catalogs is expected to be done by Suppliers.

- "will execute a spend analysis to match spend categories to the platform buying channels"
- "identify a good fit for a supplier"
 - o Vision - obtain historical spend data and contract data for past two years to assess and prioritize

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- Validate – identify the proper contacts (buyers and suppliers). Publish templates
- Construct – ‘setup/configure punch-out catalogs, setup the online marketplaces and confirm the necessary items within each catalog’
- Deploy: upload catalogs and train end users on their use. Will train Participating Entity on managing punch-out catalogs and Suppliers on managing hosted catalogs.
- Evolve: train end users on setting up new punch-out and hosted catalogs. Also train on “identifying additional suppliers to enable”

Data Conversion Services, pg. 73-81: PROBLEM

- “will automate the various steps” using “Ivalua ETL/EAI module and using internal accelerators”.
- “Ivalua ETL module” to “perform data import, transformation and load”.
- CONCERN... Recommended Data Conversions, pg. 77/78: The list on these pages conflict with the Assumptions section (16th bullet, pg.145) states that “only active suppliers, purchase orders, and contracts will be converted/moved”.

OPTIONAL, Cognitive Contract Management (CCM): tool that will “read and ingest documents such as contracts, price lists, and catalogs” to extract/load contract metadata from “enterprise state-wide, and local applications and databases”.

Interface/Integration Development Services, pg. 82-87 :

- “have experience integrating Ivalua with leading financial and ERP systems” including SAP, PeopleSoft, CGI Advantage, among others”
- Experience “deploying a combination of batch and real-time”
- EVOLVE, Post-Implementation: CONCERN, response indicates that support will be moved to the State/Entity tech team. Need to NEGOTIATE that maintenance/support for the KPMG portion of interfaces/integration will be covered by the on-going maintenance support services.
- Paragraph just before “System Integrations & Interfaces table: refers to “real-time integrations getting from the source system an “immediate (synchronous) response”. “Immediate” is not viable for some integrations so suggest NEGOTIATE to remove the word “immediate” from this paragraph.
- Table of System Integrations/Interfaces: CONCERN,
- #1 Vendor Sync: identifies this as “Batch” and “Daily”. Need language added to the Notes to say that these may need to change based on design decisions so live procurements (Solicitation Awards, Contracts, Purchase Orders) are not held up for a day waiting for confirmation from ERP that vendor was successfully created.
- #2 Verification of accounting codes: having this be Batch/Daily means that a requisition will have a 1 day delay before the user can move forward with the procurement. Need to have this changed to Real-Time and to be all of the accounting code values.
- #3 Requisition & #4 P: need to remove “immediate” to allow for potential actions that may need to happen within the ERP (e.g. RTM req’t TECH-47 Approvals in the ERP) before a response can be returned.

Organizational Change Management (OCM Services) , pg. 87-97: Overall meets req’ts however as noted below the more significant services/tools that are discussed are listed as “Additional”. So the OCM included is not as strong as it could be.

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- The following req'd OCM deliverables are identified in the graphic on pg. 90 but are not listed in the table of OCM Services on pgs. 90-95: Coaching Plan and Resistance Assessment/Mgmt Plan.
- People TRIP, pg. 91: Note, this is a Readiness Assessment service listed separately from the req'd "Readiness Assessment" which they address on pg. 91. This tool is identified with an asterisk meaning it is "Additional" (not included) but pg. 95 it is referred to as a "no cost tool".
- "Additional KPMG recommended services" (bottom of pgs. 90-95): Many of the more valuable tools/services are "Additional" so the included OCM services are actually not extensive. NEGOTIATION, get these to be included at no additional cost.

Training Services, pg. 97-106: Meets req'ts. Train the Trainer approach with State training End Users. Very mature and comprehensive approach to training.

Help Desk Services, pg. 107/108 & IMPL-1 thru 5: Partially meets req'ts. No RTM responses were provided.

- Tier 1 is to be provided by the "Client"
- Tier 2 is to be provided by KPMG
- Tier 3 is to be provided by Ivalua or Client, depending on whether the issue is with the Ivalua system or the Client-side integration/interface.
- "would assign anywhere between five and ten FTEs" with the "capacity to expand up to thirty FTEs, as needed"
- "uses ServiceNow cloud-based platform"
- "we've included help desk support for the initial six months post go-live". NOTE: but this is not Tier 1 support.

RTM

- No responses were provided for the IMPL req'ts.

On-Site System Stabilization Support, pg. 108/109: Does not meet req'ts. Services will only "address defects and transition to steady state run and operate mode"..

- "design documents will not be updated due to defects"
- "KPMG can provide Tier 1/Level 1 support as well if desired and contracted by your organization". NEGOTIATION, suggest locking down an Optional price for KPMG to provide Tier 1 support for the 3 month period.
- Response did not address providing
 - o System setup/configuration changes
 - o Monitoring system performance/stability
- System use assessment

Managed Services Requirements

Solution Support, pg. 113-117 & MNGD-1: Generally meets req'ts however response did not specifically speak to providing the services for "all Production and non-Production environments" as req'd in the RFP. Also no response was provided in the RTM for MNGD-1.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG-Sirion

CATEGORY #(s): 2

DATE: 12/20/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- "KMPG's Powered Evolution services help sustain your investment"
- Includes
 - o Triaging functional issues
 - o Assisting with the usage and navigation of features and functions
 - o Troubleshooting technical issues
 - o Assisting with data quality efforts
 - o Coordinating with third-party support organizations to resolve incidents
 - o Ivalua update support and planning
 - o Regression testing
 - o Maintaining configuration documentation
 - o Maintaining standard operating procedures
 - o Report writing
 - o Data load support
 - o Configuration changes
 - o Uptaking new functionality
 - o Governance
 - o Management reporting
 - o Change management (of system changes)
- Enrichment: CONCERN, Enhancements (80hrs or less/deploy in one month) are included but Large Enhancements (>80 hrs) are "considered separate project" (additional costs).
- Configuration Changes: CONCERN, only configuration changes "which require 5 days or less effort" are included in the scope of services. CLARIFICATION, how will configuration changes that require more than 5 days be addressed?
- Service Levels:
 - o CONCERN/NEGOTIATE, SLAs do not include response time commitments
 - o STRENGTH, the "Priority/Severity" descriptions are comparable, from business perspective, to those in the RFP SLA. NOTE: the response for the Technical Requirements, Service Level Agreement section does not include this, or any other, definition of Priority/Severity. NEGOTIATION, need to confirm that KPMG is accepting the definitions in the RFP SLA definition for the two SLAs they've agree to follow.

Organizational Change Management (OCM Services), pg. 118/119: Meets req'ts.

Training Services, pg. 119-121: Meets req'ts.

Catalog Support Services, pg. 121: Meets req'ts.

Help Desk Services, pg. 121/122: Partially meets req'ts. It is not clear how the Sirion Help Desk vs. the KMPG Help Desk fit in this proposal.

- Sirion Help Desk: discussed in Technical Req'ts Availability (pg. 26) and under SLA (pg. 35)
- KPMG Help Desk (pg. 121/122)
 - o It is unclear whether KPMG would provide Tier 1 support or if the Participating Entity must provide that level. Note that in the Support Services section on pg. 155 the Table list "Base Services" refers to L2 and L3 support which implies that the Participating Entity is providing L1 (Tier 1) support.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG-Sirion

CATEGORY #(s): 2

DATE: 12/20/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Transition Out Assistance Services: Partially meets req'ts. It is not clear how the Sirion Transition Out services vs. KPMG's fit in this proposal.

- Sirion: Described under Technical Req'ts, Data Ownership/Access (pg. 33/34) and Data Retention (pg. 33)
 - o "will retain data for 30 days after contract expiration"
 - o Will dispose the data "using technology compliant with U.S. Dept of Defense (DOD 5220.22m) standard"
 - o "will make customer-specific data available" for "export or download in a mutually agreed format"
 - o After that 30-day period, Sirion will be under no obligation to maintain or provide customer data"
- KPMG Response (pg. 122-124): Tasks/work meets req'ts however the timeline of 10 weeks does not meet the RFP req'd timing of continuing "for a period of up to six (6) months".

Other Available Services, pg. 126- NOTE: same as KPMG-GEP proposal

- Strategic Sourcing, pg. 126: Optional Service. KPMG would provide "strategic sourcing process entails spend analysis, market analysis, demand research, go-to market strategy development, bid document creation, bid evaluation and analysis, supplier negotiations, and contract awards."
- Should-Cost Modeling, pg. 129: Optional Service. KPMG would provide cost modeling using "Data Engineering, External Market Data Library, Granular Economic Modeling, Advanced Root Cause Analysis".
- Contract Performance Management (CPM), pg. 131: Optional Service. KPMG would provide contract management for the State/Entity, identifying contract leakage and taking corrective action.
- Localization Support, pg. 134: Optional Service. KPMG can "help onboard the remaining agencies as a part of the post implementation activities"... "loading data, training end users, and deploying the solution".

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG and Sirion Labs

CATEGORY #(s): 2

DATE: 9/17/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Extensive experience delivering government business solutions
 - Identified list of challenges and trends in government procurement
 - Sirion is specifically contract authoring/managment, financial management, risk management. (SAAS) (founded 2013) Contracts authored within platform
2. Previous Projects
 - KPMG - State agencies (Ohio, Arizona, Alabama), local.
 - International.
 - Sirion – Public/private sector,
3. Subcontractors
 - Sirion Labs Inc. (U.S. operation)
 -
 -
4. Organizational Chart
 - 550 employees. Some US based
 - Detailed title-based org chart. Did not identify any key staff.
 - RACI matrix identified Sirion-KPMG-Client responsibilities.
5. Litigation
 - None reported.
 -
 -
6. Financial Viability
 - Low risk.
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG and Sirion Labs

CATEGORY #(s): 2

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Contract Lifecycle Management tool only

General Principal and Requirements – **No General Functionality RTM submitted**

- Key Solution Functionality Elements – Single sign on – integrates with ERP, CRM.
 - Draft contracts – multiple users can input in parallel. Folders show contract documents and note versions.
 - Integrated document viewer.
 - Price sheet can be uploaded or entered into the contract design/template.
 - OCR conversion of non-searchable documents.
 - Rule-based approval workflow with email notifications and reminders.
 - Dashboard with 250 standard reports.
 - Various role- or rule-based accesses.
 - Compare third party and internal documents in review process. AI can flag variations.
- User Experience – intuitive questionnaire to get to contract type; training program; online help/FAQs.
 - Templates — legal and non legal — for contract drafting. Two versions can be compared and tracked using Word plugin.
 - Audit trail
 - Mobile responsive design. (Mobile app planned for 2021)
- Bidder Best Practices and Roadmap – automatic latest version releases – matches – maximum one daily; minor enhancements max1 every two weeks; quarterly major releases.
- Innovations and Value-Added Features/Services – N/A
- Customizations/Extensions normal updates.
- Alternative Funding Models N/A
- Contract transition – may be doable.

Functional Requirements – **Functional RTMs submitted for Contract Management and Vendor Performance only. All are either A, INT or CF.**

- General Functionality
- Supplier Portal
- Supplier Enablement/Management
- Buyer Portal
- Need Identification
- Request through Pay
- Catalog Capability
- Sourcing/Bid Management

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG and Sirion Labs

CATEGORY #(s): 2

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Contract Management – Contract repository – change management, renewals and expirations; notifications.
 - Analytics; invoice management; collaboration tools.
- Vendor Performance – supplier uploads. Kpis for vendors. Performance management. Visibility into contract drafts.
- Purchasing/Data Analytics

Technical Requirements

- Availability – target uptime is 99.8%. Actual is 99.5% Runs on AWS. Daily backups. Environments sync every 30 minutes.
 - 3 severity levels. Response 1 90% in 2 hours. Up to 3 90% in 1 day.
 - 24/7 support (ticketing and email); 24/7 phone support optional.
- Accessibility Requirements -WCAG 2.0
- Audit Trail and History – strong feature/ P27 – full annotation of version changes.
 - Audit trail and audit log – metadata-level change history. Log can't be edited by users.
- Browsers Supported – Standard browsers.
- User Accounts and Administration – exhaustive library of roles. Multiple role configs, and role-based access controls.
 - Documents can be tagged as financial, compliance, others – access controlled by tags.
- User Authentication – form-based user authentication. IDP can integrate, e.g. SAML 2.0 and 2MFA.
- Federated Identity Management – See previous.
- Data Conversion – legacy data can be uploaded. AI-powered auto extraction to OCR documents and load.
 - SirionAE tool may be required. (Cost)
 - Recommendation to move legacy contracts to a data warehouse for access via Rest API – reduces the migration timeline.
 - Digitizing legacy documents for searching.
- Interface and Integration – 3 user categories. – Task Owner, Manager, CXO.
- Integrations – connectors to ERPs, services now, SAP, Peoplesoft, Salesforce etc.; email; file systems; web services; document management hosts (Box, Sharepoint); GRC such as RSA Archer for risk and regulatory information.
- Office Automation Integration – out of the box office plugins; PDFs can be sent with lock function.
- Mobile Device Support – Accessible on mobile devices.
- Mobile Applications – App in 2021. – no additional cost. Functional limitations to approvals and status reviews.
- Data Ownership and Access – Sirion does not own customer data. P34 data exported to secure FTP at contract end. Sirion provides transition at no additional cost.
 - Data disposed 30 days after contract termination.
 - Only authorized individuals have access to customer data.
- Date Retention, Archive and Purge Considerations – See previous.
- Disaster Recovery Plan – RTO – 120 minutes; RPO – 30 minutes. Full daily backup of customer data. AWS mirrors productions instances in geographically diverse location – no single point of failure.
- Solution Environments – Sandbox environments with workflow for testing and training. Available post prod go-live.
 - No prod data in sandbox for security reasons.
- Solution Technical Architecture – Multi-tenant SAAS application -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- Solution Network Architecture – AWS scalable. Tech changes common across customers.
- System Development Methodology – SLDC
 - Customer changes go through development, review and approval – QA.
- Service Level Agreement – See availability entry.

Security Requirements

- Cloud Security Alliance (CSA) Compliance – CAIQ provided. AWS common.
- Security and Privacy Controls – GDPR compliant; data privacy plan.
- Security Certifications – See p39. SOC 1, 2, 3, Fedramp. PCI compliant.
- Annual Security Plan – All data in Sirion application.
- Secure Application and Network Environment – AWS. – no Bluetooth or USB allowed on laptops in environment.
- Secure Application and Network Access – AWS/
- Data Security – P 41 web Firewall, DNS protection. GDPR>.
- Personally Identifiable Information Protection
- Security/Privacy Issue Occurrence / PII Data Actual/Attempted Access or Disclosure – ISO 27001:3013 certified. Data encryption at rest and in transit.
- Security Breach Reporting.

Implementation Services Requirements – Common notes to KPMG implementation Stage 4 including notes on offerings not included in Sirion product such as catalog

- Project Management – KPMG governance and project management plan detailed from in Section III response. KPMG project manager. Integrates key customer stakeholders in the implementation team. Detailed risk management and issue management processes.
- Project Implementation Methodology – 5 phases. Vision, validate, construct, deploy, evolve.
 - Use of pre-configured delivery models, training materials and benchmarks to accelerate project. Avoids reinventing the wheel.
 - Test scripts to be developed in collaboration with customer organizations. Note that in assumptions: KPMG not responsible for developing UAT test plan or UAT scripts.
 - Cutover to production occurs as part of go/no-go prior to full go-live.
 - Post go-live support/hypercare (4 stage severity levels for defect resolution.) Evolve phase.
 - Supplier enablement- start with current/future state identification.
 - Identified org role-based map according to project responsibility: leadership, functional and supplier support; data migration, testing, change mgmt/training, managed services
 - Identifies roles in customer org. including time commitment expected.
- Catalog Support Services – KPMG and customer identify hosted/punchout best fit for each supplier.
 - KPMG does catalog set up with internal users; Vision – 2 years spend data to assess; Validate contracts; Publish punchout and hosted catalogs prior to go-live; construct – configure punchout – setup online marketplace. KPMG engage state users to test catalogs and validate. trains customers on future hosted and punchout catalog set up.
- Data Conversion Services – KPMG works with state on data migration strategy, defining data conversion, mock and production data extracts, data cleansing, transform/load processes, quality assurance.
 - Uses Ivalua ETL/ETA module. Phases: Extract; Transform and Load; Data Reconciliation.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- 9 preliminary datasets identified as likely for conversion with sources data (ERP or external (existing) systems.
 - Optional Cognitive Contract Management (CCM) KPG platform to read and ingest documents including contracts, price lists and catalogs.
- Interface/Integration Development Services
- Restated 5-step deployment Vision, Validate, Construct, Deploy, Evolve for development. Parallel workstreams for KPMG and customer teams.
 - 10 integrations identified and process outlined including source and destination systems.
 - *KPMG will design the format, develop, and test interfaces feeding in/out of Ivalua.*
 - *Your organization will be responsible for mapping the data elements to your systems, developing and testing the interfaces coming into your organization systems and out of your organization systems into the proposed solution's services per the project schedule. Interfaces identified and finalized during Design Phase will be built in collaboration with your IT resources. It is assumed that for any interfaces/integrations to other third-party systems, your organization will provide for the necessary licenses, if applicable*
 - *Middleware solution or adapter will management integration between Ivalua, ERP, other apps.*
- Organizational Change Management (OCM Services) – Detailed KPMG OCMT process outlined (can be scaled back for less complex projects)
 - Proposal lists included projects and additional KPMG services. **Clarification may be needed** to state if proposal complies with RFP requirements without the “additional recommended KPMG services” (Difference between OCMT Strategy and OCMT Plan, for example). Are these additional services included in cost workbook? Should they have been referenced in the Value Added section?
- Training Services – KPMG Targeted learning model. Training the Trainer. – combination of instructor-led classroom/online and webinar. Self-service on-demand web-based training. Quick-ref guides.
 - Role-based training needs assessment; table breakdown of topics.
 - Troubleshooting guides. Developed training becomes property of customer.
 - Separate training plans for Trainers, System admins, help desk, suppliers.
- Help Desk Services – **KPMG** provides Help Desk/Service Desk as part of managed services framework during the implementation. Trains state help desk staff on specific deployment.
 - Augments existing Help Desk by providing case management support for state's power users via tickets submitted to KPMG's ServiceNow system. Tickets to:
 - Tier 1 (client org)
 - Tier 2 – KPMG
 - Tier 3 – Ivalua or client IT as applicable.
 - **KPMG subcontractor can provide Tier 1. (Needs clarification of optional cost.)**
 - Help desk support is included for six months after go-live. Transition to state's help desk, includes training and knowledge transfer.
 - EPROC_IMPL-3 and -4 – No live chat available.
 - EPROC_IMPL-5 – Ivalua Extranet ticket system can be viewed by customer, but does not integrate to customer's ticket help system.
- On-site stabilization. Hypercare – 3 months. Monitor rollout; triage and support high-priority tickets; adjust configuration, defects. Focus on end-user adoption; transition to state support team and Ivalua Run team.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- KPMG knowledge transfer plan
- Quality gates with exit criteria to help stabilize system during hypercare for longer term managed services transition to steady state operations. 1. Pre-contracting and contacting; 2. Initiation and planning exit; 3. Execute and test exit; 4. Implement and stabilize exit.
- P185 Assumptions – Assume Tier 1 support during hypercare is performed by customer; KPMG acts as Tier 2 support. Ivalua acts as Tier 3 support.

Managed Services Requirements - Common notes to KPMG implementation Stage 4 including notes on offerings not included in Sirion product such as catalog

- Solution Support – P156 “Powered Evolution Services”: governance; base services; enrichment.
 - Identify support and escalation standards, performance category, issue severity level with descriptions.
- Repeat of description of infrastructure, SLA and environments.
 - SDLC policy and development and testing plans for rollout explained.
 - Testing has 4 levels: Manual tests and code reviews; load and performance testing; functional testing; regression and automated testing.
 - Repeat of contracted level 3 support and optional level 1 supports.
- Organizational Change Management (OCM Services) – P161 – OCMT (referenced in implementation – for areas that are needing to be additionally supported).
 - Focus on 1. Service delivery; 2. Service quality.
 - Stakeholder analysis/assessment.
 - Surveys to identify metrics.
 - Communication plan - engage change agent network to review software updates
- Training Services Service Center change monitoring Process – maintain current content.
 - Examples of training modalities: Email; team huddles; quick ref guides; micro-learning videos; eLearning; Instructor-led or Virtual live learning; office hours.
- Catalog support services. P164 Proposal to refine and maintain existing catalogs, determine new catalogs as hosted or punchout; setup and configure punchout catalogs; publish hosted and punchout catalogs. Needs clarification – is this in proposal cost or optional cost service?
- Help Desk Services – case management support for state’s power users via tickets submitted to KPBG’s ServiceNow system. Tickets to:
 - Tier 1 (client org)
 - Tier 2 – KPMG
 - Tier 3 – Ivalua or client IT as applicable.
 - P186 – 25 ServiceNow licenses provided for power users.
- Transition out - P105KPMG team manages and oversees tasks to remove client users from system and information. In client environment, KPMG execute protocols to ensure KPMG personnel offboard.
 - Phased approach – formal toll gates act as check points to align clients and all parties. Three toll gates with processes totaling up to 10 weeks.
- Other Available Services: KPMG strategic sourcing, Contract Performance Management, Localization.

Video Demonstrations

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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DATE: 1/20/22

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DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- _Part 1-4 – walkthrough of contract construction, document management; AI data retrieval from contract docs. – identifies components in 3rd party and matches to own documents.
- Parts 5-8 – vendor performance demo – audio quality poor. Hard to follow

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- LSI Consulting has provided product design, training design and delivery, organizational change management, and implementation consulting services for SAP customers since the establishment of SAP Public Services Inc.
- LSI has over 1,200 full-time employees,
- Supplier Relationship Management and Procurement (Ariba)
- LSI has developed a national practice across our Public Sector clients including State of Nevada, State of Arkansas, Commonwealth of Pennsylvania, San Diego County, San Bernardino County, Price George County, Clark County, Collier County, Houston Independent School District, City of San Diego, City of Palo Alto, Colorado Department of Transportation, Sedgewick County, Hawaii Department of Transportation, Port of San Diego, and many more which can be best reflected in the
- most recent Ariba implementations at County of San Diego and Sempra amongst others.
- LSi has significant experience implementing SAP ERP solutions but may not have done as much with the proposed full SAP Ariba suite of tools.

2. Previous Projects

- LSI has extensive list of Public Sector and Higher Education clients, though the list (pg. 8) does not specify what SAP solutions were implemented for each.
- **San Diego County** (pg. 9): LSI implemented Ariba Supplier Lifecycle and Contracting modules with integration to Oracle Financials. Also created Single Sign-On software. *Not a Full Suite eProcurement implementation.*
- **University of Kentucky** (pg. 10): LSI implemented SAP HCM, Finance, SAP Student Lifecycle Management, BW, SRM/PPS 7.0, Analytics and Ariba Contracts. *Not a Full Suite eProcurement implementation.*
- **Sempra Energy** (pg. 11): LSI implemented Ariba Contract Management with integration to their existing ERP with Microsoft Dynamics and Active Directory. *Not a Full Suite eProcurement implementation.*
- **City of San Diego** (pg. 12):
 - i. City implemented the "SAP Ariba procurement platform. City manages "buying, contracting, digital purchasing, increased spend visibility and more with SAP Ariba". LSI was not listed as being part of the project.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 2

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- **Washington D.C.** (pg. 13):
 - i. The District has been an Ariba On-Premise user and is now looking to transition to Ariba in the cloud. LSI is not listed as being part of the project.
 - **California Dept of Healthcare Services** (pg. 13):
 - i. "DHCS has deployed the complete SAP Ariba procurement platform, including strategic sourcing and buying & invoicing solutions". LSI was not listed as being part of the project.
3. Subcontractors
- No subcontractors
4. Organizational Chart
- Org chart does reflect an implementation project with high LSI positions identified. State positions are not identified, just listed as "State Team Project SMEs & Project Stakeholders" however the Role/Responsibility table does identify State positions/roles needed. (pg. 14)
 - Role/Responsibility table does identify the appropriate responsibilities for core/key staff (pg. 15-21)
5. Litigation
- No litigation.
6. Financial Viability
- All areas except Financial Stress rated at Low or Low-Moderate risk. (pg. 24)
 - Financial Stress (pg. 26): Moderate Risk, due to "low proportion of satisfactory payment experiences to total payment experiences".
 - One Tax Lien from South Carolina Dept of Employment and Workforce and five open UCC Filings. However, details are not clear as to the situation, circumstances or whether these are related to the proposed solution.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 2

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

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Individual SME Comments:

Exceptions, pg. 142-145:

- LSI takes exception to 7 of the NASPO T&Cs.

General Principal and Requirements – pg. 48-21

Key Solution Functionality Elements, pg. 8-10:

- SAP Ariba is the solution
- Single Point of Entry: "AP Ariba Guided Buying serving as the single point of entry for all procurement-related requests."
- Smart routing: "Ariba includes a highly configurable workflow engine"
- Compliance: "SAP S/4HANA for product compliance, you can manage regulations, track registrations and substance volumes, classify products, and create compliance documents, as well as package, transport, and store hazardous materials properly with accurate labeling."
- Portal: "SAP Portal product portfolio". Available
 - o as "SAP Enterprise Portal (on-premise)
 - o on SAP BTP as SAP cloud Portal service
 - o (portal-like) sap Launchpad serviceCLARIFICATION, need to identify which is being offered.
- Open Marketplace environment: "SAP Ariba Business Network (SBN)". Customers choose to have access to all suppliers on the network or "only to their preferred suppliers". Also have "Spot Buy catalog solution" for "end users to find and buy non-sourced goods".
- Integration: "SAP's holistic integration approach"
- Workflow: "SAP Business Workflow enables the design and execution of business processes"
- Document Management: "SAP Ariba Contract Management module can track, manage, and store documents".
- Reporting, dashboards and data visualization: "SAP Ariba is delivered with native reporting and analytics, including numerous pre-packaged reports."
- Configurable: "configurable workflows to document templates" with "the flexibility to reflect state-wide or agency-specific rule-sets and processes"
- Transparency: "Vendor Portal" and "The offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data." (pg. 10)

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User Experience, pg. 10-12:

- “design to deliver a fast and ergonomic user experience minimizing end user training”
- “has configurable dashboards to meet each of the different type of user’s needs.”
- “SAP Ariba also provides mobile procurement tools to review and approve requisitions”

Bidder Best Practices and Roadmap, pg. 12/13:

- Quarterly Release: Feb, May, Aug & Nov
- Monthly Feature Deliveries: optional, no-impact release. Changes “virtually invisible to the end users”.
- Production quality metrics tracked for improvement needs.

Innovations and Value-Added Features/Services, pg. 13-16:

- SAP FieldGlass:
 - o SAP Fieldglass External Talent Management automates the entire process of procuring and managing flexible labor, from requisition through invoice and payment.
 - o “SAP Fieldglass Services Procurement can handle the management of a variety of Statement of Work (SOW) engagements including projects, offshore/offsite, independent contractors, managed programs, business services and Business Process Outsourcing (BPO) models”.
 - o “SAP Fieldglass Worker Profile Management enables companies to track and manage all non-traditional workers who are not tied to a job posting or Statement of Work (SOW).”
- SAP Ariba Supplier Risk Management: “lets the State tailor risk views and alerts to state’s business, to each supplier relationship, and to the State’s role. The State can also segment suppliers based on risk exposure.”

Customizations/Extensions, pg. 17 : System does not allow customizations but can have “extensions” added outside of the scope of the contract by other “partner” contractors.

- “SAP Ariba application extension partners can create and deliver applications that augment SAP Ariba solutions” (NOTE: these are companies that can create additional functionality from what is being proposed).

Alternative Funding Models, pg. 20 : Response did not offer any alternative funding models. Instead promoted the SAP Fieldglass application.

Contract Transition and Flexibility, pg. 20 :

- “LSI possesses an extremely high level of flexibility to transition from a state’s current contract to a new contract or amendment”

Functional Requirements – pg. 22-46 [Note, narrative same as IBM proposal](#)

General Functionality, pg. 22-24: Meets req’ts.

- “Ariba is a role-based solution”
- SAP Ariba Buying& Invoicing (including Guided Buying)
- SAP Ariba Sourcing
- SAP Ariba Contracts

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- SAP Ariba Supplier Lifecycle & Performance Management
- SAP Ariba Network
- SAP Fieldglass
- "A super user will be granted broader access to the solution by assigning multiple roles" to access functionality across the solution and "provide administration capabilities across the solution or for specific functional areas".
- "Guided Buying is the exception, which is designed for casual users to procure with a consumer like user experience".
- CONCERN, be default the system has built in use of the UNSPSC code set. Since Ariba is a SaaS (shared instance) State/Entities with a different commodity code standard will have to adapt to UNSPSC codes in some areas of the system where a crosswalk to their commodity codes will cannot be incorporated.
- SAP Ariba Business Network is a B2B network ("dynamic, digital marketplace") transacting "business commerce between more than 3.6 million" companies.

RTM

- WEAKNESS, GEN-4: User must manually post copy of a solicitation to a State's public website.
- WEAKNESS, GEN-5: To post Contracts on the public website, integration would be put in place to put a "link" on the website that would go to the Contract BUT only "licensed users" would be able to use the link to see the Contract.

Supplier Portal, pg. 24-30: Generally meets req'ts, however no details provided for public RTM req'ts (see RTM notes).

- Ariba Business Network (aka Ariba Network, Ariba Supplier Network)
 - o Single supplier account to transact with all Ariba customers, "supplier unified seller experience"
 - o State/Entity can choose to only access "their preferred suppliers" or all suppliers that are members of the Network.
- Ariba "Supplier Enablement Services" for the Network are included
 - o "will be responsible for most of the enablement process", onboarding
 - o The services will 'scale' up to meet "the State's volume" of suppliers
 - o Sends request for suppliers to confirm/accept relationship on the Network
 - o Provide phone support for registration "and conduct change management"
 - o Provide training on invoice submission
 - o Provide an Account Manager to State/Entity to "support suppliers and increase project engagement"
 - o Send "go-live letters" to inform suppliers when the State/Entity is going to start doing "electronic transactions"
- Supplier Portal functionality across all customers, not specific to a State/Entity using Ariba
 - o Consolidated order dashboard
 - o Order task reminders and rules-based order routing
 - o Access to Ariba Discovery public solicitation posting (postings by all Ariba customers)
 - o Contract collaboration/redlining
 - o Self-service hosted catalog creation as CIF, cXML and Excel files
 - o Self-service Punchout setup, separate setup for each Ariba customer
 - o Dashboard to manage catalog activity

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- Option to have “public catalogs on the SAP Ariba Spot Buy Catalog solution” (similar to putting catalog in Amazon but only accessible by Ariba customers).
- Invoice create/submission to Ariba customers via PO-Flip or electronically from Suppliers internal system (cXML, EDI, CSV). With option to create non-PO invoices.
- Self-service Administration to define Supplier user roles and users
- Link multiple registration accounts to a Parent account
- Mobile app for access to orders, invoices, notifications, order/invoice graphs and can “confirm customer orders”.

RTM

- CONCERN, SPR-9 & 10: Response does not provide details and there is conflicting responses in the Technical Proposal referring to a Transparency Portal (pg. 10), Ariba Discovery (pg. 38) and using Ariba APIs to “exposed data” (pg. 40).
- CONCERN, SPR-18: Response only stated “Partner”. No detailed response provided for req’ts to allow suppliers to respond to a performance complaint/issue.
- CONCERN, SPR-19: Response stated “Not supported - Partner”. No detailed response provided for req’ts to allow suppliers to submit Admin fee payments.
- SPR-12 needs clarification, response did not address the full req’t.

Supplier Enablement/Management, pg. 30 : Generally meets req’ts.

- SAP Supplier Enablement Team will “design and develop the most effective enablement strategy” based on their “profile, PO and invoice volume, and spend”. Segment the “State’s vendor master data to effectively target/onboard suppliers in tiered waves”.
- Provides IRS TIN/Name “verification capabilities”
- For the Ariba Network, offers suppliers “user guides, FAQs, technical documentation, and free online seminars”.
- Can have “account specific information” via a “supplier information portal embedded in the Ariba Network”.

RTM

- NOTE, VDR-1: Registration is for the Ariba Network and uses a “supplier profile questionnaire” to capture State/Entity specific registration data.
- WEAKNESS, VDR-11: The Ariba Network captures UNSPSC codes with registration. State/Entity would have to add to the ‘questionnaire’ a selector for other Commodity Code taxonomies (e.g. NIGP codes) with registration.
- NOTE, VDR-19: Response does not address the req’t to validate IRT TIN/Name but in the Technical Proposal (pg. 25) it does indicate that this verification is available.
- WEAKNESS, VDR-20: Address validation is for “format” only. System does not use anything to confirm that the address is good.
- WEAKNESS, VDR-23: Debarment/watch list verification is an “add-on”, not included in the offering.
- Four req’ts need clarification, response did not address the full req’t.

Buyer Portal, pg. 31-34: Meets req’ts.

- Casual/Power Users, pg. 26/27: CONCERN,
 - Running “pre-packaged reports” is listed for Power Users, not Casual Users.

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- "Post solicitations" is listed for Power Users, so it may be that Casual Users won't be able to do 3 Bids/Buy (aka Quick Quote) functionality (see PRD-36 & SRC-11 references).

RTM

- Meets req'ts except 3 req'ts that need clarification, response did not address the full req't..

Need Identification, pg. 34/35 :

- Guided Buying, pg. 29: NOTE, Ariba concept for Guided Buying appears to be a Landing Page once the user logs in that provides a variety of options with titles that tries to 'Guide' the user based on what they are trying to do. So it's really up to the user to figure out which 'path' to take from the Landing Page.

RTM

- Meets req'ts.

Request through Pay, pg. 36: Generally meets req'ts.

- pg. 31/32: Ariba Buying/Invoicing module provides
 - Requisition, PO generation with Order delivery to Suppliers and Supplier Invoice submission via Ariba Business Network.
 - Approval workflow is on the Requisition, Change Order, Receipts and Invoices with in-tool/email/mobile approvals.
 - Suppliers can send order confirmation, advanced ship notice and invoices via their acct on the Ariba Business Network.

RTM

- WEAKNESS, PRD-6: System does not provide an automated means to control whether combining purchase for multiple Fiscal Years are allowed on a Requisition/Order.
- STRENGTH, PRD-11: System has the capability for Suppliers to invoice against a Contract instead of a PO.
- "POTENTIAL WEAKNESS, PRD-13:
 - System does not provide a "library concept" for standard specifications.
 - Attachments size is limited to 100MB each."
- WEAKNESS, PRD-15: Attachments throughout the system have individual size limits of 100MB per attachment.
- POTENTIAL WEAKNESS, PRD-23: System does not have a requisition feature for the user to enter a discount percentage that is automatically applied to the requisition pricing. However, can automatically apply a discount that is recorded on an associated contract record.
- STRENGTH, PRD-24: Input forms can have a workflow defined for the individual form.
- STRENGTH, PRD-33: Suppliers can set up their Ariba Network account to route Change Orders differently than original Orders.
- POTENTIAL WEAKNESS, PRD-37: System does not identify matching state source items to non-contract items or save matching items for later analysis.
- POTENTIAL WEAKNESS, PRD-39: System does not identify matching state source items to retail/commercial market items or save matching items for later analysis.
- POTENTIAL WEAKNESS, PRD-53: System does not provide a means for users to enter 'speed codes' that "automatically map/populate" other accounting fields.

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- WEAKNESS, PRD-56: The system does not provide a means to enter 'back dated' requisitions/orders. So system will not be able to allow recording of purchases done outside the system.
- POTENTIAL WEAKNESS, PRD-62: System does not provide a means to specify a payment method "other than invoicing" on the purchase request.
- POTENTIAL WEAKNESS, WRK-10: For an authorized Approver to be able to over-ride/bypass to make a purchase request bypass any steps they have to manually remove each step from the workflow. There is no automation available for this.
- POTENTIAL WEAKNESS, WRK-12: Attachments size is limited to 100MB each.
- POTENTIAL WEAKNESS, WRK-13: Approvers cannot approve/deny by line item. To only approve part of the line items the Approver must delete the line items they want to deny.
- WEAKNESS, WRK-14: When an Approver edits a purchase request the workflow cannot be re-triggered to start again at the beginning.
- POTENTIAL WEAKNESS, PO-2: System does not have the capability to split a Requisition into separate POs for different Fiscal Years, holding the future Fiscal Year POs.
- WEAKNESS, PO-5: System does not provide the capability to have Agency/Organization specific PO templates.
- WEAKNESS, PO-15: The system cannot provide an internal and supplier printed version of an order. Though it can be customized, there is only one print format for an order.
- POTENTIAL WEAKNESS, PO-16: There is not eSignature functionality available for Orders.
- POTENTIAL WEAKNESS, PO-17: Attachments size is limited to 100MB each.
- POTENTIAL WEAKNESS, PO-24: The system does not notify "reviewers, approvers" when a PO has been cancelled.
- POTENTIAL WEAKNESS, PO-27: Orders cannot be created with out create a Requisition.
- POTENTIAL WEAKNESS, PO-28: Orders cannot be created from a Contract directly, must create a Requisition from the Contract.
- POTENTIAL WEAKNESS, PO-29: System does not provide a means to specify payment method, other than invoicing, on the PO.
- POTENTIAL WEAKNESS, PC-3: System does not provide a means to prevent Pcard use based on the type of a Purchase Request.
- WEAKNESS, PC-6: System does not provide a means for a user to enter/maintain their own Pcard information. Must have a Pcard Administrator manage this for users.
- STRENGTH, PC-8: Pcard reconciliation capabilities are comprehensive.
- WEAKNESS, PC-9: System does not have a means for users to record "non-purchase order Pcard transactions" as part of reconciliation.
- POTENTIAL WEAKNESS, PC-16: System does not provide a Pcard transaction integration to the Finance system for budget/funds verification and to encumber funds.
- POTENTIAL WEAKNESS, RC-3: System does not provide a means to record receipts without a corresponding PO in the system.
- POTENTIAL WEAKNESS, RC-4: Receipts cannot be recorded in the system and later associate it to a PO.
- WEAKNESS, RC-16: System does not have Receiving tolerances capability. Tolerances are defined on Invoicing.
- POTENTIAL WEAKNESS, INV-2: System does not provide a means to control which Agencies/Entities that a Vendor may submit electronic invoices for. The only control available is to control which Vendors are able to submit electronic invoices.

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- STRENGTH, INV-8: System provides a "messaging feature" on Orders and Invoices to communicate with the Vendor.
- Ten req'ts need clarification, response did not address the full req't.

Catalog Capability, pg. 36 : Generally meets req'ts, with these caveats.

- Ariba Spot Buy catalog solution, pg. 33:
 - o NOTE, Ariba Spot Buy is NOT the equivalent to 3-Bids/Buy (Quick Quote). It is shopping "non-sourced" catalogs in a marketplace that Ariba has available through their Business Network where member suppliers can offer catalogs to sell to Ariba buying customers. Similar to accessing/shopping Amazon.
 - o WEAKNESS, to shop Spot Buy, users have to do a second Search after they have searched the State/Entity catalogs.

RTM

- WEAKNESS, CAT-6: System has a limit of 5000 catalogs.
- WEAKNESS, CAT-7: System has a limit of 500,000 catalog items in a catalog.
- WEAKNESS, CAT-10: System does not provide the capability to have catalog items that provide instructions to users without pricing.
- POTENTIAL WEAKNESS, CAT-11: System does not provide a means
- WEAKNESS, CAT-12: System does not provide catalog capabilities for configurable products or services.
- WEAKNESS, CAT-13: System does not have catalog capability to have pre-configured items with ability to substitute optional components.
- WEAKNESS, CAT-19: System does not allow for negative dollar value catalog items.
- Three req'ts need clarification, response did not address the full req't.

Sourcing/Bid Management, pg. 37-40: Generally meets req'ts, with these caveats.

- pg. 38: Public posting of the solicitation would only be on the Ariba Network "Discovery" website, which has all Ariba customer solicitations. As noted in the response to SRC-52 & 76, an integration would have to be created (not included) using the "Ariba Discovery API" to post on a State/Entity public website.
 - o CONCERN, conflicting answers for public posting
 - o Transparency Portal section, pg. 10: states that "the offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data". Response on pg. 38 only mentions Ariba Discovery.
 - o ALSO, on pg. 40 there is a reference to "Public Access to Data" in the Vendor Performance area which refers to APIs that could be used to "expose data to the public via a public website".
- Project Mgmt, pg. 39: STRENGTH, system provides "project management" feature of defining Phases/Tasks that users are "required to complete as part of the solicitation".

RTM

- POTENTIAL WEAKNESS, SRC-16: System does not have a specific solicitation type for "Invitation for Qualified Products".

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- CONCERN, SRC-23: The reference to access being "based on user licenses" may mean that the sourcing module is licensed separately from other modules. Need to look closely at the Cost Workbook.
- STRENGTH, SRC-28: The messaging feature seems to be a very strong fit to the collaboration requirement.
- WEAKNESS, SRC-35: The system does not provide "check-in/out capabilities for the repository.
- WEAKNESS, SRC-37: System does not provide a means to update documents, terms/conditions, specifications and have Templates that include them be automatically updated.
- WEAKNESS, SRC-38: System does not provide a means to identify templates that include documents, terms/conditions, specifications that have been updated.
- CONCERN, SRC-40: The statement "SAP Ariba will maintain the header data fields on behalf of the State..." implies that the State will not have Admin access to make configuration changes to the system.
- CONCERN, SRC-52, 76, 81, 90, 138 & 147: Response conflicts with responses in the Technical Proposal referring to a Transparency Portal (pg. 10), Ariba Discovery (pg. 38) and using Ariba APIs to "exposed data" (pg. 40).
- CONCERN, SRC-53: The limit of loading 9 attachments at a time may be a frustrating user experience if they have to load more than 9 documents.
- POTENTIAL WEAKNESS, SRC-54: OOTB the system utilizes UNSPSC codes. It may not directly support NIGP codes.
- POTENTIAL STRENGTH, SRC-56: The capability to "assign a weight to graders on a grader by grader basis".
- "WEAKNESS, SRC-63: Solicitations are ""limited to 100 supplier participants"" and to do more you have to set up ""different events"".
-
- CONCERN, SRC-63: The ""100 supplier participants"" limit ""to ensure maximum performance"" may mean that the system can't handle larger numbers of participants. May be a technical limit."
- POTENTIAL WEAKNESS, SRC-64: System does not provide a means for Suppliers to sign up to be notified when a sourcing event for an existing Contract is being issued.
- POTENTIAL WEAKNESS, SRC-67: System does not provide a means for un-registered suppliers to add themselves to a solicitation supplier list.
- STRENGTH, SRC-84: The "message board" can be copied on emails to post the email content into the message board automatically.
- WEAKNESS, SRC-88: The system can workflow full set of Q&A as a "tracking document" but does not support the specific details of this requirement.
- WEAKNESS, SRC-102: The sourcing module utilizes acct login as the esignature on solicitations. However they can do customization to provide DocuSign or Adobe eSign services with bids.
- CONCERN, SRC-118: The system does not have a designed means to capture subcontract data as part of vendor responses. Workaround is to attempt to use "RFx questions, lots and/or line items".
- CONCERN, SRC-120: If the report means that the user has to leave the Solicitation record/screen to run a report then this approach is likely to be frustrating to the user.
- CONCERN, SRC-125: If the report means that the user has to leave the Solicitation record/screen to run a report then this approach is likely to be frustrating to the user.
- WEAKNESS, SRC-129: Attachments sizes are limited to 100MB each.

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- WEAKNESS, SRC-136: The system does not provide means to award directly to a purchase order. You must create a Contract and then do a release from the contract to create a PO.
- CONCERN, SRC-142: If re-seller and delivery locations are captured using "questions" then concerned how this information would be available for placing orders against the contract.
- Ten req'ts need clarification, response did not address the full req't.

Contract Management, pg. 40/41: : Generally meets req'ts, with these caveats.

- No specific detail provided in the Technical Proposal other than to say that the system provides "two components of the contract lifecycle", Contract Management and Contract Administration.

RTM

- "STRENGTH, CNT-2:
 - "redlined versions of a contract either using the application or... Microsoft Word"
 - "new Word document" providing a "version-to-version compare".
 - "final set of documents" to be published "automatically consolidates the selected documents to a final PDF version"
- POTENTIAL WEAKNESS, CNT-7: System does not provide a check-in/check-out feature for maintenance of standard documents/templates
- POTENTIAL WEAKNESS, CNT-8: System does not provide a means to automatically update templates that include standard documents where those document standards have been updated.
- POTENTIAL WEAKNESS, CNT-9: System does not provide a means to identify templates that include standard documents where the standard has been updated.
- WEAKNESS, CNT-10: System limits attachment size to 100MB.
- NEGOTIATION, CNT-12: Suggest negotiating in the integration with DocuSign or Adobe Sign (State/Entity choice of which) to be included in the proposed scope/cost.
- NOTE, CNT-23: Contract document authored is provided. See the response to CNT-2 provides more details on the creation of contract documents.
- NOTE: see response to CNT-2 for more details on MS Office and Adobe PDF with creating contract documents.
- POTENTIAL STRENGTH, CNT-26: Feature in "upcoming release of AI/ML" will give recommended approvals based on history and "automatically include additional review/approval" when modifications are made to contracts.
- WEAKNESS, CNT-38: Attachments must be used to capture subcontractor information.
- CONCERN, CNT-45, 51-62: Response conflicts with responses in the Technical Proposal referring to a Transparency Portal (pg. 10), Ariba Discovery (pg. 38) and using Ariba APIs to "exposed data" (pg. 40).
- STRENGTH, CNT-46: The "full text search" of uploaded documents is a significant feature.
- Six req'ts need clarification, response did not address the full req't.

Vendor Performance, pg. 42-44: Generally meets req'ts, with these caveats.

- No specific detail provided in the Technical Proposal except general info on pg. 40:
 - o System provides "performance surveys" and "KPI based vendor performance scorecards".
 - o Multiple charts available to display "supplier performance data".
- Not clear whether there is a Contract specific performance assessment/survey feature.

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- Public Access to Data, pg. 43: WEAKNESS, Public posting of any data in the solution to a State/Entity "public website" requires use of "a set of APIs" to create integrations to post the information. This work is not included in the proposed solution.

RTM

- Meets req'ts

Purchasing/Data Analytics, pg. 44 : : Meets req'ts.

- Pg. 44/45:
 - o "report can be displayed as a chart or graph (line, bar, pie, donut, etc.) and added to the user's personal dashboard. "
 - o Creating new reports via "3-step report creation wizard"
 - o Charts have dynamic "drill down"
 - o Provides "Parameter-based reports", "Scheduled reports" and can have "visual alerts and grades".
- pg. 45: STRENGTH, report personalization by users. "pre-packaged reports can be modified" by the user and "added to their dashboard".

RTM

- Meets req'ts except for PDA-17 which needs clarification, response did not address the full req't..

Technical Requirements – pg. 47-59

Availability, pg. 47: Partially meets req'ts.

- SAP Cloud Services SLA states "99.5% System Availability Percentage during each Month" based on "Total Minutes in the Month" that "are measured 24 at 7 days a week".

Accessibility Requirements, pg. 47: Partially meets req'ts.

- "target Web Content Accessibility Guidelines Level A and AA and EN 301 549"
- "solutions are not fully optimized for accessibility"

Audit Trail and History, pg. 48 & TECH-1 thru 5: Meets req'ts.

Browsers Supported, pg. 48: Partially meets req'ts. Response did not address these req'ts.

- Support any browser ranked as more than 10% of web traffic
- Track browsers used to access the Solution
- Solution testing with multiple browsers
- Contain a notice if solution is accessed with an unsupported browser.

User Accounts and Administration, pg. 48/49 & TECH-6 thru 20: Overall meets req'ts however as noted below for the RTM, there are a couple Potential Weaknesses & several req'ts that where the response did not address the req't.

- Access is "based on roles and permissions"
- "permissions for a user is derived from the roles mapped to that user and the groups the user"

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- "can inherit roles and their associated permissions by being a member of a group"
- "User, Group, Role and Permission objects can be managed from the provided UI or populated from a variety of sources, such as corporate systems and/or flat files"

RTM

- POTENTIAL WEAKNESS, TECH-12: System does not provide "dual sign on" where one login can be both a buyer and supplier.
- WEAKNESS, TECH-13: The only concept of "Super User" in the Ariba system is an Administrator and that user will not have the req'd "access to "any other user transactions" to "create, update, delete".
- POTENTIAL WEAKNESS, TECH-16: "System can't automatically" deactivate users after a period of inactivity. Admins must manually monitor activity and manually deactivate users.

User Authorization, pg. 49 TECH-21 thru 25: Meets req'ts except for State/Entity password policy for complexity which is standard for Ariba.

- Two possible authentication methods: "Regular user authentication" (Ariba system login/password) or "Single Sign-On" ("log into their corporate network")
- "may activate 2 factor authentications if they use SAML based authentication or ADFS"
- Password policy: Single Sign-On uses whatever is in place with the State/Entity system. Ariba login policy is standard. WEAKNESS, not configurable to meet a State/Entity policy. Ariba standard is:
- case-sensitivity between 8 and 16 characters in length. Passwords can include any Latin characters and punctuation marks and must include at least one numeral between the first and last character. They must also include at least one letter.
- Passwords must be changed "at least every 180 days"

RTM

- POTENTIAL WEAKNESS, TECH-23: Password policy is standard across Ariba clients and is not configurable to meet a State/Entity password policy that is different.

Federated Identity Management, pg. 50 : Meets req'ts.

Data Conversion, pg. 50 & TECH-26 thru 34: Does not meet.

- Technical proposal details did not address data conversion. Instead discussed their implementation methodology and staffing plans.

RTM

- Responses to all RTM req't did not address what was req'd. Instead integration to external systems with Ariba and export of data from Ariba was described.

Interface and Integration, pg. 51 & TECH-35 thru 60: Overall meets req'ts however need clarification, response did not address the full req't. 17 RTM req'ts to confirm specific integration points.

- "integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems."

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- Real-time and/or batch integration
 - o HTTPS using CSV interface
 - o SAP Web services
 - o REST APIs
- “are based on SSL 256 bit encryption and support various authentication methods such as WS-Security, basic and digital certificate authentication as standard.”

RTM

- Seventeen req'ts did not address the specific integration points required with the Finance system.

Office Automation Integration, pg. 51 & TECH-61: Meets req'ts

Mobile Device Support, pg. 52 & TECH-62: Response described mobile app and did not address whether the Solution can be accessed from mobile devices.

Mobile Applications, pg. 52 : Meets req'ts

- Details on app functionality are described in the Mobile Device Support section.

Data Ownership and Access, pg. 54 : Meets req'ts.

Date Retention, Archive and Purge Considerations, pg. 54 & TECH-63: Partially meets Data Retention however does not have Archive capabilities.

RTM

- WEAKNESS, TECH-63: System does not provide an archive capability. State/Entity can only delete/purge transactions instead.

Disaster Recovery Plan, pg. 54: Meets req'ts.

Solution Environments, pg. 55 & TECH-64 thru 68: Does not meet req'ts. Separate Development and Training environments are not provided. The Test environment will be used for initial configuration and setup. Additional environments for “an additional charge”.

RTM

- Four req'ts need clarification, response did not address the full req't. because they did not address the req'ts .

Solution Technical Architecture, pg. 55-57: Partially meets req'ts. Response did not provide the required “technical architecture diagrams”

Solution Network Architecture, pg. 57/58: Meets req'ts however details on the web -hosting center (e.g. power, HVAC, floor space, etc.) were not provided.

System Development Methodology, pg. 58/59: Meets req'ts.

Service Level Agreement, pg. 59: Partially meets.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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BIDDER NAME: LSI

CATEGORY #(s): 2

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Response did not indicate that they had reviewed and whether they complied with the SLA in the RFP.
- The SAP Cloud Services SLA is only for System Availability which is committed to be at 99.5%. No other SLA areas are included.

Security Requirements – pg. 60-72 *Note: Responses in this section are same as IBM proposal*

Cloud Security Alliance (CSA) Compliance, pg. 60: Meets req'ts.

Security and Privacy Controls, pg. 60 : Meets req'ts through SOC compliance

- SAP Ariba is officially not certified NIST 800-53. Ariba uses SOC guidelines.
- Ariba is audited/certified for ISE 3402 DOC1 Type II, SOC2 compliance every 6 months
- SOC 3 report issued annually.
- Hosting facility is audited for compliance to SSAE 16 SOC1 TYPE II, SOC2 Type II

Security Certifications, pg. 60-62: Meets all req'ts except HIPPA (see note below)

- Is Level 1 PCI DSS certified
- Complies with VISA USA Cardholder Information security Program (CISP) and MasterCard Site Data Protection (SDP) Program
- POTENTIAL WEAKNESS, "Ariba is not designed to handle HIPAA data". "Ariba does not support storing HIPAA/PII/Personal data".

Annual Security Plan, pg. 62: Could not assess. Response did not address the req't to describe their Security Plan. Stated that their "annual security plan are internal facing documents" and they do not "attach SOC reports with RFP responses".

Secure Application and Network Environment, pg. 62-66: : Meets req'ts. Security protections are comprehensive.

Secure Application and Network Access, pg. 66-68 & SEC-1 thru 5: Meets req'ts. Security controls are comprehensive

- Response did not address:
 - o Protocols used for import/export of data and relevant interoperability/portability standards
 - o Changes made to any hypervisor

Data Security, pg. 68-71: Meets req'ts.

Personally Identifiable Information Protection, pg. 71: : Does not meet req'ts.

- WEAKNESS, SAP Ariba policy/practices (covered in more detail under Data Security) indicate that the solution "does not support storing HIPAA/PII/Personal data. For example SSN, Personal Banking information, etc.". This does not fit the business req'ts for Supplier registration where the business uses a SSN and Personal Banking (e.g. LLCs). This is a conflict.

Security/Privacy Issue Occurrence, pg. 71/72: Meets intent however there are Gaps (see notes below)

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- Issue management practices are similar to what has been required in the RFP however they are focused internally with SAP determining what involvement with customers is necessary and they do not commit to the specific communication/notification timelines req'd in the RFP.

PII Data Actual/Attempted Access or Disclosure, pg. 72: Response is same as the Security/Privacy Occurrence above.

Security Breach Reporting, pg. 72 : Response is same as the Security/Privacy Occurrence above.

Implementation Services Requirements – pg. 73-126

Project Management, pg. 73-75: Generally meets req'ts. Response is high level and did not provide the details listed below.

- "leadership provided by the Program Sponsor, Engagement Lead and Project Manager".
NEGOTIATION, suggest that cost workbook should not include costs for the Program Sponsor and Engagement Lead as they are not direct resources delivering a project.
- Response in this section did not include
 - o Bidders staffing plan w/key positions, roles and responsibilities
 - o Participating Entity required staffing, roles, skills and responsibilities
- NOTE, the req'd example implementation plan & typical project deliverables are detailed in the Project Implementation Methodology section.

Project Implementation Methodology, pg. 75 : Meets req'ts.

- "use the SAP Activate Cloud methodology"
- is lean and fast, while at the same time incorporating the iterative and agile approach where it makes sense
- "has four phases for the implementation project lifecycle: Prepare, Explore, Realize, and Deploy"
- "are four Quality Gates, also called Q-Gates, executed during the implementation" to confirm "deliverables meet the req'ts and... project can continue".

Catalog Support Services, pg. 94 : Partially meets. Service does not provide assessment of contracts and does not create hosted catalogs.

- "We perform cleansing; the supplier is responsible for uploading catalogs on the Ariba Network"
- SAP Ariba catalog management service includes "Supplier Road Mapping, Project Management, Electronic Catalog Enablement, Catalog Maintenance, PunchOut Catalog Enablement, Punch-Out Catalog Maintenance, and State & Supplier Helpdesk Support."
- POTENTIAL WEAKNESS, last sentence in section: "Enablement of Punch Out catalogs are available as an optional item for additional charges." So this part of the "includes" list in previous bullet is only included at an extra cost. NEGOTIATION, need to get this setup/enablement of Punch Out catalogs included in the scope/pricing for situations where a supplier cannot do it for themselves.

Data Conversion Services, pg. 94-98: Meets req'ts.

- "six activities"... Strategy, Analyze, Design, Build, Test/Implement, Deploy

Interface/Integration Development Services, pg. 98/99: Meets req'ts.

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- “we develop an **Interface Strategy document**”

Organizational Change Management (OCM Services) , pg. 99-109: Meets req’ts. Comprehensive and mature methodology.

Training Services, pg. 109-117: Meets req’ts. Comprehensive and mature practices.

- LSI trains “Project implementation team” on “LSI’s template of the implemented system”
- Project team can also attend SAP Ariba Virtual Live Classroom sessions”
 - o CONCERN, there is a limit for SAP courses of “one student may attend an open session” of a course. “Additional core team training for more than one (1) Customer attendee may be purchased separately”. CLARIFICATION, need to know if only one Core Team person can take these SAP Ariba courses or is it one at a time. NEGOTIATION, need to get additional seats in the training so the Core Team can get the training done quickly to be ready for Design sessions.
- End User training is “train-the-trainer”. LSI will train the State trainers.

Help Desk Services, pg.117 & IMPL-1 thru 5: Meets req’ts however as noted with CONCERN below, it is not clear what level of service is being offered.

- Pg. 58: “Subscription includes system maintenance, automatic upgrades, enhancements and application of service packs, Level 1- 3 help desk support, professional services and best practices built directly into the application.”
- After go-live & hyper-care support, LSI will provide Application Management Services (AMS). “AMS include development, implementation, integration, testing, maintenance and support (technical), and help desk services”. “also includes application monitoring as well as back-up and recovery of applications and interfaces” (pg. 117)
- “Application Helpdesk support covers Level II Application Critical Support, and Level III Application Enhancement Support,” (pg. 119).
- State to provide Level 1 support and only the Level 1 users will have access to submit tickets to LSI helpdesk. (pg. 119)
- Incident priorities and response times are reasonable and comparable to the intent of the RFP SLA. (pg. 120/121)
- CONCERN, pg. 122: “Support Models can range from full time onsite to a pool-of-hours model allowing clients to access expert consultants without the need to bring on full-time resources”. Need clarification, response did not address the full req’t. to know what specifically has been included in the proposed scope/pricing.

RTM

- Meets req’ts.

On-Site System Stabilization Support, pg. 126 : Does not meet req’ts. Response shows very little responsibility on LSI and does not address support req’ts for setup/config changes, system performance/stability monitoring, and coordinate documentation.

- “Run Hypercare Phase” purpose is “to support the users” and “restore/maintain stability of business operations”. (pg. 126)
- Team will “run reports.. to review data entered by various user groups”. Any group identified as “not entering data” will be investigated to identify the reasons and offer assistance. (pg. 126)

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- Issues “are logged and assigned to the appropriate member of the State helpdesk for resolution” (NOTE, not assigned to LSI Hypercare staff). Issues that can't be resolved are assigned to State Project Team (State members and “consultants”)
- “quality review of the project is performed to identify lessons learned”

Managed Services Requirements – pg. 127

Solution Support, pg. 127-130 & MNGD-1: Meets req'ts

- “Customers automatically receive patches and upgrades”
- “We deploy and manage the infrastructure”
- “Subscriptions include system maintenance, automatic upgrades, enhancements and application of services packs, helpdesk support, professional services”. Also includes “help diagnose, troubleshoot, and resolve functional and technical problems for users”. (pg. 127)
- LSI's SAP ARIBA Support State Size Offerings table, pg. 128: CONCERN
 - o the number of hours for each type of support per quarter & month are too low
 - o the “Small” state priority response times are different from Medium and Large but should be the same because the criticality to a State is the same regardless of size.
 - o Small and Medium do not get Level 3 supportNEGOTIATION, need to get these values improved/increased.

RTM

- POTENTIAL WEAKNESS, MNGD-1: SAP uses internal monitoring tools instead of an “independent” service.

Organizational Change Management (OCM Services) , pg. 130: Based on the response, it is unclear what OCM services are being made available. If they are the same as described in the Implementation Req'ts section, then this Meets Req'ts.

Training Services, pg. 130: Meets req'ts.

Catalog Support Services, pg. 130: Based on the response, it is unclear what Catalog Support services are being made available. If they are the same as described in the Implementation Req'ts section, then this Partially Meets Req'ts.

Help Desk Services, pg. 130 : Meets req'ts.

Transition Out Assistance Services, pg. 131: No details provided except a “sample” Transition Plan which does not conform to the details of the RFP req'ts. Need clarification, response did not address the full req't. that the LSI Transition Out Assistance Services will meet the RFP req'ts.

-

Other Available Services – pg. 131

- SAP S/4 Financials Assessment, pg. 131: Assessment to “help you to identify whether moving to SAP's S/4 Financials module(s) will streamline financial processes, save money and provide a

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long-term foundation for your IT infrastructure.”

- SAP Fieldglass, pg. 131: “cloud-based, open [Vendor Management System \(VMS\)](#) that helps organizations find, engage, manage, pay, and unlock more value from this growing external workforce”

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 2

DATE: 9/17/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Deploy SAP Ariba
 - Full ERP.
2. Previous Projects
 - Public sector
 -
3. Subcontractors
 - None
 -
4. Organizational Chart
 - Detailed role description
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s) 2:

DATE: 1/13/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

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Individual Evaluator Comments:

SAP Ariba - Unified Business platform. End-to-end procurement process.

Labyrinth Consulting (LSI); 30 Ariba deployments.

P6 LSI's Proprietary GovOne Accelerator - LSI Consulting has created the GovOne solution for State and Local Government organizations, utilizing SAP's Public Sector business application software. GovOne is our flexible, pre-templated accelerator that provides preconfigured system options and controls, and basic accounting, budgeting and procurement structures.

General Principal and Requirements

- Key Solution Functionality Elements – Guided Buying (state's approved suppliers.)
 - Single-point of Entry; Smart Routing, compliance with SAP S/4HANA, SAP portal for on-prem or cloud deployments, Contract Management module, reporting, configurable.
 - Vendor portal – SAP Business Technology platform.
 - P10 *The offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data.*
- User Experience – focus on Guided Buying module and mobile procurement tools.
 - SAP Ariba Best Practices Center – flexible, as-needed support tailored to customer; single, named point of contact; best practices; claimed faster ROI.
- Bidder Best Practices and Roadmap – Standard Ariba quarterly release and monthly feature deliveries.
 - Product roadmap identified
 - Ariba network. Ariba Spot Buy
- Innovations and Value-Added Features/Services
 - SAP Fieldglass
 - AP Ariba Supplier Risk Management
- Customizations/Extensions –
 - Spotline (chatbot)
 - Seal Software (analytics for risk control)
 - Cloud Trade(PDF invoicing)
 - Keelvar Sourcing – optimizer to run, analyze and award events, bidirectional data.
 - Cordis – procure-to-pay integration with Oracle ERP;
 - P-18-20 – long list of extensions.
- Alternative Funding Models – P20. Listed SAP Fieldglass for external workforce strategy. Non-responsive to e-procurement requirements.

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- Contract transition: LSI Partner Managed Cloud offering allows contract relationship to be software and incremental services. Responsiveness to RFP question not immediately clear.

Functional Requirements

- General Functionality – Ariba integrated applications. Facilitates occasional and frequent buyers.
 - SAP Ariba Buying& Invoicing
 - SAP Ariba Sourcing
 - SAP Ariba Contracts
 - SAP Ariba Supplier Lifecycle & Performance Management
 - SAP Ariba Network
 - SAP Fieldglass
 - *P23 customers can achieve zero-touch processing and invoicing, eliminating once more non-value added work for AP, Finance, Invoice managers, etc.*
 - *P23 Data is categorized consistently within the solution leveraging a common data model inclusive of suppliers, commodity codes (UNSPSC), Agencies/Organizations, users, etc. Data created as a result of system utilization is available for analysis within the user interface via SAP Ariba's native reporting and analysis engine.*
 - *SAP Ariba supports importing data from external systems.*
 - Most EPROC-GEN requirements listed as Standard functionality. Integrations usually not described.
 - **EPROC_GEN-3, -5 Award posting integration needed. Needs clarification – Is integration added cost? What integration is proposed?**
- Supplier Portal – Supplier Business Network.
 - **P26 Supplier enablement services are included in our offering. This reduces the level of effort/resources required from the State to enable suppliers on the SBN. Our team of 700+ enablement experts will be responsible for most of the enablement process. We also offer flexible partner onboarding: it is simple for ALL types of suppliers, big and small, integrated and portal. Needs clarification – is this SAP or LSI?**
 - **EPROC-SPR-7 – Needs clarification what integration is proposed?**
 - **EPROC-SPR-18, -19 Needs clarification** Comments say “Partner, not supported, but availability listed as A. What is the solution?”
 - **P27 Publicly posted solicitations via Ariba Discovery and the State's Public site Needs clarification. Is this included integration to post direct to state site**
 - Catalog support – hosted and punchout
 - Spot Buy catalog solution
 - Mobile app – rapid request fulfillment; at a glance update to orders, 12 month invoice and order searches.
- Supplier Enablement/Management
 - *P31 Customized enablement strategy: Use our team's expertise to help you design and develop the most effective enablement strategy for your suppliers based on their profile, purchase order (PO) and invoice volume, and spend. Our approach includes duplicate detection (deduping) and segmentation of your vendor master data to effectively target and onboard suppliers in tiered waves that align with your priorities and objectives.*
 - *P31 Supplier education: user guides, FAQs, technical documentation, and free online seminars that explain the basics of using Ariba Network. We can also*

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deliver your account specific information to suppliers through a supplier information portal embedded in Ariba Network.

- **EPROC-VDR-40** – Stated as out of box and configurable; other Ariba bidders were non-responsive on this requirement or partial function claimed. **Needs clarification.**
- Buyer Portal - Offers 2 primary entry points designed for casual user or power user. Casual user gets guided buying experience, can submit requests. Power user enters via dashboard, gets more self-service approach including buying, solicitation development, vendor management, report generation.
- Need Identification – Ariba Guided Buying function
 - Functions stated as supported.
- Request through Pay – Native SAP Ariba Buying and Invoicing module for state ide; invoices to suppliers through Ariba Business Network portal.
 - *P36 Purchase orders will be sent to suppliers via the SAP Ariba Business Network. Subsequent change orders will be routed to suppliers via the Ariba Network as well. Change orders will be subject to a configurable workflow. Leveraging the Ariba Network suppliers can create an order confirmation, advance ship notice and invoice. All of which is accomplished electronically to streamline the source to settle process.*
 - 100MB limit on attachments throughout the portal.
 - **EPROC-PRD-28** – Custom form can be created for special considerations such as trade-in. Is this considered a customization or native functionality? If negative numbers not accepted, how would this be handled? **Needs clarification.**
 - **EPROC-PRD-48 – Needs clarification.** Does LSI proposal encourage native functionality for loading values cited or is this assumed to be an integration. Entry is marked A.
 - **EPROC-PRD-62 and PRO-29 – Needs clarification.** Requirement is for header level; response is that supplier level is common. Non-responsive as presented.
 - **EPROC-PO-16 – clarification needed** – Signatures on POs – LSI says not available in comments, but marked A.
 - EPROC-RC-21 – UOM defined by PO – not convertible to inventory unit UOM for receipt entry.
 - **Note: There are multiple responses in this Requirement set where configurable is stated but the Availability is marked A not CF.**
- Catalog Capability – p36 *With SAP Ariba Catalog, suppliers can upload all their content using a single, simple user interface. And with recently launched, innovative capabilities, they have enterprise-grade content management tools to define, validate, and enrich catalog content. By creating catalog rules to cleanse and enrich the data, you'll be assured of compliant, error-free catalogs while you monitor content quality with your new dashboard reports.* No notes on hands-on customer-side hosted catalog management.
 - **EPROC-CAT-6 & -7 Needs clarification.** Listed as A, but limitations cited. 500,000 items per catalog; 5,000 catalogs per system. This would likely be in excess of catalogs needed by states, but the item threshold would not reach the limit for MRO vendor catalogs, for example. Does 5,000 catalogs include expired or inactive catalogs; can one vendor have multiple catalogs archived and not count against the total?
 - **EPROC-CAT-11- needs clarification. Comments are circular – say to see CAT-11. (possibly means CAT-8 custom forms).**
 - EPROC-CAT-19 – negative values supported requirement not met.

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- Sourcing/Bid Management - claimed out of box functionality on common procurement types, 50% reduction in solicitation cycle time, savings.
 - Solicitation development using templates inside Ariba Sourcing.
 - P38 *The solution also supports other critical components of the solicitation process including addendums, amendments, Q&A, supplier notifications, supplier communications, internal communications, document management, etc. SAP Ariba Sourcing is natively integrated to SAP Ariba Contract Management and this will allow the State to create state-wide Contracts, Agency-specific contracts, Project-specific/one-time contracts, or Purchase Orders. P39 Proposals are received electronically and are automatically available for comparison side by side within the user interface (unless configured otherwise including envelope and sealed bids). Users may score/grade responses leveraging delivered functionality. Upon completion, side by side comparison by score, price, etc. can be done quickly and easily.*
 - EPROC-SRC-67 – suppliers have to register to postings. Not public facing – **non responsive. Needs clarification.**
 - EPROC-SRC-73 – is posting to state's website included in standard functionality? **Needs clarification. See SRC-77 and -78.**
 - EPROC-SRC-107 – **needs clarification. Does surrogate bid meet requirement for posting?**
- Contract Management
 - P40 *With SAP Ariba Contract Management, the State can connect directly with suppliers when creating, negotiating, executing, and managing the ongoing administration of contracts. SAP Ariba Contract Management is natively integrated with Sourcing which allows the creation of a contract directly from the solicitation award. The resulting contract will be stored in a central repository and can be published to SAP Ariba Buying and Invoicing.*
- Vendor Performance- Cloud-based vendor data model; supplier 360- review; supplier scorecards based on KPIs.
 - P43 - *The State may leverage a set of APIs delivered as part of the SAP Ariba platform to expose data to the public via a public website. Data captured as part of the supplier management process supported by SAP Ariba Supplier Lifecycle and Performance is available via API. Data can be formatted and combined with other data sources and displayed on a public website to meet FOIA requirements.*
 - P44. Supplier surveys can capture stakeholder responses and compile performance score.
- Purchasing/Data Analytics - 3-step report creation wizard; data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate.
 - Pre-packaged or ad-hoc reports.
 - EPROC-PDA-35 - *SAP Ariba can support two reporting taxonomies. Supported taxonomies such as UNSPSC, the Ariba Classification taxonomy, and a customer-specific, custom taxonomy.*

Technical Requirements

- Availability— 99.5% uptime. Linked service agreement document provides definitions of credit, maintenance windows, availability calculation etc.
- Accessibility Requirements

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- P47 *Accessibility at SAP refers to the possibility for everyone, including and especially people who are differently-abled, to access and use technology and information products. SAP ensures the implementation of user-interface (UI) accessibility features for Products via our SAP Accessibility standard.*
 - P47 *When developing software, SAP's product teams target Web Content Accessibility Guidelines Level A and AA and EN 301 549. **While SAP continues to implement and develop accessibility features across its product portfolio, solutions are not fully optimized for accessibility.***
- *Audit Trail and History – p48 Specific logging takes place that is viewable by the customer administrator or their designee. Audit logs produced through use of the solution are considered customer data and are maintained within the customer's instance of the database. These logs are retained so long as the customer has an active contract. Also see EPROC-TECH-1.*
- *Browsers Supported - Common browsers supported*
- *User Accounts and Administration*
 - *P48 Access to data and functionality within the modules is based on roles and permissions that determine which features of the solution a user can see and work with, and what data the user can access. The set of permissions for a user is derived from the roles mapped to that user and the groups the user may be a member of. Permissions are mapped to roles and then roles can be mapped to other roles, to users and/or to groups.*
 - *The solution also provides a single point of integration and administration for users and user profiles, organizations, groups and group memberships, roles and permission mappings.*
 - *This common data is shared and synchronized across modules automatically. The User, Group, Role and Permission objects can be managed from the provided UI or populated from a variety of sources, such as corporate systems and/or flat files.*
 - *EPROC-TECH-10 Least privilege: For customer users, this is a customer complementary control consideration due to the fact that the customer administrator manages user access and role assignment.*
 - **EPROC-TECH-12 Needs clarification.** Listed as A, but comments say Dual SignOn via one account is not support.
 - **EPROC-TECH-16 – Needs clarification.** Doesn't meet requirement for automatic deactivation of accounts after 6 months.
- *User Authentication*
 - *P49 Username and password from login page or Single Sign-on from corporate network permitted.*
 - *2FA available for SAML-Based authentication.*
 - **EPROC-TECH-24 – needs clarification** about new password auto generation. Not responsive.
- *Federated Identity Management – See previous answer.*
- *Data Conversion - SAP Activate Methodology for accelerated migration through Delivery team with responsibility for project management, functional and technical expertise, OCM and training to coordinated with customer org.*
 - *EPROC-Tech-27 – detailed description of master data integration and Transaction Data integration.*
- *Interface and Integration – P51 SAP Ariba applications integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI*

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infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems.

- P51 - *These standard integration options across our solution portfolio are:*
 - a) Master data integration is done primarily in batch mode, HTTPS using CSV files (Batch integration, and depending on the data volume this can be scheduled to run frequently to achieve near real-time integration)*
 - b) SOAP Web services that use an XML payload (Real-time integration suitable for transactional data)*
 - c) REST APIs (supports both synchronous & asynchronous calls)**All of these integration methods are based on SSL 256 bit encryption and support various authentication methods such as WS-Security, basic and digital certificate authentication as standard. Our customers can opt for two or more or all the options to help achieve the desired level of integration.*
 - *Uses Ariba Open APIs.*
 - *Sample interface plan document supplied – generic – no specific interfaces included.*
- **Office Automation Integration – EPROC-TECH-61**
 - *Support of Excel format for data uploads and downloads. For example, SAP Ariba Sourcing is designed to allow Excel uploads for market designs.*
 - *Support of Excel templates for analysis and reporting:*
 - *Microsoft Outlook – SAP Ariba Sourcing and Contracts can export tasks within projects to Microsoft Outlook.*
 - *Word – SAP Ariba Contracts provides sophisticated contract authoring capabilities using Microsoft Word documents. SAP Ariba Contracts offers bi-directional integration with Microsoft Word to assemble contracts and templates from a clause library, and then to detect changes to contract documents, including automated flagging of alterations to clauses, and support for clause substitution from pre-approved clause libraries.*
- **Mobile Device Support** – site is built for mobile responsiveness. Components with mobile functionality including shopping cart, approvals, viewing reqs. Supplier 360 reports available to view on Airba ios app.
- **Mobile Applications** – ios and Android supported. Touch ID, App pin, fingerprint recognition options for access.
- **Data Ownership and Access** – p54 *The customer owns the data; they can extract the data at point of time during the throughout subscription. Tools to download the data. For example: User Interface (Import CSV), API's.*
- **Date Retention, Archive and Purge Considerations** – p54 *Data retention is governed by the active contract. We retain your data on the service for the duration of the subscription term and any subsequent renewal term.*
 - *EPROC-TECH-63 - Customer is in complete control of data deletion and purging which can be manual or automated via integration.*
- **Disaster Recovery Plan** - Data centers in regional pairs.
 - *URLs will continue to work if failover. Cloud Engineering Services move area within RTO; after switch, secondary becomes the new primary.*
 - *Customer will receive email from SAP notifying of unplanned down time. Expectation for communication not stated in narrative.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- Solution Environments – p55 *Customers receive two environments by default: production and test. The test environment is used for initial configuration and setup. The production environment is used for production. Additional environment is available for an additional charge.*
- Solution Technical Architecture – p56 *SAP Ariba applications uses cXML language for the document exchange between SAP Ariba Network and Ariba Modules.*
 - *See Data Conversion for integration to external systems.*
 - *P57 The software's data model keeps customers' data separated. Customer data is isolated via realms. Each individual customer is assigned a distinct realm to identify and store their data.*
- Solution Network Architecture – p57 *The system is powered by high-performance servers and utilizes a network infrastructure designed for scalability, reliability, and security. The SAP Ariba Operations team is constantly monitoring and maintaining the systems.*
- **P58 Needs clarification** *SAP Ariba solution is available only as a SaaS multi-tenant model hosted by us. Who is us — SAP or LSI?*
 - *Our solutions are offered and delivered in a true subscription-based model and shared service (multi-tenant) offering. There is no software to install, no hardware to buy, no maintenance or support costs and no need to hire consultants or tech specialists to run the system.*
 - *Subscription includes system maintenance, automatic upgrades, enhancements and application of service packs, Level 1- 3 help desk support, professional services and best practices built directly into the application.*
 - *Data will be hosted in North American data center.*
- System Development Methodology - Agile scrum implementation of Product Lifecycle Methodology.
- **P58 Ariba leverages a Secure Software Development cycle (Secure SDC) that is aligned with ISO 27034 principles. This includes:**
 - Secure code (OWASP Top Ten) training to engineers*
 - Code review by peers before build cycles*
 - Static and dynamic code analysis, with load testing for resiliency*
 - Reviews and approvals at multiple phases for meeting security criteria prior to release to production.*
- Service Level Agreement – one page SLA attached. Referenced above.

Security Requirements (This section is common with IBM submission)

- Cloud Security Alliance (CSA) Compliance = CAIQ 3.0.1 supplied.
 - **MOS-15 – Clarification needed** – How are changes to mobile operating systems, patches performed if not SAP change management processes? No comments provided.
- **Security and Privacy Controls - Needs clarification.** P60 SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines. **Does will SAP intend to become compliant with NIST requirement?**
- *SAP Ariba is audited and certified by independent third-party auditor PricewaterhouseCoopers (PwC) for compliance with ISAE 3402 SOC1 Type II, SOC2 every six months. A SOC 3 report is issued annually. Upon completion of the audit, an attestation letter is issued, stating our compliance. In addition, our primary hosting facility (Equinix) infrastructure is audited for compliance with SSAE 16 SOC1 Type II, SOC 2 Type II.*
- Security Certifications . See previous entry.
 - PCI Service Level 1 compliant;

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- compliance with the Visa USA Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) program
 - Not HIPPA certified – limited relevance for procurement
- Annual Security Plan – p62 – states plan is internal document. Gives links to request SAP SOC reports. Not included with response.
- Secure Application and Network Environment - 24/7 system monitoring. Firewall separation of SAP corporate with customer cloud.
 - Only SAP authorized staff using SAP authorized computers in data centers.
 - 2FA authentication for SAP staff entering cloud environment.
 - Exception-based authorization for Cloud Engineering to access specific customer cloud instances.
 - P64 *Data disposal practices are aligned with the NIST 800-88 standards for clearing, sanitizing, and data destruction to prevent data remanence prior to retiring or allowing storage media outside of our security envelope.*
- Secure Application and Network Access
 - EPROC-SEC-2 - *Concurrent login is available. SAP Ariba allows for 2 concurrent session for the same user so that mobile and desktop (e.g. report generation) can be used. However, security measures are in place to detect concurrent logins from multiple IP addresses.*
 - Data at rest and in transit encrypted.
 - Detailed descriptions of security provisions provided for hardware and physical premises.
- Data Security – Stated in narrative. P69-70. SAP has DPA setting out terms. **No NIST standards referenced as proposed in RFP.**
- **Personally Identifiable Information Protection – Needs clarification for responsiveness.** P.71 *SAP Ariba are not designed to handle HIPAA data. Our solutions are designed Business to business transaction, and SAP Ariba does not support storing HIPAA/PII/Personal data. For example: SSN, Personal Banking information etc.*
- Security/Privacy Issue Occurrence – Scenario described. Full process documentation stated to be confidential.
- PII Data Actual/Attempted Access or Disclosure – As previous entry.
- Security Breach Reporting – As previous entry.

Implementation Services Requirements

- Project Management Leadership are Engagement Lead and Project Manager – Operational responsibilities, and Program Sponsor – strategic. (p73)
 - PMO defines scope, finalizes resources; implements toolset for risk and issue management; establishes communication protocols; RTM framework and prepares kickoff presentation to communicate standards and expectations.
 - Kickoff - *Joint PMO and led by the program executives from LSI and the State to reinforce the “one voice” concept of leadership*
 - *LSI and the State maintain primary responsibility for their own project team members. The team leads are responsible for coaching/mentoring under-performing resources and providing training as appropriate.*
 - State responsible for establishing issue management repository: *expectation at each project that the State establishes a project repository (i.e. MS Teams, Slack, SharePoint,*

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Shared Drive, Google Drive, DropBox) as a platform to manage project issues and documentation of resolution. This repository will provide detailed logging of issues, defects and a robust reporting system based on configurable project scope, categorization, and nomenclature. Guidelines will be established for what constitutes an issue, for severity level classification, and escalation procedures. All team members will have access to the issues database; project managers are expected to review issues regularly and review aging open issues for possible escalation. Additionally, the project repository is a customer-provided and customer-maintained site that utilized by both LSI and customer project team members during a project.

- *Project repository site is front loaded with LSI's pre-configured implementation accelerator templates, strategies, organizational structure, and additional project documentation*
 - *Project requirements traceability matrix provides the framework for managing solution scope and quality throughout the project.*
- Project Implementation Methodology - SAP Activate Cloud methodology follows Agile principles.
 - 4-stage delivery model: Prepare; Explore; Realize; Deploy.
 - P76 Quality Gates are performed to confirm that all stakeholders of the implementation project agree that specific deliverables meet the requirements and consequently that the project can continue. Project. Verification; Solution Acceptance; Readiness Acceptance; Go-live.
 - Sample Phase plan demonstrating task descriptions and responsibilities. P79-81.
 - P85 - Realize Phase Sprint 1
 - LSI consultants will perform unit testing of standard transactions and updating the unit test log. LSI Project Manager shall prepare the Unit Test Summary Report; **State** Project Manager is responsible for review and feedback prior to presentation to executive leadership.*
 - State** is responsible for definition and development of test cases, test scenarios and test scripts representing the comprehensive success criteria for this test phase. LSI shall assist with test case and scenario definition and script preparation.*
 - *LSI Training Lead is responsible for the overall training plan; **State** Training Lead is responsible for providing appropriate schedules for end user training delivery, train-the-trainer candidates, and attendee lists.*
 - *Note: This suggests lean LSI project team with heavier participation from state team than some implementers that will design and lead testing phases.*
- Catalog Support Services – *Needs clarification as to involvement*, if any, of LSI personnel in catalog implementation phase. Are SAP staff engaged?
 - ***P94** - SAP Ariba brings to the table specialized Catalog Management services as part of the software subscription to help the State manage their catalog content throughout the State's time using the software.*
 - *SAP catalog management services manage enabled (hosted) catalogs and punchout catalogs. We perform cleansing; the supplier is responsible for uploading catalogs on the Ariba Network. SAP Ariba catalog management services manage the enabled catalogs including validation, cleansing, catalog activation and any subsequent refreshes.*
 - *Enablement of Punch Out catalogs are available as an optional item for additional charges.*

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- Data Conversion Services – Six phase plan. Strategy; Analyze; Design; Build; Test/Implement; Deploy.
 - Minimize data from legacy system.
 - P96 *SAP systems, due to their tight integration, require a very high degree of referential integrity in data being converted. Typical data not converted include inactive vendors and customers, paid invoices, journal entries, requisitions and purchase orders.*
 - P97 *A preliminary analysis is made to determine whether a standard SAP solution exists for the data conversion or whether a custom solution must be built. In addition to this analysis, the best tool is identified for the data conversion, for example, using SAP's Migration Cockpit,*
 - *LSI will be responsible for the design, building, and testing of the programs that read these flat files, as-is, and upload the data to SAP. LSI will rely on State experts to participate in this process by validating the loaded data*
- Interface/Integration Development Services - *LSI will recommend, design and deploy interfaces based on the best practices and the latest tools available with the SAP environment.* P98
 - Interface Strategy Document – LSI designs – includes general architecture of current and future landscapes, file transfer, process of interface design and implementation – evolving document. Sample provided.
- Organizational Change Management (OCM Services) – Note: one of the most detailed parts of the proposal.
 - Change readiness assessment. (4 weeks) Understand leadership alignment; evaluate communications processes; understand stakeholders and influencers.
 - Framework - Leadership Alignment model: collective actions; make decisions; identify solutions; validate common understanding; reality check (internal and external); identify gaps.
 - Factors outlined that determine change impacts (p104)
 - Identify business readiness – workforce preparation. Roles: Business readiness Lead; Change Agent; Superuser; Coordinator.
- Training Services
- P 109 *Training is divided into two different but critical areas: 1. Project Team Training 2. End User Training*
 - *Functional project team receives the training it needs to conduct the Explore phase using the same system that is being implemented.*
 - *In addition to the LSI provided project team training, SAP Ariba services can provide project team training. Training seats can only be used towards attendance in our Virtual Live Classroom (VLC) public sessions. In many cases, it's recommended the project team participate in the SAP Ariba services training first and then attend the LSI project team training.*
 - P111 *Training for end-users is developed and delivered as a part of the implementation project and modeled after the train-the-trainer methods.*
 - *Training development methodology, LSI Perform. 5 phases – planning through delivery.*
 - *Instructor Led Training – with students working on the system*
 - *Small group sessions for audience sizes up to 8 – coaching/training/ classroom or on the job.*
 - *Generic Ariba guides also proposed. (LSI not proposing to customize for customer.)*
- Help Desk Services – Note: Like OCM, also one of most detailed parts of proposal.

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- After go-live and hypercare, LSI will perform post-implementation support, SAP Application management support.
 - P117 *These services include ensuring systems are up and performing as per SLA, backups are performed regularly, then also perform any additional services not handled directly by the State basis team, e.g., from the list: troubleshoot any system crashes, recover databases if necessary, applying operating system and database patches as needed, transports, SAP application monitoring, day to day Basis support, security, applying OSS notes.*
 - P117 For consideration will also be SAP HR legal patch applications, and SAP Support packs. Needs clarification “For consideration” means what?
 - EPROC-IMPL1 – separate online support sites for Buyers and Suppliers. Needs clarification – Is this SAP license helpdesk or LSI provided as seemed to be stated on p117?
 - EPROC-IMPL-2 Training and documentation available from LSI to State Help Deks.
 - EPROC-IMPL-3 and -4 – Needs clarification – where is Chatbot hosted? Unnamed solution separate from Ariba support listed in EPROC-1?
 - P119-120 – Three tier support levels proposed. Level 1 – All users; Level II – Limited to identified personnel; Level III – Enhancement Support. Separate cost? Retainer hours referenced – not seen pricing yet.
 - 4-level Priority response time table with small, medium, large state response SLAs.
 - AMS staffing – platinum level consultants with 10+years experience.
 - P125-125 Responsibility matrix for support. SAP/LSI/State
- On-Site System Stabilization Support – 3 month hypercare
 - P126 *purpose of this phase is to support the users as they adapt to the new business processes and to restore/maintain stability of business operations*
 - Defect correct; quality review of projects to determine enhancements, future support needs, verify contract compliance.

Managed Services Requirements

- Solution Support
 - EPROC-MNGD-1 Needs clarification – Is the response SAP’s response that they conduct the monitoring rather than an LSI response? Should this be an LSI response? Is the benchmark measurement reported back to state customer?
 - P127 – LSI Ariba customers run latest versions.
 - P127 As part of the Cloud subscription, our solution provides Customer Support services to help diagnose, troubleshoot, and resolve functional and technical problems for users. LSI’s customer service staff can be contacted via phone (toll free), email or Web from Monday-Friday, 24/5.
 - Different Support offerings based on Small/Medium/Large states.
 - P129 *Unscheduled Outage*
LSI will maintain email listings for each business and service owner of the eProcurement solution including third party Solution components. In the event of an outage, LSI will promptly notify the appropriate contacts of such outage and restoration of service in accordance with what was agreed upon in the contract.
P130 LSI Solution Support security responsibilities include:
 - User Management Security

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- *User Administrator (Create new user, deleting user when they leave organization)*
 - *User Groups (Add and modify user groups, Create and edit project groups)*
 - *Maintain Extended Login Security: Single sign-on, Multifactor authentication*
- *Managing Audit information*
- *Certificate Maintenance*
 - All other security responsibilities are handled by SAP Ariba.*
- Organizational Change Management (OCM Services) – Hourly rate
- Training Services – Hourly rate
- Catalog support services – Hourly rate
- Help Desk Services – **F5 p130 – Needs clarification**. States that Help Desk provided in E.8 can be provided separate from services proposed in Implementation section. E.8 is the Implementation section.
- Transition Out Assistance Services – Plan provided. LSI Partner Managed Cloud offering allows contract relationship to be software and incremental services

Video Demonstrations

- Sales pitch demonstrating understanding of end-to-end procurement cycle
- Product walk-through – Ariba buying and source to pay integrated system. No demo of help desk or discussion of implementation and support services.
-

**STATE OF MAINE
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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercell

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 3)
 - Founded in 2000, US market entry 2018 with office in New York with 14 staff members.
 - "SaaS experience in public procurement" with their Negometrix solution that is a "Single-page application (SPA)" that is "ISEA3000/SOC2 and ISO 27001 certified".
 - Solution provides "requisition building, sourcing, evaluating, awarding, contracting, and supplier performance monitoring".
 - Has 2,600+ buying agencies and 1M+ suppliers as users.
 - Has "more than 600" staff "in the US and across Europe".
2. Previous Projects
 - **Volusia County:** Implemented "Solicitations Module, Contract Management"
 - **Town of Palm Beach:** Implemented "Intake Management Module, Solicitations Module, Contract Management Module. Town also using surveys for contracts to "track vendor performance".
 - **New York State Office of General Services:** Implemented "Intake Management Module, Solicitations Module, Contract Management Module" for a "vehicle marketplace for all agencies to submit their vehicle requests" and to "source and purchase". Required "API integrations".
3. Subcontractors
 - No subcontractors.
4. Organizational Chart
 - The org chart provided is basic and may not fit for implementations of all modules of the system for a State.
 - The contractor staff identified did not have sufficient details to assess the experience of the individuals.
 - Suggest exploring whether they have sufficient staffing to support multiple State implementations at the same time.
5. Litigation
 - No litigation.
6. Financial Viability

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STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercel

CATEGORY #(s): 2

DATE: 12/21/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

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Individual SME Comments:

General Principal and Requirements – pg. 5-15

Key Solution Functionality Elements, pg. 5/6:

- Single Point of Entry: "All modules... accessed via a single login"
- Smart Routing: "guided every step of the way with recommended tasks"
- Compliance: "platform uses templating to streamline and standardize procurement efforts"
- Portal:
 - o "collaboration... for both Agency stakeholders as well as suppliers".
 - o "still customizable to each Agency"
- Open Marketplace Environment: N/A, catalog functionality not included
- Integration:
 - o "use standard API's".
 - o BI webservice can be used to gather information from our system"
- Workflow:
 - o "workflow is configurable"
 - o Available in Intake Management module, Solicitations Module and Contract Management Module.
- Document Management: "manage any documents related to all stages in the procurement workflow.
- Reporting, Dashboards & Data Visualization:
 - o "All modules have their own dashboards"
 - o "data in the system can be managed and reported on using standard and ad-hoc reports"
- Configurable:
 - o "completely configurable"
 - o Needs "will translate those workflows and boilerplates into the system."
- Transparency:
 - o "Agency is in control of which information is shared with the public"
 - o "Solicitations Module, documents and information are only made public when a buyer purposefully opts to publish it."
 - o "in the Contract Management module, the user can choose which contracts and accompanying documents are to be accessible to the public"

User Experience, pg. 6-9:

- **Personalization:** POTENTIAL WEAKNESS, Individual user personalization is currently "not possible"
- **Intuitive Navigation:**

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- o “smart notifications that have URL links in the email”
 - o “with Recommended Tasks, the user can navigate directly to where they need to go to complete the item at hand”
- **Wizard-driven:** “software consists of smart (wizard-like) functions to take the user to the right place
- **Portal Informs:**
 - o Suppliers - notified “of any bid opportunities” and “any addenda issued”
 - o Buyers – “My Tasks dashboards will inform the user on what work”
- **Mobile access and use:** “fully supported on any mobile device”
- **Workload Mgmt:** “All items within the platform can be re-assigned to another user.”
- **Role-Based:** “there are role-based rights for different functionalities”

Bidder Best Practices and Roadmap, pg. 9/10:

- Releases/Enhancements
 - o “For system enhancements, our team uses the Agile Method.”
 - o “development team will work during a 4-week period”
 - o “up to the user whether or not to integrate new functionality into their own work”
- Alternatives, Assess/Recommend Opportunities:
 - o “Happy to facilitate additional training sessions for new staff or new workflows as needed – with no additional cost.”
 - o “will constantly strive to assess and recommend any workflow improvements and ways to reduce costs.”
- Roadmap: “General” information provided for Year 1 and beyond. “Our current practice is to not share details of our roadmap with the public”

Innovations and Value-Added Features/Services, pg. 10/11:

- Response discussed their “aftercare” and “continued learning” opportunities that are included with the licensing (managed services).

Customizations/Extensions, pg. 11 :

- “In the event that an Agency need cannot be met through the configuration process, an integration/customization is possible with support from our development team.”
- Response did not address
 - o Customizations becoming part of the base system
 - o Advising of any OCM impacts

Alternative Funding Models, pg. 12-15: NEGOTIATION, need firm definition of Organizations for Contract Management and should negotiate these prices down.

- “offers a per-license cost structure”,
 - o “typically used by smaller organizations”.
 - o “for these smaller/non-state agencies, implementation and training costs are waived.”
 - o Intake Module: \$1500 Annual Fee, unlimited usage
 - o Lead-Buyer License (Solicitations): Purchasing professional- annual fee based on qty (pg. 13) , All other users- “free of charge”
 - o Contract Management Module: Annual fee, Small Org- \$5k/yr, Medium Org- \$10k/yr, Large Org- \$15k/yr
 - o Combine 2 or more modules: “up to 35% discount”

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- Supplier Relationship Management Module: \$3k/yr.

Contract Transition and Flexibility, pg. 15:

- "will work with every Agency to tailor the transition to their unique needs and take the current contract situation into consideration"

Functional Requirements – pg. 15-64

General Functionality, pg. 15/16 : Partially meets req'ts with some weaknesses (see RTM notes)

- "entirely cloud-based Software as a Service (SaaS) solution that is hosted on Microsoft Azure"
- "starts with a request for purchase... will be submitted through our 'Intake Management Module'"
- "will be routed through a configured approval workflow"
- "approved request will be displayed on the purchasing dashboard... staff can then initiate the solicitation process"
- "Upon award,... shifts into the next stage: Contract and Supplier Relationship Management"
- "allows for administrating all contract related data and sharing it with the public"

RTM

- POTENTIAL WEAKNESS, GEN-9: System does not have a crosswalk feature of commodity codes to account codes.
- POTENTIAL WEAKNESS, GEN-10: System does not allow the "state to identify additional fields for a search function"
- WEAKNESS, GEN-11: System has a maximum attachment size for an individual document of 2GB.
- POTENTIAL WEAKNESS, GEN-12: System does not have the capability to search for attachments.
- CONCERN, GEN-15: It appears that there are not transaction print formats in the system. Response refers to "all pages" being able to "export and/or print".
- WEAKNESS, GEN-16: System only provides branding for "Public Organization Profile" and in Solicitation document authoring (GEN-15). No branding in the application itself.
- POTENTIAL WEAKNESS, GEN-17: Toggle on/off of features is only available in the Solicitation module.
- CONCERN, GEN-18: Response indicates system cannot have field to track Requesting Agency but this should simply be done by adding a User-defined field. So need to see if adding a field is not possible.
- WEAKNESS, GEN-19: System does not provide capability to load all "Bill To and Ship To addresses". This may mean that these addresses have to be manually entered every time on Intake Form, Solicitations and Contracts.
- WEAKNESS, GEN-20: System only supports NIGP codes taxonomy.
- CONCERN, GEN-20: System may have single version of NIGP codes for all Customers and not be able to have different set to match a State specific ERP use."
- WEAKNESS, GEN-21: Commodity Code upgrades specific to a Customer are not supported.
- POTENTIAL WEAKNESS, GETN-24: Transaction search results will not include references/info on "related" transactions.
- POTENTIAL WEAKNESS, GEN-26 through 28: System does not provide functionality to support/manage Admin Fees.

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- POTENTIAL WEAKNESS, GEN-32: Application does not have language translation capabilities. Must use a third party tool.
- WEAKNESS, GEN-34: System does not support future/effective dating.
- POTENTIAL WEAKNESS, GEN-35: System does not have a comments library feature.
- WEAKNESS, GEN-36: System does not have eSignature capabilities. "Is on our roadmap".
- Four req'ts need clarification.

Supplier Portal, pg. 16-20: Partially meets req'ts with some weaknesses (see RTM notes)

- "single point of entry for all supplier facing functions"
- "see all solicitations they are participating in"
- "can also click "View Bid Opportunities" to browse through all published bid opportunities"
- Registration
 - o "one user registers the company"
 - o then "can add colleagues to the company profile"
 - o "subscribe themselves to receive alerts when solicitations are published based on the commodity code(s) (includes NIGP Codes) they select"
- POTENTIAL STRENGTH, Supplier solicitation alerts can be "on new solicitations nationwide" (pg. 17)
- "services to suppliers free of charge" (pg. 18)

RTM

- SPR-4, POs: N/A
- SPR-13, Invoicing: N/A
- POTENTIAL WEAKNESS, SPR-19: System does not provide functionality to support/manage Admin Fees.
- POTENTIAL WEAKNESS, SPR-20: System does not provide Suppliers with a dashboard view of summary metrics of Orders, Solicitations, Contracts.
- SPR-21, Order Status: N/A
- SPR-22, Advance Shipping Notices: N/A
- POTENTIAL WEAKNESS, SPR-23: System does not provide a means for Suppliers to request a contract change.
- Three req'ts need clarification.

Supplier Enablement/Management, pg. 20-22: Partially meets req'ts with some weaknesses (see RTM notes)

- "from this single login the supplier can access all account information, solicitations (and responses), and licenses/certificates/other documents."
- Pre-qualified Supplier Lists:
 - o "ongoing solicitation where suppliers that want to become pre-qualified can apply for at any point in time."
 - o "supplier... will submit its application through Negometrix4"
 - o "Purchasing Team will receive a notification of a new application and can evaluate the response and accompanying documents"
 - o "then either be approved as a prequalified supplier or the application can be denied."
- "integration with an Agency's existing financial system is possible"

RTM

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- WEAKNESS, VDR-5: System does not provide Supplier a means to record multiple business locations & addresses. Based on response to VDR-12 Suppliers have to create separate registrations for each location.
- POTENTIAL WEAKNESS, VDR-10: System does not capture ACH Payment Information.
- WEAKNESS, VDR-12: Suppliers with multiple business locations must create separate registrations for each.
- WEAKNESS, VDR-18 through 27: System does not have automate verification capabilities of the req'd Supplier data.
- POTENTIAL WEAKNESS, VDR-29: System cannot restrict edit for only specific fields. Either the Supplier can edit everything or nothing.
- POTENTIAL WEAKNESS, VDR-32: System does not have the capability to route Supplier registrations to other organizations for approval.
- WEAKNESS, VDR-36: System does not send Suppliers a yearly reminder to review/update their account.
- WEAKNESS, VDR-37: System does not capture changes to a Supplier account in an auditable history.
- POTENTIAL WEAKNESS, VDR-40: System does not have a mean for Suppliers to sign up to be notified when a specific contract is to be resolicited.
- One req't needs clarification.

Buyer Portal, pg. 22/23: Meets req'ts.

- "Once a buyer logs in they are directed to their Task Dashboard"
- "Every member of that Agency will have their own personal task dashboard"

RTM

- POTENTIAL WEAKNESS, BPRT-6: System does not have a work management view.
- No req'ts need clarification.

Need Identification, pg. 23-26: Meets req'ts.

- "We build a customized digital form, called the "Purchase Request Form", which all department users can use to submit their purchase requests"
- "purchasing team has the ability to accept or reject requests, and the system automatically notifies department stakeholders"
- "has the ability to take the specifications from the request and create a solicitation"
- "can have as many approval workflows as necessary". "able to include multiple levels of approval as well as either making the workflow sequential or parallel."

RTM

- NEED-5, Ordering source precedence: N/A
- One req't needs clarification.

Request through Pay, pg. 26: N/A

Catalog Capability, pg. 26: N/A

Sourcing/Bid Management, pg. 26-54: Partially meets req'ts.

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- "post any type of solicitation (RFP's, ITB's, RFQ's, RFI's, Quotations, plus documents like addenda, notice of intent to award, bid tabulation, meeting notices, and notice of awards, etc.)"
- "can choose to publish the solicitation for public participation on the platform, notify supplier via NIGP commodity codes, and/or can choose to invite only certain vendors."
- Responding (pg. 27)
 - o "simplest level... download documents, fill them out, and upload their responses."
 - o "structured responses, which include digital forms where vendors can answer requirements with yes/no, multiple choice, open questions, and more."
 - o "hard copy paper... system allows for the ability for the Agency to then submit the paper response to the system"
- Templates (pg. 27/28)
 - o "create any type of solicitation. These different solicitations can then be saved as templates and stored in the template library"
 - o "Boilerplates/RFX templates"
 - o "Standard Email Messages"
 - o "Scoring Criteria"
 - o "Solicitation Logs/Summary"
 - o "Awarding Emails/Documents"
- Each organization "receives a "Public Organization Profile". The Public Organization Profile contains contact information, all active and closed solicitations, and any published contracts"
- "does not limit the number of documents that can be posted per solicitation, nor do we limit the number of solicitations"
- "no limit on the number of templates the Agency can create."
- "platform can be used to schedule any important events related to the solicitation, like pre-bid/preproposal meetings, Q&A deadline, submission deadline, internal consensus meeting, etc."
- "able to facilitate an internal approval workflow", "buyer can indicate which user(s) need to approve the solicitation". WEAKNESS, workflow is not based on rules that are applied to solicitations. Approvals are defined manually within each solicitation.
- "colleagues can be added to collaborate on the project and assigned to their specific roles"
- Pricing Sheets (pg. 35)
 - o "pricing sheet can be imported from an existing Excel sheet or created directly in the system"
 - o "able to apply formulas to columns so that totals will be automatically calculated using the input from other columns"
- "buyer can select NIGP codes from the same list in the Publication tab". NOTE: Price sheet items in a solicitation do not have the NIGP code.
- "can also personally invite specific suppliers to participate in the opportunity."
- "shows whether the supplier has accepted the invitation to the solicitation or not"
- Q&A (pg. 40)
 - o "questions asked by suppliers are automatically linked to the specific requirement within the solicitation"
 - o "question deadline can be set in schedule".
 - o "questions that submitted after the question deadline will be tagged at "Too Late" on both the supplier and buyers' dashboards" CONCERN, the buyer can see the submitted question even through it is "Too Late". (Fig. 31, pg. 40)
 - o "able to export all the questions in to an excel sheet, provide answers outside of the system, and then upload both the questions and answers back into the software"

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- o Buyer notified when question asked, Supplier notified when answers are published.
- "able to publish public announcements such as a digital addendum, meeting sign-in sheet, or solicitation results"
- "toggle the Planholders List on/off... the list of participating suppliers will be visible to the public"
- "“Lockdown” technology includes a vault feature for a Sealed Procedure type, which guarantees that the purchasing organization cannot view submitted offers until after the deadline for submission (or a later specified opening of offers date)"
- Tabulations (pg. 43)
 - o "automatically calculates tabulations based on vendor responses"
 - o "ranks all of the responses based on price and quality (quality is calculated, if applicable) criteria"
 - o "The ranking that the system uses is based on predetermined weights tied to each question/requirement that the buyer(s) have set (or lowest price, depending on the solicitation type)."
 - o "along with an award formula, and a price/quality ratio all factor into the automatic system tabulation of offers."
- Evaluation
 - o Each evaluator is "presented with only the questions he/she needs to evaluate."
 - o "Evaluators see the question/criteria from the solicitation text, the rating scale, and the responses to that question from the vendor(s)."
 - o "have the option to hide all pricing during the evaluation phase as well as the name of the Suppliers"
 - o "tabulated scores can be shown in one overview and/or exported"
 - o "By default, the average score of all the evaluators will be displayed"
 - o "lead buyer can "overrule" this score if the committee agrees upon a different score after some discussion". "original comments and evaluator scores are still saved".
 - o "any proposer's offer is found non-responsive or responsible, the offer can be manually rejected and marked as Disqualified"
- Document Authoring Tool (pg. 49)
 - o "manage all types of awarding communications"
 - o "drafting solicitation summaries and other types of informative documents".
 - o "templates can be created using smart placeholders to input data pulled from the solicitation."
 - o "Notice to Proceed", "Notices of Preliminary Award", "Solicitation Log/Summary, Supplier Awarding Communications"
- Can add external subject matter expert as evaluator. (pg. 51)
- "Messaging and Announcements tab. In this tab, you can communicate with your solicitation team (internal) and with your participating suppliers (external)." "can pull from templates"
- "provides a set of standard user roles and configurations for any additional user role required by the Agency to reflect their purchasing operations."

RTM

- POTENTIAL WEAKNESS, SRC-35: System does not have check-in/out capabilities for documents, T&Cs and templates.
- POTENTIAL WEAKNESS, SRC-38: System does not provide a means to identify all templates that include standard documents/terms/specs that have been updated.

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- NOTE, SRC-40: User-defined fields are accomplished by defining separate templates with the desired fields.
- WEAKNESS, SRC-45: System does not have the capability to combine multiple Purchase Requests into a single Solicitation.
- WEAKNESS, SRC-46: System does not have configurable rules engine for workflow/approvals. Must define approvals separately within each Template or Solicitation.
- WEAKNESS, SRC-47 through 50: Only the Intake Management (captures Purchase Requisition) has functionality to define business rules for approvals.
- WEAKNESS, SRC-54: System only supports NIGP commodity codes. Cannot use a different taxonomy.
- WEAKNESS, SRC-59: Supplier lists can only be generated based on commodity codes.
- POTENTIAL WEAKNESS, SRC-60: Supplier lists will not include suppliers with prior or active contracts/POs.
- WEAKNESS, SRC-62: System does not allow user to add or remove registered suppliers from the suppliers list.
- POTENTIAL WEAKNESS, SRC-64: System does not have a means for suppliers to sign up to be notified when contract is re-solicited, so can't add these to a Supplier list.
- POTENTIAL WEAKNESS, SRC-67: Suppliers must be registered to be on a solicitation supplier list.
- POTENTIAL WEAKNESS, SRC-73: System does not have any automated publishing of a Solicitation. User must "select the Publish button".
- POTENTIAL WEAKNESS, SRC-75: Suppliers do not have a means to opt out of notifications for a specific solicitation.
- POTENTIAL WEAKNESS, SRC-76: System does not have a means to publish solicitations to a State public website. Public posting is to a public page of the Solution.
- POTENTIAL WEAKNESS, SRC-78: System cannot post an alert on the State's public website.
- POTENTIAL WEAKNESS, SRC-80: System does not have means to gather Supplier information (not registration) when they download solicitation documents.
- POTENTIAL WEAKNESS, SRC-81: Amendment and modifications to a solicitation will post to the system public page, not the State's public website.
- POTENTIAL WEAKNESS, SRC-83: System does not have webinar capabilities.
- POTENTIAL WEAKNESS, SRC-88: the details provided in the Technical Proposal (pg. 40) indicates that Solicitation Team members can access the Questions in the Solicitation but this does not include the req't to break up questions and "workflow" them for review/response.
- POTENTIAL WEAKNESS, SRC-104: Suppliers cannot identify contacts other than the person submitting the response.
- POTENTIAL WEAKNESS, SRC-105: System does not provide a means to submit redacted proposals. However, NOTE that a Supplier could always attach a redacted version.
- WEAKNESS, SRC-107: System does not have a means to only allow suppliers to submit a hard copy response.
- POTENTIAL WEAKNESS, SRC-113: Buyer cannot enter evaluation panel member scores on their behalf.
- POTENTIAL WEAKNESS, SRC-117: System cannot hide supplier names on the Evaluation screen.
- WEAKNESS, SRC-121: System does not have the capability to store attachments to the evaluation.
- Eighteen req'ts need clarification.

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Contract Management, pg. 54 :

- WEAKNESS, “actual drafting of the contract is a responsibility of the legal department (who focuses on the legal language and clauses), this process is deliberately kept outside the platform”
- Completed/signed contract documents would be attached to a Contract record in the system.
- Contracts dashboard: “list of all current and archived contracts divided over different files/folders”
- “can import the Agency’s existing contracts using a master Excel file”
- “Within each contract file there is an assigned workgroup, which includes the colleagues who have any rights to the contracts of that file”
- “tasks can be assigned to any stakeholder involved”
- “contract needs approval from a certain group of people, this task can be assigned to that workgroup”
- “‘changes’ tab, where all changes and amendments to the contract are tracked and time-stamped”
- Templates (pg. 57) (NOTE: contract ‘record’ is created in the system, not the Contract itself)
 - o “create as many customized contract templates as necessary”
 - o “all contract records are drafted from a template.”
 - o “Any type of information can be captured and tracked using the templates”
 - o “any documents, including (but not limited to) the contract itself, insurance documents, bid bonds, and certifications can be uploaded to the contract record within the Files tab”
 - o “Any file type can be uploaded... no limit to the number of documents the Agency can upload per contract”. WEAKNESS, per GEN-11.
- “Relation Tab within a contract allows you to show a relationship between contracts”. “linking old contracts to a current contract and/or showing a parent/child relationship” (pg. 59)
- “With the Contract Management Module, the Agency can decide what (if any) information should be publicly accessible on the Public Organization Profile” (pg. 59)
- “All contract milestones including expiration, renewal dates, insurance certificates, bonds, etc., can have system generated notifications turned on” (pg. 60)
- “Tasks can not only be automatically generated using templates, but customizable tasks can also be assigned to individuals or saved as general to-dos in your contract management dashboard.” (pg. 61)
- “no limit to the number of contracts” (pg. 62)

RTM

- WEAKNESS, CNT-2 through 11: System does not have Contract Authoring functionality to create the legal contract document.
- WEAKNESS, CNT-12: System does not have eSignature capability. Is it "on the development roadmap".
- WEAKNESS, CNT-13: System does not have a means for login credentials to sign the Contract document since that document is created outside the system (see Tech Proposal, pg. 54)
- WEAKNESS, CNT-14: System does not have eSignature capability. Is it "on the development roadmap".
- WEAKNESS, CNT-18: System does not have the capability for one user to create a contract on-behalf of another user.
- WEAKNESS, CNT-23: System does not have Contract Authoring functionality to create the legal contract document.

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- WEAKNESS, CNT-24: System does not have workflow capability for contract documents.
- WEAKNESS, CNT-25: System does not have Contract Authoring functionality to use MS Word or Adobe Acrobat.
- WEAKNESS, CNT-26: System does not have workflow capability for contract documents.
- WEAKNESS, CNT-28: System does not support creation of contracts to a pool of Suppliers with SOW sourcing events issues from the Contract.
- POTENTIAL WEAKNESS, CNT-30: System does not have functionality to capture payment retainage, withholding and retention amounts.
- POTENTIAL WEAKNESS, CNT-31: System does not have capability to capture payment type, terms and discounts.
- POTENTIAL WEAKNESS, CNT-34: System does not provide the capability to prevent backdating of Contract effective dates"
- POTENTIAL WEAKNESS, CNT-35: System does not provide the capability to designate contract use and identify which organizations can use the contract.
- POTENTIAL WEAKNESS, CNT-36: System does not provide the capability to establish default acct. code values.
- WEAKNESS, CNT-37: System does not have the capability to have reminders that notify suppliers.
- POTENTIAL WEAKNESS, CNT-39: System does not provide the capability for suppliers to submit/load subcontract payments.
- POTENTIAL WEAKNESS, CNT-40: System does not provide the capability for Cooperative Purchasing Members (Polisubs) to submit/load spend data.
- POTENTIAL WEAKNESS, CNT-49: System does not have the capability to make changes to the contract record without creating an amendment.
- "WEAKNESS, CNT-51 through 64 & 66: System publishes contracts to a Netometrix provided website (Public Organization Profile), not the State website. Also, the Public Organization Profile contracts posting does not have ""search functionality"", this is on the roadmap for development."
- CNT-68: Capture of purchase orders is N/A
- CNT-69, Track Orders: N/A
- WEAKNESS, CNT-70: System does not have the capability for Suppliers to load/submit sales report or usage data.
- POTENTIAL WEAKNESS, CNT-71 & 72: System does not provide functionality to support/manage Admin Fees.
- CNT-85, Initiate an Order: N/A
- WEAKNESS, CNT-86: Systems does not provide the capability to define/identify contract deliverables as part of the contract record.
- POTENTIAL WEAKNESS, CNT-88: System does not provide the capability to have different pricing for different organizations.
- Two req'ts need clarification

Vendor Performance, pg. 62/63:

- "Supplier Performance Monitoring feature with KPI's". "track how suppliers are performing versus their listed SLA." Using "Performance Surveys"
- Survey invitations go to any "colleague(s) within the organization (or to external parties)"
- "Each poll can be set up with questions and requirements"

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RTM

- WEAKNESS, VPE-1: Systems does not provide the capability to define/identify performance milestones as part of the contract record.
- WEAKNESS, VPE-10: System does not have the capability for Suppliers to load/submit sales report or usage data.
- WEAKNESS, VPE-18: System does not provide the capability for suppliers to upload documents to a contract record.
- VPE-19, Link POs to Contracts: N/A
- VPE-20, Orders w/o Contract number: N/A
- POTENTIAL WEAKNESS, VPE-23: System does not send notification to Buyer when Supplier does not meet performance criteria.
- WEAKNESS, VPE-25: Document attachments to a performance survey are limited in size to 2GB each.
- No req'ts need clarification.

Purchasing/Data Analytics, pg. 63 :

- "report manager tool, organizations can build their own reports"
- "All data that enters the system can be reported and exported;"
- "reports can also be scheduled to be automatically sent out via email on a regular basis"
- Sample reports that can be generated
 - o "All procurement projects: planned, current and archived
 - o Suppliers by purchasing process per category, product, services, and commodity-codes
 - o Internal customers (per department) linked to their procurement projects
 - o Member engagement per project
 - o Realized savings per project (e.g., awarded versus budgeted values)
 - o Total procurement volume per department, commodity-code, and/or supplier
 - o Social Return rates (disadvantageous businesses) per project, procedure, procurement category, department, and/or Licensed Buyer"

RTM

- PDA-1, Analyze purchase dollars: N/A
- PDA-7, PO reports: N/A
- PDA-10, Catalog Reports: N/A
- PDA-11, purchase dollar reports: N/A
- POTENTIAL WEAKNESS, PDA-14: System does not currently have report for Responses by Supplier. "Currently in development"
- PDA-18, Track Orders: N/A
- PDA-19, Track Orders: N/A
- PDA-20, Pcard Orders: N/A
- PDA-21, Pcard Orders: N/A
- PDA-25, Orders/Change Orders: N/A
- WEAKNESS, PDA-30: Reports don't have drill down capability. User must create additional reports that "narrow down data".
- WEAKNESS, PDA-32: System cannot publish reports to a public website. Must be exported and manually posted to the website.
- POTENTIAL WEAKNESS, PDA-35: System does not have the capability to report from taxonomies other than NIGP.
- PDA-36, Pcard Orders: N/A

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- PDA-37, Marketplace price analysis: N/A
- No req'ts need clarification.

Technical Requirements - pg.65-80

Availability, pg. 65 & "Attachment C- Merrell Security Attachment (Part 3)" document: Partially meets req'ts.

- "solution ensures peak availability 24/7 and this includes the business hours during the work week."
- Attached "Part 3" document, pg. 52: "NX guarantees a minimum availability rate (up-time) of 99% for the Web Service outside the exclusions"

Accessibility Requirements, pg. 65: Partially meets req'ts.

- "is compliant with the regulatory requirements of the Americans with Disabilities Act (ADA)."
- "Our standard is Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. In partnership with our industry consultant, we will complete and provide a Voluntary Product Assessment Template (VPAT) to the Agency."

Audit Trail and History, pg. 66 & TECH-1 thru 5: Partially meets req'ts.

- "activities that occur in all user accounts, including login and file uploads, are fully logged and auditable through our platform"
- "can request vendor logfiles"
- "each solicitation and contract has logfiles to manage when specific actions were taken"

RTM

- NOTE, TECH-2: Responses to other req't demonstrate that comment can be captured on Solicitations and Contracts.
- NOTE, TECH-3: Responses on other req'ts demonstrate that transaction status and approval status is available on transactions. eSignature status is not available since there is no eSignature functionality.
- POTENTIAL WEAKNESS, TECH-4: Only the Intake Management Module provides the capability to override approvals.
- No req'ts need clarification.

Browsers Supported, pg. 66/67: Partially meets req'ts. Response did not address providing support for browsers ranked as more than 10% of traffic, tracking browser user and testing with multiple browsers.

- "All major web browsers are supported by the Negometrix4 software and can be used to access the system."

User Accounts and Administration, pg. 67 & TECH-6 thru 20: Partially meets req'ts.

- "User roles can be defined on an organization level and solicitation level"
- Pg. 8, "for a solicitation, a colleague could have the role of a buyer (who can edit all information), an evaluator (who can view all information, and add scores/comments to the items assigned), and a viewer (complete view only rights). Custom roles can also be added"

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- Pg. 53/54 & Fig. 53, "The platform provides a set of standard user roles and configurations for any additional user role required by the Agency to reflect their purchasing operations." "System Administrators will be able to adjust these roles and permission."
- "on an organization level, the rights/roles look a bit different. By default, there are two groups, Administrators and All Colleagues. To add a new user group, click 'New' within the User Rights tab within the Organization Settings. Give the group a name and select the desired rights"

RTM

- POTENTIAL WEAKNESS, TECH-8: System does not provide the capability to restrict edit access for transactions done on-behalf of another organization.
- WEAKNESS, TECH-9: Only System Administrators can process transactions on-behalf of another user.
- POTENTIAL WEAKNESS, TECH-12: System does not support dual sign-on via one account.
- WEAKNESS, TECH-13: There is not separate Super User role capability. Users would have to be given full System Administrator rights.
- POTENTIAL WEAKNESS, TECH-14: System does not default another user's edits, business rules, etc. when a transaction is done on their behalf.
- POTENTIAL WEAKNESS, TECH-16: System does not have the capability to configure a setting to automatically deactivate user accounts after a period of inactivity.
- WEAKNESS, TECH-18: System does not send email notification to users when there have been changes made to their account.
- POTENTIAL WEAKNESS, TECH-19: System does not provide a view of deactivated users separate from deleted users.
- POTENTIAL WEAKNESS, TECH-20: System does not provide the capability to search all available user roles/rights.
- One req't needs clarification.

User Authentication, pg. 68 & TECH-21 thru 25: Partially meets req'ts. Response did not address Identity Proofing and Logging/Monitoring.

- "can configure User Provisioning, 2-Factor Authentication (2FA), Single Sign On (SSO). SSO is based on SAML2.0, both Microsoft AD and Okta support this authentication method."

RTM

- POTENTIAL WEAKNESS, TECH-23: Password rules are not configurable.
- WEAKNESS, TECH-24: System does not have the capability to auto-generate user passwords.
- POTENTIAL WEAKNESS, TECH-25: System does not provide the capability to automate user acceptance of acceptable use agreements.
- No req'ts need clarification.

Federated Identity Management, pg. 69: Meets req'ts.

- "user provisioning...we use the SCIM 2.0 protocol."
- NOTE, response to User Authentication indicates SSO capability with "SAML2.0"

Data Conversion, pg. 69 & TECH-26 thru 34: Meets req'ts. However response did not describe "preparation requirements and responsibilities".

- "can transfer all existing boilerplates"

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- "Boilerplates can include solicitations templates, award language, supplier invitations, requisition forms and more"
- "using the contract management solution all existing contracts can be imported"

RTM

- TECH-27, Convert POs: N/A
- TECH-32, Convert COA: N/A
- TECH-33, Convert Historical Spend: N/A
- No req'ts need clarification.

Interface and Integration, pg. 69 & TECH-35 thru 60: Generally meets req'ts.

- "solution exposes functionalities through REST APIs. Event based notification is supported through Web Hooks"
- "are is designed to be integrated with other systems. We facilitate in a comprehensive API framework"
- "has standardized the integration process"

RTM

- POTENTIAL WEAKNESS, TECH-37: System cannot integrate with State certification systems.
- POTENTIAL WEAKNESS, TECH-38: System cannot integrate with Secretary of State licensing systems.
- TECH-43, Inventory ERP Integration: N/A
- TECH-44, COA Validation ERP Integration: N/A
- TECH-45, COA ERP Integration: N/A
- TECH-46, Pre-encumbrance ERP Integration: N/A
- TECH-47, Financial Approvals ERP Integration: N/A
- TECH-48, PO ERP Integration: N/A
- TECH-49, Encumbrance ERP Integration: N/A
- TECH-50, Receiving ERP Integration: N/A
- TECH-51, Order Status ERP Integration: N/A
- POTENTIAL WEAKNESS, TECH-53: System does not provide capability for authorized user to override integration for specific transaction.
- TECH-54, Order ERP Integration: N/A
- TECH-55, Pcard Order ERP Integration: N/A
- POTENTIAL WEAKNESS, TECH-56: System does not provide capability to integrate ERP payment data to a Contract record.
- POTENTIAL WEAKNESS, TECH-57: System does not provide capability to integrate ERP credit or offset data to a Contract record.
- TECH-59, Export Order Data: N/A
- One req'ts needs clarification.

Office Automation Integration, pg. 70 & TECH-61: Meets req'ts.

- "is compatible with the Microsoft office suite and Adobe"
- "Microsoft and Adobe documents can be uploaded or imported into the system"
- "solicitation lists/ product lists can be created using Microsoft products."

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RTM

- Meets req't.

Mobile Device Support, pg. 70 & TECH-62: Meets req't.

- "fully supported on any mobile device"

RTM

- Meets req't.

Mobile Applications, pg. 71: Does not meet req't.

- "no mobile application to download as any user can simply login using their internet browser of choice"

Data Ownership and Access, pg. 71: Meets req't.

- "data in the Negometrix4 platform is owned by the Participating Agency"
- "Agency will be able to download .zip files to access any (and all) information from within the system" "at no cost"

Date Retention, Archive and Purge Considerations, pg. 71 & TECH-63: Partially meets req'ts.

- "data is stored through Microsoft Azure"
- "application stores its data in SQL Server databases"
- Data purging is only done as part of "termination of services" (pg. 72)

RTM

- POTENTIAL WEAKNESS, TECH-63: System does not provide any specific archive/purge functionality for data retention. Users can elect to purge/delete when needed.

Disaster Recovery Plan, pg. 72-76 & "Attachment C- Mercell Security Attachment (Part 3)" document: Meets req'ts.

- "Two times a year Mercell engages in penetration testing"
- Attached "Part 3" document has their Business Continuity/Disaster Recovery Plan

Solution Environments, pg. & TECH-64 thru 68: Does not meet req'ts.

- "Development Environment – used by the software developers during the implementation"
- "Test Environment – used by the QAs"
- "Acceptance Environment – used by business analysts, consultants, and account managers". CONCERN, this does not appear to be a User Acceptance environment.
- "Live Environment – the production version of the product used by real customers."

RTM

- NOTE, TECH-68: Technical Response to Solution Technical Architecture refers to having scalability standards that would be met.
- Three req'ts need clarification in that they did not address a Training environment or testing of integrations.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercel

CATEGORY #(s): 2

DATE: 12/21/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Solution Technical Architecture, pg. 77-79 & "Attachment C- Merrell Security Attachment (Part 3)" document: Partially meets req'ts. Response did not address data exchange techniques or shared network components.

- "cloud based SaaS (Software as a Service) web application it relies on the IaaS (Infrastructure as a Service) and PaaS (Platform as a Service) solutions provided by Microsoft Azure"
- Fig. 73 & 74 "display the software architecture"
- Attachment "Part 3" document (pg. 1 & 32) has full description/details of their "Controlled Software Development Policy"

Solution Network Architecture, pg. 79/80 & Attachment C- Merrell Security Attachment (Part 2) document: Meets req'ts.

- Attachment "Part 2" document (pg. 8) has their network "Deployment architecture" diagram and information on platforms and the req'd range of services.
- "web application and web services are only accessible through HTTPS"
- "connection to the database is encrypted, via TLS 1.2."
- "database files (.mdf and .ldf files) are stored in an encrypted form... use Transparent Data Encryption (TDE)"
- "Data is transmitted across a network in encrypted form using Transport Layer Security (TLS)."
- "Sensitive data related to a user's name, password, etc. is also encrypted while at rest."
- "The environment that the Participating Agency will store their data in is single tenant."
- "The Agency's data is separated on the logical level through roles and permissions."

System Development Methodology, pg. & "Attachment C- Merrell Security Attachment (Part 3)" document: Meets req'ts.

- Attachment "Part 3" document (pg. 1 & 32) has full description/details of their "Controlled Software Development Policy"

Service Level Agreement, pg. & "Attachment C- Merrell Security Attachment (Part 3)" document: MAY NOT MEET REQ'TS.

- "Merrell Inc. complies with all items in the provided SLA".
- CONCERN/CONFLICT, the Technical Proposal indicates compliance with RFP SLA however the their SLA, included in Attachment "Part 3" document (pg. 50), does not comply with the RFP SLA.
 - o "Service Hours: the usual office hours of NX (8 AM - 6 PM EST) from Monday to Friday with the exception of recognized Federal public holidays."
 - o Report Categories
 - Category 1: "Web Service is completely unreachable due to a Defect"
 - Category 2: "Defect that generates a serious application error, which may jeopardize the progress of an essential processing period but does not bring the entire Web Service to a standstill."
 - Category 3: "a non-substantial problem in the Web Service that does not require an immediate response"
 - Category 4: "all questions or requests for information"
 - o The following response times apply during Service Hours:
 - Category 1: 4 hours;
 - Category 2: 8 hours;

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Category 3: 24 hours; and
- Category 4: 2 working days.
- “makes every effort to fully restore the Web Service within these response times or to offer an acceptable work-around.”

Security Requirements – pg. 81-85

Cloud Security Alliance (CSA) Compliance, pg. 81: Meets req'ts.

- “Attachment A: Merrell Consensus Assessments Initiative Questionnaire (CAIQ) and Attachment B: Negometrix4 Negometrix CAIQ_v3.1_Final”

Security and Privacy Controls, pg. 81 & “Attachment C- Merrell Security Attachment (Part 1) document: Meets req'ts.

- “Merrell is ISO/IEC 27001:2013 Information security management systems certified. ISO 27001 is consistent with NIST 800-53. Negometrix is ISAE 3000 Type II certified.”
- Attached “Part 1” document (pg. 4) shows their mapping/compliance of ISO 27001 to NIST 800-53.

Security Certifications, pg. 81: Meets req'ts.

- “Merrell is ISO/IEC 27001:2013 Information security management systems certified. ISO 27001 is consistent with NIST 800-53.”

Annual Security Plan, pg. 8283 & Attachment C- Merrell Security Attachment documents, Part 1, 2 & 3: Meets req'ts.

- “Negometrix implements Information Security Management System (ISMS).”
- Attached “Part 2” document
 - o pg. 13, has their Information Security policies.
 - o pg. 16, has their Information Classification, Labeling and Handling Policy
 - o pg. 27, has their Cryptograph information.
 - o pg. 31, has their Operations Security (malware, backup, logging, etc.)
 - o pg. 37, has their Communications Security.
- Attached “Part 3” document (pg. 27) has their security controls.
- Attachment “Part 3” document (pg. 19) has copy of their Business Continuity Plan.

Secure Application and Network Environment, pg. 83 & Attachment C- Merrell Security Attachment (Part 3) document: Meets req'ts.

- Attachment “Part 2” document (pg. 6) has their Operations Manual which addresses Architecture, Maintenance, Backup/Restore, Monitoring, Capacity Planning, Availability and Release Management/Updates.
- Attachment “Part 2” document (pg. 16) has their Information Classification, Labeling and Handling Policy.
- Attachment “Part 3” document (pg. 19) has copy of their Business Continuity Plan.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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SME DEPARTMENT/STATE: NASPO

Secure Application and Network Access, pg. 83, SEC-1 thru 5 & Attachment C- Merrell Security Attachment (Part 2): Partially meets req'ts.

- "communication is encrypted and done through HTTPS (with TLS 1.2 or higher)."
- "Security Audit Log.... System Event Log, Web Logs, System Auditing Log"

RTM

- POTENTIAL WEAKNESS, SEC-1: System does not track device usage.
- WEAKNESS, SEC-2: System does not have the capability to set a limit on the number of concurrent login sessions for a user.
- WEAKNESS, SEC-3: System does not provide the capability to force user login or end their session.
- POTENTIAL WEAKNESS, SEC-4: System does not use cookies.

Data Security, pg. 84 & Attachment C- Merrell Security Attachment documents, Part 2 & 3: Meets req'ts.

Personally Identifiable Information Protection, pg. 84 & Attachment C- Merrell Security Attachment documents, Part 2 & 3: Partially meets req'ts. Response did not address compliance with Federal PII, HIPAA and GDPR requirements.

- "Merrell protects Personally Identifiable Information (PII)"

Security/Privacy Issue Occurrence, pg. 72-76, 84 & Attachment C- Merrell Security Attachment (Part 2): Does not meet notification req'ts.

- See pgs. 72-76 for Data Breach Protocol
- Attachment "Part 2" document (pg. 1) has copy of their Incident Management Procedure.
- Attached "Part 2" document (pg. 20) has their Privacy Policy

PII Data Actual/Attempted Access or Disclosure, pg. 84 & Attachment C- Merrell Security Attachment (Part 2): Does not meet notification req'ts.

- See pgs. 72-76 for Data Breach Protocol
- Attachment "Part 2" document (pg. 1) has copy of their Incident Management Procedure.
- Attached "Part 2" document (pg. 20) has their Privacy Policy

Security Breach Reporting, pg. 85 & Attachment C- Merrell Security Attachment (Part 2): Does not meet notification req'ts.

- Attachment "Part 2" document (pg. 1) has copy of their Incident Management Procedure.
- Pg. 72-76 for Data Breach Protocol
 - o "In the event of a breach... customers will be informed within 24 hours after the first detection via email."
 - o "Merrell offers a Data processing agreement with its customers. Merrell has a dedicated Data Processing Officer (DPO)"

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercel

CATEGORY #(s): 2

DATE: 12/21/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Implementation Services Requirements – pg. 85-102

Project Management, pg. 85: Partially meets req'ts.

- Project Management Methodology: not provided.
- Project Manager: OK
- Implementation Plan: CONCERN, implementation timeline of less than 46 dates is too short for a Statewide implementation of any size. Also does not reflect conversion and integration activities.
- Project Deliverables: OK
- Bidders' staffing plan: No individual identified for OCM. NOTE, NEGOTIATION, should not have costs for Account Manager role.
- Participating Entity staff: Inadequate detail provided to reflect staffing that will be req'd.
- Governance: Describes managing project but not Governance.

Project Implementation Methodology, pg. 89: Partially meets req'ts. CONCERN that practices are for only very small organization implementations, not Statewide.

- Methodology reflected in their "Phases" is too short and not comprehensive enough for a Statewide implementation. CONCERN, Mercell may only be experience/staffed to do small organization (e.g. City or small Department) implementations.
- Design/Configure/Build: did not address configuration/setup of Templates req'd to use the system.
- System Development Methodology: OK NOTE, more detail provided in the notes for Technical Requirements System Development Methodology section.
- Testing
 - o "Mercell Test Environment is used by QAs to verify that the implemented functionalities correspond to the business requirements and that the quality of the end product is at acceptable level."
 - o "specific testing of new functionality that involves the client, we provide the client access to the testing environment."
 - o "if they client however wishes a personal test environment, to test operational user stories, Mercell offers its client an additional 'Test' account on our live instance and restricts those accounts' ability to perform any public facing actions, allowing the client to have a testing like environment."
 - o Config/Change Control: Nothing described and explained "all functionalities are already existing, no need for additional development" (pg. 92). However Attachment C- Mercell Security Attachment (Part 2) document (pg. 39/40) discusses version control/testing as part of the Development Methodology.
- Risk Mgmt: "Mercell will conduct a detailed risk analysis together with the Agency and develop a Risk Management Matrix". "for each risk a control measurement is defined and implemented"
- Issue Tracking/Mgmt: Management discussed but identification/tracking not discussed.

Catalog Support Services, pg. 93: N/A

Data Conversion Services, pg. 94: Partially meets req'ts. Response did not address performing an assessment and has conflicting list of what will be converted (see below)

- Contract Conversion

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- “migration of the contracts means the contract dates, documents, reminders, tasks and participants. The migration is carried out by the Mercell Senior Implementation Consultant and a contact person from the Participating Entity”
- “through an Excel export from the current contract management.”
- “Implementation Consultant takes over the duties from the Participating Entity by preparing this information for the migration using a migration document”
- Data Cleansing: “Participating Entities will be responsible for data cleansing”
- Tools: “Excel spreadsheets tend to be the fastest means of data conversion”
- CONCERN, this section only speaks to converting Contracts however the response to the Technical Requirements Data Conversion and the RTM (27,28,30,31) req’ts indicate that other data can/will be converted:
 - Pg. 69, “can transfer all existing boilerplates”. “Boilerplates can include solicitations templates, award language, supplier invitations, requisition forms and more”

Interface/Integration Development Services, pg. 94/95: Partially meets req’ts.

- Assessment: response discusses the work in doing an assessment but does not say the Mercell will do an assessment.
- Design/Develop/Test/Implement: “our integration experts collaborate to design, plan and execute a seamless flow of information between Mercell SaaS solutions and your existing internal systems.”

Organizational Change Management (OCM Services) , pg. 95-97: Does not meet req’ts. Approach and activities are minimal with focus on discussing with Participating Entity what they should do.

- “has adopted a proactive approach to responding to problems and changes in the Project Scope.”
- “to prevent scope creep”
- **Define the Preliminary Scope:** “Mercell consultants will work hand-in-hand with you to define what your current processes look like, gauge initial comfort within the system, and inquire as to outside factors that could impact” “Most of this step occurs within and directly after the Kick-Off meeting”
- **Agree Upon Final Acceptance:** “the Mercell team will meet with the Participating Entities to re-define and evaluate what constitutes the final acceptance of the implementation.”
- “every Participating Entities buying agent is welcome to attend Mercell’s thought leadership webinar series open to the public, and Mercell’s monthly continuous learning events”
- **Assessment/Communications:** “Mercell, along with the Participating Entities will identify stakeholders and impacted groups, such as Departments, Employees, and Vendors. Mercell, in conjunction with the Participating Entities, will communicate the vision and anticipated benefits of the change initiative to stakeholders and impacted groups and identify resistance points”
- **Impact Assessment:** “Mercell consultant will discuss with the Entity who will be affected by the transition to the new platform, how they will be affected, what issues this might cause, and how those issues should be handled. In doing so, we will also help identify potential risks during the transition and develop a best course of action”
- **Communication Plan:** “Mercell consultant will work with you to evaluate your organizational readiness.” “Mercell consultant will be available to discuss the above items with Participating Entities and formulate the best communication plan for them.
- **Coaching Plan:** “Mercell will work with the Participating Entities at their own pace and will gradually transition responsibility”.

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- **Resistance Assessment/Mgmt:** "Prior to the training sessions, a Mercell consultant will work with Participating Entities to analyze the mindset of the stakeholders...discuss influences such as how the platform may impact the work of stakeholders, how the change aligns with the organization's values, and the organization's history to accepting change"

Training Services, pg. 97-100: Minimally meets req'ts. Training req'ts for this functionality are not significant, however the approach in the response are aligned with small organization implementations, not Statewide.

- **Assessment:** "consultant will work with the participating entity to understand their training needs and will proceed accordingly"
- **Training Plan:**
 - o "consultant will sit with the project lead to discuss the best method of training for the organization."
 - o "Consultants are available to conduct as many trainings"
 - o "also provide general monthly trainings available to all users of the Negometrix4 platform"
 - o "If the Participating Entity wishes to move
 - o training responsibilities to an internal staff member, a Mercell account manager can assist in making sure they are comfortable with instructing others."
- **Training Example:** CONCERN, the Supplier and Contract Mgmt parts of system not covered
 - o Nx-Training 1: 1 hour, Overview then preparing/publishing Solicitations and Q&A
 - o Nx-Training 2: 1 hours, Evaluate offers, Awarding, Communicating Awards
 - o "training sequence takes a minimum of two hours total".
- **Delivery Methods:**
 - o On-Site Instructor Lead: "one of our consultants will be able to conduct the necessary training"
 - o Continued Learning: "Mercell hosts Continued-Learning training opportunities for all current customers every third Tuesday of the month."
 - o Office Hours meeting: "is an hour-long Zoom "open-door office" that provides a space for the participating entities to join knowledgeable Mercell staff and other Negometrix4 Users in the room to ask questions (about the training or other items), solidify business relationships, and voice ideas for improvement."
- **Training Materials:** "Participating entities will have the right to publish Negometrix4 training materials on publicly accessible website and the state may distribute these materials as needed". CONCERN, training materials are probably generic, not State specific.

Help Desk Services, pg. 100-102, IMPL-1 thru 5 & Attachment C- Mercell Security Attachment (Part 3): Meets req'ts, however concerned that the Staffing would be insufficient to meet a Statewide implementation.

- "Mercell provides our Service Desk (calling, live chat, and email) free of charge to all suppliers and buyers under the
- Negometrix4 platform. No additional help desk operation is needed." (pg. 102)
- "Mercell offers two levels of support: Level 1 functional support managed through our Service Desk and Level 2 technical support"
- "Service Desk open 7:00 – 8:00 PM EST." CONCERN, Attached "Part 3" document (pg. 51) may conflict where it indicates "Service Hours: the usual office hours of NX (8 AM - 6 PM EST) from Monday to Friday with the exception of recognized Federal public holidays."

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- "is accessible during standard business hours by phone, email, or live chat."
- "manage our tickets through the service FreshDesk"
- "are recorded videos available for system users and vendors that offer additional assistance on a variety of topics"
- "we continually monitor our performance on the Service Desk", "Average pick up time", "resolution during first customer contact", "many more performance metrics".
- Issue categorization & solution times on pg. 101.
- "Over the last 12 months (July 1st, 2020 to July 1st, 2021) our support desk handled 1,331 support calls" CONCERN, the Mercell Help Desk may not be staffed sufficiently to handle Statewide or multiple State implementations. The number for one year (1,311) is small as compared to likely Statewide implementation demand.

On-Site System Stabilization Support, pg. 102: Meets req'ts.

- "account manager will be able to address all minimum requirements listed above (system setup/configuration changes, issue assessment/resolution, system performance and stability monitoring/adjustment, system use assessment, mentoring of Agency operations staff, coordination of Contractor off-site tasks and support resources, coordinate documentation) and will be able to provide on-site support if needed."

Managed Services Requirements – pg. 102-109

Solution Support, pg. 102-107 & MNGD-1: Meets req'ts.

- Pg. 10, "For Mercell aftercare means:
 - o Providing a highly educated Service Desk which is available free of charge on working days from 7am – 8pm EST
 - o Having a dedicated Account Manager who knows the workflows of the agency and makes sure that the Service Desk has knowledge of all relevant information
 - o Planning contact moments between the Account Manager and contact person(s) of the agency
 - o Submitting management reports during these contact moments (showing the use of the Service Desk as well as the use of the platform)
 - o Advising on adjustments in the templates and extra training for the users, based on these management reports"
- "guarantees the software is always up to date."
- "Several times (usually 8) per year, an update with new or improved functionalities is pushed live"
- "Mercell broadcasts system messages regarding system downtime due to maintenance" and "posted throughout the system at a minimum of two weeks before the scheduled downtime."
- "Users are fully informed on all updates occurring in the system"
- "will be able to reasonably accommodate the participating entity testing, review, and approval processes"
- "All environments will be monitored, have patches applied, and system logs administered"
- "All environments will be included in regularly scheduled backup, maintenance, updates, patching, monitoring, and so forth"
- "will be sure to identify to the Participating Entity any issues that may adversely affect the in-scope environment and operational requirements"

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INDIVIDUAL SME NOTES**

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SME DEPARTMENT/STATE: NASPO

- "account managers will be assigned to Participating Entities and will be available to address corrections to performance, functional, integration or technical issues with in-scope environments." Will also "routinely review their usage of the software and will be available for any questions, needed training opportunities, and general assistance"
- "will promptly notify the appropriate users of an outage and restoration of service accordingly"
- "will be monitoring their system use and
- "will be able to discuss growth plans when necessary"
- "will manage the security functions"

Organizational Change Management (OCM Services) , pg. 107: Does not meet req'ts.

- Response did not address the req't to provide OCM services.

Training Services, pg. 107: Meets req'ts.

- Response did not address the req't to provide Training Services, however in the Implementation Requirements Training Services section (pg. 99) the response identified the following training that is available post implementation:
 - o Continued Learning: "Mercell hosts Continued-Learning training opportunities for all current customers every third Tuesday of the month."
 - o Office Hours meeting: "is an hour-long Zoom "open-door office" that provides a space for the participating entities to join knowledgeable Mercell staff and other Negometrix4 Users in the room to ask questions (about the training or other items), solidify business relationships, and voice ideas for improvement."

Catalog Support Services, pg. 107: N/A

Help Desk Services, pg. 107: Meets req'ts, though with concern about the capability to scale up to a Statewide implementation level of support.

- Response did not address the req't to provide Help Desk services, however the response to Implementation Requirements Help Desk Services, which continues as part of the Licensing, does meet req'ts

Transition Out Assistance Services, pg. 72 & 108 :

- Pg. 72, "If the Agency were to change vendors, see below for the data transition process:"
 - o "Upon termination of the Agreement, Mercell will close access to the Web Service for regular use on the end date.
 - o "With a maximum of 2 End Users, the Client will have access to the Web Service for 1 month after termination for the purpose of exporting the desired Data.
 - o "The Client exports Data via the standard functions.
 - o "The Client's Data will be kept for 6 months after termination. After 6 months, Mercell will remove the Data and issue a written confirmation to the Client.
 - o "If and insofar as agreed in writing, the Client shall have the option of an extended data retention on termination of the Agreement for a period of a maximum of 6 years after termination on payment of an amount equal to 8% of the most recent User Fee. If the Client wishes to make use of this extended data retention, this must be formalized within 6 months after termination.
- "the account's dedicated account manager will handle all items related the process,"

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- "Participating Entity will have access to the platform for at least 1 month after termination where they will be able to download and export their data." WEAKNESS, req't is for transition service to continue for 6 months.
- "Client's Data will be kept for 6 months after termination. After 6 months, Mercell will remove the Data and issue a written confirmation to the Client."
- "Client shall have the option of an extended data retention on
- termination of the Agreement for a period of a maximum of 6 years after termination on payment of an amount equal to 8% of the most recent User Fee."

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercell (NegoMetrix)

CATEGORY #(s): 2

DATE: 9/17/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Although the lack of detail and majority of implementation staff based outside the U.S. is a concern, multiple projects completed in U.S. appear to support ability to perform with this model.

Organization Qualifications and Experience

1. Overview of the Organization
 - E-procurement since 2000.
 - Contract authoring/contract management. Negometrix NX4 model.
2. Previous Projects
 - Local government projects in U.S.
 - State of New York transportation purchasing model.
3. Subcontractors
 - None
 -
4. Organizational Chart
 - Only 14 in U.S. Remainder of 500+ staff overseas. Two U.S.-based implementation staff identified.
 - Org chart lacked detail and definition for roles. More detail preferred.
5. Litigation
 - None reported.
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercell

CATEGORY #(s): 2

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Mercell – flexible template-based procurement platform

Single agency system rather than enterprise level.

Focus on buyer side – limited supplier toolset outside of solicitation response and document management during contract cycle.

General Principal and Requirements

- Key Solution Functionality Elements – eprocurement sourcing system: Solicitations and Contract Management modules
 - Single login access
 - No marketplace module.
 - API integrations
 - Reporting dashboards and visualizations.
 - Data/documents published when the customer decides.
- User Experience – Negometrix4 software guides the user through actions, email notifications linked to tasks or from task access from dashboard
 - Modules can be implemented standalone or combined.
 - Bid notifications by location and NIGP code.
 - Contract action notifications by email and reminder in the portal.
 - Role-based functionality for drafting, review, approval, evaluation.
- Bidder Best Practices and Roadmap – Agile development for enhancements; release notes and support articles published
 - Updates occur when user is ready to integrate.
 - Roadmap – supplier database functions; clause library; user role increased flexibility;
 - >1 yr: DBE registrations; digital signatures; spend management tools
- Innovations and Value-Added Features/Services – Free servicedesk on work days 7a-8p EST; dedicated account manager; advising on templates and training needs
 - Continud opening training for customers third Tuesday; office hours – open door third Thursday for questions.
- Customizations/Extensions – integrations possible if need demonstrated – joint effort.
- Alternative Funding Models (Is this the bid pricing?)
 - Purchasing: Enterprise fee or per license structure.
 - Implementation and training costs waived for small agencies.
 - Lead buyer licenses; approval and auditor licenses are included with no license cost.
 - Contract Management – Enterprise fee based on org size. –
 - 35% discount fro multiple muldes.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Contract transition – flexible.

Functional Requirements

- General Functionality – configure for agency requirements.
 - P15 Solicitation module. RFx draft; upload docs; advertise. Q&A through portal; response submission through lockbox; public bid opening online; tabulations/evaluations and document drafter of notice of intent.
 - Contract and Supplier Relationship Management (Negometric4) administer and post
 - contract awards; manage renewals, contract actions; monitor vendor performance
 - Not available RTMs
 - EPROC-GEN-9 or -21– No code crosswalk or upgrade.
 - EPROC-GEN-19 – No bill-to or ship-to address – Needed for non marketplace?
 - EPROC-GEN-24 – Transaction search not available
 - EPROC-GEN-26-27 – No admin fee functionality
 - EPROC-GEN-35 – no comments library
- Supplier Portal -P16 point of entry for supplier functions; responses, update certs; comms with buying agency.
 - P17 Registration in Negometrix4 platform. Single supplier profile with multiple employees as needed. Account needed to respond to solicitation.
 - Registration gets alerts ; access to service desk submission;
 - EPROC-SPR-4 or -13 – No PO or invoicing functionality
 - EPROC-SPR-16 – No catalog functionality.
 - EPROC-SPR-19-21 – No supplier order/receipt functionality.
- Supplier Enablement/Management – See previous.
 - Dynamic Purchasing module from pre-qual vendors.
 - Standard API's for A/P payment integrations.
 - BI data exports.
 - EPROC-VDR-19-27 – No supplier validation.
 - EPROC-VDR-36-37 – No supplier reminder to update details or change audit.
- Buyer Portal – P23 – Task list for with status – only modules enabled for their role.
- Need Identification – customized digital form for purchase requests. Intake/approval workflow.
 - EPROC-NEED-5 – no functionality for contract sequence.
- ~~Request through Pay~~
- ~~Catalog Capability~~
- Sourcing/Bid Management – p27 *preparation, publication, broadcast, receiving responses, opening offers, offer evaluation, award, contract, vendor performance monitoring, and reporting/exporting of solicitation and contract data.*
 - *(RFP's, ITB's, RFQ's, RFI's, Quotations, plus documents like addenda, notice of intent to award, bid tabulation, meeting notices, and notice of awards,*
 - *Digital pricing sheets / product list creation*
 - *Automated bid tabulation; consensus scoring*
 - *Paper docs can be submitted to the system for digital evaluation with responses submitted through the portal; upload/download.*
 - *Templates can be created for reuse.*
 - *Integrated website to push solicitations and contracts.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Mercell

CATEGORY #(s): 2

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- *Integrated messaging with solicitation team (internal) and participating suppliers (external).*
 - *EPROC-SRC-83 – teleconferencing not available – load recordings only.*
 - *EPROC-SRC_106 – redacted proposals can't be submitted.*
 - *PROC-SRC-117 – Suppliers names cannot be hidden during Eval.*
- Contract Management – **RTM- missing a lot of functionality.**
 - Contract management functions relate to digital record of contracts, document management (e.g. insurance and certifications) and contract modification tasks; lacks functionality for ordering, expenditure reporting,
 - EPROC-CNT-2-11 – no Contract authoring functionality.
 - EPRIC-CNT-13, -18, -23 – no digital signature
 - EPROC-CNT-26-27 - no contract approval workflow
 - EPROC-CNT-30 -31 – payment functionality missing
 - No order tracking functionality.
- Vendor Performance – purchasing surveys used to track performance against SLAs. Dashboard view of KPS scores.
 - RTM – most elements available.
- **Purchasing/Data Analytics** –
 - eReporting linked to contract activities.
 - **Needs clarification** – Is monthly/quarterly expenditure reporting by vendors on contracts a native feature or is this a configuration? Can expenditures be integrated from financial system for contract management?
 - RTM - No order reporting functionality

Technical Requirements

- Availability – 24/7. 99% in SLA.
- Accessibility Requirements – P66 *in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines*
- Audit Trail and History - activities that occur in all user accounts, including login and file uploads, are fully logged and auditable through our platform. The agency can request vendor logfiles that include activity description and date/time stamp.
- Browsers Supported – Microsoft browser (Not specified if Edge or Explorer); Chrome; Firefox
- User Accounts and Administration – Rights and roles control access levels.
- User Authentication – 2FA, SSO based on SAML 2.0; Microsoft AD, Okta.
- Federated Identity Management – SCIM 2.0 protocol
- Data Conversion – P69 Based on what modules are implemented, the Mercell consultants can transfer all existing boilerplates into the Negometrix4 system. Boilerplates can include solicitations templates, award language, supplier invitations, requisition forms and more.
 - If the agency is using the contract management solution all existing contracts can be imported into Negometrix4.
- Interface and Integration – Rest APIs used to integrate with other functions including Oracle and SAP. Modules integrated in single environment.
 - EPROC-TECH-37-38 – No integration for MWDBE or SOS registrations.
 - EPROC-TECH_30 -58– No integration to so support requisition or financial replrting.
- Office Automation Integration – Office and PDF files can be imported into the Mercell platform Exports in Microsoft or Adobe.

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- Mobile Device Support – functions on mobile devices.
- Mobile Applications – no standalone app.
- Data Ownership and Access – data owned by participating agency. Extractable via zip files.
- Date Retention, Archive and Purge Considerations – Microsoft Azure servers in Virginia.
 - Full database backup weekly – transaction log backup hourly; differential database backup daily; 14 day retention.
 - Post contract, Mercell close web service access; 2 users will have one month access to export data. Mercell holds data for 6 months before removing unless data retention agreement of up to 6 years executed with 6 months of contract end.
- Disaster Recovery Plan – protocol in place. No occurrences in past 5 years. Customers informed within 24 hours.
 - Data processing agreement and definitions included.
- Solution Environments – Dev, Test, Acceptance, Live. Only live production environment is US-based.
 - P77 *The live environment is updated and planned in advance date after the approval of the product owner(s). Normally the live update of a given sprint is done 3 weeks after the end of the sprint*
- Solution Technical Architecture – Data stored in SQL servers – Azure data centers.
- Solution Network Architecture – System only accessible through https: Encrypted database connection and database files.
 - Agency data is single tenant (separated with roles and permissions.)
- System Development Methodology – New functionality released several times per year. Release cycle publish.
- Service Level Agreement – Sample provided. 99% uptime guarantee.

Security Requirements

- Cloud Security Alliance (CSA) Compliance – Provided CAIQ.
- Security and Privacy Controls - *Mercell is ISO/IEC 27001:2013 Information security management systems certified. ISO 27001 is consistent with NIST 800-53. Negometrix is ISAE 3000 Type II certified.*
- Security Certifications – See previous.
- Annual Security Plan – Detailed plan provided in attachments.
- Secure Application and Network Environment – Systems protected behind firewalls in cloud environment.
 - **P83 Backup data retention – 3 months. Needs clarification.** Data Retention narrative above says 14 days.
- Secure Application and Network Access
 - P84 The system collects a number of different log entries:
 - • *System Event Log - used to log administrators' actions and Operational System events.*
 - • *Web Logs – all requests to the web server are logged in the web log.*
 - • *System Auditing Log –*
- Data Security -GDPR compliant. Other practices included in security attachment.
 - P107 (Managed Services)
 - All Mercell data is stored on one database (and recovery database). The database resides on the Mercell platform hosted in Microsoft Azure. The safeguards in place to protect and shield Organization or User specific data are:

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- Encrypted communication
- User Authentication (username & passwords)
- IP-restrictions (optional)
- Active access control list.
- Some of the agency's data needs to be readily accessible by any user, e.g. to read and respond to RFPs from the agency. Other data (e.g. the details of the Authority's internal evaluation of offers) is accessible only to those users that are granted the proper user rights (by the agency). Such data cannot even be accessed by our support desk, unless specifically granted by the individual user from the agency by clicking on "grant service desk access". Strict technical access to the database (for technical maintenance) is restricted to Microsoft certified Negometrix senior engineers verified in our ISO27001 and ISEA3000 (SOC2) framework. Additionally, Azure is FedRAMP certified, which is a government-wide program for the security assessment of cloud products and services.
- Personally Identifiable Information Protection – Attachment C2-23 *Negometrix processes personal data of its Users; for those data processing operations Negometrix is a processor in the sense of the AVG. This means that Negometrix processes personal data based on the need and the instructions from its users. The users of Negometrix must therefore be regarded as the Processing Officer for this data processing, in the sense of the AVG. Users will have their own privacy policy that Negometrix is not responsible for.*
- Security/Privacy Issue Occurrence
- PII Data Actual/Attempted Access or Disclosure – Notification to customer of disclosure of PII data/attempt within 2 hours of finding out; corrective action; cooperate with customer and others to notify fact and circumstances.
- Security Breach Reporting – See attachment C.

Implementation Services Requirements

- Project Management – Project manager and sample implementation calendar (5 weeks) presented.
 - P. 87 – Deliverables and key staff positions defined.
- Project Implementation Methodology – 4 phases approach, strategy, methodology, and change control.
 - High level overview, time frame and personnel involved from customer and vendor identified.
 - Testing. Mercell Test Environment is used by QAs to verify that the implemented functionalities correspond to the business requirements and that the quality of the end product is at acceptable level. The QAs check all user stories done in the current sprint and should verify that the major workflows in the system are operational
 - Risk Management matrix to look at project impact.
 - Scrum process with emphasis on QA.
 - detailed implementation as well as a communication plan will be composed by Mercell in accordance with the Agency. Both plans will outline a structured way of working and elaborate on the functioning of for example the service desk, account manager and implementation consultants.

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- Mercell will have on-site scrum sessions with both developers and super users of the participating entities. This will ensure correct specification of requirements suiting both business needs and system possibilities.
- ~~Catalog Support Services~~
- Data Conversion Services – Mercell consultant assists review and migrate contracts.
 - Implementation consultant prepares for migration using migration document; approved by PA; loaded outside business hours.
 - Entity responsible for data cleansing prior to Mercell data load.
- Interface/Integration Development Services – Questions to determine need for integration. Design, development, testing and implementation if needed.
- Organizational Change Management (OCM Services) – System to prevent scope creep.
 - Define prelim scope.
 - Agree upon final acceptance; Document; Embrace innovation.
 - Stakeholder analysis/assessment – communicate vision of benefits to stakeholders.
 - Communications and Coaching plans development.
 - Pace of implementation agreed between Mercell and customer agency.
 - Resistance Assessment and Management Plan.
- Training Services - *P98 Prior to training, a Mercell consultant will sit with the project lead to discuss the best method of training for the organization. Consultants are available to conduct as many trainings as the Participating Entity needs at the pace that would be easiest for them.*
 - *On-site instructor led; continued learning webinar; office hours; though leadership.*
 - *Step-by step written training materials become property of the participating entity.*
- Help Desk Services- Level 1 – Service Desk; Level 2 – Technical support;
 - Dedicated account manager; six month reviews.
 - The Service Desk is accessible during standard business hours by phone, email, or live chat.
 - Four tier issue definition. Category 1 is most serious; Category 4 is least and relates to use of web service.
 - Helpdesk is included; no local help desk personnel needed.
- On-Site System Stabilization Support – account manager takes over after go-live.
 - *able to address all minimum requirements listed above (system setup/configuration changes, issue assessment/resolution, system performance and stability monitoring/adjustment, system use assessment, mentoring of Agency operations staff, coordination of Contractor off-site tasks and support resources, coordinate documentation) and will be able to provide on-site support if needed.*

Managed Services Requirements

- Solution Support – Software updates ~ 8 per year.
 - Functional upgrades based on user or advisor board recs; trends and feedback from account managers.
- Organizational Change Management (OCM Services) - See implementation.
- Training Services – See implementation.
- **Catalog support services. (Says all platforms are supported – but this isn't Mercell functionality.)**
- Help Desk Services - See implementation.
- Transition Out Assistance Services – 1 month data available for self-service.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- *Upon request, Mercell will be able to provide information relating to the number and function of each of the Contractor personnel performing the services.*
- *Participating Entities' account managers will be able to assist them in the identification of significant potential risk factors relating to the transition.*

Video Demonstrations

- Link did not work. File missing.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Proactis

CATEGORY #(s): 2

DATE: 9/17/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Own product. Webprocure
 - Full service including catalog commerce.
2. Previous Projects
 - Public sector – several states. Proactis
 - Public sector – several states. Civic Initiatives.
3. Subcontractors
 - Civic Initiatives
 -
4. Organizational Chart
 - Combined org chart for Proactis and Civic Initiatives
 - Roles not defined.
5. Litigation
 -
 -
 -
6. Financial Viability
 - Public company.
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s) 2:

DATE: 1/17/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Integrated system – currently used by Missouri and Rhode Island. (WebProcure)

General Principal and Requirements

- Key Solution Functionality Elements – COTS system – designed for public sector.
 - P5 Real-time integration capable with external systems and ERPS using ProcureLINK
 - Users are assigned roles and permissions to determine access.
 - Modular implementation – gives flexibility.
 - Customizable vendor registration process.
 - Solicitation mgmt.; Contract mgmt; Catalog mgmt.; Request mgmt..Order Mgmt; Invoice mgmt.; Analytics and Reporting; supplier portal; public components.
- User Experience – single point of entry for new transactions.
 - Home page with dashboards designated by user or org.
 - Notifications for task reminders on every page user button
 - Responsive web design natively formats for tablet and smartphone (no separate app)
- Bidder Best Practices and Roadmap – lean-Agile approach to software dev. 6-8 releases per year.
 - Review current and future business practices during implementation.
 - Strategic account manager – conduct business reviews through contract
- Innovations and Value-Added Features/Services
 - Civic Initiatives value-added services. (Acquisition Support; Strategic Procurement Transformation; Procurement Automation)
 - Proactis: For suppliers: InstantMarkets – search engine for intelligently searching solicitation packets. Sources from entity including federal government sites.- Proactis proposes including InstantMarkets in the deployment.
- Customizations/Extensions – configurable without complex coding.
 - Platform, template and supplemental data fields.
 - Registration template is fully customizable by the state.
 - Unlimited line items to requisitions
- Alternative Funding Models – Open to this. No specifics.
- Contract transition – Will allow customers to transition to better terms in PA if benefitis them.

Functional Requirements

- General Functionality – Modular installation: Vendor Management; Solicitation Management; Contract Management; Procurement; Invoice Management; Reporting & Analytics
 -
 - EPROC-GEN-3 - State can deploy any number of bid boards for its primary as well as sub-agencies. For example, DAFS may deploy its own version showing all bids across

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the State, while other departments can deploy their own versions to only show those bids from their departments

- EPROC-GEN-20 – Can match commodity code being used by State ERP. (State pays license cost). **Needs clarification at time of contract – is state buying license or allocating any sets to Proactis, or is this a state use-only cost.**
- EPROC-GEN-27 and -28 – State admin fee management and billing is not available – would required third party integration.
- EPROC-GEN-32 – Only English and French currently supported. Additional languages would be cost option.
- Supplier Portal – **No narrative – requirements pasted into File 3 only.**
 - EPROC-SPR-18 – No vendor complaint communication tool
 - EPROC-SPR-19 – no native functionality to accept payments (can use paypal as T/P)
 - EPROC-SPR-23 – No supplier request method for contract changes in tool
- Supplier Enablement/Management. – Vendors register in Webprocure – self-service with ability to require fields including NIGP or UNSPSC for complete registration.
 - P24 – state notified of new registrants and can approve, reject or set vendor to “pending”. Pending vendors can submit bids but not receive awards.
 - P24 – Vendors responses/bids submitted through vendor portal; answer questions, submit documents; digitally sign.
 - P24 *Key Performance Indicators (KPI) framework to collect and manage supplier performance criteria. The KPI scorecard provides the ability to create and assign KPIs to both vendor and buyer users. Authorized users can create scorecards composed of performance assessment questions.*
 - **P25** – ACH Banking Management listed as key feature. **Needs clarification** – is this for data transfer to ERP only or is there ACH payment functionality?
 - EPROC-VDR – certain fields require integrations to validate.
 - EPROC-VDR-28 – Field can be added for state solicitation ID if different from system-generated identifier.
- Buyer Portal – login from state’s website or stat’s authentication service. Buyer home page tailored to ser. – Other RTMs – standard functionality.
- Need Identification – From home page, modules can be selected for specific need – bid solicitation or purchase request via catalog, punchout etc. Pre-defined approvals workflow follows.
 - EPROC-NEED-5 – Inventory levels require a vendor integration.
- Request through Pay – Multiple types of purchase requests can be generated — catalog, round trip punchout, off-catalog (spot buy.) Templates can be made from existing requests p36
 - P37 Approvals triggered in workflow; Admins can set up users, roles and workflows. Different approval workflows can exist with rule order guiding the process.
 - Status of workflows can be monitored in WebProcure.
 - Orders sent to vendors via portal or integrations via XML, EDI, email or fax.
 - Order receipt can be entered with comments and attachments.
 - Invoices can be created by buyers with multiple POs; vendors can create invoices through portal. Buyers can create payment vouchers or issue credit memos.
 - EPROC-PRD-19 – Supplemental fields for Purchase Requests are custom development.
 - EPROC-PRD-32 – Sales tax is assigned based on location. Tax on specific items would be custom deliverable.

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- EPROC-PRD-46-48 – Integrations required for accounts data and codes from state's system. Needs clarification. Has Proactis got developed APIs for common ERPs that could be integrated?
 - EPROC-PO-9 – Field validation at org/enterprise level not line level.
 - EPROC-CT-19 – Negative dollar values handled with credit memos.
- Catalog Capability – Search hosted or punchouts by keyword, commodity code, supplier, manufacturer, part number.
 - P56 Advanced catalog – end user search manager and catalog manager.
 - P56 *Catalog manager solves the problems associated with catalog creation and ongoing maintenance.* Vendors can be active participants in catalog creation, state retains control.
 - Only buyer-approved supplier content is available in search manager.
 - P57 *For the State, catalog manager helps to control, administer and release vendor catalogs. Buyers are provided with detailed information regarding catalog updates and changes in the form of a diffing report. Based on this information, buyers can verify, accept or reject line items changes and/or the associated terms.*
 - Automated catalog approval thresholds can be set.
 - Vendors can: upload content – CSV XLS, XML online or via FTP; validate content based on state check routines
- Sourcing/Bid Management
 - P64 *Solicitation management supports multi-round evaluations as well as two envelope bid types to separate technical from pricing evaluations. The State can automatically add vendors to the bid, deselect vendors, or add new vendors to the list. Solicitations are automatically posted to the State's bid board once an event is active*
 - Solicitation board has direct links to social media.
 - Posting to public sites automatically managed through webprocure
 - Unlimited solicitation types
 - P65 *The commodity code selected during creation not only automatically suggests all registered vendors that provide such goods or services, but also notifies them via email and within the portal when the bid starts.*
 - P66 *State can collaborate with vendors via the Q&A center where vendors can post questions anonymously, review responses, and view bulletin board messages from the State.*
 - P67 *solicitation can then be converted either into a contract or a request that will result in a purchase order. See other features bulleted on p67*
 - EPROC-SRC-12-14 Reverse Auction / Surplus Auction and Sealed Bids – third party integration
 - EPROC-SRC-34-45 (CNT-6 and -7)– Version control and document check-in, check-out – future integrations
 - EPROC-SRC-117 – hiding supplier names – future enhancement
 - EPROC-SRC-83 – No integrated video conference. Third party link can be inserted. Attachment can be uploaded.
- Contract Management – create and manage contracts; track contract spend; establish open market contracts for punchouts; create contracts from template; associate catalogs to contracts; digital signature.
 - P81-83 *Once solicitations created from a master contract are issued, evaluated, awarded, and finalized, purchase orders can be created and released against the resultant contract.*

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- *Ability to flip a solicitation award automatically into a contract.*
 - *Hyperlink to original solicitation for historical reference.*
 - *Supports diversity allocation by dollar or percentage.*
 - *Contract scorecards for performance evaluation.*
- Vendor Performance – p91 *WebProcure provides a Key Performance Indicators (KPI) framework to collect and manage vendor performance through customer-defined scorecard criteria. The scorecard provides the ability to create and assign KPIs to both vendor and buyer users.*
 - *EPROC-VPE-10 Vendor eProcurement fees invoiced and payments made: Reporting can be used to track these metrics and associated with KPI values. Payment data for administrative fees would be external to our solution.*
- Purchasing/Data Analytics – P94 Standard and adhoc reporting.
 - *P94 Crosstab views consolidate data in a similar fashion to PivotTables, allowing a user to select a measured value and drill down into the data which roll up into the summary metrics.*
 - *All RTMS except EPROC-PDA-34 – standard functionality.*

Technical Requirements

- Availability – P99 – detailed description of data center ops.
 - *Recovery Time Objective is less than 8 hours. Needs clarification – RTO 6 hours on p128*
 - *Our systems can be rolled back to any point in the preceding 30 days with our EMC Recover Point appliance.*
 - *File level replication and storage has a snapshot every 2 weeks and is saved for 6 months.*
 - *Database snapshots (deltas) happen daily with two full backups (level 0) every week.*
 - *Needs clarification – what is the uptime SLA?*
- Accessibility Requirements – P100 *WebProcure was designed with Section 508 standards in mind. In support of Web-Based Intranet and Internet Information Applications Standards (section 1194.22), WebProcure enables access for people with vision impairments who depend on external assistive products to access computer-based information. – Needs clarification – Is the system actually compliant with an accessibility standard?*
- Audit Trail and History – P101 *The audit engine logs all user activity including changes at the field level with date and time stamps. WebProcure's automated audit tool also provides a manual audit feature to capture events like phone calls and emails, which occur outside of the system.*
- Browsers Supported – Chrome, Firefox, Edge, Safari; Not IE.
- User Accounts and Administration – Hierarchical structure for roles and permission. Enterprise-level users determine access for their agencies, agencies for their users.
 - *Workflows can accommodate existing and new multilevel orgs. Admins can assign individual approvers or group.*
- User Authentication – Username/password or SSO.
 - *Password standards, lockout, security questions – acceptable.*
 - *Webprocure passwords can be administered by state administrators.*
 - *EPROC_Tech-25 – future enhancement. (Automate acceptance of end user acceptable use agreements requiring scheduled renewal.)*
- Federated Identity Management – SAML for SSO. User provision module and functionality access based on roles and permissions; one login for all modules.

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- Data Conversion –
 - P107 *Bulk upload tools allow our customers to collect or export data from existing data sources and format them into an easy to use Excel file.*
 - *The Excel file can then be uploaded into WebProcure by a system administrator. Proactis will perform the initial data upload into WebProcure as part of our implementation services, but these utilities will also be available to the State for future use.*
 - All data conversions are initially performed in the stage/test environment , and then in production once review and testing is complete. These tasks are shared between the implementation team and the State subject matter experts, IT staff and data owners. See matrix on p107.
 - EPROC-TECH-30 – vendor needs clarification about connection with ERP. Vendor Performance data may be handled through integration rather than upload.
- Interface and Integration – ERP agnostic. Real time or batch data transfer.
 - Formats; XML, CSV, tab separate, Excel, xCML and xCBL or EDI.
 - *ProcureLINK utilizes established, standard, distributed information exchange mechanisms like web services, SOAP (Simple Object Access Protocol), XML over HTTP, SMTP, and IMAP to achieve this form of secure and reliable data interchange.*
- Office Automation Integration – data can imported, exported or attached. Microsoft office supported.
- Mobile Device Support – Web responsive framework; Mobile devices not recommended as primary toolset.
 - P116 *Currently, there are no apps required to access any of the WebProcure modules*
- Mobile Applications – See previous.
- Data Ownership and Access - *Ownership of any and all data provided by the State whether existing in electronic, magnetic or any other tangible or intangible form that is uploaded, collected, stored, held, hosted, located or utilized within the system is at all times and will always remain vested in the State.*
- Date Retention, Archive and Purge Considerations – P119 *The State has access within numerous areas of the solution to download its data on demand without cost.*
 - *EPROC-TECH-63 - Our solution archives records and keeps them online for historical access. Unless specified in an executed agreement, Proactis will not purge data from our solution.*
- Disaster Recovery Plan – P120 *Proactis maintains a comprehensive disaster recovery plan designed to combat any number of eventualities which might interrupt service. WebProcure is hosted in both a primary and secondary data center with full replication between locations and a distance of more than 700 miles between each data center.*
 - *The Proactis disaster recovery process is regularly tested and audited to ensure compliance with published and audited disaster recovery procedures, and as part of our ISO 27001 certification.*
- Solution Environments – 2 environments: Production and UAT/Traning.
 - *software development team maintains additional development and QA instances. However, the development and QA instances are not customer accessible.*
- Solution Technical Architecture – Java-based cloud environment. Scaleable – vertically and horizontally.
 - *P122 peak usage reaches 75-80% utilization, additional servers are added to handle the load. All of these servers are load balanced using redundant Cisco ACE Load Balancers.*

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Disk space can be added dynamically for data growth as the storage resides on an external EMC Storage Area Network (SAN).

- Solution Network Architecture – U.S. – based hosting. – redundant data centers 500 miles apart.
 - Detailed description of data center capabilities.
 - *Aggressive internal intrusion and threat detection.*
 - *Continuous 24x7x365 monitoring by experienced security personnel.*
- System Development Methodology – P125 Proactis uses an Agile methodology for all software development.
- All customer requirements implemented by the development team begin their lifecycle as ideas entered on our customer portal. A product owner will take those ideas and expand them into a more detailed requirement.
- *P125 Customers get an opportunity to review the updates in our UAT environments. The product owner collects any feedback for internal review.*
- Service Level Agreement – To be agreed with PA.

Security Requirements

- Cloud Security Alliance (CSA) Compliance - supplied
- Security and Privacy Controls
- Security Certifications _ *Proactis has developed, implemented and maintains a comprehensive security plan that comports with ISO 27001 and ISAE 3402 standards which encompass many of the NIST SP 800-53 requirements.*
- Annual Security Plan – P127 *Proactis has developed, implemented and maintains a comprehensive security plan that comports with ISO 27001 and ISAE 3402 standards which encompass many of the NIST SP 800-53 requirements.*
 - *Proactis has developed, implemented and maintains a comprehensive security plan that comports with ISO 27001 and ISAE 3402 standards which encompass many of the NIST SP 800-53*
- Secure Application and Network Environment – P 128 *Proactis has developed, implemented and maintains a comprehensive security plan that comports with ISO 27001 and ISAE 3402 standards*
 - *Proactis utilizes two factor authentication for some internal systems and some SaaS solutions. At the current time, two factor authentication is not utilized in the WebProcure solution, however, personally identifiable information is minimally contained within the product and the Client can control the information contained within the product.*
 - *Proactis replicates data across a secure data connection between our primary and secondary data centers utilizing block level duplication on our SAN solution, and has a recovery point objective (RPO) of 30 minutes and a recovery time objective (RTO) of no more than six hours which support our business continuity plan. Needs clarification – RTO was listed as less than 8 hours on p99. Which is more accurate?*
- Secure Application and Network Access – p129 *Proactis supports modern standard such as TLS 1.2 and TLS 1.3.*
 - *We allow no non-encrypted traffic to be used in conjunction with our services. Integration data will normally be provided using either in-built-in web APIs, SFTP or site to site VPN connectivity.*
 - *Proactis implements protocols such as logical separation; least access privilege controls; employee background checks and confidentiality agreements; and fault logging to assist in achieving its security goal.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Perfect Commerce

CATEGORY #(s) 2:

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- *key administrative information within the system is retained for the life-cycle of the customer.*
 - *Server log files are maintained for a minimum of 6 months including security and application logs.*
 - *EPROC-SEC-5 Our solution incorporates full redundancy within the data centers as well as fail-over redundancy to a secondary data center.*
- *Personally Identifiable Information Protection – p134 Proactis does not require personal data of the type considered to be special categories of personal data (as defined in the GDPR), nor HIPAA data, nor Federal PII. Personal data used in the solutions is akin to that typically presented on a business card.*
 - *Any personal data processed in the Hosted Environments is only done so in accordance with client contracts and in alignment with applicable data privacy legislation.*
- *Security/Privacy Issue Occurrence – P135 Customers will be notified about security or privacy issues which involve their particular solution and/or service as soon as reasonably possible after Proactis has confirmed a security or privacy event has occurred. Needs clarification. What does Proactis determine reasonable. Has Proactis previously established an SLA for this type of response notification?*
 - *P135. – additional discovery of communications type and method.*
- *PII Data Actual/Attempted Access or Disclosure – See previous entry.*
- *Security Breach Reporting – See previous entry.*

Implementation Services Requirements

- *Project Management – Phased project life cycle. Measured by tailored deliverable development and incremental reviews.*
 - *Systematic approach that incorporates comprehensive documentation and progress analyzes to minimize redundancy, ensure traceability of requirements and effectively managed risk.*
 - *Integrated team approach of Proactis and client team.*
 - *P137 Proactis ensures active involvement by the client in the detailed planning phase in order for us to identify the skills needed to develop a detailed understanding of the project requirements, design requirements, testing parameters, and training needs, as well as ensuring effective transfer of knowledge.*
 - *Project Planning – includes risk management, comms and requirements, data conversion plans, test plan and training plan. All project records will be stored and maintained in the Proactis Wiki, a web-based, secure collaboration platform.*
 - *Project Tracking, Oversight*
 - *Change Control/Configuration Management*
 - *Communication Management*
 - *Issues Management - Issue management begins when someone suggests a matter should come to the attention of the project management team. Management may conclude the matter is not a concern, but more often decides otherwise... allows for escalation of an issue to a risk.*
- *P145 Issues will be logged in a tracking database and reviewed by project management for completeness, relevance, and duplication. At any time a client would be able to review a list of issues and run various reports to check on progress or gather additional information about an issue.*

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- Document Management
 - Schedule Management
 - Subcontractor Management - *subcontractor management methodology focuses on establishing strong partnerships with Proactis' subcontractors. To establish and maintain effective business relations, we feel clear expectations and accountabilities must be defined upfront. See p149-150 for Proactis subcontractor management.*
 - Project workplan and RACI matrix guide project timeline and responsibilities for Proactis and State.
 - Resumes provided for Civic Initiatives subcontractors to Proactis and Proactis staff.
- Project Implementation Methodology –
 - P193 *Our methodology utilizes iterative and agile methods for delivery, and structured risk and change management for the project management.*
 - *Our product development organization utilizes highly optimized Kanban methodology enabling consistent delivery of products meeting customers' demands on time while continuously adapting to change on a weekly basis.*
 - *Methodology: Project Planning; Solution Design; Solution Build; Test Readiness; Solution Deployment; Transition.*
 - *Test readiness – Needs Clarification – P197 – Is all testing scripted and performed by state or does Proactis team have testing roles and at what stage of implementation?*
- Catalog Support Services – p199 *our catalog enablement team will provide the services necessary for the initial launch of the marketplace. These services include the creation, loading, management, and maintenance of hosted catalogs and punchout sites.*
 - *Supplier and spend assessment to identify and prioritize contracts as potential for hosted or punchout catalog*
 - *Conversion plan for catalog data (i.e. contract line item or legacy catalogs)*
 - *Creation of hosted catalogs*
 - *Setup/configuration of punchout sites*
 - *On-boarding and training of suppliers to prepare them to manage catalog content*
 - *Training of State support staff to assume catalog management duties*
 - *Post-implementation. Proactis can continue to monitor and expand the catalog environment with additional suppliers, products and services as needed. Our support team is capable identifying and building new content through review of new contracts or solicitation awards.*
 - *P200 The overall goal of our catalog enablement team is to initiate catalog use, making it easy for stakeholders to view and order materials online, with less human interaction and with improved accuracy.*
- Data Conversion Services – p201 *Proactis will perform the initial data upload into WebProcure as part of our implementation services. Additionally these same utilities will be available directly to our customers for future use.*
 - *The data migration and conversion tasks are shared between the Proactis implementation team and the customer's subject matter experts, IT staff and data "owners". – See matrix for responsibilities.*
- Interface/Integration Development Services – p202 *The majority of the transaction interchanges take place through the integration platform ProcureLINK. ProcureLINK utilizes established, standard, distributed information exchange mechanisms like web services, SOAP (Simple Object Access Protocol), XML over HTTP, SMTP, and IMAP to achieve this form of secure and reliable data*

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interchange. WebProcure is capable of real-time integration with a variety of external systems and ERPs.

- P203 ProcureLINK records each action during the down time and subsequent remedial actions once the system is restored which can later be reviewed to ensure all data has been properly accounted for. This functionality ensures that all the integrated data is consistent, accurate and never overlooked.
 - Clarification needed: Since ProcureLink is a Proactis tool, what resources are required from state ERP team to perform an integration; is all coding on the Proactis side?
- Organizational Change Management (OCM Services) – p 203 during implementation, where OCM processes are embedded in tasks related to process design, configuration, report development and of course training.
 - Key Process: managing stakeholders; identifying changes and impacts; planning and executing communication; assessing change readiness; ensuring knowledge acquisition via education and training; ensuring sustainment of an innovation.
- Training Services – p206 informal training begins at the very outset of our projects. Before the initial discovery sessions, all system training documentation will be delivered to the project team for their review.
 - Detailed walkthrough with core team during Discovery. The core team and relevant subject matter experts will receive additional training during the configuration process, and again prior to the user acceptance test.
 - End user training. Specific training approach for all end users which will be tailored to meet the State's needs. Frequently this approach includes predefined training courses based on users' roles and the timing of the rollout.
 - broad based training sessions used to train large numbers of users. We will conduct as many web-based training sessions as is necessary to adequately train the anticipated 100+ users.
 - remote web-based training sessions are the most effective way to deliver end user training to a large number of end-users, but we can also conduct on-site, in-person trainings provided logistical constraints allow. All training exercises will be conducted on a live training environment with State data, which is by far the most effective hands-on learning experience.
 - Train-the-Trainer program has proven to be the most effective method to encourage customer ownership and system usage. To begin to build confidence using WebProcure the identified State internal trainers will participate in training sessions on each module of WebProcure lead by a Proactis head instructor... trainers will receive certification and reference materials so they can schedule and conduct future sessions independent of a Proactis instructor.
 - P207 Continuing with the effort to achieve self-sufficiency, the State will identify system administrators who will be eligible for system administration training designed to allow system administrators to manage and administer the state-wide configuration of the system for the State
 - The State will identify the individuals it chooses to be the state supplier management administrators.
 - P208 Suppliers can call us directly for help related to WebProcure. We also provide material to suppliers that contains step-by-step instructions on how to review and respond to bids and purchase orders; how to manage the supplier user profiles; and how

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- to create invoices. Also have access to computer-based tutorials and video recordings of instructor-led training.*
 - o Full release notes explaining new functionality and enhancements is made available prior to release data. Significant functionality changes will come to state via training session*
- *Help Desk Services – P208 Ongoing help desk support is available for both buyers and suppliers who interact with the State via our solution. Client-facing support is available 24/7 for mission critical items. First level procurement support is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Standard Time, excluding holidays.*
 - o Support is accessible via email, telephone, and our on-line support ticketing system Help Desk.*
 - o Online context sensitive help is available for both the State and its suppliers. Help includes video tutorials that contains step-by-step instructions on how to complete any action in the system.*
 - o EPROC-IMPL-4 – Live chat functionality is in development. Needs clarification – is it ready yet?*
- *On-Site System Stabilization Support – p211 stabilization period of 3 months post project implementation. This resource(s) will monitor and facilitate system setup and configuration changes; issue assessment and resolution; system performance and stability monitoring; and system use assessment.*
 - o EPROC-MNGD-1 – Needs clarification - Is the response indicating third party monitoring could be integrated?*
 - o In addition to the standard support provided, and as previously described, the State will also be assigned a customer operations manager (COM) and strategic account manager (SAM) for the lifecycle of the contract. Our primary goal is to ensure our products and services contribute to rapid return on investment, increased process efficiency, and enhanced strategic decision-making.*

Managed Services Requirements – Proactis listed this section as Not applicable.

- Solution Support
- Organizational Change Management (OCM Services)
- Training Services
- Catalog support services.
- Help Desk Services
- Transition Out Assistance Services

Video Demonstrations

- Micro videos showing overall platform and individual sections.
- Nice demo of “tutorials” in online help. Voiceover training with “show me and try me”.
- Demo Missouri Buys (using WebProcure) and Rhode Island. – Showed instructional docs for suppliers.
- Showed the contract clauses that are optional or mandatory in solicitations and contract modules.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Public Sector clients: "8 states, 1 US Territory, and over 1,000 cities, counties local agencies, and special districts" (pg. 1)
- Provide "supplier services to ensure vendors are registering with the right commodity codes, receiving the right bids, and can easily enable their catalogs". (pg. 1)
- "Staff consists of former state procurement directors and a host of individuals with combined decades of public policy expertise". (pg. 1)
- In 2019 launched Marketplace, "a shopping environment" that can be "stand-alone" or part of the eProcurement solution. (pg. 4)
- "Periscope holds the exclusive license to maintain, enhance, and market the NIGP Commodity / Services Code". (pg. 4)
- Periscope "manages the NIGP Consulting Program on behalf of NIGP". (pg. 4)
- Periscope Supplier Network "created specifically for the public sector and higher education, connects over 500,000 suppliers... to public sector agencies and organizations". It also supports 90K+ buying organizations that "include cities, counties, state agencies, non-profits and higher education institutions". (pg. 4)
- Periscope "only serves the public sector". "ePro was designed by public sector professionals for public sector purchasing". (pg. 6)
- Periscope implementation approaches: Phased system functionality, Agency on-boarding in waves, Core/Pilot agencies first with remaining agencies on-boarded by the State.
- "Range of prove licdensing, financing, and delivery options": SaaS, Perpetual license w/annual support, Financing of Perpetual Licens, Leasing of Perpetual License, and risk-sharing of admin fees/revenue.
- Has integrated with "mainframe systems, ERP systems, B2G/supplier validation systems and maintenance management systems". (pg. 8)

2. Previous Projects

- **Arkansas:** ePro full suite implementation with integration to State finance system (SAP). Periscope responsible for "Project Governance and Project Management activities". Office of State Procurement live May 2021, remaining departments and local entities "scheduled to be live at the end of this year". (pg. 14)

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- **Oregon:** ePro full suite implementation with integration to State financial system. Periscope performs “overall project management activities” including “coordination of State tasks and responsibilities”. Self-funded model “leveraging an administrative fee for vendors selling to local government through select contracts”. Will rollout to “145 agencies and nearly 800 locals this Summer”. (pg. 14)
 - **Illinois:** ePro implementation except for Contract Management. Includes integration with State finance system (SAP). Implementation began in 2015. (pg. 15)
 - **Massachusetts:** ePro full suite implementation through 3 Phases. Local Gov’t and non-profiles have access “to manage sourcing and catalog-ordering”. (pg. 15)
 - i. 8,296 solicitations in FY17
 - ii. \$358M in FY17 catalog/punchout spend
 - iii. 21,000 suppliers
 - iv. 240,000 buyers
 - v. 15,000 bids managed
 - vi. 970,000 statewide contract catalog items
 - vii. Over \$1B in orders over past 4 years
 - **New Jersey:** ePro full suite implementation began April 2014 with integration to State financial system. (pg. 16)
3. Subcontractors
- “Periscope can sub-contract with companies like CGI, Accenture, PCG, Guidehouse, Deloitte, Civic Initiatives, and more.” (pg. 18)
 - CGI (pg. 18)
 - i. Serve more than 300 state and local government clients.
 - ii. In 2016 signed managed services contract with Maine through 2026.
4. Organizational Chart
- The org chart is a very high level representation of a project implementation. It does represent State and Contractor roles but does not provide any detail. (pg. 20)
5. Litigation
- No litigation.
6. Financial Viability
- 2018-May 2021 Gross Profit and EBITDA show a profit growth each year with a much larger EBITDA for the partial year of 2021 than prior full three years. (pg. 23).

STATE OF MAINE INDIVIDUAL SME NOTES

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RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Periscope
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DATE: 12/27/21
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

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Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements, pg. 2-27:

- **Single Point of Entry:** "Both the supplier community and agency users have a single point of entry" (pg. 2)
- **Smart routing:** "can create rule-based fields to route or streamline end-users down the appropriate path based on specified business practices" (pg. 3)
- **Compliance:** "our solutions have evolved to changing processes, regulations, and technology demands" (pg. 5)
- **Portal:** (pg. 5)
 - o "a single portal that seamlessly connects each and every part of the procurement lifecycle for both buyers and suppliers"
 - o "also delivers in-system chat for collaboration."
 - o "Users can configure landing page dashboards providing personalization to the tasks and work that matter to them."
- **Open Marketplace environment:** (pg. 6)
 - o "Marketplace enables an unlimited number of catalogs (punchouts level 1 and 2, external cooperative contracts, hosted catalogs loaded by the Supplier or State and other agencies publicly sourced and publicly shared catalogs)"
 - o "Periscope Marketplace also supports open market suppliers, if desired, to enhance price comparison and potential cost savings."
- **Integration:** "has provided proven integrations to State systems across our different customers and customer needs." (pg. 7)
- **Workflow:** (pg. 26)
 - o "Organization Administrator manage approval workflow configurations"
 - o Provides "inherited (statewide or multi-org) approval workflow" and "local workflow" rules. Local Gov'ts normally setup to not inherit state rules.
 - o "Users can be added to an approval path for special routing"
 - o CONCERN, approvers can "cancel" a transaction (e.g. cancel a Requisition)
- **Document Management:** provides "a central location to store all records and documents." (pg. 26)
- **Reporting, dashboards and data visualization:** "Every field within ePro, including State Defined Fields, may be used when creating published reports, ad-hoc reports, and dashboards." (pg. 27)
- **Configurable:** "extensive configurability through our solution to support unique processes and needs". (pg. 27)

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- **Transparency:** (pg. 27)
 - o “Bid Solicitation or Contract is published, ePro will automatically post it publicly through the portal.”
 - o “publicly posted contracts will show all content (not marked as confidential or proprietary) including spend to date.”

User Experience, pg. 28-37:

- “provides a uniform look-and-feel for all users”
- **Dashboards**
 - o Users can “select their individual dashboard from among a list of published dashboards”
 - o “administrator can select default dashboards for each role type”
 - o “Users with ad hoc report creation privileges can build their own custom dashboards”. WEAKNESS, you must give users ad hoc report creation privileges to be able to make their own dashboard.
- **Intuitive Navigation** (pg. 29)
 - o “left navigation bar provides access to your documents by type” (pg. 29)
 - o “Central Search Bar that remains at the top of the page and allows the user to perform a quick search for documents, suppliers, and items.”
- **Wizard-driven:** “also add user-defined fields that may be linked to a guided narrative text informing a user to the appropriate steps and fields to successfully create a new transaction” (pg. 31)
- **Portal that informs:** (pg. 31/32)
 - o “six colored boxes on the Homepage change based on the user’s role and display the number of documents for each status that requires the user’s attention and/or action.”
 - o “displays the five most recent documents the user has accessed”
 - o “alerts provide access to events, reminders, and systems messages”
- **Mobile Access:** “designed to support mobile use delivering different screen size options” (pg. 34)
- **Workload Management:** “proxy and or “mass user replace” features may be utilized to ensure projects continue to flow smoothly.” (pg. 35)
- **Role-Based:** (pg. 35)
 - o “user’s role and privileges will determine available functionality within the solution.”
 - o “users’s role carries through to all organizations they have access to”. CONCERN, users may not be able to have a different role with different organizations that they support.

Bidder Best Practices and Roadmap, pg. 38-45:

- “accustomed to providing product enhancements to meet new legislation or new business initiatives” (pg. 38)
- “current schedule allows 4 new releases a year,” (pg. 39)
- “creating our roadmap, we evaluate both our client and known industry pain points”
- “SupplierWorkbench – the supplier’s best practice to interact with their government customers”

Innovations and Value-Added Features/Services, pg. 46- 53:

- **Periscope Supplier Network**, pg. 46: STRENGTH, the network gives Suppliers access to all Periscope customers, not just the State.
- **ePro For Locals:** (pg. 49)

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- STRENGTH, Local gov't will have free access to most, but not all, of the eProc functionality.
 - CONCERN, the list of what locals can use does not include full Contract Management and setting up their own Catalogs for Marketplace. CLARIFICATION, need full description of what Locals will NOT have access to.
- **Periscope Reconciler**, (pg. 49): functionality for transaction/admin/convenience fees on contracts
 - Buyers features: control fee rates & pay periods, receive payment automatically, reports, integrated with Periscope ePro
 - Supplier features: manage payment one place for all Periscope customers, review/approve fees, upload additional purchases (outside ePro), pay fees
 - CONCERN, this is an add-on for \$150,000/year and need to consider impact to any RTM req't that identifies Reconciler as means to meet it. NEGOTIATION, need to at least get this price reduced as an Optional component.
- **Payment Gateway**, (pg. 49/50): Partnered with NIC "to collect current contract utilization fees" integrated with Reconciler and can process "credit card, debit card, PayPal, and eCheck (ACH) transactions".
- **Ecovadis**, (pg. 50-52): "helps buyers and suppliers adopt more sustainable practices and reduce the carbon footprint of their activities". Add on cost for \$30k-\$50k/year.
- **Grants Management**, (pg. 52): the included Sourcing Open Enrollment feature allows Grant "respondents to submit proposals without due dates, and the managing buyer/grant administrator can make awards at any time".
- **NIGP Consulting Services** (pg. 52): "Periscope is the exclusive program manager of the NIGP Consulting program". "The cost of NIGP consulting services is dependant on Project Scope"
- **Strategic Sourcing**, (pg. 52/53): "can include a contract portfolio analysis, data analytics, assessment, market analysis, and opportunity assessments with guidance and support in the procurement event execution."
- **Diversity Equity and Inclusion**, (pg. 53): "Periscope solutions accommodate the promotion of Diversity, Equity, and Inclusion (DEI)."
- **SAP Experts – Phoenix Team**, (pg. 53): "We can partner with Phoenix Business Team to assist with SAP integration"
- **Procurated**, (pg. 53): "can integrate to Procurated, the new "Yelp-like" supplier rating system for the public sector ". "Pricing TBD based on level of desired integration"

Customizations/Extensions, pg. 54:

- "If a new enhancement is the best solution, Periscope will provide a quote and timeline to add the request in the next available release."
- "request will be added and available as standard functionality into the product"

Alternative Funding Models, pg. 55-57:

- Periscope has developed a range of proven subscription, licensing, financing, and delivery options, including perpetual license with annual support, financing of a perpetual license, Software-as-a-Service (SaaS), and risk-sharing of convenience fees and revenue generated by the eProcurement solution"
- "can also offer a hybrid of traditional SaaS and self-funded"

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Contract Transition and Flexibility, pg.58: "Periscope will work with any existing clients to provide them the best contract options at the time of renewal or when their current contract has exceeded extensions."

Functional Requirements

General Functionality, pg. 61 : Overall, meets req'ts.

- Solution created "by public procurement professionals" (pg. 59)
- "all enhancements made to our solutions are specific to government procurement" (pg. 60)
- "AWS (Amazon Web Services), our hosting provider, will dedicate resources to establish and support the hosting infrastructure" (pg. 61)

RTM

- POTENTIAL WEAKNESS, GEN-6: System does not provide integration with a State data warehouse & BI reporting tool
- POTENTIAL WEAKNESS, GEN-12: System only searches attachment titles in the CLM module.
- WEAKNESS, GEN-15: To print procurement transactions will require defining a report in the BI module.
- WEAKNESS, GEN-20: System keeps the "newest version" of Commodity codes, does not keep in sync with the version that is in Finance System.
- POTENTIAL WEAKNESS, GEN-23: State cannot determine which Supplier name field will be used throughout the system.
- CONCERN, GEN-26 & GEN-27: Response refers to "Reconciler module" but this is not included in the "Proposed Tools" column (Column D).
- POTENTIAL WEAKNESS, GEN-32: Solution does not provide foreign language versions of web/application pages.
- POTENTIAL WEAKNESS, GEN-34: System does not support future/effective dating except on Master Blanket PO line items.
- POTENTIAL WEAKNESS, GEN-36: System only has eSignature capabilities with CLM.
- Three req'ts need clarification.

Supplier Portal, pg. 61/62 : Meets req'ts.

- "Through this portal, a supplier may self-maintain their profile, read State posted communications, review and respond to bid opportunities, create and review quote history, receive and acknowledge purchase orders, receive contracts, create and track invoices, maintain catalogs, etc" "Supplier user roles may be assigned to control specialized access"

RTM

- CONCERN, SPR-19: Reconciler module is identified on this requirement as tool to meet it however response says "Periscope offers" and in Technical Proposal Innovation section (pg. 359) it is identified as an "optional" tool. So not clear whether this tool is included in the proposal.
- One req't needs clarification

Supplier Enablement/Management, pg. 62/63: Overall, meets req'ts.

**STATE OF MAINE
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- STRENGTH, pg. 63: "having a "history of the EIN/SSN numbers" is an uncommon feature. Most systems require a Vendor to create a new account instead of giving them a way to update their existing account should TIN be accidentally entered wrong or there is a 'real' change to TIN.
- Pre-Qualify Suppliers, pg. 63: POTENTIAL STRENGTH, this feature might be usable to have Suppliers indicate being available for Emergencies.

RTM

- CONCERN, VDR-13: Foreign vendors may be required to have a tax ID number to be able to register in the system.
- NOTE, VDR-23: The "integration to verify debarment status" is not included in the proposed scope/pricing.
- NOTE, VDR-24: The "integration to verify licensure" is not included in the proposed scope/pricing.
- "NOTE, VDR-25:
 - The ""integration to verify tax data"" is not included in the proposed scope/pricing."
- NOTE, VDR-27: The "integration to verify certification of businesses" is not included in the proposed scope/pricing.
- WEAKNESS, VDR-36: System does not have an automated "yearly reminder" notification to vendors to update their account. Instead must set the account to "inactive" with "reason code of Outdated Profile".
- WEAKNESS, VDR-39: System does not automatically "capture relevant vendor performance information/metrics" from the eProcurement components. System has a performance survey ("Evaluation ticket) concept instead.
- WEAKNESS, VDR-40: System does not provide a means for suppliers to "sign up for e-mail notification when a specific contract" is re-solicited.
- Four req'ts needs clarification

Buyer Portal, pg. 64: Meets req'ts.

- "uniform look-and-feel for all users, with a Homepage portal that is designed to provide quick and efficient access to documents that require attention"

RTM

- Meets req't's.
- Three req'ts needs clarification

Need Identification, pg. 64/65: Meets req'ts.

- "Once a Need is Identified and submitted, the ePro approval and workflow engine are triggered."

RTM

- Meets req'ts
- Two req'ts needs clarification

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Request through Pay, pg. 65-72:

- "provides an easy-to-use, guided shopping experience of all State-enabled catalogs for authorized users by allowing the State to configure which catalogs (state contracts, cooperatives, punchouts, Periscope's Open Market Network Catalogs) are displayed and available for purchasing" (pg. 68)
- POTENTIAL STRENGTH, pg. 68: System seems to allow for different catalog prioritization settings for different departments.
- STRENGTH, pg. 68/69: "Organization Administrator" feature allowing agency specific workflow to be managed at agency level.
- "local government/co-op members are typically set up as standalone organizations. That means that they do not inherit statewide approval paths from the State." (pg. 69)
- "can support both central and desktop receipts" (pg. 69)
- "supports manual entry of invoices... as well as eInvoicing and purchase order flip" (pg. 71)
- CONCERN, pg. 71: Data defaulted from the PO to an invoice "cannot be updated by accounts payable staff". This will prevent A/P from being able to adjust values when an invoice is different but correct instead of what the PO has pushed forward.
- STRENGTH, pg. 71/72: The system has credit memo functionality to capture receiving adjustments and can apply these when processing invoices.
- STRENGTH, Subcontractor Payment Tracking, pg. 72: System provides a means for subcontractors to confirm that "they have been paid" on an invoice.

RTM

- WEAKNESS, PRD-8: Requisition collaboration to "solicit demand" is only done across "all State agencies", does not support doing this "within the same Organization or across the multiple organizations".
- WEAKNESS, PRD-11: System does not provide means to set up a "standard purchase request for recurring purchases" with "automatic schedule to submit".
- STRENGTH, PRD-20: The capability to also set defaults based on "location, role, privileges" and to control "drop-down options" as well.
- WEAKNESS, PRD-24: System does not provide a Forms builder capability to "define input forms" that can be "used for entry of items on a Purchase Request".
- STRENGTH, PRD-29: The capability to have "items where the value has been disabled".
- CONCERN, PRD-33: Changes to an order are done as a change to the order, not the requisition. (see response to PRD-33 for additional information).
- STRENGTH, PRD-44: "a based item could be configured or built based on potential add on or removable options"
- WEAKNESS, PRD-52: Accounting field splits cannot be done by Quantity, only by "dollar or percent".
- WEAKNESS, WRK-10: System does not provide a means for "authorized Approvers to override/bypass specific approvals".
- WEAKNESS, WRK-13: System does not provide means to approve at "line-item level".
- WEAKNESS, WRK-14: System does can provide a means for an approver to make requisition, purchase order or solicitation changes that do not, based on rules, re-start approvals.
- WEAKNESS, PO-17: System does not send Purchase Orders by email. Vendors will get email notification to go into the system to "access the purchase order".
- STRENGTH, PO-21: Can "require the Supplier to accept the changes or just to acknowledge receipt of the changes".

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- WEAKNESS, PC-3: System does not provide a means to specify "unable to use Pcard" on purchase requests, contracts or Vendors.
- POTENTIAL WEAKNESS, PC-5: System does not provide a Pcard Administrator concept. Users must manage Pcards themselves. Need to discuss whether this impacts the State or not.
- POTENTIAL WEAKNESS, PC-8 through PC-20: System does not provide Pcard reconciliation capabilities. Need to discuss whether this impacts the State or not.
- WEAKNESS, RC-16: System does not provide a means to "load Vendor electronic Advance Shipping Notices" into the system.
- POTENTIAL WEAKNESS, INV-8: System does not have the capability to send email notification to a supplier when invoice is rejected.
- NEGOTIATION, INV-11: Need to get the integrating of attached documents to an invoice included in the scope/pricing instead of the "extra" referenced in the response.
- Twelve req'ts needs clarification

Catalog Capability, pg.73-75: Meets req'ts.

- following capabilities are included in Marketplace: (pg. 74)
 - o Unlimited catalogs from the State
 - o Level 1 and Level 2 punchouts
 - o External cooperative contracts
 - o Other publicly sourced contracts provided by suppliers
 - o Automatically displayed price comparison shopping between all types of contracts, including open-market
 - o Supplier enabled/updated catalogs and pricing with automatic administration notification if there is a price change
 - o Multi-catalog capability for the same supplier
 - o Open market / off-contract access to catalogs
 - o Workflow and approvals that can be configured based on specific business unit requirements
 - o Order generation and electronic delivery to vendors
 - o Payment methods including P-Card and purchase orders
 - o Administering and collecting administrative fees
- "our supplier enablement team will also assist suppliers." (pg. 75)

RTM

- POTENTIAL WEAKNESS, CAT-19: Catalogs cannot have negative dollar value items. However, user can free-form a requisition line item to record a negative dollar value item.
- Two req'ts needs clarification

Sourcing/Bid Management, pg.76-87:

- "conduct all types of solicitations, including reverse auctions" (pg. 77)
- "enable RFx documents to be drafted using stored templates and clauses. Once drafted,
- "identified users can collaborate on the RFx document" (pg. 77)

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- "Auto-attached documents can be configured" (pg. 78)
- "Periscope Supplier Network (PSN) database, allowing the State to extend notifications beyond those suppliers who are directly registered in the State's system" (pg. 78)
- Special Bid Types
 - o Solicitation-enabled Contracts: "pre-approved multi-supplier agreements... from which future price quotes/RFRs may be conducted". POs/Contractds from these "are considered releases" against that contract.
 - o Demand Requisition: "ability to poll organizations to assess their needs and aggregate" into a bid.
 - o Reverse Auction
 - o Open and Rolling Enrollment: STRENGTH, "menu of approved suppliers that can be added to on an ongoing basis". "Grant solicitations" is an example of use.
- "Bid amendments can be created within the bid document at any time between when a bid is published (sent) and opened." (PG. 82)
- "compiles supplier responses into a Bid Tabulation document for easy review" (PG. 83)
- "contract manager can request a clarified or "Best and Final" offer from suppliers" (pg. 85)
- "allows each user to enter notes on a bid evaluation summary" (pg. 85)
- "has the ability to tabulate solicitations after solicitation opening and apply preferences based on supplier categories." (pg. 86)
- "support an Intent to Award status" as a "tentative award.... When some agencies have a protest period" (pg. 86)
- Protest Submission/Mgmt, pg. 87: Documents "negotiation records, additional evaluation forms, etc.,"

RTM

- POTENTIAL WEAKNESS, SRC-34: To force cost and technical to not be viewable at the same time user would need to do separate rounds on the solicitations... one for technical and 2nd for cost.
- WEAKNESS, CAT-37: Users cannot return to their search results "once they have selected an item". Users must "conduct a new search".
- POTENTIAL WEAKNESS, SRC-4: System does not support 2-Step Invitation to Bid type solicitations.
- POTENTIAL WEAKNESS, SRC-13 & 14: System does not support Surplus auctions. Will be additional costs to add this capability to the system.
- POTENTIAL WEAKNESS, SRC-22: To force cost and technical to not be viewable at the same time user would need to do separate rounds on the solicitations... one for technical and 2nd for cost.
- WEAKNESS, SRC-28: System does not have a collaboration tool within solicitations. Users would post notes on the solicitation to communicate instead.
- WEAKNESS, SRC-35: System does not provide check-in/out capabilities for content in the solicitation "document repository".
- WEAKNESS, SRC-60: System does not automatically include vENDors "with prior or active contracts/purchase orders" where the commodity code on those transactions is the same codes as on the solicitation.
- WEAKNESS, SRC-64: The system does not provide a means for suppliers to sign up for notification when a contract is to be re-solicited.

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- WEAKNESS, SRC-65: System does not "eliminate duplicate e-mail addresses" from the vendor list.
- WEAKNESS, SRC-67: A supplier must be registered (have a "profile") to be able to add themselves to a solicitation vendor list. Un-registered vendors cannot add themselves.
- WEAKNESS, SRC-75: System does not provide a means for vendors to "opt out of notifications for a specific solicitation".
- WEAKNESS, SRC-78: System does not have a means to only post an alert about a solicitation. Must post an amendment to be able to post an alert.
- "WEAKNESS, SRC-80: System does not provide a means to ""gather basic information"" from vendors downloading a solicitation from the public procurement website.
- STRENGTH, SRC-80: The capability to add vendors ""with a pending registraiton status"" to solicitation notifications."
- WEAKNESS, SRC-83: System does not have "web-conferencing" capabilities but recorded web-conferencing sessions can be attached.
- POTENTIAL WEAKNESS, SRC-88: System does not provide a means to "workflow vendor questions" to specific users for review/response.
- WEAKNESS, SRC-105: System does not provide alert to unqualified vendor if they try to submit response to MBE set-aside solicitation.
- POTENTIAL WEAKNESS, SRC-117: System cannot hide Supplier names on the Evaluation screen.
- WEAKNESS, SRC-120: System does not provide a means to "export" response/score data. Can be printed.
- POTENTIAL WEAKNESS, SRC-130: System does not have a collaboration tool within solicitations for evaluation panel members.
- WEAKNESS, SRC-131: System does not have a collaboration tool within solicitations for Buyer/Agency representatives. Would have to record notes on the solicitation to capture communications.
- WEAKNESS, SRC-133: System does not "notify the BuyerAnalyst" after each approval of award.
- WEAKNESS, SRC-143: The system does not provide the capability to cancel a fully awarded contract and award to a different supplier.
- WEAKNESS, SRC-146: System does not provide notifications that are specific to non-awarded Vendors.
- POTENTIAL WEAKNESS, SRC-151: System does not provide unit of measure conversion capabilities.
- Twenty req'ts needs clarification

Contract Management, pg. 87-91:

- "has the ability to tabulate solicitations after solicitation opening and apply preferences based on supplier categories." (pg. 88)
- "drafting contract documents (using stored templates and clauses), conducting electronic negotiations, obtaining signatures, creating reports, tracking supplier performance." (pg. 88)
- Contract approvals: "Power users can override the approval workflows as needed" (pg. 89)
- "can configure, monitor, complete, and enforce milestones... workflows or tasks" (pg. 89)
- "supports electronic signatures via DocuSign™" (pg. 90)
- STRENGTH, "user may define the Supplier Fees associated with that contract".

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- “may be defined as flat percent across all line items”
- “flat percent with a max fee cap for the payment period”
- “flat fee”
- “auto-calculated fees are then assigned to the supplier to pay using Periscope’s Reconciler module”
- Suppliers “may also add additional spend on a contract that occurred outside ePro”

RTM

- POTENTIAL WEAKNESS, CNT-10: System does not provide capability to define standard specifications and have attached document.
- "NOTE: Response to CNT-25 does indicate that system has MS Word integration for document authoring capabilities.
-
- STRENGTH, CNT-23: ""Versions of a contract document can be compared""."
- POTENTIAL WEAKNESS, CNT-27: System does not have a means to specify access restrictions for specific documents attached to a contract.
- STRENGTH, CNT-32: Readable PDF documents are "searchable".
- WEAKNESS, CNT-34: System does not have controls to limit who can enter backdated contracts.
- WEAKNESS, CNT-66: System does not provide a means to publicly post alert associated with a contract. User must post an attached document to communicate this.
- POTENTIAL STRENGTH, CNT-70: Reconciler module to upload "sales/usage details".
- POTENTIAL STRENGTH, CNT-71: Reconciler module.
- POTENTIAL STRENGTH, CNT-72: Reconciler module.
- STRENGTH, CNT-73: Task functionality to assign contracts for review by "project management and/or project quality office".
- WEAKNESS, CNT-83: System does not "provide data balances" on "remaining contract limits, remaining budgets and applicable thresholds".
- Six req'ts needs clarification

Vendor Performance, pg. 91: NEED TO SEE IF THERE IS A SURVEY FEATURE FOR SUPPLIER PERFORMANCE ACROSS ENTIRE SYSTEM

- WEAKNESS: Performance measuring is only against a contract. “may complete and track Supplier Performance on a contract” (pg. 91)
- Ticket option: State “defines performance issues” in a document that is sent to the supplier and supplier “may respond... defining upcoming actions”
- Contract review: “creates a performance rating for that specific supplier and contract”

RTM

- POTENTIAL WEAKNESS, VPE-12 System does not provide supplier performance reporting from transaction data captured in the system. Can only capture/report on survey inputs.
- NEGOTIATION, VPE-14: OOTB CLM does not include setup contract surveys. This would be an additional cost. Suggest negotiating this to be included as a standard feature without additional cost.
- Two req'ts needs clarification

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Purchasing/Data Analytics, pg. 92- : Meets req'ts.

- Reporting tool works from a copy of production data: "Replicated database refers to our standard architecture, where the ePro™ production database is replicated nightly and copied to the BI database" (pg.95)
- STRENGTH, Reports can be made public (pg. 92)
- Standard Reports
 - o Spend Analysis Reports: existing, standard reports of spend by Commodity, On/Off Contract, Supplier, Purchasing Statistics (pg. 92/93)
 - o Cycle Time Reports: for PO, Requisition & Bid (pg. 93)
 - o Workload Management Reports (pg. 93)
 - o Contract usage Reports (pg. 93)
 - o Financial management Reports: Open POs, Received/Not Invoiced, Unpaid Receipts (pg. 93/94)
 - o Supplier Reports (pg. 94)
- Ad Hoc Reports: "ad-hoc reports can then be published to allow end users to run them from within ePro™, or they can be embedded in dashboards" (pg. 94/95)
- Dashboards: (pg. 95)
 - o "any standard or any ad-hoc report to be converted into a dashboard"
 - o "end-user can configure their individual dashboard themselves on their "My Account" screen." WEAKNESS, this capability is limited to "Users with ad hoc report creation privileges" (pg. 28)
 - o "Dashboards can be published for suppliers as well."

RTM

- STRENGTH, PDA-22: ePro BI and Reporting module reports "can be shared publicly".
- No req'ts needs clarification

Technical Requirements - pg. 100-144

Availability, pg. 100: Meets req'ts.

- "Solution will be available 99.99% of the time (excluding scheduled maintenance" (SLA Attachment A, pg. 6 which is pg. 7 of Part 2 doc).

Accessibility Requirements, pg. 100: Meets req'ts.

- "We provide regularly updated accessibility compliance certification through our Voluntary Product Assessment Template (VPATs). With new feature releases, our software is tested for web accessibility standards with the Rehabilitation Act Federal ICT Accessibility / Section 508, W3C Accessibility Initiative, and WCAG 2.1 Level AA (which exceeds Section 508's standards)."
- "Our Quality Assurance program utilizes both the WAVE and ANDI toolsets, along with randomized keyboard testing."

Audit Trail and History, pg. 100 TECH-1 thru 5: Partially meets. Response did not address req't to have a "history page other option" accessible "without support from an Administrator".

- "Auditing Event Tracking"

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- "application has high-level/logical audit trails built into its core operations, allowing every step in a transaction to be tracked."
- "The DBMS has configurable row-level DML and DDL audit trails as well providing the ability to track, record, and review"

RTM

- WEAKNESS, TECH-4: System does not provide a means for an authorized user to override approval rules.

Browsers Supported, pg.101: Meets req'ts

- "products and all their features are designed to be browser and operating system agnostic and work best on all the latest manufactures' supported browsers."
- "look and function the same if the user is on a Windows, Android, Apple, or another device; and with Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari browsers."
- "Periscope's goals include supporting browsers that are greater than 10% of market penetration. We manage this by tracking browser types of inbound users."

User Accounts and Administration, pg. 102/103 & TECH-6 thru 20: Meets req'ts

- "provides roles that have clear separations of responsibilities"
- "User accounts may be created by Internal Administrators or Organization Administrators"
- Multiple versions of "SuperUser", "Standard User" and "Marketplace User" roles
- CLARIFICATION, response did not address req't to "describe all capabilities for the definition of additional roles".

RTM

- WEAKNESS, TECH-4: System does not provide a means for an authorized user to override approval rules.
- NOTE, TECH-11: Response did not fully respond to the req'ts however the details in the Tech Proposal (pg. 102) provided detail that met this req't.
- POTENTIAL WEAKNESS, TECH-12: System does not support dual sign-on via one account.
- NOTE, TECH-14: Response did not fully respond to the req'ts however the details in the Tech Proposal (pg. 102) provided detail that met this req't.
- POTENTIAL WEAKNESS, TECH-18: System does not email users when there have been changes to their account.
- Three req'ts need clarification.

User Authentication, pg. 104 TECH-21 thru 25: Partially meets

- ePro™ provides SAML (Security Assertion Markup Language) single sign-on integration
- Active Directory Federation Services (ADFS) 2.0 and 3.0
- provides user security and controls by having group and user-defined solution privileges.
- a profile is secured with 2-factor authentication
- System has default password policy"

RTM

- POTENTIAL WEAKNESS, TECH-25: System does not have functionality to automate acceptance/tracking of acceptable use agreements.

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Federated Identity Management, pg. 105: Meets req'ts

- "Periscope SSO is based on SAML 2.0 specifications"
- Successful SSO integrations include "Active Director Federation Services (ADFS) 2.0 and 3.0"

Data Conversion, pg. 105 TECH-26 thru 34: Partially meets req'ts.

- "our approach focuses on migrating ONLY that data necessary to support core business functions in the new system at go-live"
- "in-scope data migration includes the following data elements: *NOTE, the list of included data migration here (pg. 105) does not include "User data/role assignments" which shows as included under Implementation Req'ts/Data Conversion Services (pg. 190)*
 - o Organizational setup, including departmental structures (including 2 levels of organizational hierarchy and bill-to/ship-to addresses)
 - o Active term contracts/Master Blanket POs and related vendor data (to support ordering at go-live)
- WEAKNESS, PG. 105: Supplier migration is not included in proposed scope/pricing. "can provide optional pricing to the State to migrate existing vendors using standard ePro data migration templates and utilities"
- "State is responsible for extracting data into standard ePro templates, data cleansing, and validation/signoff on migrated data before loading in production"

RTM

- POTENTIAL WEAKNESS, TECH-27: Conversion of Requisitions & POs is NOT included in the proposed scope/pricing.
- POTENTIAL WEAKNESS, TECH-28: Conversion of Solicitations is NOT included in the proposed scope/pricing.
- POTENTIAL WEAKNESS, TECH-30: Conversion of Vendor Performance Data is NOT included in the proposed scope/pricing.

Interface and Integration, pg. 106 TECH-35 thru 60: Meets req'ts.

- Periscope has extensive experience with multiple systems, including ERP's such as Oracle, CGI, SAP, and PeopleSoft
- "in the development interfaces, both batch and realtime, ePro's™ Financial System Integration is typically used to create and maintain a customer's supplier records.
- customer and Periscope will determine together at which point in the purchasing process that the agency would like ePro™ to trigger transactions to their financial system
- Accounting Codes may be accepted into ePro™ from the financial system.
- ePro™ provides a high degree of configurability to allow clients to define when integration transactions occur and how those transactions process.
- The ePro™ Financial System Integration uses simple Transaction Validation steps to ensure that all financial transactions and their corresponding records are successful and complete

RTM

- POTENTIAL WEAKNESS, TECH-38: Integration with Secretary of State licensing system is not included in the proposed costs.
- POTENTIAL WEAKNESS, TECH-43: Integration to an inventory system "outside of SAP" will be additional costs.

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- WEAKNESS, TECH-50: The integration functionality does not have integrate receipt data to finance systems.
- Three req'ts need clarification.

Office Automation Integration, pg. 109 & TECH-61: Meets req'ts.

- Microsoft Office suite of products (.docx, xlsx, pptx, etc. – and previous versions) are considered a standard for business automation and used for digital transformation.
- also accept Adobe products and other standard transformation file formats such as RTF, JPG, XML, & CSV for uploading, attaching, and linking for business documentation
- CLM has
- integration into Microsoft Word for contract redlining between both parties.

RTM

- Meets req't.

Mobile Device Support and Mobile Applications, pg. 111 & TECH-62: Meets Mobile Device Support. Does not meet Mobile Applications.

- Users can utilize the Periscope suite of products on all their devices
- Periscope utilizes responsive web design rather than unique applications for each device type.
- POTENTIAL WEAKNESS, system does not have Mobile Apps.

RTM

- Meets req't

Data Ownership and Access, pg.112-114: Partially meets. Response discussed ways for customer to get copy of data but did not address ownership of the data.

Date Retention, Archive and Purge Considerations, pg. 114 & TECH-63: Meets req'ts.

- Periscope can configure it to
- meet State-specific retention policies.

RTM

- Meets req't.

Disaster Recovery Plan, pg. 115 : Meets req'ts.

- "Periscope's Contingency Plans and Disaster Recovery Plans (CP / DRP) are designed to mitigate the risk of system and service unavailability by providing written solutions for the prompt and effective continuation or resumption of mission-critical services in the event of an incident or disaster."
- "Periscope's Business Continuity Plans have been developed to comply with the compliance requirements, such as those of the Federal Information Security Modernization Act (FISMA), National Institute of Standards and Technology (NIST) 800-53 requirements."

Solution Environments, pg. 116 & TECH-64 thru 68: Meets req'ts.

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- standard environment deployments provide users acceptance (UAT), training, and production environments.
- Our non-production environments can be integrated into the State's lower testing environments to facilitate end-to-end testing.

RTM

- NOTE, TECH-65: Integration with Test and Training environments addressed in the Technical Proposal, pg. 116.
- Meets req'ts.

Solution Technical Architecture, pg. 117-125: Partially meets req'ts. Periscope will not provide technical architecture information without "execution of a non-disclosure agreement".

- BuySpeed™ modules are written with Java technology
- supports both SOAP and REST web service formats

Solution Network Architecture, pg. 126: Partially meets req'ts. Periscope will not provide technical network information without "execution of a non-disclosure agreement".

- "Periscope strictly adheres to the NIST 800-53 standards and is certified annually via a FISMA audit as well as SOC
- II and PCI-DSS audits. All of our architecture and tools, and associated policies and procedures, are examined and
- certified by these audits as being on par with industry best practices.

System Development Methodology, pg. 126 : Meets req'ts.

- Periscope develops and manages a Software Development Life Cycle (SDLC)
 - o "have a role-based access control system to restrict system access privileges"
 - o "there is a separation between non-production and production application environments"
 - o "three operational environments": Development, Test/QA, Production and Training."
 - o Performance testing with "JMeter and automated test scripts"
 - o Quality assurance program
 - o Configuration/Change Management methodologies.

Service Level Agreement, pg. 130-144: Partially meets req'ts.

- Did not provide a review of or accept States' SLA. Provided their Standard SLA but indicated that they are willing to negotiate "addition of certain elements". NOTE: details of their SLA are not bad. Focus is more 'customer/business operations' focused than is common in the industry. Though their Sev 2 definition would have been a Sev 1 with State's SLA.
- WEAKNESS, no Implementation SLAs.
- CONCERN, pg. 134 (pg. 4 of 14 in SLA): The available days/times in SLA states M-F, 6am-7pm MT" but in the Implementation Req'ts, Help Desk section (pg. 204 & 205) it states "M-F, 8AM-7PM ET".
- Attachment A-2, pg. 141 (pg. 11 of 14 in SLA): Positive is that SLA does cover Prod, Training, UAT and Demo environments.
- WEAKNESS, Attach A-2, Sev 2, pg. 142 (pg. 12 of 14 in SLA): The "Events" listed would have been Severity 1 in State SLA.

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Security Requirements 145-155 (see Part 2 doc)

Cloud Security Alliance (CSA) Compliance, pg.145: Does not meet req't. Did not provide either the CAIQ or a report "documenting compliance with CCM".

- We strictly adhere to the NIST 800-53 standards and are certified annually via a FISMA audit as well as SOC II and PCI-DSS audits. We are confident that the control families in the CAIQ are already addressed by these audits.

Security and Privacy Controls, pg. 145: Meets req'ts.

- "confirmed that the hosting environment satisfied the required technical controls as specified within NIST 800-53 revision 4 for a moderately categorized SaaS solution."

Security Certifications, pg. 145: Partially meets req'ts. Response did not indicate whether they have certifications/credentials for HIPPA, FERPA, CJIS, IRS Publication 1075, NIST SP 800-71 and FIPS 200.

- Periscope is annually audited by a third-party firm and certified FISMA, SOC II-Type II, and PCI-DSS compliant.

Annual Security Plan, pg. 145 : Does not meet req'ts. Periscope will not provide the req'd details without "execution of a non-disclosure agreement".

- "We strictly adhere to NIST 800-53 standards. As a standard part of our operations, we develop an annual security plan based, in part, on findings returned from"
- "Because the security information is sensitive and we have a high desire to protect all of our clients, we will only provide details of our security footprint with the execution of a non-disclosure agreement."

Secure Application and Network Environment, pg. 147: Meets req'ts.

- "Periscope secures the environment to ensure that perimeter devices such as firewalls and IDS are configured correctly to allow only recognized and valid connections"
- Tier III data center provides for a completely redundant and continually operating facility that has a 99.9% uptime track record. It is a carrier-neutral environment with 24 / 7 security and engineering staff."
- "Periscope uses the AWS application firewalls with elastic IPs."
- "Activity login is tracked"
- "All personnel "required to use multi-factor authentication"
- "has clearly defined data classification policies and procedures"
- "utilizes and monitors using Meraki IDS/IPS."
- "Secure data is encrypted at rest and data transfers are only accomplished via secure TLS 1.2 HTTPS protocols"
- "Periscope Platform is architected as a 3-tier application with a clear separation between the web, application, and database layers."
- "Periscope's Business Continuity Plans have been developed to comply with the compliance requirements, such as those of the Federal Information Security Modernization Act (FISMA), National Institute of Standards and Technology (NIST) 800-53 requirements."
- "Access to any client data is highly restricted (principles of least privilege) and monitored."

STATE OF MAINE INDIVIDUAL SME NOTES

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- "All Periscope computing devices have administrator-controlled anti-virus and system-controlled password protection."

Secure Application and Network Access, pg.150 & SEC-1 thru 5:

- "is hosted with AWS. Access to the system is restricted via VPN authentication, AWS Identity management, and ssh keys. Application access is secured with SSL (port 443) certificates supplied by the customer or issued through AWS route 53."
- "No customer Hypervisor settings are in place"
- "The system is scanned for vulnerabilities by Rapid7 and patched as available."
- "Meraki IDS is in place to detect and mitigate external threats to the network."
- "Being hosted in AWS, physical access is limited to AWS personal"

RTM

- POTENTIAL WEAKNESS, SEC-4: System does not use persistent cookies.

Data Security, pg. 151: Meets req'ts.

- "Adhere to NIST 800-53 standards"
- "certified annually via a FISMA, SOC II and PCI-DSS audits"
- System interoperability executed via HTTPS and TLS 1.2
- Data classification is based on the concept of need to know. "people who have a legitimate business need for the information"
- "controls are in place to authenticate the identity of users"
- "sensitive information is provided only after the written authorization of the Data Owner has been obtained".
- Data disposal, "a method must be used that completely erases all data". For media where data cannot be erased, the media "must be destroyed"

Personally Identifiable Information Protection, pg. 153: Meets req'ts.

- Periscope Solutions do not have PII information as a part of its data set. Should a supplier use their social security
- number as their tax-id the solution encrypts at rest, the tax-id, and any associated data points.

Security/Privacy Issue Occurrence, pg. 153/154: Partially meets req'ts. However the SLA document does specifically identify what Severity level a "security or privacy issue" would be classified as. CLARIFICATION, need Periscope to identify that a security or privacy issue would be classified as Severity 1 for their SLA.

- "Our service level agreements are designed to accommodate the handling of all issues, including Security and Privacy Issues"

PII Data Actual/Attempted Access or Disclosure, pg. 154: Response did not address the req't of responding to PII actual/attempted access. Though Periscope's position is that the "Solution does not have PII information as a part of its' data set" they do acknowledge that a supplier may use their social security number as their tax-id, so a response for that situation should be addressed.

STATE OF MAINE INDIVIDUAL SME NOTES

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Security Breach Reporting, pg. 154: Partially meets req'ts. However, need Periscope to identify that a Security Breach would be classified as Severity 1 for their SLA.

Implementation Services Requirements – pg. 156-207

Project Management, pg. 156-177: Partially meets req'ts.

- Periscope understands the importance of status reporting, deliverable management, issue management, and risk assessment and mitigation for the delivery of a successful project". "we discuss each of these" during "initial Project Set-Up"
- "The named Project Manager dedicated to the project will not be assigned to other projects during the implementation period."
- "Project Managers are PMP certified and many have public sector experience"
- CONCERN, Fig. 7.2 Sample Implementation Plan does not indicate if it represents a Small, Medium or Large State implementation, however the timeline of being 'live' with all functionality in 12 months is too aggressive. (pg. 157)
 - o 24 Months, System live in 12 months, Wave Rollout 2nd 12 months
 - o Unclear which "End Users" will be going live in months 11/12.
 - o Vendor Registration, live end Month 4... No System Test/UAT, without Integration
 - o Rest of system Big Bang over Months 11-12... No System Test/UAT
 - o Go Live Support, only month 12... does not reflect the req'd 3 month support and isn't providing support for what about adjustments during Rollout?
 - o Interface/integration goes live Months 11-12 but what about Vendor integration when Vendor goes live in Month 4
 - o OCM not included in the project tasks
- Typical PM deliverables: Proj Schedule Baseline, Scope/Change Control Plan, Risk Mgmt Plan/Risk Register, Status report, Payment/Billing Schedule
- Staffing plan (pg. 158-179): looks good
- State Project Support Plan (pg. 180-182) looks good.

Project Implementation Methodology, pg. 182-191: Generally meets req'ts however concerns about the workload on the Participating Entity at Go-Live (see below)

- "the plan is organized in a sequential manner, we have worked with clients to create and implement in a more agile manner than this plan's waterfall layout."
- Four phases: Project Setup/Analysis, Exploration & Design, System Implementation/Configuration, Post Implementation Go Live & Support (pg. 183)
- WEAKNESS, Administrative Data Migration and Data Entry, pg 188: As noted in the Data Conversion section, Periscope methodology only plans to migrate only Contracts and no other transaction data. Also, Supplier data migration is not planned.

**STATE OF MAINE
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- CONCERN, Go-Readiness, Configuration, pg. 189/190: the Participating Entity will be responsible for entry of configuration ("user data, approval paths, etc., customized printing/report features, punchouts, functional options") in the Production environment.

Catalog Support Services, pg. 192-194: Meets req'ts however note that Periscope does not create catalogs for Suppliers/State.

- "Periscope will analyze and consolidate data provided by the State on current suppliers."
- "Periscope will develop a comprehensive communication framework used to manage supplier outreach"
- "Periscope's supplier enablement team works with the supplier to enable their catalog and prepare them for successful, ongoing management of their catalog." (pg. 188)
- "Many suppliers complete this upload process without requiring assistance from Periscope, but our Supplier
- Enablement team conducts online meetings with suppliers to assist and review their catalog setup." Suppliers are expected to create/upload their catalogs. Periscope services does not include creating catalogs.
- Punchout: "Periscope will manage this configuration for the state and engage with
- the appropriate state and supplier resources to test, approve, and promote production." (pg. 189)
- "Periscope's support team will provide ongoing support of the State's suppliers"

Data Conversion Services, pg. 195: Meets req'ts.

- "our approach focuses on migrating only that data
- necessary to support core business functions in the new system at go-live."
- NOTE, the list of included data migration under Technical Req'ts/Data Conversion (pg. 105) does not include "User data/role assignments" which shows as included here.
- "Periscope will work with the State to develop a Data Migration Plan" State is responsible for extracting data into standard ePro™ data migration templates, data cleansing, and validation/signoff of migrated data."

Interface/Integration Development Services, pg. 196/197: Meets req'ts. NOTE: if any integration/interface requires changes from "existing" Periscope "specifications/capabilities" then there will be additional costs.

- POTENTIAL STRENGTH, Integration Module, pg. 72: Periscope has optional services to setup and manage the State's side of integration if needed.
- "Integration module was developed to enable integration across multiple financial systems"
- "our proposal includes services to review our existing integration module specifications and capabilities as described below to determine a fit-gap with the financial system. If they can be leveraged, then enablement is included as part of our project costs. If Periscope needs to accommodate a custom element to support integration to the financial system, we can work with the State to scope any required development to meet such custom elements and determine the impact on project cost and timelines."
- "the analysis phase, we also collect information on the requirements"
- "An Interface Design document will be developed, including specific data definitions, file formats, processing triggers, and processing and update requirements in both systems, using the Periscope ePro™ Standard Integration Module and the output available from it."

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Organizational Change Management (OCM Services), pg. 197-203: Meets req'ts

- "Periscope uses Prosci's ADKAR® Model of individual change". "acting as an assessment tool, providing guidelines for structuring key parts of our change management program, and facilitating important conversations about the change throughout the organization." (pg. 198/199)
- "change management must leverage both an individual change management model and an organizational change management approach." (pg. 199)
- "makes use of an informational project website and an email campaign to effectively communicate messages" (pg. 199)
- Agency Core Teams (pg. 200): "Each agency's core team is comprised of subject matter experts from the functional areas impacted by the system." "Core Team members later become "power users", providing support to the end-users in their agencies".
- Change Liaisons (pg. 200): "make use of departmental change advocates". "will be focused on assisting with the organizational change management activities for their agency
- Change Management Plan (pg. 200): "the communication plan, the sponsorship roadmap, the stakeholder engagement plan, the training plan, and the resistance management plan"
- Sponsorship Roadmap (pg. 202): "Sponsorship Roadmap is to create an actionable plan for preparing and leveraging all the sponsors to promote, gain support for, and drive adoption of the change"
- Stakeholder Engagement Plan (pg. 202): "approach to ensure that individuals or groups impacted by a change and those who can positively affect the overall success of the change are engaged in the change effort".
- Resistance Management Plan (pg. 203): "proactive resistance management and reactive resistance management tactics".

Training Services, pg. 203-208: Meets req'ts. The content in this section is repeated in the Managed Services Training Services section along with the sample Training Plan, see notes there.

Help Desk Services, pg. 209-212 & IMPL-1 thru 5: Meets req'ts.

- Periscope shall provide the following Support Desk services to User:
 - o Online support portal and ticketing system to report and track issues: Available 24 hours a day, 7 days a week; monitored during Business Hours (Monday-Friday 8am - 7pm Eastern excluding Periscope holidays);
 - o Ability to contact call center to report technical and functional issues during Business Hours;
 - o An easily accessible frequently asked question list and a technical and functional team available during Business Hours;
 - o Non-Business Hours response to tickets reported as Severity Level One issues;
 - o Ability to review responses to and update issues in the Online Support Portal;
 - o Ability to access online functional help tools such as quick reference guides and online video tutorials; and
 - o Ability to view all functional issues reported by the Customer in the Online Support Portal.
- "Support Analysts are equipped with industry-standard tools to meet the Support needs, including the Zendesk ITSM, telephone system, chat support and FAQ resources" (pg. 209) "will provide the State with read-only access to the State's instance of the Zendesk ITSM system" (pg. 211)
- "Customer Satisfaction (CSAT) surveys are provided to every user at the end of every ticketing experience." (pg. 211)

STATE OF MAINE INDIVIDUAL SME NOTES

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- Tier 1: by State unless alternate funding model accepted. Tier 2 & 3 by Periscope (pg. 211/212)

RTM

-

On-Site System Stabilization Support, pg. 212: Meets req'ts.

- "will enable the system setup and configuration tuning"
- "provide system utilization assessment, shoulder-to-shoulder mentoring of State operations staff, documentation of lessons-learned, resource management, and ongoing identification of opportunities to maximize the value of the e-Procurement solution assets."

Managed Services Requirements – pg. 213-253

Solution Support, pg. 213 & MNGD-1: Meets req'ts. However the Release testing program timing has concerns.

- CONCERN, 20/10/10 Program for releases, pg. 181 & pg. 213: Unless the functionality being testing is small in size, the number of days allocated in this plan is unrealistic.
 - o 20 days for Participating Entity to do UAT
 - o 10 days for Periscope to resolve issues found during UAT
 - o 10 days for Participating Entity to confirm fixes
- Performance metrics "set forth in the SLA", Participating Entity can request a review to the performance metrics "once a year". (8.1.7, pg. 214)

RTM

- MNGD-1: Periscope uses "Pingdom" to "monitor average response time"

Organizational Change Management (OCM Services) , pg. 218-224: Meets req'ts. Content in this section is exacts repeat of Implementation Reqs OCM Services, see notes there.

Training Services, pg. 225-245: Meets req'ts.

- "Using the ADDIE (Analyze, Design, Develop, Implement and Evaluate) Instructional Design Methodology" (pg. 226)
- STRENGTH, Micro-Learning videos (pg. 226): "Micro-learning videos" is a very effective approach to training videos.
- User-based Training Summary Table 8.4 - 9.10, pg. 226-229:
 - o POTENTIAL STRENGTH, the training curricula appear to be comprehensive and good fit for users.
 - o WEAKNESS, curricula are 'generic', not State specific, so State will have to build out companion materials to give State specific guidance.
- "we know that 70% of an individual's competency development comes through assignments (e.g., on-the-job experiences)" (pg. 229)
- "Core Team will have "Core Team Orientation" that "in-depth exploration of all major ePro™ functionality associated with the scope of the project." (pg. 229)
- Additional Training, pg. 229: CONCERN, the "knowledge transfer with key stakeholders" is only to the "Core Team" which is a limited/small number of people. So the issue of addressing "on-the-job experiences" to the broad number of users that will be trained is not going to be sufficiently

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addressed with only the Core Team receiving this "transfer" and also they will be too few as "super users" to help all of the agency users. Need a plan to build out these 'super users' in every agency.

- Sample Training Plan (pg. 230-245): plan is comprehensive and a good model.

Catalog Support Services, pg. 246-248 : Meets req'ts. Content in this section is exact repeat of Implementation Reqs OCM Services, see notes there (pg. 192).

Help Desk Services, pg. 248-251: Meets req'ts. Content in this section is exact repeat of Implementation Reqs OCM Services, see notes there (pg. 209).

Transition Out Assistance Services, pg. 251 -252: Meets req'ts

- "Periscope works with each customer to identify needs, scope accordingly, and develop a specific SOW for the delivery of identified services."

Other Available Services – pg. 253:

Other available services are included in Periscope's Innovation, Value-Add Section.

Innovations and Value Added Services – pg. 254: See notes from the General Principles, Innovation and Value-Add section.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s): 2

DATE: 9/17/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Own product. CLM.
 - Full service including catalog commerce. Marketplace. Supplier Network.
 - Promises speed to market.
 - 508 compliance.
 - Multiple ERP integrations.
2. Previous Projects
 - Public sector – 8 states.
 - Many local governments.
 -
3. Subcontractors
 - Example of CGI for Maine ERP integration.
 -
4. Organizational Chart
 - High level.
 - Roles not defined.
5. Litigation
 -
 -
 -
6. Financial Viability
 - Audited statement.
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

CATEGORY #(s) 2:

DATE: 1/18/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Public sector focused only. – Periscope ePro

8 states /1000 locals

Integrate to ERPS and financial systems

Equal opportunity and support local and MWDBEs – integrates to B2Gnow.

Modular standalone or full epro

General Principal and Requirements

- Key Solution Functionality Elements
 - P15 Single point of entry; SSO supported; ePro is transparency portal for posted solicitations and awards; contract spend; state supplier lists.
 - P16 Routing based on business rules; state establishes user-defined fields by enterprise or org. Admin set, not custom.
 - P18 Periscope cloud (instance) is portal to connect all aspects of the process for buyers and suppliers. – In-system chat for collaboration. Supplier side allows registration, bid responses, contract negotiations, PO receipt; invoicing; performance resolution; transaction fee submission.
 - P19 Marketplace catalogs for buying on contract; open-market catalogs;
 - P20 - list of examples ERPs and systems that integrate. (White paper on integration process). P23 *While Periscope Holdings will provide example XML and XSD schema documents for all XML transaction generated by this integration solutions, Periscope Holdings also offers XSLT transformation services, giving this solution additional flexibility in how the XML is formatted in the transaction.*
 - Default is that agency tool handles integration, but Periscope can provide transformation services to convert XML into acceptable format.
- User Experience – P41 Options: user can personalize home screen relevant to role; Admin defaults dashboard to role.
 - Some users will have ability to create ad hoc reports.
 - P42 Intuitive navigation aimed at fewest clicks to completion.
 - Central search bar on all pages; advanced search with field level search config with dropdown and free fields.
 - Guided workflows. (Wizard-drive fields - Nevada)
 - P45 – Color-coded homepage dashboard displays actions required or statuses of workflows. P46 – Alerts and reminders Alarm at top of every page.
 - Mobile access through browser.
 - Managers can track assignments and reassign with org/dept/location. Proxy features available.

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- P 48 Role-based functionality – *Standard roles are: department user, basic purchaser, accounts payable, auditor, super users, and multiple administrative roles) with the ability to assign unique privileges to each user.*
 - *Multi-organization access is granted to users as part of their overall user profile. This access is granted by Internal Administrators, a role that provides administrative privileges across all organizations.*
- Bidder Best Practices and Roadmap – Configurable – ca make changes through life of application.
 - P51 *ability to track a subcontractor from solicitation through contract utilization*
 - P51 - focus on public sector only, therefore only public approach contracting supported.
 - Agile development. – new features can be configured and phased in after go-live.
 - 2020 – added PCI compliant P-card vault; Added Reconciler to supplier report and payment portal.
 - P53 – ability to compare contracts based on value and sourced credentials.
 - Next steps – Predictive Intelligence, Guided Buying.
 - LMS for end users – appropriate to user group.
 - Roadmap: enterprise customer success; grow supplier network; continued innovation.
 - P55 – Triangle stack from bottom- Business intelligence; supplier fee admin; catalog loading and shopping; ux/ui design.
- Innovations and Value-Added Features/Services
 - Grants management. – deployed by Texas Department of Agriculture - ePro Sourcing variation that has rolling enrollment solicitation .Included as no0cost/value add.
 - NIGP consulting services
 - Strategic Sourcing
 - Diversity inclusion – integration to B2G; integrate to SAP by Phoenix Team; Procured vendor performance integration.
- Customizations/Extensions – P67 *Periscope development methodology follows the Agile method, which allows enhancements to be applied at a rapid pace. All enhancements built into our software are available to every customer. Our roadmap is published year ahead of schedule so customers may align their organization needs with the right tools provided on a scheduled basis.*
- Alternative Funding Models – Self-funded model – See p69. Shared revenue and opens the following:
 - Strategic Sourcing;
 - Supplier Support (tier 1) and enablement; account management; marketing of contracts; train poli-subs; admin fee collection.
- Contract transition – existing clients will determine best contract option for them. Previously have transitioned clients between contracts.

Functional Requirements

- General Functionality – COTS Marketplace – standalone or functional within the ePro system.
 - Can be used by all state agencies and polisubs.
 - Seamless integration of procurement functions: *online supplier registration, requisitions, online solicitations, online bid/quote, reverse auctions, evaluations, and tabulations, purchase order and contract awards, contract and catalog management, a public shopping Marketplace, delivery of orders to vendors, minority participation tracking, receiving, and invoice matching.*
 - Cloud-based SAAS. Hosted on AWS.

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- P74 *Much of the work performed by Periscope's Hosting and Infrastructure Team will be performed behind the scenes, setting up and supporting the off-site hosting infrastructure for the solution.*
 - ERPOC-GEN-6 – Integration with state data warehouse and State BI reporting – not available – roadmap item.
 - EPROC-GEN-32 – Only English language system available
- Supplier Portal – P75 *Once a supplier has completed their registration and received their unique login information, they may log into their portal. A supplier may self-maintain their profile, read State posted communications, review and respond to bid opportunities, create and review quote history, receive and acknowledge purchase orders, receive contracts, create and track invoices, maintain catalogs, etc.*
- Supplier Enablement/Management – State will onboard suppliers or Periscope can provides as additional offering or in alternative funding model.
 - P76 *State users with roles of Internal Administrator (who have full administrative privileges in the system) or supplier Administrator (whose administrative privileges are limited to supplier data) can manage supplier settings and supplier records in ePro.*
 - P77 *Typically, active suppliers are loaded into ePro using data from the financial/ ERP system at go-live, with a synchronized Alternate ID linking the ePro supplier account to the existing account (as well as a link for each supplier's address). After go-live, supplier data is sent to the financial/ERP system when an award is made to a supplier (the specific timing will be determined with the State as part of integration design).*
 - EPROC-VDR – certain data validations will require integrations. Pricing varies by state's need.
- Buyer Portal – P77 *All buyers will initiate and utilize activities to complete the full life cycle of procurement activities through this portal. ePro allows users to create new procurements, search for existing procurement and purchasing documents, update their user profile, view alerts, and access other system features all from the Homepage.*
- Need Identification - P77 – based on the item being requested, privileges, and configured business rules to route that request through the appropriate steps to facilitate efficient procurement completion.
 - ePro demand aggregation functionality allows for ease of combining all agencies ' needs for the same items and/or services into one solicitation without the redundant work of recreating the line items.
 - P78 *Once a Need is Identified and submitted, the ePro approval and workflow engine are triggered. This provides the ability to easily configure and manage automated approval workflows meeting State business rules and can be based on a range of criteria, including; document type (requisition, solicitation, contract, etc.), dollar amount, organizational unit or department, commodity code (e.g., IT goods/services, vehicles, etc.) and general ledger account code.*
 - EPROC-NEED-5 *ePro supports all types of needs. A user can request items (services and commodities) off contract through catalogs and punch outs. Requisitions can also be placed as RPA, open market, or demand. A solicitation can be created for unique purchases such as a quick quotes, emergency purchase, competition impractical, etc.*
- Request through Pay – claimed request-to-pay cycle time reductions over 40% for state clients.
 - Roles and privileges limit access to areas staff don't need and guide them through procurement steps.
 - Search marketplace catalogs from PC or mobile devices.

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- P81 Guided buying process. Hosted catalogs; Punchout level 2; option to add noncontract vendors.
 - P82 POs central document for tracking; receipts of good and services can be entered based on quantity or dollar.
 - P84 Pcards can be used to pay transactions processed through the system for suppliers that accept it.
 - P85 Credit memos can be used to adjust for canceled or returned goods or services.
 - P85 Subcontractor payments can be tracked; subs will login to verify their payments to the state.
 - P85 Epro can integrate with sending XML files via HTTP or web services delivery to financial systems
 - P85 Epro can managed pre-approved multi-supplier agreements – obtaining future price quotes. *POs and contracts generated through Solicitation-Enabled Contracts are considered “releases” against that Solicitation-Enabled Contract (the PO # is the Solicitation-Enabled Contract concatenated with the release number). Spend recorded through those POs and contracts is aggregated and displayed on the Solicitation-Enabled Contract as “Dollars Expended to Date.”*
 - PROC-PRD-11 – recurring orders – not part of functionality
 - EPROC-PRD-59 – non workdays not specifically highlighted. Weekday/weekend shown.
 - EPROC-WRK-10 – override function not available for approvers – only creators have the capability to override or bypass.
 - EPROC-WRK-13 – line level approvals not part of functionality.
 - EPROC-PC8-21 – Pcard reconciliation not part of functionality.
 - **EPROC-RC-3 and -4 – Entering receipts without PO not part of functionality. Periscope asks for use case to determine if it should be. Cites not best practice.**
 - EPROC-INV-8 – No email functionality for invoices with comments and attachments.
- Catalog Capability – Marketplace. Claim is contract spend increases of 51% adopting marketplace.
 - All catalogs in one location; no limit to number of catalogs; Periscope will promot catalogs.
 - *P 87Working with our client-partners has afforded us the ability to create a solution that solves many of the issues that*
 - *continue to plague public sector procurement.*
 - *Marketplace is built to provide agencies, users, and suppliers with a streamlined user interface, but with government required*
 - *control. The following capabilities are included in Marketplace:*
 - *1. Unlimited catalogs from the State*
 - *2. Level 1 and Level 2 punchouts*
 - *3. External cooperative contracts*
 - *4. Other publicly sourced contracts provided by suppliers*
 - *5. Automatically displayed price comparison shopping between all types of contracts, including open-market*
 - *6. Supplier enabled/updated catalogs and pricing with automatic administration notification if there is a price*
 - *change*
 - *7. Multi-catalog capability for the same supplier*
 - *8. Open market / off-contract access to catalogs*

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Periscope Holdings

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- 9. Workflow and approvals that can be configured based on specific business unit requirements
 - 10. Order generation and electronic delivery to vendors
 - 11. Payment methods including P-Card and purchase orders
 - 12. Administering and collecting administrative fees
- P88 Catalog suppliers have numerous methods to connect to the State. They are able to provide Level 1 and Level 2 Punch Out, XML Sync, CSV, or utilize internal catalog management. Our supplier enablement team will be responsible for working with the suppliers to load/enable their catalogs, and we will work with the State's catalog administrator to decide which catalogs to turn on and when.
- Catalogs can be loaded by suppliers, agency personnel or, Periscope. Periscope typically takes on the supplier enablement responsibilities, assisting suppliers.
- punchouts are based on industry-standard cXML.
- Sourcing/Bid Management
 - P89 process. All related documents created during the purchasing cycle are linked, stored in the solution, and searchable, allowing for easy retrieval of information and availability for audit purposes. Documents are routed through the solution based on predetermined approval authority, and the solution automatically tracks and updates the status of individual procurement documents, attachments/templates/forms and processes (with dates and times for changes in status provided) based upon the automatic or manual completion of related documents and events. This linkage provides an inherent method of audit tracking all activity throughout the process and enables a guided procurement process, from initial submission of qualifying docs and price points, through award and contracting activities.
 - P90 modules also enable RFx documents to be drafted using stored templates and clauses. Once drafted, identified users can collaborate on the RFx document (storing all versions for comparison), and finalize it prior to including it on the solicitation to be posted publicly. Posted bids are published on the web to enable public transparency and electronic response by registered suppliers. After the response time has ended, bid responses can be viewed, evaluated, and awarded via the BID tab, which can be sorted by different criteria.
 - P91 integrated into the Periscope Supplier Network (PSN) database, allowing the State to extend notifications beyond those suppliers who are directly registered in the State's system.
 - P93 – unique solicitation types. Solicitation-enabled contracts; Demand Req; Reverse auction exceeding 1k items; open and rolling enrollment.
 - P82 – Open, informal, closed bid options supported. Q&A option through portal.
 - Supplier responses can be encrypted and locked until opening date; vendors can withdraw submitted bids and resubmit prior to opening time.
 - Epro compiles bid tabulation to review. BAFO can be requested through portal. Bid tabulation not public until award completed/PO or contract issued.
 - Intent to award status; multi awards supported.
 - P87 Evaluators can log in to submit individual responses and attachments. *Evaluation committee members, predetermined by the State, may log into a secure scoring/evaluation tool that tabulates individual responses into configurable reports.*
 - Protest submission and management.
 - EPROC-SRC-3 – Two step ITB not supported.

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- EPROC-SRC-83 – No integrated video conference. Third party link can be inserted. Attachment can be uploaded.
 - EPROC-SRC-117 – cost can be hidden from evaluators but not bidders' names.
- Contract Management – P101 *web-based contract management solution that allows users to create, approve, negotiate, execute, manage, retrieve, and report on every contract type and version across the organization.*
 - *Built-in automated workflow and approval paths enable projects to flow seamlessly through drafting, negotiating, maintaining, and closeout. The solution also has electronic signature capability between the State and a supplier.*
 - *solution provides the ability to create contracts from custom templates, providing common language needed to meet legal directives, or any other regulations, standards, and guidelines required. Based on user input, the appropriate clauses are joined together in a contract document wherever they are needed. Clause library available.*
 - Standard and ad hoc reporting. Automated reports to user or groups.
 - Contracts can be archived.
 - Visibility into contract spend. Change order functionality.
 - Supplier fees can be managed from item pricing or ad-onn fee.
 - EPROC-CNT-34 – backdated contracts can be entered. Marked BP.
- Vendor Performance
 - P104 State can define performance issues to be reviewed and responded by supplier; Along with scheduled contract review, supplier performance rating created for supplier profile.
 - EPROC-VPE-20 – Orders for contract items cannot be sent without the contract number in ePro, therefore notifications as stipulated would not be sent.
- Purchasing/Data Analytics – Epro Business Intelligence Solution.
 - Pre-built analytical reports. KPIs.
 - Multiple spend analysis, cycle time, workload management, contract usage and supplier reports bundled. Ad hoc reports available.
 - Dashboards streamline reporting and review.
 - EPROC-PDA-37 – price comparison for contract items and non-contract items in the Marketplace not available.

Technical Requirements

- Availability – sample SLA – 99.99% time outside schedule maintenance. 5% credit of monthly cost if not met.
- Accessibility Requirements – good faith. P113 *With new feature releases, our software is tested for web accessibility standards with the Rehabilitation Act Federal ICT Accessibility / Section 508, W3C Accessibility Initiative, and WCAG 2.1 Level AA (which exceeds Section 508's standards).*
- Audit Trail and History – Robust tracking claimed. Logs: User ID; date//time; changed information; outcome; if NIST800-53; other state-required info. Admin can set permissions to grant deletion or modifications; can export logs; can generate reports.
 - **EPROC-TECH-4 – Marked A** but comments say not part of solution. Override approvals not permitted.
- Browsers Supported – Chrome, Firefox, Edge, Safari – Mac or PC.
- User Accounts and Administration – Combination of Superuser and Standard User roles.

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- Superuser roles breakdown responsibilities for internal and external, enterprise and agency.
 - Standard users limit access to appropriate modules.
 - Marketplace User Roles. – Agency users for shoppers, admins, approvals; Supplier Users for seller (maintain catalogs) and seller admins (maintain profiles and catalogs).
 - P116 Unlimited user access provided – not seat-based license costs.
 - EPROC-TECH-12 – Dual Buyer and supplier account logins not supported.
 - EPROC-TECH-18 – Email confirmations of account changes not supported. (listed as BP, but this is actually non-compliant functional)
- User Authentication – P117 SSO – SAML (XML-base) – 2.0.
 - ADFS, oneLogin, Okta, Auth0, Salesforce – previously integrated.
 - User security and controls – group and user-defined solution privileges.
 - P17 – passport controls listed.
- Federated Identity Management – See previous.
- Data Conversion – P118 *approach focuses on migrating ONLY that data necessary to support core business functions in the new system at go-live. Historical data should be accessed outside of the new eProcurement system (e.g., in a data warehouse, etc.).*
 - *Best practices recommend that clients work with vendors to create new accounts once ePro goes live, as many times additional data elements are requested beyond what is captured in legacy systems. However, we can provide optional pricing to the State to migrate existing vendors using standard ePro data migration templates and utilities.*
 - *Periscope resources will work with the State to develop a Data Migration Plan, addressing the scope, timing, and validation steps to be used in migrating in-scope data elements.*
 - *P119 The State is responsible for extracting data into standard ePro templates, data cleansing, and validation/signoff on migrated data before loading in production.*
- Interface and Integration - P119 *standard XLM Interface Module to facilitate integrations, as well as the capability for customized integrations*
 - *integration can either create a new supplier record or make updates to an existing record. To update an existing supplier record, updates are passed from ePro to the financial system whenever updates are made to a supplier record within ePro.*
 - *When configuring an agency's integration, the customer and Periscope will determine together at which point in the purchasing process that the agency would like ePro to trigger transactions to their financial system. (automated process.)*
 - *Additional detailed description of transcription integration process and examples of validation messages.*
- Office Automation Integration – Office files are incorporated and can be loaded for procurement activities. – Exports are CSV.
- Mobile Device Support – As noted in general functions, responsive web-based design makes Periscope systems work on iOS and Android tablet and phones.
- Mobile Applications – See previous.
- Data Ownership and Access – Detailed explanation of reporting capabilities and spend reports. Not responsive to Data ownership.
- Date Retention, Archive and Purge Considerations – *P127 Periscope's ePro solution, by default, maintains information in perpetuity. However, Periscope can configure it to meet State-specific retention policies.*

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- EPROC-TECH-63 ePro provides the ability to archive data from a production environment while keeping the data available for reporting on historical data.
- Disaster Recovery Plan – P128 Initial assessment of damage/disruption may lead to Continuity or Disaster Recovery plans being implemented. (Periscope plans are separate from AWS DRP)
 - Annual failover testing performed.
 - In the event of a disaster declaration, SLAs are suspended until the primary site is restored. Needs clarification – who declares a disaster declaration – a state declaration? If the system is offline, why would SLAs be suspended? For example, if this means a state declaration, the entire state of Texas is under a COVID disaster declaration for nearly 2 years, but that is not impactful for a data center, compared to the Texas storm that caused significant power outages in the state? Shouldn't the data centers have backup plans to ensure continuity?
 - Full disaster recovery is defined as a full loss of critical systems within the primary data center for an extended period of time. The RTO for recovery is 24 hours. Before performing a full failover, executive management and IT meet to determine the extent of the outage and if a full failover must occur. Only authorized Periscope IT and Executive management can approve the execution of a full failover recovery.
 - Periscope Platform is architected as a 3-tier application with a clear separation between the web, application, and database layers.
 - Periscope's Business Continuity Plans have been developed to comply with the compliance requirements, such as those of the Federal Information Security Modernization Act (FISMA), National Institute of Standards and Technology (NIST) 800-53 requirements.
- Solution Environments – P129 Periscope's standard environment deployments provide users acceptance (UAT), training, and production environments.
 - Our non-production environments can be integrated into the State's lower testing environments to facilitate end-to-end testing.
- Solution Technical Architecture – P130 adheres to the NIST 800-53 standards and are certified annually via a FISMA audit as well as SOC II and PCI-DSS audits.
 - Periscope solutions are hosted with Amazon Web Services (AWS) with each ePro client segregated in their own virtual private clouds to ensure absolute isolation between clients. All system interoperability between Periscope and our clients is executed via HTTPS and TLS 1.2.
 - supports both SOAP and REST web service formats and easily integrates with many standard systems.
 - does not use open APIs, but we build each integration/interface to the specifications of the client.
- Solution Network Architecture – P139 All databases reside solely in US-based cloud storage and are strictly segregated from any other databases.
 - Periscope applies the principles of least trust in all of our environments.
- System Development Methodology – P139 Periscope develops and manages a Software Development Life Cycle (SDLC) for the organization.
 - SDLC activities and tasks address the following ten activity areas:
 - 1. Project Initiation/Definition – Discovery, Estimation, SOW, High-level Requirements
 - 2. Risk Assessment

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- 3. Functional User Requirements (User Stories)
 - 4. Technical and Architectural Systems Design
 - 5. System Programming or Customized Off the Shelf (COTS) Software Development/Acquisition
 - 6. Quality Assurance
 - 7. Documentation and Training
 - 8. Systems Testing and Acceptance
 - 9. Installation
 - 10. Maintenance / Application Sunset
- Service Level Agreement – File3 – Part 2 sample SLA provided **MARKED CONFIDENTIAL**
 - Details issue severity levels. Highest level – Severity 1 addressed 24/365.
 - Scheduled maintenance – 2nd Friday per month during non business hours or mutually agreed time.
 - Disaster Recovery – RPO of no more than 1 hour of lost data. RTO = <24hours.
 - Contractor support desk – 24/7 electronic online support and ticketing. Call center to report issues during business hours; technical and functional team available during business hours.
 - Severity level 1.- response in non-business hours. Response time stated in attachment A - 15 minutes.

Security Requirements

- **Cloud Security Alliance (CSA) Compliance**
 - P2-16 We strictly adhere to the NIST 800-53 standards and are certified annually via a FISMA audit as well as SOC II and PCI-DSS audits
 - CAIQ not provided without NDA.
- Security and Privacy Controls - Periscope performs an annual FISMA compliance audit administered by an independent third party to ensure that we maintain the appropriate security posture for a medium categorized offering. The audit confirmed that the hosting environment satisfied the required technical controls as specified within NIST 800-53 revision 4 for a moderately categorized SaaS solution.
- Security Certifications
 - HIPAA, FERPA, CJIS Security Policy, PCI Data Security Standards (DSS), IRS Publication 1075, FISMA, NIST 800-53, NIST SP 800-171, and FIPS 200 if they apply.
 - Periscope is annually audited by a third-party firm and certified FISMA, SOC II-Type II, and PCI-DSS compliant.
- **Annual Security Plan** – Repeated NIST 800-53 statement **Plan not provided without NDA.**
- Secure Application and Network Environment – Internal **Plan not provided without NDA.**
 - P2-18
 - Externally: Periscope uses the AWS application firewalls with elastic IPs. Login is established with SSL encryption.
 - Internally: Host to host communication is limited to specific use only.
 - Periscope's Business Continuity Plans have been developed to comply with the compliance requirements, such as those of the Federal Information Security Modernization Act (FISMA), National Institute of Standards and Technology (NIST) 800-53 requirements. Each BCP is maintained on an ongoing basis, with critical processes tested at regular periodic intervals. The BCPs will not only provide for recovery from an

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interruption of services but also put measures in place to prevent or reduce the likelihood of an interruption.

- Secure Application and Network Access
 - ePro is hosted with AWS. Access to the system is restricted via VPN authentication, AWS Identity management, and ssh keys. Application access is secured with SSL (port 443) certificates supplied by the customer or issued through AWS route 53.
 - No customer Hypervisor settings are in place. Virtualization is controlled with Terraform and its version controlled.
 - EPROC-SEC-1 – Because of browser-based password storage, new user functionality not tracked as new device. N.
 - EPROC-SEC-4 – Persistent cookies not used. N.
- Data Security – See previous.
 - P2-24 Data classifications provided.
- Personally Identifiable Information Protection – P24 No PII in Periscope data. Tax-id and associated data points encrypted.
- Security/Privacy Issue Occurrence -P2-24 *The contractor will notify the Customer any time the Solution is not available as soon as practical, but not more than one hour, after becoming aware of such unavailability.*
 - *4-stage severity level. Level 1 – 15 minute response – 24hr restoration.*
- PII Data Actual/Attempted Access or Disclosure – See previous PII
- Security Breach Reporting – See previous Security occurrence response.

Implementation Services Requirements

- Project Management – P2-27 Shared Ownership/Collaborative decision-making/Sustained focus on project goals/right resources.
 - Dedicated project manager. Details of PM provided with implementation sample timeline.
 - 4 phases: 1. Project setup and process analysis; 2. Exploration and design; 3. system implementation and configuration; 4. Go live and go live support.
 - In addition to the implementation activities and deliverables, Periscope will provide ongoing project management services throughout the life of the project
 - • Project Schedule Baseline; including key milestones and project deliverables
 - • Scope & Change Control Plan
 - • Risk Management Plan & Risk Register
 - • Status Report & Monthly Reporting Templates
 - • Payment/Billing Schedule
 - Staffing: Project Director; PM; business lead; technical lead; organizational change manager; hosting and infrastructure team (supports AWS); Supplier enablement and marketplace onboarding; customer success and (ongoing) Support team.
 - Table of time commitment for each of major staff identified.
 - P2-32 *Periscope will provide on-site support including representatives from the project team (including project manager and functional analyst representation). These resources will assist in monitoring user adoption, resolving issues, and helping the Support Team defined below to resolve issues. Face-to-face contact is imperative for a successful project, however, this approach is not necessary for all stages of implementation. In fact, our experience is that projects are most successful when the project team is onsite just the right amount of time. Post go-live onsite 30 days.*

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- Project Implementation Methodology
 - P2-48 *plan is organized in a sequential manner, we have worked with clients to create and implement in a more agile manner than this plan's waterfall layout. For example, we often prioritize and accelerate the implementation of certain ePro modules that do not require interfaces with other systems (e.g., supplier registration, Marketplace, solicitations/ awards, etc.) or in cases where integrations will be developed and implemented in subsequent project phases. We have found this approach to be effective in creating momentum and early successes, smoothing workloads, and minimizing risk concentrations.*
 - P2-50 *business process focus is used throughout our implementation to ensure that we are focused on the underlying changes affecting end-users and on the key targets for process and management effectiveness. Our approach is to focus on improving business functions, not just implementing new software.*
 - P2-51 *Core Team Orientation, Periscope leads the State in an in-depth orientation to familiarize the core project team with Periscope ePro.*
 - *training is designed to provide core team members with hands-on experience in system navigation, baseline functions, configuration options, and common uses of the system. The objectives of this orientation are to provide a level of comfort with the system that will allow core team members to identify process improvements that can be realized as part of system implementation, to support configuration and usage decisions, and to identify gaps to be addressed. (orientation include a core team consisting of the project manager(s), future system administrators, and key stakeholders and users who will be affected directly.)*
 - *We will work with the State personnel to gather, format, load, and validate the following data:*
 - • Contract header data
 - • Contract items (descriptions, pricing, unit of measure, etc.)
 - • Organizational data including agencies, departments, users
 - • Departmental bill to/ship to addresses
 - *Periscope will also provide guidance and templates to the State for collecting approval and user data that will support the State's creation of approval paths and user rights.*
 - *Periscope supports the planning phase of user testing by providing the State with guidance and recommendations on the user testing approach, user testing scenarios, and user testing tracking templates. We highly encourage our customers to adopt a user testing approach based on functional scenarios rather than scripts.*
 - *During the user testing process, we work closely with the State to understand, investigate, and respond to testing issues.*
 - ***Needs clarification P2-56 Periscope will provide on-site support for ninety (90) days following system go-live. (P2-32 said on-site staff for 30 days.)***
 - *Team members participating in on-site support will work with the State's support resources to manage the diagnosis and response to user and technical issues. Where necessary, issues will be escalated to Periscope's dedicated support team for analysis and resolution.*
 - *Periscope testing:*
 - *The following test processes are executed on every release:*
 - • Unit Testing

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- • *Functional Testing*
 - • *Integration Testing*
 - • *Regression Testing*
 - • *Interface Testing*
 - • *Microarchitecture Testing*
 - • *Multitenancy / Multiplatform / Multidevice / Multi-browser testing*
 - • *Private / Public Cloud testing with third-party vendors*
 - • *Compliance / 508 testing*
 - • *Security / Penetration testing*
 - • *Performance / Availability and Scale testing*
- *Releases are issued quarterly, following our 20-10-10 program:*
 - *User Testing – the 20/10/10 Program*
 - • *(20) After deployment to UAT, customers are provided 20 business days to test their business processes across the newly released product features and to gain familiarity before going live.*
 - • *(10) Periscope then resolves issues specific to the release, over the course of 10 business days, deploying a patch to UAT by the end of this period.*
 - • *(10) After the patch is deployed, customers have 10 business days to confirm that the issues identified during the first 20 days in the patch have been resolved.*
 - • *Following the completion of testing, the release is promoted to Production and Training regions.*
- *Catalog Support Services – P2-56 The primary and initial focus will be on suppliers that have a statewide contract and then shift to other suppliers doing business with the state wishing to do so.*
 - *Suppliers will be categorized into distinct groups in order to provide a structured and tailored approach to enablement, based on how those suppliers currently do business with the State. Each supplier category can potentially have a different business relationship with the State, which affects the timing for outreach, how we message them, and the degree of data needed for them.*
 - *P2-59 Periscope will manage a webpage to provide information for potential, new, and existing suppliers. Throughout the initial campaign, the focus of the website will be encouraging supplier registration and participation.*
 - *Periscope will develop materials to provide suppliers with knowledge on how to complete the activities required of them in ePro. Rather than provide a formal, classroom training program, suppliers will be provided with online materials published on the Supplier website. Videos – specific supplier activities; quick ref guides.*
 - *P2-60 Ongoing support: Periscope's support team will provide ongoing support of the State's suppliers. Our supplier enablement team and our support teams combine to serve our supplier users throughout the life of the contract with the State. While suppliers are trained and able to inactivate their catalog offerings and to set parameters on which agencies they allow to use their catalogs, our supplier enablement team can also assist them in turning off published catalogs.*
- *Data Conversion Services – Pretty much the same as Data Conversion description in Functional Requirements.*
 - *Periscope will work with the State to develop a Data Migration Plan; addressing the scope, timing, and validation steps to be used in migrating in-scope data elements. We will also document data requirements for ePro conversion utilities, and develop extract*

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- plans from existing legacy systems. We will develop a plan for gathering such data, loading it into test environments, validating, and preparing for production data loads.*
- Interface/Integration Development Services – P2-62 *During the analysis phase, we also collect information on the requirements associated with any planned interfaces/integrations. Periscope technical analysts will work with the State to review the data flows between Periscope ePro and the financial system.*
 - *The State will be responsible for providing technical resources with expertise on the financial and other State systems.*
- Organizational Change Management (OCM Services)
 - *OCM approach is focused on the organizational change management elements of communication, stakeholder engagement, and resistance management. The objective is to provide key stakeholders with the information and tools needed to successfully transition to the new ways of working.*
 - *Engage early and often; use various channels to communicate messages repeatedly.*
 - *Actively manage resistance. Monitor and measure effectiveness.*
 - *ADKAR is an important element of our structured approach to managing change and we use it to:*
 - *• Develop a change management plan for your employees*
 - *• Diagnose employee resistance to change*
 - *• Develop tactics to address employee resistance to change*
 - *• Help employees' transition through the change process*
 - *We proactively track and manage feedback along the way and when resistance is encountered, we react rapidly and appropriately with resistance management techniques.*
 - *Tailoring the communication activities to the audience needs.*
 - *Change Curve Exit – Awareness; Desire; Knowledge; Ability; Reinforcement.*
 - *The purpose of the Sponsorship Roadmap is to create an actionable plan for preparing and leveraging all the sponsors to promote, gain support for, and drive adoption of the change. As early as possible, Periscope's Change Management Lead will also make recommendations to address any sponsorship gaps that must be addressed for successful adoption of the change.*
 - *Stakeholder engagement plan and Resistance management plan.*
- Training Services *Training plan: training roles; learning approach & tools; learning development methodology; state resources.*
 - *P2-71 Microlearning videos; e-learning & simulations; virtual instructor-led training; classroom training.*
 - *Blended user training approach that allocates training resources to best meet needs and contain costs. That means leveraging technology to deliver training content to many users (through a Learning Management system or other web-based programs).*
- Help Desk Services
 - *Tier 1 Level Support – Provided by Periscope or the State depending on funding model. If the State assumes Tier 1 support responsibilities, Periscope will work with the State to set up a sustainable Help Desk for Tier 1 Level Support by defining support staffing requirements, including the number of resources, identification of training requirements, and definition of roles and responsibilities.*

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- *Tier 2 Level Support – Provided by Periscope. Tier 2 Support Analysts have a deep understanding of the ePro solution and are experienced in providing detailed guidance to user stakeholders*
- *Tier 3 Level Support: Periscope will provide Tier 3 Support services in accordance with the State's description. The Tier 3 Support analysts have extensive experience with Periscope's product as well as the implementation and operation in multiple client environments.*

On-Site System Stabilization Support The post-go-live support stabilization team will enable the system setup and configuration tuning as deemed appropriate by the State Stakeholder team.

Managed Services Requirements

- Solution Support
 - Periscope will maintain the performance and availability of the Solution throughout the life of agreement.
 - Anticipated changes are outlined for each release in a series of release notes which are provided to Customers. The first set of release notes are provided to participating entities twenty (20) days prior to a scheduled release being deployed in a Customer's UAT environment of our Release Management Program
- Organizational Change Management (OCM Services) – See OCM description in Implementation.
- Training Services – Separate or does it need to be incorporated in existing state LMS?
 - Sample Training plan provided.
- Catalog support services. – Same as implementation.
- Help Desk Services – 4 phase severity plan.
- Transition Out Assistance Services – See value-added from introduction.

Video Demonstration

- Demoed elements and implementations services.
- Requisition, solicitation, catalogs, POs and Invoicing. Reporting through procurement process.
- CLM contract life cycle; S2G supplier to govt.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: ProjectDog

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 1)
 - Provides services “automating RFS, FRQ, SOQ, RP, General/Sub and Trade Contractor bids”.
 - SaaS platform that “electronically distributed, bid and solicited” capital improvements.
 - It is unclear whether they provide tools for organizations issues solicitations or for Suppliers trying to submit bids/responses to solicitations.
2. Previous Projects (pg. 2)
 - Projects identified did not provide details to assess.
 - While the letters of reference do demonstrate positive customer perceptions of this company and the technologies they provided they do not give real insight to the work or solutions that ProjectDog provided.
3. Subcontractors
 - No subcontractors.
4. Organizational Chart (pg. 67)
 - Project org chart provided with named staff but no details provided to assess the staff/roles.
 - Suggest exploring whether they have sufficient staffing to support multiple State implementations at the same time.
5. Litigation
 - No litigation.
 -
 -
6. Financial Viability
 - D&B report not provided.
 - 3 years financials not provided.
 - Insufficient details provided to assess.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: ProjectDog Inc.

CATEGORY #(s): 2

DATE: 9/17/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - E-procurement since 1999. Construction focused.
 - SAAS RFX modules
 - State and local government agencies.
2. Previous Projects
 - Provided letters of recommendation and long list of projects bid through its tool without emphasis on the tools provided.
 - Public/private sector.
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Identified 9 key staff by name and title – not clear if this is the entire project team..
 - Workflow hierarchy chart lacked definitions for roles.. More detail preferred.
5. Litigation
 - None reported.
 -
 -
6. Financial Viability
 -
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysintellects

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 3/4)
 - Build/support “high end technology products, custom software solutions” within “public sector”.
 - “Contract solution provider for enterprises, public sector and Government”.
 - Provide “Contract Experience (CMx)” contract management software platform.
2. Previous Projects (pg. 4/)
 - Projects did not provide details other than identifying that the proposed solution was implemented for the customer.
 - Project examples do include public sector though not at the scale/size of a State implementation.
 - **Tarrant County Criminal Justice Dept:** “End to End CLM”
 - **Iowa Dept of Transportation:** “CLM & Electronic Signature”
 - City of Brossard: “End to End CLM”
 - **Howard County Public School System (HCPSS):** “CLM & Electronic Signature”
 - **Northern Council for Further Education, UK (NCFE):** “CLM & Electronic Signature”
 - **National Society of Black Engineers (NSBE):** “CLM & Electronic Signature”
3. Subcontractors
 - No subcontractors.
4. Organizational Chart
 - Company org chart, not project org chart.
 - Project Team did identify primary roles but there were not enough details to assess the experience of each.
 - Suggest exploring whether they have sufficient staffing to support multiple State implementations at the same time.
5. Litigation
 - No litigation.
6. Financial Viability (pg. 7/8)
 - Full D&B report was not provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysintellects

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Balance sheet only provided insight into “Assets”, not detail to understand financial health or profitability.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sysintellects (CMX)

CATEGORY #(s): 2

DATE: 9/17/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - U.S.-based – formed 2013
 - contract development or contract management tools. (life cycle)
2. Previous Projects
 - Local governments / state transportation.
3. Subcontractors
 - None
 -
4. Organizational Chart
 - Org chart listed certain titles for roles. More detail preferred.
 - Limited project name information (unidentified).
5. Litigation
 - None reported.
 -
 -
6. Financial Viability
 - D&B report seems incomplete.
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Value Innovation Technologies

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 1)
 - “SaaS technology and business process automation company”.
 - Provide “advisory & spend management services and eCatalog technology”.
 - Build/maintain “customized electronic catalogs”.
 - “eLink platform has managed over \$300M in transactions from over 100,000 users”
2. Previous Projects (pg. 2/3)
 - Experience shown for marketplace creation and integration with finance and other procurement systems.
 - **Northwestern University:** Developed marketplace of “local vendors”. Integrated it with procurement platform.
 - **City of Cincinnati:** Developed marketplace “for electrical supplies”. Assessment of “workflow, business rules and integration points”. Integrated with finance and Maximo systems.
 - **Premier Inc.:** “Provided perpetual license” so they could create an online marketplace.
 - **Johnson & Johnson (J&J) companies:** Integrated eLink to their Ariba procurement platform for use by 70 J&J companies with “decentralized workflow and business rules”.
 - **Northrop Grumman:** “Built a marketplace” and integrated to procurement platform.
 - **Atrium Health:** “supported a double punchout integration”... unclear what this means.
 - **PepsiCo:** “supported a double punchout integration”... unclear what this means.
 - **US Postal Service:** Implemented “office supply marketplace”.
 - **City of Evanston:** “Consulting project demonstrating” how to “increase spend with local and diverse businesses”.
 - **National Drug Source:** “Built custom marketplace” to “sell products to international hospitals”
3. Subcontractors
 - No subcontractors.
4. Organizational Chart
 - Org charge is for the company, not a project implementation. Could not assess.
 - Suggest exploring whether they have sufficient staffing to support multiple State implementations at the same time.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Value Innovation Technologies

CATEGORY #(s): 2

DATE: 8/26/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

-

5. Litigation

- No litigation.

6. Financial Viability

-

-

-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Value Innovations Technologies

CATEGORY #(s): 2

DATE: 9/17/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: No evidence of contract development or contract management tools.

Organization Qualifications and Experience

1. Overview of the Organization
 - Marketplace, contract ordering solution
 - No evidence of contract development or contract management tools.
2. Previous Projects
 - Public and private sector deployments listed – unsure if these are for original or spun off company.
3. Subcontractors
 - None
 -
4. Organizational Chart
 - Org chart listed certain roles name and title for roles. More detail preferred.
 - No detailed project experience.
5. Litigation
 - None reported.
 -
 -
6. Financial Viability
 - D&B not provided.
 -
 -

CATEGORY 3 – eSoftware Only

INDIVIDUAL EVALUATION NOTES (Evaluation Team Members)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: BuyerQuest

CATEGORY #(s): 3

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Provider of enterprise Procure-to-Pay (P2P) solutions.
2. Previous Projects
 - Provided 3 contacts, but only supplied contact information. No description of projects were provided. **Therefore, unable to comment or determine if projects meet category 3 (eSoftware only).**
3. Subcontractors
 - Vendor states there are no subcontractors.
4. Organizational Chart
 - Did not provide a project organization chart; however, did provide job descriptions with a list of people that would be assigned.
5. Litigation
 - **Yes, provided** chart of four litigation cases.
6. Financial Viability
 - They provided Office Depot financials.
 - On page 15 where it says on February 18, 2021, OD acquired BuyerQuest.
 - Provided DnB. **HIGH Risk** to High to moderate risk.
 - **Because this was a very recent acquisition, would have liked to see past 3 years of financials or past DnB report for BuyerQuest as I feel this is not an accurate reflection of BuyerQuest.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (BuyerQuest)

CATEGORY #(s): 1

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 180 day proposal shelf life
 - All 3 Preliminary docs, no cyber liability insurance
 - Provider of enterprise Procure-to-Pay (P2P) solutions
 - moved to cloud-based SaaS model on AWS infrastructure
 - Agile software development methodology
 - US Patent of BuyerQuest's P2P marketplace and catalog validation and updating methods
 - Acquired by Office Depot in January of 2021
2. Previous Projects
 - None were provided
 - Claimed FOAA
3. Subcontractors
 - none
 -
4. Organizational Chart
 - No org chart
 - List of corp and project roles with brief definitions
5. Litigation
 - 2 employment
 - 2 client facing; 1 for 4.3 mil
6. Financial Viability
 - D&B live report dated 7/2001? Hard to read
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Buyer Quest

CATEGORY #(s): 3 – eSoftware Only

DATE: 9/8/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Procure to Pay marketplace solution
 - Differentiator-Intuitive eCommerce and P2P controls?
 - Touchless transactions
2. Previous Projects
 - No description, what were projects for?
 - Were projects successful?
 - Scope of projects not provided
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Organizational chart
 - General job descriptions
 - Unsure how team will be leveraged for NASPO requirements
5. Litigation
 - Significant litigation pending
 - Personnel litigation may not be relevant
 -
6. Financial Viability
 - Delinquency Score is High Risk last quarter
 - \$9.7B sales, net income negative (\$119M)
 - Negative return on capital invested (7%)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: BUYER QUEST

CATEGORY #(s): Stage 1 cat 3

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Procure to Pay
 -
 -
2. Previous Projects
 - Skookum
 - Chick-fil-a
 - Giant Eagle
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Listed Roles and Responsibilities
 -
 -
5. Litigation
 - Listed 4 claims
 -
 -
6. Financial Viability
 - Included D & B report
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Buyer Quest

CATEGORY #(s): Stage 1 Category 3

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Procure-to-Pay

Organization Qualifications and Experience

1. Overview of the Organization
 - Founded in 2012
 - Procure to Pay Cloud based solution
 - **Very Limited information supplied**
2. Previous Projects
 - Listed retail client but no state or county clients
 - **Stated Confidential so supplied very little information. Pointed out Maine Freedom of Access Act.**
 -
3. Subcontractors
 - Stated no subcontractors would be used
 -
 -
4. Organizational Chart
 - Supplied the company org chart with role names and some contact personnel
 - **Did not supply the state org chart, roles descriptions or responsibilities**
 -
5. Litigation
 - Supplied a list of their litigations with one of them still ongoing.
 - **One litigation should be a concern**
 -
6. Financial Viability
 - Supplied DUNS Report
 - **The report lists the company name as "Office Depot"?**
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 3

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2004.
 - Providing the sale (as a reseller) of the SAP Ariba solution.
2. Previous Projects
 - Three previous projects given. All of them show where Carahsoft sold the SAP Ariba software to the clients. I believe this meets category 3.
3. Subcontractors
 - Vendor states subcontractors **are not applicable.**
4. Organizational Chart
 - No. Gave a link to their Company leadership page. **Did not provide any of the requested information.**
5. Litigation
 - Vendor states there is no litigation.
6. Financial Viability
 - **Did not provide requested DnB or 3 years of financial statements.** Instead, gave a short description of their financial status.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 3 – eSoftware only without services

DATE: 1/19/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

.....

Individual Comments:

A. General Principal and Requirements Pages 2 - 18

1. Key Solution Functionality Elements (pages 2 – 3)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

- Product/Solution components:
 - a. SAP Ariba Cloud-based. For eProcurement solution (Sourcing, Contracts, Procure to Pay, etc.)
- Single point of entry. Yes – Single Sign on.
- Smart routing. Yes
- Compliance. Yes
- Portal. Yes . “SAP Portal product portfolio”. Can obtain as:
 - o as “SAP Enterprise Portal (on-premise)
 - o on SAP BTP as SAP cloud Portal service
 - o (portal-like) sap Launchpad service
- Open Marketplace Environment. Yes – uses the SAP Ariba Business Network (SBN) for business-to-business network (B2B) and use Spot Buy as the catalog solution.
- Integration. Yes. With the use of integration with out-of-the-box SAP's intelligent suite along with end-to-end business process.
- Workflow. Yes. “SAP Business Workflow enables the design and execution of business processes”
- Document management. Yes. “SAP Ariba Contract Management module can track, manage, and store documents”.
- Reporting, dashboards and data visualization. Yes. “SAP Ariba is delivered with native reporting and analytics, including numerous pre-packaged reports.”

- Configurable. Yes. “Configurable workflows to document templates” with “the flexibility to reflect state-wide or agency-specific rule-sets and processes
- Transparency. Yes - “Vendor Portal” built on SAP’s Portal Services. “The offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data.” .

2. User Experience: pages 4 - 6

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
- **Do not cover all the characteristics in the user experience explanation, but they do offer that “The interface has been designed with special attention to:**
 - Minimizing clicks and number of steps
 - Seamless transition from mobile app to desktop with "follow-me" process from one another
 - Community help
 - Visual workflows, reminders and notifications
 - Bulk actions over many items (i.e. bulk receive purchase orders)
 - Integrations to facilitate multiple catalog search (items in the material master, inventoried items, MRO Supplies and contracted supplier catalogs), cost accounting and more”

3. Bidder Best Practices and Roadmap: pages 7 - 8

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
- **“Quarterly Releases – Releases are delivered every quarter in February, May, August, and November each year. Individual products may be released on any or all of the quarterly dates. You should expect to receive advance communication of features and should allow time to prepare for impactful changes to your systems. “**
- **“Monthly Feature Deliveries – Major products may have an optional, no-impact release on harmonized monthly feature delivery weekends. As with the quarterly releases, each product has the option to release during any or all these windows. You should not need to prepare for or take action for the monthly feature deliveries. Changes delivered in a feature delivery should be virtually invisible to the end users. Many of our largest cloud products follow a harmonized release calendar.”**
- **Road Map is provided in an attachment.**

4. Innovations and Value-Added Features/Services: pages 9 -12

In addition to the stated requirementGES, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

- **Inline Narrative:** If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these

benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

Yes . they give some past and present innovations.

- SAP Ariba has:
 - Launched the first online catalog for procurement.
 - Developed the first software to conduct reverse auctions.
 - Created the Ariba Network, the first business network that today is the largest, most global on the planet, with more than 2 million companies transacting nearly \$1 trillion in commerce on an annual basis.
 - Went live with Ariba Discovery, the first business matching service that like Match.com, connects buyers with needs to sellers who can fulfill them.
 - Ariba Spot Buy
- SAP FieldGlass.
- SAP Ariba Supplier Risk Management.

5. Customizations/Extensions: pages 13 - 16

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- SAP Ariba Application Extension Partners and Applications
- Help deliver new and innovative applications that augment SAP Ariba solutions. List of SAP Ariba App Extensions and our Partners:
 - **Spotline Inc.** Chatbot
 - **Seal Software.** Helps organizations gain visibility, control, mitigate risk and better manage their contracts o Seal Contract Discovery and Analytics helps organizations gain visibility, control, mitigate risk and better manage their contracts in conjunction with various SAP products including SAP Ariba. Seal's AI powered engine extracts many types of data elements, and presents that data in an intuitive user experience. Seal integrates to SAP Ariba to load contracts and metadata directly into Ariba leveraging APIs. New and existing SAP Ariba contract workspaces can be sent to Seal to clean up existing content and for many high-value use cases such as regulatory, risk, M&A, audit, etc.
 - **CloudTrade** - Optimize your PDF Invoicing channel
 - ISMS Applications. Provide compliance to suppliers for a healthy supply chain
 - Keelvar Sourcing. The Keelvar Sourcing Optimizer Connector to send event data (suppliers & item master data) from SAP Ariba to Keelvar Sourcing Optimizer. Run, analyze and award complex or large events in Keelvar Sourcing Optimizer, then send awarded supplier data back to SAP Ariba Contracts.
 - AppZen AI. Real-time accounts payable fraud and non-compliance detection
 - Cordis.
 - Procure-to-Pay integration between SAP Ariba and Oracle
 - Add a layer of protection to personally identifiable information .
 - Digitize your supplier invoices into a single compliant e-invoice process o Intelligent Invoice Express (IIE) allows you to automatically capture and register purchase invoices in one application for verification, validation and efficient processing in Ariba

- Invoicing or ERP Accounts Payable, even for suppliers who are not yet on the Ariba Network (AN).
 - A prebuilt analytical dashboard for procurement using SAP Ariba and SAP ERP data
 - o Category Manager Dashboard provides valuable insights and reporting, plus the ability to integrate aggregated data across Sourcing, Contracts, Spend, Performance and Risk. It provides a status for each project to manage the category of spend, including a display of all associated business documents.
 - Combine your catalog and non-catalog requests into the e-procurement process, Intelligent Content Capture.
- o Fairmarkit.
 - Automatically get quotes for purchase requests from your existing suppliers.
 - Empower end users to competitively bid their purchases
- o Vertex - Tax calculation during purchase requisition and invoice reconciliation
 - o Vertex provides automated tax calculation during requisition & invoice reconciliation. During requisition, purchasing managers can view tax implications when approving or rejecting a purchase request and during invoice reconciliation.
- o • Accenture - Intelligent chatbot for a simplified buying experience
 - o Paula is an intelligent chatbot designed to modernize user's experience through a simple and intuitive process allowing organization to transform their tasks into value-added work..
- o • EcoVadis - Sustainability ratings for procurement - Manage supplier risk and performance.
- o • D&B- Proactively identify vendor financial stress to mitigate supply chain disruption.
- o • APOS Systems - Live mode data connectivity for SAP Ariba
 - o Live Data Gateway for SAP Ariba provides virtualized data connectivity to SAP Ariba data from SAP Analytics Cloud. Live Data Gateway can also serve data to SAP Data Warehouse Cloud, SAP HANA, and many others.
- o • Nitor Relish Xbridge – Seamless SAP Ariba & Qualtrics XM for suppliers integration.
- o Nitor Relish DATA ASSURE - Fully automatic supplier data validation in one step, without human interaction.
- o • iCertis AI - AI from Icertis turns contracts into live documents connected to your business
 - o Icertis is enabling SAP users to address previously intractable contract challenges. This includes digitizing legacy contracts and importing third-party contracts at scale, analyzing past negotiation history to gain insights for improvement, and deep data visualization.
- o • Globality - Seamlessly Integrate Globality's Platform with SAP Fieldglass
 - o Globality's AI Platform transforms sourcing of high-value, complex services by automating the demand creation, supplier identification, tendering, proposal evaluation, and SoW creation process through a self-serve, consumer-like solution. SoW data are automatically sent to SAP Fieldglass

6. Alternative Funding Models: Page 17

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

The do not offer any alternative funding models, but do recommend SAP Fieldglass app.

7. Contract Transition and Flexibility: Page 18

- Carahsoft quoted on page 18 - *“Carahsoft has experience in all aspects of Master Aggregator Program and Contract Management. From initial response to the solicitation, negotiation of the offer with the government, contract award, ongoing schedule management, renegotiation and renewal, Carahsoft will handle all aspects of contract management. Currently, Carahsoft manages 24 Federal Contracts and 48 State and Local Contracts. Additional contracts are regularly being pursued and added. Carahsoft will leverage the program knowledge and best practices gained from this experience to provide streamlined support and superior program management for the State of Maine”*

B. **Functional Requirements:** pages 19 -

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The electronic procurement solution **must** be cloud-based with a Software as a Service (SaaS) delivery model

1. **General Functionality.** Tab 2, GEN-1 through GEN-40. Currently the following applications are widely deployed and support the procurement functions of Ariba customers:

- SAP Ariba Buying& Invoicing
- SAP Ariba Sourcing
- SAP Ariba Contracts
- SAP Ariba Supplier Lifecycle & Performance Management
- SAP Ariba Network
- SAP Fieldglass

- Uses Native Integration for integration of purchase requests.
- Supports all types of files and mentions a “really robust search engine” in many of the comments.
- “A super user will be granted broader access to the solution by assigning multiple roles” to access functionality across the solution and “provide administration capabilities across the solution or for specific functional areas”. Except for Guided Buying.
- #3 is marked as “partial”, which is not a choice in the codes. Based on the notes it looks like they do not have the ability to integrate to post on the State’s procurement website.
- #38 is marked N/A, which is not a choice in the codes. After reading the reply – it seems the answer is “N” as they do not comply with this.
- For most of the items in 1 – 7 GPE offers use of their system, but these questions are about being able
- Many of the Comments state “Standard Functionality” (there are 22 of these). As a nonuser of ASP Ariba’s system, I do not know what is “standard functionality” for that particular requirement. I believe that is why the instructions outline to “describe how the identified tools/solution will meet the requirement. Include benefits or limitations.” Based on the vagueness and essentially a guess on my part, these lines won’t be evaluated.

2. **Supplier Portal.** Tab 3, SPR-1 through SPR-23.

- a. 1 – INT.
- b. 2 - Medium

- Ariba seems to have a good handle on the Supplier portal side and a understanding of what the suppliers need.
- SAP Ariba Business Network (SBN) for the supplier portal includes:
 - Ariba Business Network (aka Ariba Network, Ariba Supplier Network)
 - Ariba “Supplier Enablement Services” for the Network are included
 - Supplier Portal functionality across all customers, not specific to a State/Entity using Ariba
- #3 states suppliers can integrate their financial systems to Ariba Network. While the State will want supplier spend reports, I am not certain about connecting to the system – for security reasons the State would want to look into this.
- #7, 8, where allow supplier to access solicitations and to submit proposals... IBM responds that State APIs are available to post but suppliers will need to be directed to an external State website. This is concerning – as this is a requirement of the eprocurement system.

3. **Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43.

- a. 9 – INT.
- b. 9 - Medium

- SAP Supplier Enablement Team will “design and develop the most effective enablement strategy” based on their “profile, PO and invoice volume, and spend”. Segment the “State’s vendor master data to effectively target/onboard suppliers in tiered waves”.
 - Provides IRS TIN/Name “verification capabilities”
 - For the Ariba Network, offers suppliers “user guides, FAQs, technical documentation, and free online seminars”.
 - Can have “account specific information” via a “supplier information portal embedded in the Ariba Network”.
 - Suppliers are able to self register and meet requirements 1 – 10
 - It’s not clear if the system accepts commodity codes, as the answers given to the questions are not straightforward.
 - #18 - #27 are marked as “INT” and the State asks that the verification of the supplier items be done. IBM’s answer is they can validate the format, I am unsure if this will meet the requirement.
4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15.
- a. 1 – INT.
 - The answer to #11 is of concern. The State can download any account information (data) as long as subscribed, but only within the functionality of their application. It doesn’t answer the question if we can get the minimum items that are asked for in the requirement.
5. **Need Identification.** Tab 3, NEED-1 through NEED-7.
- The CF item does not seem to pose a problem. Other items seem to be standard within the software.
6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11.
- PRD 4 – Doesn’t seem to answer the Role question. They answer it with groups, but not by role.
 - PRD 15 and 16, WRK12, PO11 and 12 – Limit attachments to 100MB size limit, but can support any type of attachment.
 - PRD49 – Ariba uses UNSPSC (United Nations Standard Products and Services Code) – it seems much configuration will need to be done to work in State’s chart of accounts.
 - PRD59 – is essentially **not answered**. Gives “Standard Functionality supported and configurable”.
 - WRK28 – only one user in Que at a time.
 - PC 6 – Comment that it’s not supported; however, they list as “Available”.
7. **Catalog Capability** - Tab 3, CAT-1 through CAT-40.
- a. 1 – Not Available
 - #3 - 3 channels that catalogs can be updated from: (1) Loaded directly by customer via CSV or CIF format, (2) Loaded by us acting as the catalog management service to the customer, (3) Self-loaded by the supplier via the Ariba Network.
 - #6 and 7. Catalogs are limited to 5,000 catalogs and there is a limit to 500,000 items in a catalog.
 - #19 – To enter Items of negative values is not an option.
8. **Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151.
- #2 – System has several solicitation templates to use; however, most all State’s will want to use their AG approved templates and forms. Some such as the RFI are delivered out of the box, unsure if can configure.
 - #36, 52, 63, 70 – limited to 100MB
9. **Contract Management.** Tab 3, CNT-1 through CNT-88.
- #45 – **CLARIFY** – eVA’s public posting site? Guessing Virginia’s, but this is a cooperative Contract. Maybe an error in completing the proposal?
 - #52 through #62 and #64 – Carahsoft doesn’t support posting of various items to State’s public Contracts website and points to using a service Partner.
10. **Vendor Performance** Tab 3, VPE-1 through VPE-25.

- VPE 21 – **CLARIFY** that the system provides this requirement as IBM says it does, because they comment that the best way is through scorecards, which in my mind is paper or a simple excel form. Maybe scorecards is a name of one of their forms. **If not, this does not meet the requirement.**
 - VPE 25 – **File size limit 100MB per attachment. – does not meet requirement.**
11. **Purchasing/Data Analytics** Tab 3, PDA-1 through PDA-37.
- PDA 1 – Ariba solutions comes with 250 pre-packaged reports.

C. **Technical Requirements:** pages 52 - 76

1. **Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.
 - SAP offers a 99.5% system availability percentage during each month for production versions, with exception of **regularly scheduled and emergency maintenance. CLARIFY** – How often is regular maintenance and during what hours and days. Additionally, how often in the past has SAP had emergency maintenance (example of how many times in one year?).
2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
 - Page 45. They state they will provide accessibility to customers upon request. **It seems the software does not come with accessibility requirements.**
3. **Audit Trail and History** RTM: Tab 4, TECH-1 through TECH-5.
 - TECH 3 – 5 are “INT”; however, they repeat TECH 1 and do not explain/detail out how or why integration or interface is needed.
4. **Browsers Supported**
 - The general web browsers are supported (Microsoft Internet Explorer, M Edge, M Edge Chromium, G Chrome, Firefox, and Safari). Microsoft Internet Explorer compatibility mode is not supported. No concerns.
5. **User Accounts and Administration** RTM: Tab 4, TECH-6 through TECH-20.
 - TECH 12 – Does not meet requirement.
6. **User Authentication** RTM: Tab 4, TECH-21 through TECH-25.
7. **Federated Identity Management**
 - Refers to a link. Page 50
8. **Data Conversion** RTM: Tab 4, TECH-26 through TECH-34.
 - SAP plans to use “SAP’s Activate Methodology”
 - Integration of legacy systems are extra cost 10
9. **Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60.
 - “integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems.”
 - Real-time and/or batch integration
 - HTTPS using CSV interface
 - SAP Web services
 - REST APIs
10. **Office Automation Integration**
 - Yes, they integrate with Microsoft products listed and others.
11. **Mobile Device Support** RTM: Tab 4, TECH-61.
 - Yes it can be accessed Mobile
12. **Mobile Applications** - TECH 62.

- Nothing to add here..
- 13. Data Ownership and Access**
 - State owns the data.
- 14. Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63.
 - Data retention is governed by the active contract.
- 15. Disaster Recovery Plan**
 - Meets requirements.
- 16. Solution Environments** RTM: Tab 4, TECH-64 through TECH-67.
 - State would receive two environments by default: Test and Production.
 - Additional environments (i.e. Development, Quality Control/User Acceptance, Training) are additional charges.
- 17. Solution Technical Architecture**
 - Diagram provided. No narrative. Does not meet the narrative requirement. – page 71
- 18. Solution Network Architecture**
 - Diagram on page 72.
 - SAP Ariba solutions are offered and delivered in a true subscription-based model
- 19. System Development Methodology**
 - Based upon Agile Scrum Development methodology.
- 20. Service Level Agreement**
 - Page 76 - Refer us to the SLA pdf. Contains one page. Would need to be reviewed in negotiations if contract awarded.

D. Security Requirements: pages 77 - 99

- 1. Cloud Security Alliance (CSA) Compliance**
 - Page 77. Referred to attachment CAIQ – completed.
- 2. Security and Privacy Controls**
 - We addressed this in SOC Compliance, we officially not certified for NIST 800-53, we use SOC guidelines.
- 3. Security Certifications** – nothing to add.
- 4. Annual Security Plan** – nothing to add.
- 5. Secure Application and Network Environment**– nothing to add.
- 6. Secure Application and Network Access** – Tab 5, SEC-1 through SEC-6.
 - Mentions backup policies.
- 7. Data Security** – nothing to add.
- 8. Personally Identifiable Information Protection** – nothing to add.
- 9. Security/Privacy Issue Occurrence** – nothing to add.
- 10. PII Data Actual/Attempted Access or Disclosure** – nothing to add.
- 11. Security Breach Reporting** – nothing to add.

E. Implementation Services Requirements:

- N/A

F. Managed Services Requirements:

- N/A

G. Other Available Services:

- N/A

H. Video Demonstrations: page100

- 44 minute demo.
- Some areas the author kept saying they would show more at the demo. Which is confusing since this is the demo.
- Looks very user friendly for Catalog purchasing of items.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Carahsoft Technology Corporation)

CATEGORY #(s): 3

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, cyber liability 10 mil
 - SAP Ariba
2. Previous Projects
 - Washington DC government SAP Ariba on premise
 - California Department of health care services - SAP Ariba procurement platform
 - city of San Diego SAP Ariba procurement platform
3. Subcontractors
 - N/A
 -
4. Organizational Chart
 - Link to Corporate org chart
 - Roles not defined
5. Litigation
 - no current litigations or closed cases **that** within the past five (5) years.
 -
 -
6. Financial Viability
 - Link to Annual Report
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Carahsoft
CATEGORY #(s): 3
DATE: 1/3/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

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Individual SME Comments:

SAP Ariba

General Principal and Requirements

Key Solution Functionality Elements Single point of entry, smart routing that is configurable, product compliance under SAP S/4HANA. SAP portal product portfolio, open marketplace environment under SAP our Reba Business Network document management, reporting, dashboards and data visualization, User Experience Guided buying capabilities designed 4 ergonomic user experience and minimal user training, minimizing clicks, transition from mobile app to desktop with follow me process , community help, visual workflows , reminders and notifications bulk actions integrations to facilitate multiple catalog search.

Bidder Best Practices and Roadmap Quarterly releases February, may, August and November. Monthly feature deliveries. SAP Road Maps support the journey to SAP's future product portfolio and the Intelligent Enterprise. SAP Ariba offers The SAP® Ariba® Best Practices Center service provides business commerce professionals with access to our process expertise to help ensure greater adoption and sustainable results from your SAP Ariba solutions. SAP Ariba Best Practices Center team members leverage their knowledge of best practices within each solution area to provide strategic advice, allowing you to make the most effective use of all features of your SAP Ariba solutions:

- ☐ Best Practice Center Benefits:
- ☐ Best Practices Center service provides the following benefits
- ☐ Flexible, as-needed support tailored to your specific needs and projects
- ☐ Single, named point of contact who understands your unique situation
- ☐ Access to a world-leading commerce process and solution expertise and experience
- ☐ Proven processes and best practices for nearly all SAP Ariba solutions
- ☐ Faster ROI from software initiatives

The primary focus of SAP Ariba Best Practices Center is the use of methodologies that advance the implementation and adoption of SAP Ariba solutions, while enabling you to build internal skills and capabilities. With SAP Ariba Best Practices Center, you have access to solutions experts who have business backgrounds and can offer strategic guidance. Our remote support model is designed to be flexible so you can get the support you need, when you need it. Tap into the expertise of our experienced consultants to help you to get the most out of SAP Ariba solutions.

Innovations and Value-Added Features/Services

- ☐ Launched the first online catalog for procurement.
- ☐ Developed the first software to conduct reverse auctions.
- ☐ Created the Ariba Network, the first business network that today is the largest, most global on the planet, with more than 2 million companies transacting nearly \$1 trillion in commerce on an annual basis.
- ☐ Went live with Ariba Discovery, the first business matching service that like Match.com, connects buyers with needs to sellers who can fulfill them.

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☐ Rolled out Ariba Spot Buy, the first solution to combine the technology, content and expertise needed to gain visibility into unplanned buys with workflow capabilities to get them under control

☐ SAP Fieldglass

☐ SAP Ariba Supplier Risk Management

Customizations/Extensions List of SAP arriba app extensions; spot line, seal software, cloud trade, I SMS applications, kill the sourcing, app Zen AI, kordys, fair market, vertex, Accenture, echo vedis, D&B, APOS systems, niter relish Xbridge, nitor relish data assure, iCertis AI, Globality.

Alternative Funding Models Pay as you go

Contract Transition and Flexibility not answered...list of previous contracts/experience

Functional Requirements

General Functionality – **RTM not completed**

Supplier Portal – 1 INT w/med LOE, 22 OOBX

Supplier Enablement/Management 9 INT w/med LOE, and 33 OOBX.

Buyer Portal 1- INT w/low LOE, 14 OOBX.

Need Identification 7 OOBX

Request through Pay 62 OOBX – **Purch Req**, 28 OOBX for **Wrkflw mgt**, 29 OOBX for **PO gen and mgt**, 21 OOBX for **Pcard**, 21 OOBX for **Receiving**, 11 OOBX for **invoicing**.

Catalog Capability 1 N/A and 39 OOBX

Sourcing/Bid Management 151 OOBX

Contract Management 88 OOBX

Vendor Performance 25 OOBX

Purchasing/Data Analytics 37 OOBX

Technical Requirements

Availability 99.5% system availability percentage during each month for production versions, with the exception of regularly scheduled and emergency maintenance.

Accessibility Requirements SAP's product teams target Web Content Accessibility Guidelines Level A and AA and EN 301 549.

Audit Trail and History specific logging takes place, specifics not provided, customers are responsible for monitoring the proper entry of data to the solution and reviewing reports generated by the system.

Browsers Supported Apple Safari (64-bit)Google Chrome (64-bit)Microsoft Edge (32-bit)Mozilla Firefox (64-bit)Microsoft Internet Explorer (32-bit) until December 31, 2021Note: Compatibility mode isn't supported

User Accounts and Administration The solution also provides a single point of integration and administration for users and user profiles, organizations, groups and group memberships, roles and permission mappings. This common data is shared and synchronized across modules automatically. The User, Group, Role and Permission objects can be managed from the provided UI or populated from a variety of sources, such as corporate systems and/or flat files.

User Authentication Users can log in using two possible authentication methods:

☐ Regular user authentication. Users have configured user names and passwords that they manually enter on the login page.

☐ Single Sign-On. Users log into their corporate network, which automatically logs them in to their SAP Ariba applications when needed. SSO with corporate authentication requires your network administrator to enable communication between your user authentication system and the SAP Ariba applications.

Customers may activate 2 factor authentications if they use SAML based authentication or ADFS for accessing the SAP Ariba Cloud Services. The customer assigns one or more Customer Authorized Administrators to oversee activity within the system. The Customer Authorized Administrator(s) assigns

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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and maintains login ID's and user permissions and can view and manage administrative tasks within the system. A password complexity scheme is in place and mandates case-sensitivity between 8 and 16 characters in length. Passwords can include any Latin characters and punctuation marks and must include at least one numeral between the first and last character. They must also include at least one letter.

Federated Identity Management– see user authentication above

Data Conversion leverage SAP's Activate Methodology.

Interface and Integration SAP Ariba applications integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems. SAP Ariba supports standard and secure methods of integration that to support Real time and/or Batch integration. These standard integration options across our solution portfolio are:

- a)HTTPS using a CSV interface (Batch integration, and depending on the data volume this can be scheduled to run frequently to achieve near real-time integration)
- b)SOAP Web services that use an XML payload (Real-time integration suitable for transactional data)
- c)REST APIs (supports both synchronous & asynchronous calls)

Office Automation Integration SAP Ariba supports a wide array of document types and formats as attachments or documents stored within a workspace. For examples: Word, Excel, and PowerPoint. Using User Interface, Using CSV, customer with proper access can import data into Ariba or Export out of Ariba.

Mobile Device Support Ariba Mobile app includes the following features:

☐ Shopping Cart: Allows you to create requisitions from the Ariba Mobile app on your mobile device. The Shopping Cart includes the following features:

oCatalog Search. Users can search their organization's catalog and order items from it.

oSpot Buy Purchases. Users who are enabled to use the Ariba Network Spot Buy feature see search results from eBay and can purchase directly from eBay sellers.

☐ Requisition Approval: Approvers can quickly approve or deny requisitions. Approvers can view requisition details and history, view attachments, add comments, and receive reminder nudges from the requester.

☐ Requisition Tracking: Users can track the requisitions they submitted. They can view requisition details and history, view the approval flow, and nudge the current approver. They can also withdraw requisitions.

☐ Viewing Requisitions as a Watcher: Users who are watchers in an approval flow can monitor requisitions. Watchers can view requisition details and history, view attachments, add comments, and nudge the current approver.

☐ Viewing Previous Approvals and Denials: Approvers can review the details and attachments of requisitions they recently approved or denied.

☐ Ariba Exchange User Community Access: Users can read and comment on articles on the Ariba Exchange User Community.

☐ Touch ID Support for iOS Devices: If your iOS device has Apple Touch ID capability, and you have enabled it on your device, you can use it to access the Ariba Mobile app instead of using a PIN

☐ Sending the Supplier 360° Report to an iOS Device: If you have an Apple iOS device, you can send the Supplier 360° report to the Ariba Mobile app, allowing you to view a PDF version of the report on your mobile device.

☐ Pinning Requisitions: While viewing a requisition in the Ariba Mobile app, an approver can "pin" the document for later viewing in their Ariba Procurement Solution. Pinned requisitions are added to the Pinned Items action tile on the dashboard of the Ariba Procurement Solution

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Maine

Mobile Applications SAP Ariba mobile app supports the following operating systems and devices:

- iOS versions 7.x and later on:

- o iPad 2, Air, mini, mini with retina

- o iPhone 4, 4s, 5, 5s, 5c, 6, 6 Plus, 6s, 6s Plus With iOS, the app works best when viewed on iPhone 5s, 5c, 6, 6 Plus, 6s, or 6s Plus; iPad Air.

- Android KitKat 4.4 and Lollipop 5.0 on:

- o Samsung Galaxy S4, S5, and S6 o Samsung Galaxy Tab S, Tab 2 o Samsung Galaxy Note 2 (KitKat 4.4), 3, 4, 5 With Android, the app works best when used on Samsung Galaxy S5 and S6 devices.

The SAP Ariba mobile app is not certified with mobile device management (MDM) platforms.

- The Touch ID Support feature is only supported on iOS versions 7.x and later on the following devices: o iPad Air 2, Mini 3 o iPhone 5s, 6, 6 Plus, 6s, 6s Plus Security features in the SAP Ariba mobile app help protect your data and the communication between the app and the SAP Ariba. • App activation code: Users receive a code on their device and enter it in the SAP Ariba solution. The code allows the SAP Ariba mobile app to communicate with the SAP Ariba solution and access solution data. • App pin: Users create a 6-digit PIN that they use to log in to the SAP Ariba mobile app. • Touch ID support for iOS devices: allows users with iOS devices to use Apple Touch ID instead of a PIN to access the SAP Ariba mobile app. • App timeout: By default, the user is logged out of the app after 5 minutes of inactivity. The length of the timeout is configurable by SAP Ariba via a site parameter. • Data encryption: All data is encrypted, including data transmitted over the network and data stored on the device (for offline access). o All communication between the device and the server is over TLS 1.2. o Data stored on mobile devices is encrypted using AES 256. • Certificate pinning: The mobile app (a client) is hard-wired with the SAP Ariba servers' certificate digest to ensure that the app is communicating only with the correct servers. • Jailbreak and rooting detection: You can have SAP Ariba configure a parameter on your site to detect jailbreaking or rooting, forcing the app to close if either state is detected. Jailbreaking and rooting are ways of removing restrictions put in place by device manufacturers. • Data removal from deactivated devices: SAP Ariba solution data stored on the device is automatically removed from the device when the device is deactivated.

Data Ownership and Access The customer owns the data; they can extract the data at point of time during the throughout subscription. We provide various tools to download the data. For example: User Interface (Import CSV), API's.

Date Retention, Archive and Purge Considerations We retain customer data for the life of the subscription and in accordance with the Ariba Data Policy. Data retention is governed by the active contract. We retain your data on the service for the duration of the subscription term and any subsequent renewal term, subject to legal requirements imposed on auction site operators. During this time, you may download your data using the functionality within the application, in order to meet your specific retention requirements.

Disaster Recovery SAP Ariba solutions are deployed in regional data center pairs so, in the event of a failover, the data will remain within region. Failover from one site to another has a design goal for its recovery time objective (RTO) to not exceed four hours. The design goal for the recovery point objective (RPO) is five minutes. Disaster recovery options are included for all cloud services for SAP Ariba solutions. In the event of a failover to the secondary data center, no customer changes are required, as all URLs that customers use to reach the applications will continue to work. SAP will notify customers through e-mail in the event of unplanned downtime. **Internally**, SAP Ariba solutions use a **documented system recovery plan** that outlines the approach and steps for recovering the applications. This document defines roles and responsibilities in the event of disaster: **SAP tests power outage backup**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 3

DATE: 1/3/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

scenarios and the disaster recovery plan on a periodic basis to ensure it is up-to-date, successful, and effective.

Solution Environments **Production and test \$ for more**

Solution Technical Architecture **Architecture diagram on page 71**

Solution Network Architecture **The system is powered by high-performance servers and utilizes a network infrastructure designed for scalability, reliability, and security. The SAP Ariba Operations team is constantly monitoring and maintaining the systems. Redundant load balancing and security firewall devices are inserted between each tier. Diagram of the network architecture including network configuration is on page 72. We maintain the main hardware and software components used to power the system including:**

a)Web servers

b)Application servers

c)Database servers

d)NFS and Block storage subsystems

e)Load balancers

f)Switches and routers

g)Firewalls

h)Internet connections

SAP Ariba solution is available only as a SaaS multi-tenant model hosted by us.

System Development Methodology Ariba leverages a Secure Software Development cycle (Secure SDC) that is aligned with ISO 27034 principles. This includes:

☐ **Secure code (OWASP Top Ten) training to engineers**

☐ **Code review by peers before build cycles**

☐ **Static and dynamic code analysis, with load testing for resiliency**

☐ **Reviews and approvals at multiple phases for meeting security criteria prior to release to production.**

Service Level Agreement see SLA agreement

Security Requirements

Cloud Security Alliance (CSA) Compliance CAIQ completed

Security and Privacy Controls addressed in SOC Compliance, we officially not certified for NIST 800-53.

SAP Ariba is audited and certified by independent third-party auditor PricewaterhouseCoopers (PwC) for compliance with ISAE 3402 SOC1 Type II, SOC2 every six months. Upon completion of the audit, an attestation letter is issued, stating our compliance. In addition, our primary hosting facility (Equinix) infrastructure is audited for compliance with SSAE 16 SOC1 Type II, SOC 2 Type II.

Security Certifications See SOC above. Fed ramp. ISO 27034. attained PCI (Payment Card Industry) - DSS (Data Security Standard) certification as a Level 1 Service Provider and compliance with the Visa USA Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) program.

Annual security plan Annual security plan are internal facing documents

Secure Application and Network Environment Boundary Protection: SAP Ariba provides 24/7 monitoring from a SOC as part of the service. application also generates logs and alerts when exceptions occur. firewall separates the SAP Ariba corporate network from SAP Ariba cloud solution infrastructure.

Authentication: SAP users are required to log on via jump hosts to the cloud customer systems using 2-factor authentication (user name, password and a token) compliant to SAP security policies.

Unauthorized Access: All devices are under continuous monitoring, comparing their running configuration to an approved stored configuration. Maintenance Tools: Equipment removal is required to be managed using both an internal ticketing system as well as a data center ticketing system for process control, audit and tracking purposes. Business Continuity Plan: SAP Ariba's disaster recovery plan is updated at least

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DEPARTMENT/STATE: Maine

annually. The company uses a variety of techniques to provide assurance that the plan will operate in real life. These include table-top testing of various scenarios (discussing the business recovery arrangements using example interruptions), simulations (particularly for training people in their post-incident/crisis management roles), technical recovery testing (so information systems can be restored effectively), testing recovery at an alternate site (running business processes in parallel with recovery operations away from the main site), tests of supplier facilities and services (so that externally provided services and products will meet the contracted commitment) and complete rehearsals (testing that our personnel, equipment, facilities, and processes can cope with interruptions). Portable media storage is not permitted in the production environment.

Secure Application and Network Access Both data at rest as well as data in transit are encrypted. We encrypt sensitive data elements stored in the databases using minimum 256-bit AES (Advanced Encryption Standard) encryption. AES is the federal standard for data encryption. Encryption technology is also applied for the client connection to the Web site (Transport Layer Security (TLS) min v1.2 and preferred v1.2) and to the hosted application passwords in storage. Customer user passwords are one way hashed using SHA256 and salted with random data. Limited SAP Ariba Operations personnel have data query access and monitoring rights for the SAP Ariba hosting program. Both data at rest as well as data in transit are encrypted. We encrypt sensitive data elements stored in the databases using minimum 256-bit AES (Advanced Encryption Standard) encryption. AES is the federal standard for data encryption. Encryption technology is also applied for the client connection to the Web site (Transport Layer Security (TLS) min v1.2 and preferred v1.2) and to the hosted application passwords in storage. Customer user passwords are one way hashed using SHA256 and salted with random data. Limited SAP Ariba Operations personnel have data query access and monitoring rights for the SAP Ariba hosting program. Security Incident and Event Logging SAP Ariba solutions implements a dedicated appliance to provide security analytics and to meet compliance requirements with SIEM in production environments. A SIEM is classified as a “**security information and event management**” utility. employment subject to background checks and reference validation

Data Security All customer data received, processed and stored within the solution is classified as highly confidential and is subject to confidentiality terms based upon our agreements with customers. We access customer information only to debug based on customer request. Access to information must be based on business requirement using the principle of least privilege. Employees and external parties must have access only to the information they require to carry out their work and are responsible for protecting information and assets to prevent unauthorized access, disclosure, modification, removal, destruction, and improper use. Access granted to SAP information systems from internal and external parties requires the implementation of authorization and authentication access controls that are proportional to the associated risk.

Personally Identifiable Information Protection not designed to handle HIPAA data. Our solutions are designed Business to business transaction, and we do not support storing HIPAA/PII/Personal data.

Security/Privacy Issue Occurrence We can provide a general overview of our incident response procedures but our full documentation is confidential. Depending on the nature of the incident and impact to customer(s), security incidents are not formally closed by the board until all affected customers are made aware of the incident and appropriate measures to remediate the initial threat are formally communicated. **No times given**

PII Data Actual/Attempted Access or Disclosure Same as above

Security Breach Reporting Same as above

Implementation Services Requirements

Project Management N/A

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DEPARTMENT/STATE: Maine

Project Implementation Methodology **N/A.**

Catalog Support Services **N/A.**

Data Conversion Services **N/A.**

Interface/Integration Development Services **N/A.**

Organizational Change Management (OCM Services) **N/A.**

Training Services **N/A.**

Help Desk Services **N/A.**

On-Site System Stabilization Support **N/A.**

Managed Services Requirements

Solution Support **N/A..**

Organizational Change Management (OCM Services) **N/A.**

Training Services **N/A.**

Help Desk Services **N/A.**

Transition Out Assistance Services **N/A.**

Other Available Resources **N/A.**

Video Demonstrations

- Digitizing manual processes
- Built on 5 components:
- Portal
- ARIBA modules: Catalog management , sourcing supplier lifecycle and performance, contract management, procure to pay.
- Service now service desk
- Ms Azure based identity compliance optional
- Oracle cloud integration platform
- Getting started page
- Bidding rules can be applied to sourcing module
- Contract workspace
- Suppliers build and manage catalogs which are approved by procurement
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 3 – eSoftware Only

DATE: 9/8/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- SAP provider
- Lists services out of scope or more inclined to a full solution
- Carahsoft is a reseller, validate of liability terms
- SAP Ariba cloud solution

2. Previous Projects

- DC is a large project, still in process, no description of realized success
- California DHSS is a partial state implementation of a single agency
- City of San Diego is also a smaller in scale compared to a statewide project

3. Subcontractors

- Question if SAP should be a subcontractor
- Would read agreement terms closely to understand the relationship
-

4. Organizational Chart

- SAP executive board provided, nor clear is Carahsoft is separate
- Unspecific on how a team or organization would support NASPO
-

5. Litigation

- Non in last 5 years
-
-

6. Financial Viability

- Brief financial response
- Provided SAP 2021 half-year and other reporting
-

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): Cat 3 eSoftware, Stage 2 Proposed Services

DATE: 1/14/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- SAP Ariba Solution
- Highly configurable workflow
- Document management
- Reporting
- Guided Buying capability
- Each module has configurable dashboard
- Mobile app
- Quarterly releases
- Monthly feature deliveries
- Many app extensions and partners

Functional Requirements

- Procurement Functions
 - —SAP Ariba Buying& Invoicing
 - —SAP Ariba Sourcing
 - —SAP Ariba Contracts
 - —SAP Ariba Supplier Lifecycle & Performance Management
 - —SAP Ariba Network
 - SAP Fieldglass
- Single point of entry for suppliers
- World's largest B2B trading platform
- Role based access and functionality
- Small fonts
- Supplier enablement
- Need Identification appears intrusive
- SAP Ariba catalog
- Spot Buy catalog
- Vendor performance management
- Supplier surveys
- Reports prepackaged and ad hoc

Technical Requirements

- Audit logs

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): Cat 3 eSoftware, Stage 2 Proposed Services

DATE: 1/14/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- Can import data for population from existing systems
- 2 factor authentication
- Data integration real time or batch
- Mobile app
- Mobile app system support seems dated
- Only two environments provided, additional cost for another

Security Requirements

- Complies with industry standards
- Does not handle HIPAA data
- Data encrypted at rest and transit
- Limited access to production environment

Implementation Services Requirements

- No proposal response provided
- Implemented by SAP?

Managed Services Requirements

- No proposal response provided
- Managed Services provided by SAP?

Video Demonstrations

- POSITIVE – SAP is large solution end to end
- QUESTIONING – Is guided buying only view available to buyers, would not like to be overly restrictive
- QUESTIONING – Is there a training session available for new users, solution appears complex
- POSITIVE Dashboard seems beneficial
- QUESTIONING – Data appears a great advantage to power users, can be overwhelming to casual users.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft Technology Corp

CATEGORY #(s): Stage 1 cat 3

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - SAP Ariba Eprocurement Solution
 -
 -
2. Previous Projects
 - Washington DC Government
 - California Healthcare Services
 - City of San Diego
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Link to people and responsibilities
 -
 -
5. Litigation
 - None in Last 5 years
 -
 -
6. Financial Viability
 - Annual report, Half year report US Securities and Exchange Commission
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual SME Comments:

SAP Ariba is the solution

General Principal and Requirements

Key Solution Functionality Elements

2-19	Single Point of Entry -	
	Smart routing – SAP Ariba includes a highly configurable workflow engine	
	Compliance – Compliance is enforced at each step of the product lifecycle with our product compliance software. With SAP S/4HANA for product compliance, you can manage regulations, track registrations and substance volumes, classify products, and create compliance documents, as well as package, transport, and store hazardous materials properly with accurate labeling.	
	Portal – The SAP Portal product portfolio provides employees, customers and partners an intuitive, single point of access to applications, content and analytics for cloud and on-premise scenarios via a flexible UI integration.	
	Open marketplace environment – The SAP Ariba Business Network (SBN) is the world's largest B2B network, a dynamic, digital marketplace that facilitates trillions of dollars in annual business commerce between more than 3.6 million connected companies	
	Buy: Approved purchase requisitions trigger checkout, secure payment, and shipment of goods Integration –	
	Workflow – SAP Business Workflow enables the design and execution of business processes within SAP application systems: Workflow processes are delivered as content across the SAP Ariba modules.	
	highly configurable workflow engine	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	Document management – SAP Ariba Contract Management module can track, manage, and store documents that can help digitize the contracting process. In addition, past versions of contracts and related documents are also stored within the application; along with tracking of changes and other audit trail capabilities.	
	Reporting, dashboards and data visualization – SAP Ariba is delivered with native reporting and analytics, including numerous pre-packaged reports.	
	Configurable – From configurable workflows to document templates t	

User Experience

Bidder Best Practices and Roadmap

4-6	The solution follows the SAP latest principles of design to deliver a fast and ergonomic user experience minimizing end user training. In context help and intuitive process flows help users achieve tasks quickly. The interface has been designed with special attention to: • Minimizing clicks and number of steps • Seamless transition from mobile app to desktop with "follow-me" process from one another • Community help • Visual workflows, reminders and notifications • Bulk actions over many items (i.e. bulk receive purchase orders) • Integrations to facilitate multiple catalog search (items in the material master, inventoried items, MRO Supplies and contracted supplier catalogs), cost accounting and more	
-----	--	--

Innovations and Value-Added Features/Services

9-12	Below we are presenting three tools that we believe will bring tremendous value to Maine: • SAP Fieldglass • SAP Ariba Supplier Risk Management Lever People Potential challenges • Do we have the right resource for the job? • Can we leverage same resources across state agencies? • Do I know who has access to what systems or locations? • Do resources have the right job credentials, or training to perform the job they were hired to do? • Should I hire a contingent worker or perform a service via SOW? Where are the savings opportunities for contingent workforce or procurement services? Solution Benefits SAP Fieldglass is a cloud-based, open vendor management system (VMS) that helps organizations find, engage and manage their external workforce and services procurement resources – from temporary staff to Statement of	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	<p>Work-based consultants to freelance workers, gig workers, contractors and more. The only solution in the industry that offers a direct candidate website within our core application enabling contingent workers to apply directly for temporary roles. • External Talent Management SAP Fieldglass External Talent Management automates the entire process of procuring and managing flexible labor, from requisition all the way through invoice and payment. With visibility into this key labor segment, organizations SOLICITATION # 202102021 11 Lever People can reduce costs through stronger enforcement of program budgets, while strengthening compliance, improving worker quality and supply, and increasing program efficiencies. The open platform supports any program model including those managed inhouse, or through one or more Managed Service Providers (MSPs) on- or offsite. • Services Procurement SAP Fieldglass Services Procurement simplifies how external services providers are engaged to help gain control of services spend that is outside the scope of traditional contingent labor, measure the quality of services being delivered, and ensure compliance to safety and security policies. SAP Fieldglass Services Procurement can handle the management of a variety of Statement of Work (SOW) engagements including projects, offshore/offsite, independent contractors, managed programs, business services and Business Process Outsourcing (BPO) models • Worker Profile Management SAP Fieldglass Worker Profile Management enables companies to track and manage all non-traditional workers who are not tied to a job posting or Statement of Work (SOW). With Worker Profile Management, companies can ensure greater external workforce security and compliance, while enhancing visibility and efficiency.</p>	
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Customizations/Extensions

13-16	Does not allow customization Listed many partners that can customize	
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Alternative Funding Models

17	Did not offer any	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Contract Transition and Flexibility

18	Participating Entities are seeking flexibility in the contracting process and the ability to transition their current contracts to this newly established portfolio.	
----	--	--

Functional Requirements

General Functionality

20-51	Same as LSI Cat 3 proposal	
	General functionality pg 22-24 meets requirements	
	Uses UNSPSC would need to crosswalk to users commodity code set	concern
GEN 4	Need to manually post solicitations to the state website	concern
GEN 5	Contracts are put on state's website through a link and only registered users would have access	concern

Supplier Portal

	Meets requirements	
--	--------------------	--

Supplier Enablement/Management

29-30	Meets requirements	
-------	--------------------	--

Buyer Portal

31-33	Meets requirements	
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Need Identification

34-35	Meets requirements	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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BIDDER NAME: Carahsoft

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Request through Pay

36-37	Meets requirements	
PRD 1-5	yes	
PRD 6	Cannot combine fiscal years	weakness
PRD 7-12	yes	
PRD 13	No library	
PRD 14	yes	
PRD 15	Limit of 100MB on attachments	weakness
PRD 16-22	Yes	
PRD 23	Requisition feature does not allow discount percentage	weakness
PRD 24-36	Does not match non-contract to state and save for later analysis	weakness
PRD 25-32	Yes	
PRD 33	Can route change order different than original orders	positive
PRD 34-36	Yes	
PRD 37 & 39	Does not match non-contract to state and save for later analysis	weakness
PRD 40-52	Yes	
PRD 53	Does not auto populate speed codes	weakness
PRD 54-56	Cannot backdate	weakness
PRD 57-62	Yes	
WRK 10	no authorized approver can over ride to make a purchase request bypass any steps	weakness
WRK 12	Limit on attachments to 100MB	weakness
WRK 13	Cannot approve or deny by line item	weakness
WRK 14	When purchase request is edited, workflow does not start back at the beginning.	weakness
PO 2	Cannot split PO's into 2 fiscal years	weakness

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Purchasing North Dakota State University

PO 5	No agency templates	weakness
PO 15	One print format per order	weakness
PO 16	No e-signature	weakness
PO 17	Attachments 100MB	weakness
PO 24	No notification when PO has been cancelled	weakness
PO 27	Orders cannot be created without req.	weakness
PO 28	Cannot create order from contract	weakness
PO 29	Cannot specify a certain pay method	weakness
PC 3	Cannot prevent p-card use	weakness
PC 6	Cannot maintain own p-card info	weakness
PC 9	Cannot record non-purchase order p-card transactions	weakness
PC 16	No p-card integration into finance system	weakness
RC 3	Cannot prevent p-card based on type of PO	weakness
RC 4	Receipts cannot be recorded in system and then later attached to a PO	weakness
RC 16	No p-card integration	weakness

Catalog Capability

38	Meets requirements	
	Limit of 500 catalogs and 500,000 items in a catalog	weakness

Sourcing/Bid Management

40-42	Meets requirements	
SRC 23	Need to look at cost for licenses	cost
SRC 35	No check in/check out	weakness
SRC 37	Cannot update documents	weakness
SRC 40	Ariba maintains headers on state	weakness

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Contract Management

43-45	Generally, meets requirements	
-------	-------------------------------	--

Vendor Performance

46-48	Generally, meets requirements	
-------	-------------------------------	--

Purchasing/Data Analytics

49-51	Generally, meets requirements	
-------	-------------------------------	--

Technical Requirements

47	Partially meets requirements SAP Cloud services stats 99.5% system availability	
----	--	--

Accessibility Requirements

47	Partially meets requirements Target web content accessibility guidelines lev A and AA and EN 301 549 Solutions are not fully optimized	
----	--	--

Audit Trail and History

48	Meets requirements	
----	--------------------	--

Browsers Supported

48	Partially supports the requirements. Did not address the requirements listed.	
----	--	--

User Accounts and Administration

48--49	Access is based on roles and permissions to determine what features a user can see and work with. Can inherit roles by being a member of a group.	
TECH 12	Dual login for dual roles	weakness
TECH 13	Only super user is administrator	weakness

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Purchasing North Dakota State University

TECH 16	Period doesn't deactivate after no activity for an amount of time.	weakness
------------	--	----------

User Authentication

49	Meets requirement s except for state password requirements. User can log in 2 ways Regular authentication or single sign in. Customers can activate 2 factor logins. When single login is used, all password rules and changes are maintained by the state change policy.	
----	---	--

Federated Identity Management

50	Meets requirements	
----	--------------------	--

Data Conversion

50	Does not meet requirements. Did not discuss data conversion	
----	---	--

Interface and Integration

51	Meets requirement but needs clarification	
----	---	--

Office Automation Integration

51	Meets requirements	
----	--------------------	--

Mobile Device Support

52	Describes mobile app but did not address of the solution could be accessed on the mobile device	
----	---	--

Mobile Applications

52	See above	
----	-----------	--

Data Ownership and Access

54	Meets requirements	
----	--------------------	--

Data Retention, Archive and Purge Considerations

54	Partially meets requirements. Does not archive	
----	--	--

Disaster Recovery Plan

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

54	Meets requirements	
----	--------------------	--

Solution Environments

55	Does not meet requirements Test and production to start. Extra cost for extra environment	
----	--	--

Solution Technical Architecture

55-57	Partially meets requirements. Did not provide required diagrams.	
-------	--	--

Solution Network Architecture

57-58	Meets requirements. details not provided	
-------	--	--

System Development Methodology

58-59	Meets requirements	
-------	--------------------	--

Service Level Agreement

59	Partially meets.	
----	------------------	--

Security Requirements

Cloud Security Alliance (CSA) Compliance

60	Meets requirements	
----	--------------------	--

Security and Privacy Controls

60	Meets requirements through SOC	
----	--------------------------------	--

Security Certifications

60-62	Meets requirements except for HIPPA	
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Annual Security Plan

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 2 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

62	Could not access	
----	------------------	--

Secure Application and Network Environment

62-66	Meets requirements	
-------	--------------------	--

Secure Application and Network Access

66-68	Meets requirements	
-------	--------------------	--

Data Security

67-71	Meets requirements	
-------	--------------------	--

Personally, Identifiable Information Protection

71	Does not meets requirements. Not set up to handle HIPPA	
----	---	--

Security/Privacy Issue Occurrence

71-72	Meets requirements Did not commit to timelines	
-------	--	--

PII Data Actual/Attempted Access or Disclosure

72	Same as above Security/privacy	
----	--------------------------------	--

Security Breach Reporting

72	Same as above	
----	---------------	--

Implementation Services Requirements

Project Management

73-75	Meets requirements but response is high level and did not address Leadership and staffing	
-------	---	--

Project Implementation Methodology

75	Meets requirements	
----	--------------------	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Catalog Support Services

94	Partially meets requirements. We do the cleansing. SAP Catalog service includes Supplier road mapping, project management, electronic catalog, catalog maintenance, punchout catalogs enablement and state and supplier helpdesk support.	
----	---	--

Data Conversion Services

94-98	Meets requirements	
-------	--------------------	--

Interface/Integration Development Services

98	Meets requirements. we develop interface strategy document	
----	--	--

Organizational Change Management (OCM Services

99-109	Meets requirements	
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Training Services

109-117	Meets requirements	
---------	--------------------	--

Help Desk Services

117	Meets requirements – not clear on what level of service	
-----	---	--

On-Site System Stabilization Support

126	Does not meet requirments.	
-----	----------------------------	--

Managed Services Requirements

Solution Support

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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DEPARTMENT/STATE: Purchasing North Dakota State University

127-130	Meets requirements	
---------	--------------------	--

Organizational Change Management (OCM Services

130	Unclear on what services are being offered.	
-----	---	--

Training Services

130	Meets requirements	
-----	--------------------	--

Catalog Services

130	Unclear what is available	
-----	---------------------------	--

Help Desk Services

130	Meets requirements	
-----	--------------------	--

Transition Out Assistance Services

131	Sample plan but no other details on what is offered.	
-----	--	--

Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft Technology Corp

CATEGORY #(s): Stage 1 Category 3

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Primary Contractor is Carahsoft. Solution provider is SAP

Organization Qualifications and Experience

1. Overview of the Organization
 - Supplied information on the Top10 Priorities for State Procurement in a separate link
 - eProcurement solutions Strategic Sourcing Suite including Supplier Lifecycle and Performance, SAP Ariba Sourcing, SAP Ariba Contracts and Supplier Buying and Invoicing
 - Started in 2004 and now has many vendor relationships.
2. Previous Projects
 - Listed state and city governments
 - Could have listed dates so we know if projects were done in the last 5 years
 -
3. Subcontractors
 - State no subcontractors will be used.
 -
 -
4. Organizational Chart
 - Supplied a link in document to their chart but I was unable to open this up
 -
 -
5. Litigation
 - Stated that none to be reported
 -
 -
6. Financial Viability
 - SAP supplied a link to their financial reports based on international reporting standards
 - Carahsoft stated DUNS is not accurate and they do not publicly release financial statements
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Carahsoft
CATEGORY #(s): Stage 2 Category 3 – eSoftware Only
DATE: 12/29/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Technical Proposal

General Principal and Req'ts section the same except for "Contract Transition and Flexibility" sub-section

Functional Req'ts section the same

Technical req'ts section the same except for the "Solution Technical Architecture" sub-section which only had a diagram, no narrative discussion.
BUT the Technical Req'ts tab was removed from the RTM though the req'ts were relevant for this category.

Security Req'ts section are the same BUT the Security Req'ts tab was removed from the RTM though the req'ts were relevant for this category.

RTM Functional Req'ts tab responses the same except for the following req'ts.

SPR: 9, 10, 18, 19

SRC: 66, 67, 76-80, 90, 138, 147 (most are related to public posting)

CNT: 45, 51-62 & 64 (all related to public posting)

Individual SME Comments: SAP Ariba is the solution name

General Principal and Requirements

Key Solution Functionality Elements – PDF Page 4

- Guided Buying is the single point of entry
- Smart routing is the workflow engine
- Supplied compliance information
- Offers various portal deployment options
- Has open marketplace functionality – Spot Buy catalog solution
- Offers workflow, document management and reporting dashboards and data visualization options

User Experience - PDF Page 6

- Guiding Buying capabilities with the interface designed for those areas listed on PDF Page 6
- Each module has configurable Dashboards. Example on PDF Page 7
- Provide mobile capabilities. PDF Page 8
-

Bidder Best Practices and Roadmap - PDF Page 9

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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BIDDER NAME: Carahsoft

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DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Offers quarterly releases and monthly feature delivers.
- Want more input from their customer base
- Offer link to corporate website to explore roadmaps
- Offers the SAP Ariba Best Practices Center

Innovations and Value-Added Features/Services - PDF Page 11

- Listed some functionalities that SAP Ariba has on PDF Page 11
- Moving away from customized systems to configurable systems. PDF Page 11
- Offers SAP APIs
- Offered new tools that could bring extra value. SAP Fieldglass, and SAP Ariba Supplier Risk Management. Provided links to a video of these 2 solutions

Customizations/Extensions - PDF Page 15

- Use SAP Ariba Application Extension Partners PDF Page 15 and 16
- Provide list and explanations of each of these partners on PDF Page 16, 17, and 18
- **Are these offered at any additional cost?**

Alternative Funding Models - PDF Page 19

- Offered SAP Fieldglass which allows agencies to strengthen their external workforce

Contract Transition and Flexibility - PDF Page 20

- I don't believe that this supplier understood what we were asking here. The response stated contracts that they manage or currently hold with NASPO?
- Did mention experience in negotiating and administering contracts.

Functional Requirements - PDF Page 21

General Functionality - PDF Page 21

- Provided a figure showing the model of workstreams on PDF Page 21
- SAP Ariba Solutions figure supplied on PDF Page 22
- Offered the following applications - SAP Ariba Buying & Invoicing, Sourcing, Contracts, Supplier Lifecycle & Performance Management, Ariba Network and SAP Fieldglass
- Offers Guided Buying solution along with SAP Ariba Spot Buy Catalog which will search across all catalogs
- Users are added by roles, permissions, and workgroups
- Powerful search feature which is configurable
- Suppliers organized by commodity codes
- Has import/export capabilities with data.
- **Did not submit information in the General Functionality RTM Tab?**

Supplier Portal - PDF Page 25

- SAP Ariba Business Network (SBN) is the front door solution
- This solution allows complete administration of business with entities
- Landing page on PDF Page 26
- Solution is an open network
- Supplier enablement services are included in this offering
- Shows Supplier Enablement Overview on PDF Page 28
- Simple registration with collaboration on sourcing events, contracts, catalogs, and invoicing
- Mobile app available and what it supports is listed on PDF Page 30

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): Stage 2 Category 3 – eSoftware Only

DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Provided screenshot of Supplier mobile dashboard on PDF Page 30
- CONCERN - EPROC-SPR-9 – Tab 3 Line 13 - Supplier stating leaving this blank as requirement is for a service partner?
- CONCERN - EPROC-SPR-10 – Tab 3 Line 14 - Supplier stating leaving this blank as requirement is for a service partner?
- CONCERN - EPROC-SPR-18 – Tab 3 Line 22 - Supplier stating leaving this blank as requirement is for a service partner?
- CONCERN - EPROC-SPR-19 – Tab 3 Line 23 - Supplier stating leaving this blank as requirement is for a service partner?

Supplier Enablement/Management – Page 30 -

- Buyers can manage the entire purchasing process.
- Offers a supplier enablement team
- Offer supplier education and training materials
- Help manage data collection.
- CONCERN - EPROC-VDR-19 thru EPROC-VDR-27 – Line 48 thru line 56 – The responses here are labeled as needing an “integration”, but I am not clear what integration is required?
- CONCERN - EPROC-VDR-31 thru EPROC-VDR-39 – Lines 60 thru line 68 - Concern - This is a duplicate response from requirements in this section. Does the system offer this requirement?
- CONCERN - EPROC-VDR-43 - Concern - This is a duplicate response from requirements in this section. Does the system offer this requirement?

Buyer Portal – Page 31 thru Page 34

- Can have a configurable landing page with a dashboard, or have a user experience a guidance in buying.
- User will log in using the same portal and what they see can be set up within their roles.
- Casual users purchase, complete forms and be linked to other solutions like ServiceNow
- Power users can have dashboards, run reports, manage records, and post solicitations.
- Provided screen shots on pages 33 and 34

Need Identification – Page 34 thru Page 36

- Guided Buying provides access to catalogs and state contracts and the vendor thinks this is the perfect solution to Need Identification.
- Can trigger workflows that can be configured.
- Can configure a landing page dashboard containing widgets to guide the user in the buying process.

Request through Pay – Page 36

- The narrative response from this supplier is very limited on information.
- **Interpretation of Purchase Request – Could be a form or “request” that is filled out or could be the result of submitted a “shopping cart” that goes to a PR (purchase request or requisition) and then to a purchase order. See response in RTM line 106**
- CONCERN - EPROC-PRD-15 – Line 116 - Attachment size limit is 100 MB per attachment
- CONCERN - EPROC-WRK-12 – Line 177 – Can you add comments, and can you control if comments go to the vendor?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Carahsoft

CATEGORY #(s): Stage 2 Category 3 – eSoftware Only

DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-WRK-14 – Line 179 - States the workflow will not be re-triggered. Would if we want workflow started again?
- **CONCERN - EPROC-PO-3 – Line 198 – Response states requirement needs an integration, but “Availability” is marked with A which means out of box?**
- CONCERN - EPROC-PO-6 – Line 201 – PO number is not configurable by the State.
- CONCERN - EPROC-PO-16 – Line 211 – Cannot electronically sign Purchase Orders
- CONCERN - EPROC-PC-6 – Line 232 – Pcard as part of the user's profile is not supported.
- CONCERN - EPROC-PC-10 – Line 236 - Availability states out of the box, but wouldn't this require an integration? Loading data from the bank.
- CONCERN - EPROC-RC-4 – Line 253 – Cannot record a receipt without a reference to a PO.

Catalog Capability – Page 36 – 37

- Cross- catalog search among the catalogs.
- Spot Buy catalogs for those items not found in other catalogs.
- CONCERN - EPROC-CAT-6 – Line 291 – Does not have an unlimited number of catalogs. 5000
- CONCERN - EPROC-CAT-7 – Line 291 – Does not have an unlimited number of items. 500,000
- CONCERN - EPROC-CAT-10 – Line 295 - Supplier availability states out of box but response is talking about custom forms - Should be labeled C for customization?
- CONCERN - EPROC-CAT-11 – Line 296 - Supplier availability states out of box but response is talking about custom forms - Should be labeled C for customization?
- EPROC-CAT-19 – Line 304 - Items with negative dollar value not supported
- CONCERN - EPROC-CAT-39 – Line 324 - This response is the same requirement in line 323. Does not address the publish announcement about new catalog requirement.

Sourcing/Bid Management – Page 37 thru Page 40

- SAP Ariba Sourcing is the solution name.
- Ariba Discovery is the supporting public posting.
- Integrates with SAP Ariba Contracts solution
- Configurable templates allow for agency process variations
- Has project management process – Page 39
- Side by side comparison
- Offered links for more information on Public Posting which is also contained in Section 10 Vendor Performance of their response. Page 40
- CONCERN - EPROC-SRC-15 – Line 342 - This response shows the functionality of qualified vendor lists and not if the Sourcing module can handle this solicitation type.
- CONCERN - EPROC-SRC-39 - The system assigned number is not configurable by the State
- CONCERN - EPROC-SRC-41 - Does it support Adobe Acrobat?
- CONCERN - EPROC-SRC-63 – Line 390 - The system has a 100-supplier limit for events
- CONCERN - EPROC-SRC-76 – Line 403 - Response does not state what means this information is to be posted? Integration? Line 404 states integration with that requirement?
- CONCERN - EPROC-SRC-102 – Line 429 - eSignature functionality is limited to contracts not sourcing events.
- CONCERN - EPROC-SRC-130 – Line 457 - The response references communication between buyer and supplier, but requirement is referencing evaluation panel members?
- CONCERN - EPROC-SRC-131 - The requirement references communication between the "buyer side" of the application, but the response references the supplier communication ability?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Carahsoft

CATEGORY #(s): Stage 2 Category 3 – eSoftware Only

DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-SRC-143 – Line 470 - I interpret this requirement as being able to "unaward" and awarded solicitation and then awarding it to the next responsive supplier. The response submitted does not address that requirement.

Contract Management – Page 40 thru Page 42

- SAP Ariba Contract Management is the solution proposed
- Offers both Contract Management and Administration
- Bridges the sourcing process to the transactional procurement process.
- Contract can be published to SAP Ariba Buying and Invoicing and then leverage Guided Buying
- Leverage workspaces, templates, documents, and libraries
- Configure contract dashboards to help manage contracts
- Contains numerous pre-packaged reports
- CONCERN - EPROC-CNT-25 – Line 505 – Does the solution support Adobe Acrobat?
- CONCERN - EPROC-CNT-65 – Line 545 – Buyer cannot control which contracts or content is displayed on public site. Can the system use the contract status?
- CONCERN - EPROC-CNT-71 – Line 551 – The vendor's response did not address the administrative fee requirement. Only talked about updating prices on price file.

Vendor Performance – Page 42 thru Page 44

- SAP Ariba Supplier Lifecycle and Performance is the solution name.
- Supplier has self-service access to maintain data
- Centralized view of supplier's data
- Offers vendor performance tool.
- Can use API to display supplier performance.
- Can send surveys and system automatically scores the response.

Purchasing/Data Analytics – Page 44 thru Page 47

- SAP Ariba Reporting is the solution name.
- Reporting can be created with many data elements and displayed on personal dashboards.
- System offers pre-packaged reports across the solution.
- Offer Ad Hoc Reports. (Wizard driven)
- I liked that they copied a duplicate response on lines 602 thru 608 but bolded the requirement in the duplicate response that showed they could meet the requirements. This practice is better than "see requirement XXX".

Technical Requirements –

Technical Requirements tab removed from the RTM

Availability – Page 47

- Guarantee 99.5% availability.
- Offered example of their SLA

Accessibility Requirements – Page 47

- Offered link to a design guide of the system.

Audit Trail and History – Page 48

- Meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DEPARTMENT/STATE: State of Montana

Browsers Supported – Page 48

- Listed browsers supported and noted compatibility mode is not supported

User Accounts and Administration – Page 48 – 49

- Based on roles and permissions and assignment to groups
- Common data is shared across modules automatically
- CONCERN - EPROC-TECH-12 – Line 16 Dual sign-on via one account is not supported. Buyer/Supplier
- CONCERN - EPROC-TECH-16 – Line 20 - Deactivating an account is not automated.
- CONCERN - EPROC-TECH-17 – Line 21 – System does NOT display profile information, even under the user profile?
- CONCERN - EPROC-TECH-20 – Line 24 - This response does not address the searchable functionality that was mentioned in the requirement?

User Authentication – Page 49 – 50

- Offers regular authentication or single sign on
- Supplied password information policies

Federated Identity Management – Page 50

- Suppliers' response referred back to previous section, User Authorization section 6 Page 49-50

Data Conversion – Page 50

- Plan to leverage SAP's Activate Methodology which provides tools with rapid migrations.
- Supplied suggested role names and responsibilities.
- CONCERN - EPROC-TECH-26 – Line 30 - Legacy integration is provided as an extra cost

Interface and Integration – Page 51

- Stated 3 kinds of integration options, HTTPS, SOAP, and REST
- CONCERN - EPROC-TECH-57 – Line 61 - The supplier response refers to THEIR SLA. I thought the requirement was to address an SLA entered in the system.

Office Automation Integration – Page 51

- Meets requirements

Mobile Device Support – Page 52

- Uses the mobile "app" to perform system tasks and supplied list of features available with the app.

Mobile Applications – Pages 52 – 54

- Listed the operating system that the mobile app supports
- SAP Ariba mobile app is not certified with mobile device management (MDM) platforms. Page 53
- Listed security features offered by the app

Data Ownership and Access – Page 54

- Customer owns the data throughout the life of the subscription

Date Retention, Archive and Purge Considerations – Page 54

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Does not mention how the purge and archive functionality works in the narrative response.
- CONCERN - EPROC-TECH-63 – Line 67 – Does not provide detailed information about the purge process

Disaster Recovery Plan – Page 54 -55

- SAP Ariba uses a documented system recovery plan.
- **Would have been beneficial to share this documented plan?**

Solution Environments – Page 55

- Narrative offered very limited information on environments proposed other than to mention test and production.
- CONCERN - EPROC-TECH-64 – Line 68 - This response does not address the "refresh" functionality

Solution Technical Architecture – Page 55 thru Page 57

- Solution is single platform with solutions natively integrated.
- The SAP Ariba Cloud Integration Gateway allows all the solution modules to be integrated.
- cXML language for document exchange.
- Offered information on integration to external systems. Page 56
- System shares servers.

Solution Network Architecture – Page 57 – 58

- Chart on page 57 shows network structure

System Development Methodology – Page 58 – 59

- Uses Product Lifecycle Methodology to help with development.
- Some changes are subject to change management procedures.

Service Level Agreement – Page 29

- Provided/referenced the embedded SLA offered in their response. 2 different versions.

Security Requirements – Page 60 –

Security Requirements TAB REMOVED from the RTM?

Most of my responses to this section I will need to defer to a security SME

Cloud Security Alliance (CSA) Compliance – Page 60

- Referenced the CAIQ document embedded in this response. Excel spreadsheet looks complete

Security and Privacy Controls – Page 60

- Not officially NIST 800-53 certified.
- Offered link to certification compliance Page 60
- Offered link to Attestation of Compliance.
- Defer rest of evaluation to Security SME

Security Certifications – Page 60 thru Page 62

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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BIDDER NAME: Carahsoft

CATEGORY #(s): Stage 2 Category 3 – eSoftware Only

DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Current certificates available upon request. Provided link
- Offer link to Service Organization Controls (SOC) reports. Page 61
- PCI and DSS certified
- Provided link to current Attestation of Compliance
- Defer rest of evaluation to Security SME

Annual Security Plan – Page 62

- SAP does not attach SOC reports with an RFP.
- Provided link to request SOC report

Secure Application and Network Environment – Page 62 thru Page 66

- Boundary Protection – Page 62
- Network logs are available
- Has firewall functionality
- Has security plans and policies
- Suggested to request the SAP Cloud Security Framework document for more detail – Page 64.
- Provide list of Maintenance tools – Page 64
- Defer rest of evaluation to Security SME

Secure Application and Network Access – Page 66 thru 68

- Uses encryption to protect information
- Leverages Secure Software Development (SDC)
- Suggested to request the SAP Cloud Security Framework document for more detail.
- Defer rest of evaluation to Security SME

Data Security – Page 68 thru Page 71

- Have established formal process to protect data – Page 68
- Data is encrypted. Page 69
- Moderate Business Impact Data is considered person contact information.
- Provided URL to their data policy and privacy statement. Page 69
- Defer rest of evaluation to Security SME

Personally Identifiable Information Protection – Page 71

- Not designed to handle HIPAA data including SSN, and Personal Banking information

Security/Privacy Issue Occurrence – Page 71

- Can provide general overview of their incident response but their full documentation is confidential. Page 71

PII Data Actual/Attempted Access or Disclosure – Page 72

- Response states “see our response to Section 9”

Security Breach Reporting- Page 72

- Response states “see our response to Section 9”

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Carahsoft
CATEGORY #(s): Stage 2 Category 3 – eSoftware Only
DATE: 12/29/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Implementation Services Requirements

Project Management
Project Implementation Methodology
Catalog Support Services
Data Conversion Services
Interface/Integration Development Services
Organizational Change Management (OCM Services)
Training Services
Help Desk Services
On-Site System Stabilization Support

Managed Services Requirements

Solution Support
Organizational Change Management (OCM Services)
Training Services
Help Desk Services
Transition Out Assistance Services

Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Effution LLC

CATEGORY #(s): 3

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Service = Cost estimation business. They list several tools they use including their own "AI-driven tool, success 2.0".
2. Previous Projects
 - Only one project given (startup business). Determine a should-cost for a new model embedded system. Believe project meet Category 3, **but may need a bit more information.**
3. Subcontractors
 - Vendor states there are no subcontractors.
4. Organizational Chart
 - **No, an org. chart and job descriptions were not provided.** They did provide a short list of individuals at the company.
5. Litigation
 - Vendor states there are no litigation.
6. Financial Viability
 - Provided DnB, **but unsure of financial status based on what they provided.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Effution LLC)

CATEGORY #(s): 3

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, no cyber liability insurance
 - software cost engineering calculation services - proprietary methodology
 - enables customers to perform their own software cost estimation calculations
2. Previous Projects
 - Honda of Ohio - should-cost for a new model embedded-system for one of their software-driven dashboard elements.
 - New startup – not willing to share more projects at this time
3. Subcontractors
 - none
 -
4. Organizational Chart
 - Only provided brief profiles of the 2 owners
 - A separate file was submitted with a more detailed company profile
5. Litigation
 - There is no litigation in progress against effution LLC or effution GmbH
 -
 -
6. Financial Viability
 - D&B profile dated 8/2019
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Effution

CATEGORY #(s): 3 – eSoftware Only

DATE: 9/8/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Appears more of a consulting provider
 - Software cost estimation
 - Seems like this is a Cat 4 (services only)
2. Previous Projects
 - Software driven dashboard project with Honda
 - New startup
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - One employee at Effution LLC.
 - Unclear of different between Effution GmbH and Effution LLC
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - DUNS report provide does not provide adequate financial information
 - Would consider nonresponsive for this section
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Effution

CATEGORY #(s): Stage 1 cat 3

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Software cost estimation
 - Germany and US
 - 20 years
2. Previous Projects
 - Honda
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Thomas Georgantis is the sole employee of Effution
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B report
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Effution

CATEGORY #(s): Stage 1 Category 3

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: providing software cost engineering calculation services

Organization Qualifications and Experience

1. Overview of the Organization
 - leading consultant, and solution provider of Software & IT Service Cost-Value Engineering
 - New start up business
 -
2. Previous Projects
 - Listed automakers and mentioned some success under the CostXpert umbrella with local, state, and federal public sector entities as well.
 -
 -
3. Subcontractors
 - Stated no subcontractors will be used
 -
 -
4. Organizational Chart
 - Mentioned company only has one sole employee
 - Did not supply any kind of org chart whatsoever.
 -
5. Litigation
 - Stated no litigation to report
 -
 -
6. Financial Viability
 - Stated they would submit the DUNS report via the email to ensure its transmission.
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Yes. States 20 years of end-to-end procurement and supply chain expertise.
 - Seem to cover all areas of eprocurement.
2. Previous Projects
 - 5 listed. Four private entities and one university. They all fit Category 1.
 - Viatrix. Improved transparency across company with their system.
 - UCAL. Implemented S2C technology (spend analysis, sourcing, contract management, supplier mgt.) and a public bid site.
 - Chevron. Unified their online system with a mobile system.
 - LDS Church. Implement Contract and Supplier Management solution.
 - UMASS. Developed S2P processes, policies and workflows.
3. Subcontractors
 - Vendor states none.
4. Organizational Chart
 - Provided along with job descriptions.
5. Litigation
 - Vendor states none.
6. Financial Viability
 - D&B provided. Low risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3

DATE: 11/15/2021

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Product is GEP Software Source-to-Pay process.
- Note: NB Ventures Inc. dba Global eProcure (GEP)
- Product is cloud platform. SaaS.
- The technical proposal begin with small portions of information and I was unsure if they were meeting the mark, but once I was able to dig into the matrix it helped further see what they can do.
- Overall, it looks like much configuration can take place for any State entity. While this is great, I question how this would affect updates to the software (Clarification).
- Matrix - I like seeing that the level complexity is not all "L". It shows GEP put thought into each for each item.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 14)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

1. Product is GEP Software Source-to-Pay process. With modules of sourcing, savings tracking, category management, contract management, supplier management, and procure-to-pay.

- Single point of entry – yes – a centralized intake form. When I think Single point of entry- I do not think intake form.
- Smart routing – yes – GEP combined this bullet point with Compliance and Workflow. They state the platform can be configured to meet specific compliance policies/rules. GEP gives examples of Guided Buying, Robust Rule Engine, and Category Playbook.
- Compliance – refer to the second bullet.
- Portal – yes – buyers and suppliers have access to dedicated home page portal

- Open marketplace environment – yes – **Configure** hosted catalogs/punchouts.
- Integration – yes – has out of the box integration tool kit and use JSON protocols for document exchange.
- Workflow – yes – refer to the second bullet.
- Document management – yes – stored in centralized repository and accessed per user role.
- Reporting, dashboards and data visualization – yes – in-house cross-functional reporting framework.
- Configurable – yes – GEP Software cloud platform is a preconfigured application. GEP states they will use agile approach to preconfigure sandbox to align to State specific cases / requirements.
- Transparency – Yes – and mention track status on documents.

2. User Experience - pages 14 - 16

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.

2. GEP discusses their intuitive user interface built by using feedback from Fortune 500 costumers, user group requirements, industry standard practices, etc. **I have concerns with the Fortune 500 customers because we want a system that is more relatable to Govt/State business.**

- Initial Screen – yes, mention users can mark initial screen as landing page – **not sure this is what is meant in this section.**
- Intuitive Navigation – yes, GEP combines this bullet with “Wizard-driven capabilities” addresses few clicks, **but doesn't really address wizard capabilities.**
- Wizard-driven capabilities – Refer to second bullet.
- Informative Portal – Yes
- Mobile Optimization – yes, they call it Mobile App – IOS and Android.
- Workload Mgt Functionality – Yes they call it Work Management, addressed; however, **unsure if it contains the same intention of abilities as wanted in the RFP.**
- Role-Based Functionality – Yes, addressed.

3. Bidder Best Practices and Roadmap – pages 16 - 21

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

3. GEP introduced 4 best practices and roadmap: (1) Unified Source-to-Pay Platform, (2) Agile Methodology for Software Development, (3) Software Release and Update Cycles, and (4) Customer Success: Providing a High Touch Support Experience Throughout Engagement.

- Latest Technology – No – don't address any. Address their process as in number 3 above.
- Timely updates – yes – Quarterly and biweekly; however, **it's a bit confusing as they use words such as “generally available” Would like to see a more definite timeframe and surety.**
- Alternative Best Practices – yes see below bullet.

- Cost Reduction – Yes – Claim price compression will save 4% – 7% average realized savings, spend compliance 10%-50% reduction of noncompliant spend, productivity 40%-60% reduction in non-value added work, and working capital 10-20% extension in pay terms and 5-30% Increase in early pay discounts.
- Product Roadmap and Cont. Improvement. – Yes – see number 3 above.

4. Innovations and Value-Added Features/Services – pages 21 - 22

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

4. Yes - Completed section. They list Level (1) Organization Maturity Assessment, (2) Opportunity Assessment (3) Market Intelligence (4) Category Management. Explained further below.

- GEP illustrates their Assessment Approach in a 4 graphs and explains they would work with State to create a plan to outline desired outcomes by looking at various pieces of procurement operating models and identifying areas of improvement along with other types of analysis. **This reminds me of a BPM.**
- GEP illustrates in 3 graphs how they can analyze procurement spend to identify savings opportunities using GEP benchmarks, SME inputs, and industry best practices.
- GEP illustrates in 5 graphs how leveraging GEP's extensive network of SMEs and researchers could elevate the knowledge and awareness of State's procurement.
- GEP illustrates in 2 graphs a process for end-to-end category management across categories for sustainable outcomes

5. Customizations/Extensions – pages 22 - 23

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

They provide preconfigured application deployed as a standard configuration. They suggest using the standard out of the box software, but will configure as necessary per the requirements of the State.

6. Alternative Funding Models – Pages 23 - 27

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outlined above for each recommended funding model.

GEP does not have alternate funding models. They refer to Exhibit 3. Cost Proposal and other revisions of cost proposal.

7. Contract Transition and Flexibility – page 27

GEP complies with the contract review process and transition if negotiate terms. I feel they misunderstood the point of this question.

B. Functional Requirements: pages 28 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40. Matrix completed. 5 – High (21, 26, 27, 28, 39), 3 – Medium (9, 25, 36), rest are all “L” Low level of complexity, 3 – “CF Configuration Items (3, 5, 25), 1 – “C Customization/Extension” (39), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Request through Pay Software, GEP Sourcing/Bid Management Software, Contract Management, Procure-to-Pay.
 - For most of the items in 1 – 7 GPE offers use of their system, but these questions are about being able to integrate with other eProcurement Workstreams. In areas where GEP does do this they suggest links or to CF.
 - I do like seeing that the level complexity is not all “L”. It shows GEP put thought into each for each item.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
 - #36 GEP has their own built in electronic signature solution instead of a partnership like docusign, or adobe sign
 - #38 For number of licenses – sounds like gave cost based on what was provided in proposal; however, they confirm licensing is unlimited for business and supplier users. This may be deceiving, might want to confirm again that it's unlimited also for “State users”
2. Supplier Portal. Tab 3, SPR-1 through SPR-23. Matrix was completed. 1 – High (19), 1 – Medium (6), rest are all “L” Low level of complexity, 1 – “INT - Integration/Interface”(19), 1- “CF-Configuration Item” (6), and the rest “A – Available”. Solutions/Tools/Modules covered – Supplier Enablement / Management Software, GEP Core Platform, Contract Management, Request through Pay.
 - #13 I find it interesting that GEP has their own OCR in-house system. Nice to know, if State did not want to use or integrate theirs.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43 Matrix – was completed. 1 – Medium (36), rest all “L” Low level of complexity, 1- “CF-Configuration Item”, and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement / Management, Core Platform.
 - The “A” fields seem to be satisfactorily answered and their solution meets the standards.
 - For the INT items 19-27. GEP has a partnership with Global Risk Management Solutions (GRMS), Rapid Ratings and with TinCheck that provides most of these services. GEP Software will enable a link to these partners to allow users to view. My concern here would be the risk of leaving their system (if any), what security measures are in place?
4. Buyer Portal. Tab 3, BPRT-1 through BPRT-15. Matrix completed. 1 – Medium (9), rest are all “L” Low level of complexity. 1- “CF-Configuration Item”(9), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Request through Pay Software, GEP Supplier Enablement / Management.
 - The “A” fields seem to be satisfactorily answered.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
5. Need Identification. Tab 3, NEED-1 through NEED-7 Matrix completed. All “L” Low level of complexity. 1-“CF-Configuration Item”(5), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Sourcing Bid Management, Contract Management, and Request through Pay Software.

- The CF item does not seem to pose a problem. Other items seem to be standard within the software.
6. Request through Pay Workstream. Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11. Matrix completed. 1–High (PRD28), 5–Medium (PRD11, PRD56, WRK13, PO16, PC1-3, PC5-8, PC10-15, PC17-PC19, and PC21, RC4), rest are all “L” Low level of complexity, 17 – “IN - in development” (PC1-3, PC5-8, PC10-15, PC17-PC19, and PC21), 1- “CF-Configuration Item” (RC21), and the rest “A – Available”. Solutions/Tools/Modules covered–GEP Request through Pay Software, Contract Management.
 - For PRD (Purchase Request Development): No issues with this section. GEP’s responses meet the standards and our requests.
 - WRK (Workflow Management): All requirements in this section are sufficiently answered.
 - PO (Purchase Order Generation & Management): All requirements in this section are sufficiently answered.
 - PC (Payment Card Functionality): Much of the complexity is medium and the availability is “in development”. This is concerning if a State is counting on this service.
 - RC (Receiving): All requirements in this section are sufficiently answered.
 - INV (Invoicing): All requirements in this section are sufficiently answered.
 7. Catalog Capability - Tab 3, CAT-1 through CAT-40. Matrix completed. 1–High (19), 5–Medium (4,21,25,32,33) and the rest all “L” Low level of complexity, 4–“CF Configuration Item” (31-34), 1 – “ID - in development” (38), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Request through Pay Software, Contract Management.
 - Missing 38 – “The eProcurement Catalog functionality should provide the ability for catalogs to be accessible and searchable without requiring the user to login (e.g. public access for read/search only access). State must be able to specify any fields that will not be publicly visible (e.g. Tax ID).” GEP says “ID” and will work with State to have.
 - Other than 38 - All requirements in this section are sufficiently answered.
 8. Sourcing/Bid Management Workstream. Tab 3, SRC-1 through SRC-151. Matrix completed. 1–High (151), 5–Medium (31,77,78,83,138) and the rest all “L” Low level of complexity, 7–“CF Configuration Item” (17,18,73,76,102,138,147), 1–“ID - in development”(109), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Sourcing/Bid Management Software, Contract Management.
 - Items 15 and 16 – GEP says they can handle a surplus sealed bid and IFQC, but then say they would further like to discuss the requirement in detail with State as we move ahead in this process. Clarify – can they handle this type of procurement?
 - In some areas they offer multiple ways to tackle a situation – for example SRC72. This is seen throughout the Matrix.
 - Rest of requirements in this section are sufficiently answered.
 9. Contract Management. Tab 3, CNT-1 through CNT-88. Matrix completed. 3–High(30,71,72), 4–Medium (38,41,45,70) and the rest all “L” Low level of complexity, 8–“CF Configuration Item”(20,34,45,51,65,66,71,72), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement/Management, Request through Pay Software, Contract Management.
 - Items 71 and 72 – GEP says they can track suppliers admin fees , but then say they would further like to discuss the requirement in detail with State and understand the logic behind the calculation.
 - Rest of requirements in this section are sufficiently answered.
 10. Vendor Performance Tab 3, VPE-1 through VPE-25. Matrix completed. 1–High(14), and the rest all “L” Low level of complexity, 1–“CF Configuration Item”(15), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement/Management, Request through Pay Software, Contract Management.
 - Requirements in this section are sufficiently answered.
 11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37. Matrix completed. 2–High(32,33) and the rest all “L” Low level of complexity, 1–“CF Configuration Item”(37), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Platform.

- Question #37 – where GEP can offer comparison of punchout item to non contract item. They state yes as long as the supplier is ok exposing themselves to GEP web crawlers. Even if they are ok with this, is there enough security for State and any other web crawlers?
- Rest of requirements in this section are sufficiently answered.

C. **Technical Requirements: pages 49 - 74**

1. **Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.
 - Maintains a 99.8% uptime with a 24x7 availability.
 - Use Microsoft Azure (for backup)
2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
 - Short 3 sentence slide that gives confirmations that GEP: Observes ADA compliance standards, follows WCAG2.1 level AA guidelines, and will provide ACR.
3. **Audit Trail and History RTM:** Tab 4, TECH-1 through TECH-5. Matrix completed. 1–Medium(5) and the rest all “L” Low level of complexity, All “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - Audit logs are retained until end of contract life.
 - Mentions backup policies and use of Microsoft Azure backup.
 - Much crossover between slide in technical proposal and matrix. No concerns.
4. **Browsers Supported**
 - The general web browsers are supported (Microsoft Internet Explorer, M Edge, Chrome, Firefox, and Safari). No concerns.
5. **User Accounts and Administration RTM:** Tab 4, TECH-6 through TECH-20. Matrix completed. 1–Medium(12) and the rest all “L” Low level of complexity. 1–“CF Configuration Item”(16), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - No concerns. Meets requirements.
6. **User Authentication RTM:** Tab 4, TECH-21 through TECH-25. Matrix completed. 1–High(24) and the rest all “L” Low level of complexity, 1–“ID In Development”(25), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - #21 – Like the fact that they use Microsoft Active Directory for Single Sign on.
7. **Federated Identity Management –** No concerns. Meets requirements.
8. **Data Conversion RTM:** Tab 4, TECH-26 through TECH-34. Matrix completed. 1–High(28), 1–Medium(30), and the rest all “L” Low level of complexity. With all “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform, Software Implementation services for Supplier Enablement Management, Services for Software Implementation, Services for Spend Analysis, Services for Sourcing/Bid Management, and Services for Request through Pay.*
 - Seem flexible in their approach to converting data and working with the State. A couple assumptions, but they are reasonable.
 - GEP provided many slides with graphs and pics laying out the conversion process. – I found this helpful.
9. **Interface and Integration RTM:** Tab 4, TECH-35 through TECH-60. Matrix completed. 1–Medium(60) and the rest all “L” Low level of complexity, 1–“ID In Development”(55), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform, Request through pay software, contract management, supplier enablement management.*
 - Met all requirements besides the Pcard #55 which is ID.
 - They list many ERP systems they have or currently integrate with (SAP, Oracle, PeopleSoft, JD Edwards, MS Dynamics, CGI Advantage, etc.) and provide options of how to integrate.

10. Office Automation Integration
 - Yes, GEP integrates with Microsoft products listed and others.
11. Mobile Device Support RTM: Tab 4, TECH-62. Matrix completed. "L" Low level of complexity, "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - Yes it can be accessed Mobily
12. Mobile Applications - Nothing add here.
13. Data Ownership and Access
 - State will retain all ownership of data.
14. Date Retention, Archive and Purge Considerations RTM: Tab 4, TECH-63. Matrix completed. 1– "L" Low level of complexity, "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - Met all requirements. No concerns.
15. Disaster Recovery Plan
 - Coupa.
16. Solution Environments RTM: Tab 4, TECH-64 through TECH-67. Matrix completed "L" Low level of complexity, "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - State would receive four environments Development, Quality Control/User Acceptance Testing, Training, and Production.
 - Graphs of each environment are provided and at what point in the process they are used.
17. Solution Technical Architecture
 - Met all requirements. No concerns.
 - Graphs and tools that will be used are provided in the tech. proposal.
18. Solution Network Architecture
 - Again – great graphs listing the software used and when scans, patching, etc. are done.
19. System Development Methodology
 - Normal PM with much explanation and tables/graphs.
20. Service Level Agreement
 - GEP notes they want to discuss and finalize SLA requirements with State and refers us to the GEP SLA.

D. Security Requirements: pages 75 - 94

1. Cloud Security Alliance (CSA) Compliance
 - GEP supplied a CAIQ in file 3; I will rely on my more experienced SMEs to help evaluate the CAIQ.
2. Security and Privacy Controls
 - No Concerns based on data in the proposal.
3. Security Certifications
 - No Concerns based on data in the proposal.
4. Annual Security Plan
 - GEP details out their annual security plan.
 - GEP notes that they understand NASPO has asked for any additional documents and to see refer to GEP Appendix 2' which is their Information Security Policy. This will need to be reviewed when negotiating.
5. Secure Application and Network Environment
 - refer to GEP Appendix 3' which is their SMART Application Architecture & Security Overview.
6. Secure Application and Network Access – Tab 5, SEC-1 through SEC-6. Matrix completed. 2– Medium(1,2) and the rest all "L" Low level of complexity, 1–"CF Configuration Item"(2), 1–"ID In Development"(3), and the rest "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - Mentions backup policies and use of Microsoft Azure backup.
 - GEP meets some of the requirements in this section but need to customize or develop others.
7. Data Security – nothing to add.
8. Personally Identifiable Information Protection – nothing to add.
9. Security/Privacy Issue Occurrence – nothing to add.
10. PII Data Actual/Attempted Access or Disclosure – nothing to add.
11. Security Breach Reporting – nothing to add.

E. Implementation Services Requirements: pages 95 - 127

- Matrix completed. 1–High(5) and rest “L” Low level of complexity and all “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - Seems to have many options for finding help and solutions for customers.
1. Project Management
 - GEP recommends AGILE implementation methodology with sprints and multiple workstreams.
 - They provide graphs and timelines.
 2. Project Implementation Methodology –
 - Reference bullets in #1 above.
 - Roles of both side are explained well.
 - Typical challenges are outlined.
 - The rest is fairly basic project knowledge or definitions of such.
 3. Catalog Support Services
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 4. Data Conversion Services
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 5. Interface/Integration Development Services
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 6. Organizational Change Management (OCM Services)
 - Change Management is nice to have as an option. GEP would be performing this. The approach they offer is standard.
 7. Training Services
 - good, maybe a bit more.
 8. Help Desk Services – good.
 - #3 – GEP provides a dedicated team of resources (helpdesk) for users and providers to call 24x5 via phone or email. This is a nice plus.
 - Great.
 9. On-Site System Stabilization Support – nothing to add.

F. Managed Services Requirements: pages 128 - 136

- Matrix completed. All “L” Low level of complexity and “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
1. Solution Support
 - Lay out roles in GEP and what each role will be responsible for after the implementation.
 - Lay out graphs of how the system is supported as well.
 2. Organizational Change Management (OCM Services) – see section E comments above, but also a nice graph on explaining ADKAR of Change Management.
 3. Training Services – see section E comments above.
 4. Help Desk Services – see section E comments above.
 5. Transition Out Assistance Services
 - GEP says they will be flexible when transitioning out and believes 4-6 months is optimized timeline for transitioning out.

G. Other Available Services: pages 137 - 139

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

- RTM: Tab 7, MNGD-1
- Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).
- Points to slides 18-37. Which is their Innovations and Value-Added Services Section.

H. Video Demonstrations: pages 140 - Page 140 of their technical proposal – a link

- Yes provided. Detailed and covered all of their 45 min.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3

DATE: 09/22/2021

EVALUATOR NAME: Joe Zrioka

EVALUATOR DEPARTMENT/STATE: State of Maine - Division of Procurement Services

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - GEP Smart Unified Source to Pay software
 - GEP NEXXE Cognitive Supply Nexus
 -
2. Previous Projects
 - Viatris – implemented direct and indirect buying and accounts payable
 - UCAL – Spend Analysis, Sourcing, Contract Management, Supplier Management
 - Chevron – eProcurement not present in project
 - LDS Church – Contract and Supplier Management
 - UMASS – no evidence of eProcurement
 - Reference calls should be coordinated through GEP
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Combined state and GEP org chart specific to the project
 - Roles defined
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B report 10/19/2020
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 3
DATE: 12/16/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **YES**

User Experience **YES**

Bidder Best Practices and Roadmap **AGILE, Maintenance Release/testing tight window for bug fixes, minor/low impact enhancements, manage commercials?**

Innovations and Value-Added Features/Services **Organizational Maturity Assessment – IT Procurement not identified, spend analysis, Market Intelligence. How is category management providing more value than the solution itself? I expect increased spend visibility, contract compliance, improved Supplier Performance – Is this innovation or additional cost?**

Customizations/Extensions **YES**

Alternative Funding Models **"GEP does not have any alternate funding models."**

Contract Transition and Flexibility **"GEP is able to comply with the contract review process and transition to a state's current contract terms"**

Functional Requirements

General Functionality **YES - 1 Customized, 3 configurations w/one medium effort, and 36 out of the box.**

Supplier Portal - **1 configuration w/medium effort, 1 integration w/high effort, and 21 out of the box**

Supplier Enablement/Management **9 integrations w/low effort and 34 out of the box.**

Buyer Portal **1 configurations w/medium effort, and 14 out of the box**

Need Identification **1 configurations w/low effort, and 6 out of the box**

Request through Pay **62 out of the box – Purch Req, 28 out of the box for Wrkflw mgt, 29 out of the box for PO gen and mgt, 17 in devp and all w/medium effort and 4 out of box for Pcard, 1 configuration w/low effort, and 20 out of the box for Receiving, 11 out of the box for invoicing.**

Catalog Capability **4 configurations w/medium (2) and low (2) LOE, 1 in devp w/low LOE, 34 OOBX**

Sourcing/Bid Management **7 configurations w/medium (1) and low (6) LOE, 1 in devp w/low LOE, 141 OOBX**

Contract Management **8 configurations w/medium (1) and low (5) and high (2) LOE, 80 OOBX**

Vendor Performance **1 configuration w/low LOE, 24 OOBX**

Purchasing/Data Analytics **1 configuration w/low LOE, 36 OOBX**

Technical Requirements

Availability **7 days/week twenty-four hours/day excluding scheduled maintenance and outages**

Accessibility Requirements **WCAG2.1 and Accessibility Conformance Report (based off a VPAT)**

Audit Trail and History **not sure minimum was met for user identifier, date/time stamp, field that was changed and the change that was made.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 3
DATE: 12/16/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Browsers Supported **YES** Microsoft Edge (Version 70.0 and above), Google Chrome (Version 70.0 and above), Firefox and MacOS Safari
User Accounts and Administration **RBAC**
User Authentication **SAML**
Federated Identity Management – **SSO MFA**
Data Conversion **ETL**, Cleanse and Standardize addresses (Country, Region, City & Street), “Harmonize”
Interface and Integration **CGI Advantage** (example) 2 options for integration
Office Automation Integration **hosted on Microsoft Azure** and integrates with Microsoft Office products
Mobile Device Support **GEP Software** is a mobile-native procurement platform
Mobile Applications **GEPSMART** mobile app on Apple App Store and Google PlayStore
Data Ownership and Access **Missing?**
Data Retention, Archive and Purge Considerations **Yes but what standard?**
Disaster Recovery Plan **Annual test does it include clients, is this Azure's DR test?**
Solution Environments **Development/Quality Control, UAT, Training, Production Environments, multi-tenant mode**
Solution Technical Architecture **YES**
Solution Network Architecture **YES**
System Development Methodology **Agile development life cycle using Azure Dev Ops development tools, Functional, SIT, UAT, Regression/Automation, performance testing. Change Request Governance Process.**
Service Level Agreement **GEP would like to discuss and finalize the SLA requirements**

Security Requirements

Cloud Security Alliance (CSA) Compliance **CAIQ**
Security and Privacy Controls **Did not answer NIST 800-53 question**
Security Certifications **SOC1 Type II and SOC2 Type II, ISO 27018, PCI DSS v1.1, FedRAMP High, CJIS, IRS Publication 1075, HIPAA**
Annual Security Plan **No**
Secure Application and Network Environment **YES**
Secure Application and Network Access **YES**
Data Security **YES**
Personally Identifiable Information Protection **GDPR compliance**
Security/Privacy Issue Occurrence **reports any high severity security breach within 4 hrs – define high**
PII Data Actual/Attempted Access or Disclosure **YES**
Security Breach Reporting **2 hour and 24 hour notification cannot be met**

Implementation Services Requirements

Project Management **AGILE, roles/responsibilities defined**
Project Implementation Methodology **Sm Med Lrg, Risk/Mitigation strategies, Configuration/change control, Issue Tracking/Management,**
Catalog Support Services **hosted and punchout catalogs**
Data Conversion Services **Data centralization, Standardization, enrichment, and optimization**
Interface/Integration Development Services **YES**
Organizational Change Management (OCM Services **Human Centric Change Management**
Training Services **Train the trainer approach no training plan example**
Help Desk Services **global, severity levels**
On-Site System Stabilization Support **On site is on call**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 3
DATE: 12/16/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Managed Services Requirements

Solution Support **YES**
Organizational Change Management (OCM Services **YES**
Training Services **YES**
Help Desk Services **YES**
Transition Out Assistance Services **robust**

Video Demonstrations

- **Dashboard**
- **Templates**
- **Clause repository which can link to contracts**
- **Contract wizard**
- **Supplier enablement**
- **Vendor performance scorecards**
- **IT Procurement**
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3 – eSoftware Only

DATE: 8/22/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Heavy marketing visuals in presentation
 - Overuse of market buzzwords
 - Underwhelmingly curious if they perform in all capacities the proposal identifies
2. Previous Projects
 - Results are buzz word driven. No savings identified worthy of expense beyond process efficiencies
 - Results achieved are just marketing focused, with vague points
 -
3. Subcontractors
 - GEP is full-service (why also submitting proposals with subcontractors?)
 -
4. Organizational Chart
 - Separate Org Chart from other GEP proposals.
 - Personnel role responsibilities are general in nature.
 - Different titles of employees from other proposals
5. Litigation
 - No litigation identified
 -
 -
6. Financial Viability
 - D&B results not showing concern
 - Unsure about their subcontract KPMG
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): Cat 3, Stage 2 Proposed Services

DATE: 11/02/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- (Page 5) Centralized platform. Is this all or none, integration with other platforms?
- (8) Do suppliers have access outside of the portal?
- (10) High levels of functionality
- (13) Non-Value-added work reduction 40-60% is valuable
- (14) Agile no customization to cloud, unclear any potential impact to existing processes
- (15) Bi-Weekly maintenance releases seem overly frequent
- (23) Good gap analysis linking to reporting capabilities
- (24) Would like to see F2F workshops offered as well as virtual
- (30) How does Supplier database incorporate local and OSD vendors?

Functional Requirements

- (48) Interesting how the document process moves from one action to the next
- (46) Show good functionality across different workflows, very robust
- (60) Unsure if catalog search includes both hosted and punchouts including level 2
- (65) Concerned about the "Preferred Supplier" and what makes them chosen over others.
- (70) alludes to level 2 punchouts (searchable in the platform) but only if suppliers allow. How many suppliers allow this?
- (73) Sourcing seems very intuitive
- (79) Vendor Performance is good in the way it creates scorecard type data
- (82) Purchasing data has lots of functionality, would like to better understand if it is perhaps too much
- (RTM Tab 3, line 11, EPROC-SPR-7). Allow supplier access to solicitations, both invited and all others. Response did not meet the requirement. Did not address access to suppliers that have not been invited.

Technical Requirements

- (86) Availability should consider maintenance both planned and unplanned. The method identified is only identifying unexpected events relative to the vendor. The customer is inclusive of all events of any form where the service is unavailable. Their method is providing questionable percentages.
- (97) Single Sign on is preferred
- (102) Good data normalization
- (107) ERP integration is important as most states have existing solutions they will not abandon

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): Cat 3, Stage 2 Proposed Services

DATE: 11/02/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Security Requirements

- (CAIQ line 135) Does not support BYOD. Would Single Sign On at state level allow this?
- (CAIQ line 207) Unsure if test environments are available
- (CAIQ lines 216-219) Unsure of liability relationship with GEP and MSFT using Azure. GEP reference to MSFT portal only raise concerns with data breaches or problems and who is liable.
- (CAIQ line 245) No BYOD support, how will this impact states that do not provide state owned laptops/mobile devices to all employees?
- (160) Breach does not include any credit monitoring by vendor or liability acknowledgement

Implementation Services Requirements

- (163+) Project Implementation Methodology is robust
- (167) Projected time periods are not discussed, only unspecified milestones
- (192) How does future state design consider state needs

Managed Services Requirements

- (234) MSFT Intune is MSFT service, GEP does not manage.
- (215) Are training options varied (virtual/In-Person)

Video Demonstrations

- Dashboard formatting is hard on the eyes
- Can create solicitations within the platform
- Scoring withing platform with weighted percentages or formulas
- Can invite suppliers, can suppliers invite themselves?
- Evaluators score within
- Interesting Parent-Child relationships
- Unknown if shopping search looks at punchout catalogs
- Results show non-contracted items. Where are they coming from?
- Where do accounting details come from?
- Can reject line items in requisitions or only entire request?
- Does this work with Peoplesoft?
- Supplier management is manual process for data entry?
- Does supplier profile integrate with Oracle or other platforms?
- Arbitrary supplier scorecard?
- Reporting seems intuitive

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3

DATE: 08/23/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - End to end procurement and supply chain
 - 20 years
 - Woman and minority owned
2. Previous Projects
 - Viatris, UCAL, Chevron and LDS Church
 -
 -
3. Subcontractors
 - Global Organization of independent professional services firms.
 -
 -
4. Organizational Chart
 - Org chart is combination of Client, KMPG and GEP
 -
 -
5. Litigation
 - No material or significant claims, litigation or regulatory actions in the past 5 years
 - No law suits
 -
6. Financial Viability
 - D & B Low risk
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

7	Single point of entry for all procurement activity based on their needs or use of the solution	
7	Smart Routing – Wizard driven capabilities	Positive
7	Portal – informs users and supports user work management	

User Experience

8	Wizard driven capabilities	Positive
8	Mobile app has access to many areas. Catalogs, create requisitions, approvals and to view dashboard.	Strength
8	User sets up the look of the dashboard and it stays that way for next login	

Bidder Best Practices and Roadmap

14	Approach to implementation is based on progress made and not timeline	Positive
15	Quarterly general release sent to UAT for a week and then to production. It is sent to production in Default Off mode	Weakness
15	Maintenance release every 2 weeks to fix bugs. Handle like quarterly release – sent to UAT for 1 week first. “the participating entity is not obligated to accept and implement any recommendations.”	Weakness

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Innovations and Value-Added Features/Services

18-37	<p>These are optional</p> <ol style="list-style-type: none"> 1. Organizational Maturity Assessment – 16 weeks – a lot of time and a lot of people involved to get current state assessment. 2. Opportunity Assessment -spend analysis on current practices. 3. Market Intelligence 2-3 days for off the shelf report. 2.5 weeks for detailed reports 4. Category Management 	1.Concern- we do know pricing - depends on scope, level of detail, and timing
-------	---	---

Customizations/Extensions

39	Customizations are done with the help of a user's group call PAG. Based on the feedback given, GAP prepares its product roadmap for all of the solutions.	
----	---	--

Alternative Funding Models

41	GEP does not have any alternate funding models.	
----	---	--

Contract Transition and Flexibility

43	Able to comply with the contract review process an transition to a state's current ter4ms.	
----	--	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Functional Requirements

General Functionality

GEN 1	Cloud Based. SAAS Solution. Yes	
GEN 2	Yes	
GEN 3	Requires vendor to register through a form	Weakness
GEN 4	Yes	
GEN 5	Configuration items – 3 ways to set up	Weakness
GEN 6	Yes	
GEN 7	Yes	
GEN 8	Yes	
GEN 9	Yes	
GEN 10	Yes	
GEN 11	Yes – can upload 5 docs at a time. Limit of 30MB per document but the size can be increased or decreased per state's requirements	Positive
GEN 12	Yes – able to search across transactions/documents	Positive
GEN 13	Yes	
GEN 14	Yes	
GEN 15	Yes	
GEN 16	Yes	
GEN 17	Yes	
GEN 18	Yes	
GEN 19	Yes	
GEN 20	Yes	
GEN 21	Yes – High level 181-500 Hours	Concern

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

GEN 22	Yes	
GEN 23	Yes	
GEN 24	Yes	
GEN 25	Will not be user's email. It will come from gep.com Medium 41-180 hours	Concern
GEN 26	Integrate with gateway system. High 181-500 hours	
GEN 27	Yes	
GEN 28	Yes	
GEN 29	Time zone set per user	
GEN 30	Yes	
GEN 31	Yes	
GEN 32	Yes 16 languages	
GEN 33	Yes	
GEN 34	Yes	
GEN 35	No comment library. – does have comment feature between invited internal stakeholders.	Weakness
GEN 36	Yes	
GEN 37	Yes	
GEN 38	Assumes number of users as indicated in the cost exhibit workbooks. "We do support unlimited licenses for business users and supplier users"	
GEN 39	Yes - High 181-500 hours. The anticipated date of delivery will be aligned with the state go live date	
GEN 40	Yes. Real time	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Supplier Portal

SPR	GEP will onboard all suppliers in the beginning and approved vendors will have access for ongoing basis	Weakness
-----	---	----------

Supplier Enablement/Management

54	Yes, meets requirements and can be used to pre-qualify suppliers	
----	--	--

Buyer Portal

58	Yes, meets requirements. Users can track the entire lifecycle of the transaction from Request – Invoice	
----	---	--

Need Identification

62	Yes, meets requirements	
----	-------------------------	--

Request through Pay

64	Yes, meets requirements. What if there is no contract to match to an order?	
67	3 ways for service procurement.	
PRD 1-12	Yes	
PRD 13	Did not answer correctly	
PRD 14-27	Yes	
PRD 28	Yes, it can handle a trade-in at line item. Would we want to be able to have a negative PO total? For any reason? Not possible here.	Question
PRD 29-36	Yes	
PRD 37-39	User must enter the non-contract items. System does not capture this item for the future or to update a state contract.	Weakness
PRD 40-55	Yes	
PRD 56	Should provide a means to limit creation of backdated purchases. GEP would like to further discuss this requirement in detail with State/Participating entities	Question
PRD 57-62	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Catalog Capability

70	Hosted Catalogs, Punch out catalogs and internal catalogs. At the time of implementation, GEP will configure any state/participating entity specific punch out catalogs.	
CAT 1-18	Yes	
CAT 19	Can support negative number on line item but cannot have a negative number for the total.	
CAT 20 -37	Yes	
CAT 38	Contracts should be searchable without having to login. State can identify fields that should not be shown	In development
CAT 39-40	Yes	

Sourcing/Bid Management

SRC 1-36	Yes	
SRC 37	Updating a template that is available to all users may cause updates to other's templates already in use	Weakness
SRC 38-55	Yes	
SRC 56	SRC has a "what if" analysis feature that allows sourcing managers to dynamically weigh/assign different weightables to evaluators/sections/price sheets	Positive
SRC 57-66	Yes	
SRC 67	Vendors must contact the buyer to be added to an event if they are not registered.	Weakness
SRC 68-76	Yes	
SRC 83	Pre-responses/pre-proposal event on-line sounds like just a link sent out to supplier. Event takes place and can be recorded and then link put on public procurement website	
SRC 84-101	Yes	
SRC 102	No option for electronic signature	Weakness
SRC 107	Cannot block electronic submittal when asking for only hard copy	Weakness
SRC 108	Yes	
SRC 109	Buyer cannot enter in supplier's proposal so it is electronic. Future functionality	Weakness

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

SRC 110 - 151	Yes	
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Contract Management

CNT 1-17	Yes	
CNT 18	Contract management is functional. Allows users to create contracts in multiple ways. <ul style="list-style-type: none"> • Templates • From existing contracts • From scratch • Intuitive wizard driven process • Contract OCR process for suppliers' papers. 	
CNT 19-88	Yes	

Vendor Performance

Pg. 79-80	Does have functionality	
VPE 1-25	Yes	

Purchasing/Data Analytics

82	Meets requirements	
PDA 1	Reporting done 3 ways <ol style="list-style-type: none"> 1. Configurable 2. Pre-packages 3. In-depth reporting tool 	Positive

**STATE OF MAINE
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DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Technical Requirements

Availability

86	Meets requirements	
----	--------------------	--

Accessibility Requirements

88	Meets requirements	
----	--------------------	--

Audit Trail and History

Tech 1-5	Meets requirements	
-------------	--------------------	--

Browsers Supported

92	Can use any browser with a basic internet connection. Recommends Microsoft Edge and Google Chrome	
----	---	--

User Accounts and Administration

94	Meets requirements. Role based access Control	
Tech 1-17	Yes	
Tech 18	Notifies just change in login not every action taken	
Tech 19-20	Yes	

User Authentication and Federated Id management

Tech 21-25	Yes	
---------------	-----	--

Data Conversion

Tech 26-34	Yes	
---------------	-----	--

Interface and Integration

Tech 35-60	Yes – Except for #35 – not real time transfers. Lists 2 options for State ERP system	
---------------	--	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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BIDDER NAME: GEP

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Office Automation Integration

Tech 61	Yes - compatible	
------------	------------------	--

Mobile Device Support

Tech 62	Yes	
------------	-----	--

Mobile Applications

Tech 62	Yes	
------------	-----	--

Data Ownership and Access

	Missing	
--	---------	--

Date Retention, Archive and Purge Considerations

Tech 63	Yes	
------------	-----	--

Disaster Recovery Plan

Pg.118	Not a good description of the disaster plan.	Weakness
--------	--	----------

Solution Environments

Tech 64	Training environment not provided. UAT will be used and any defects will be fixed on the next cycle	Weakness
------------	---	----------

Solution Technical Architecture

	Yes	
--	-----	--

Solution Network Architecture

	Yes	
--	-----	--

System Development Methodology

	Yes	
--	-----	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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BIDDER NAME: GEP

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Service Level Agreement

	GEP would like to discuss and finalize the SLA requirement with state/participating entity.	Problem
SLA appendix 1	Depending on severity – service could be 1 hour to 45 business days.	

Security Requirements

Cloud Security Alliance (CSA) Compliance

136	Must fill out CAIQ	
-----	--------------------	--

Security and Privacy Controls

139	GEP policy and governance framework is modeled as per ISO 27001 reviewed and updated annually	
-----	---	--

Security Certifications

141	Yes	
-----	-----	--

Annual Security Plan

143	Described Annual Security Plan. Upon award contractors must develop, implement and thereafter maintain annually a security plan.	
-----	--	--

Secure Application and Network Environment

144	Meets requirements	
-----	--------------------	--

Secure Application and Network Access

149	yes	
SEC 1-5	Cannot currently force a lock-out but they will build that feature	

Data Security

154	Meets requirements	
-----	--------------------	--

Personally, Identifiable Information Protection

156	Meets requirement	
-----	-------------------	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 3 Stage 2
DATE: 11/15/2021
SME/EVALUATOR NAME: Stacey Winter
DEPARTMENT/STATE: Purchasing North Dakota State University

Security/Privacy Issue Occurrence

158	Does not meet time requirements for notifying the entity of the issue. They say on page 158 that they will investigate the security breach and take reasonable action to identify, prevent and mitigate the effects of the breach	Concern
-----	---	---------

Security Breach Reporting

	See above	
--	-----------	--

Implementation Services Requirements

Project Management and Project Implementation Methodology

164-- 194	Meets requirements. Need to be able to adjust timeline as needed. Will need more detail per implementation. The plan here is pretty high level.	Concern
--------------	---	---------

Catalog Support Services

185- 190	Meets requirements	
-------------	--------------------	--

Data Conversion Services

191	Meets requirements	
-----	--------------------	--

Interface/Integration Development Services

200	Set up of rules to keep from sending redundant data. Will conduct unit testing and troubleshoot for interface failures.	
-----	---	--

Organizational Change Management (OCM Services

203	Must provide change management services	
-----	---	--

Training Services

213	Meets requirements. Different types of training for different learning styles. Develop trainee group. Train the trainer	Positive
-----	---	----------

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Help Desk Services

217-225	Meets requirements	
---------	--------------------	--

On-Site System Stabilization Support

230	GEP availability but not on site	Weakness
-----	----------------------------------	----------

Managed Services Requirements

Solution Support

--	--	--

Organizational Change Management (OCM Services

--	--	--

Training Services

	Meets requirements – same as above	
--	------------------------------------	--

Help Desk Services

	Same as above	
--	---------------	--

Transition Out Assistance Services

	RFP is 1 year vs. 4-6 months	concern
--	------------------------------	---------

Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3

DATE: 08/19/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 20 + years experience. Formed in 1999
 - Minority and Women owned
 -
 -
2. Previous Projects
 - University client
 - Church client
 - Large Gas Company
 -
3. Subcontractors
 - No Subcontractors for this response
 - GEP would provide software, implementation and value added services
 -
4. Organizational Chart
 - Supplied extensive organizational chart
 - Supplied roles and definitions for GEP team
 - Supplied roles and definitions for entity team
5. Litigation
 - Bidder stated none to report
 -
 -
6. Financial Viability
 - Supplied Duns & Bradstreet report.
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): Stage 2, Category 3
DATE: 11/08/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

One of my major concerns with this response is the vendor has requested many times that they would like further discussion on some of the requirements listed. This response also has many concerns where the entire requirement listed was not addressed in their response.

I believe the concerns would need to be addressed (i.e., PCard functionality) in order for their solution could be offered. I think some of the "clarifications" need be addressed for me to feel comfortable with their solution offering.

General Principal and Requirements

Key Solution Functionality Elements

- PDF Page 5 – Need form completed to be taken to proper module. Page 6 -Will configure catalogs and punchouts. Restrict access to documents. STRENGTH – Cross Functional reporting. Will configure to state specific cases.

User Experience

- STRENGTH Page 8 PDF – User personalization and access tasks from landing page
- Mobile Capability

Bidder Best Practices and Roadmap

- PDF Page 13 – STRENGTH – Best Practices. PAGE 15 – Default OFF Releases!

Innovations and Value-Added Features/Services

- PDF Page 19 – Organizational and Opportunity Assessment, Market Intelligence and Category Management. Lots of information and informational charts!

Customizations/Extensions

- PDF Page 39 – Highly configurable and lays out customer roadmap

Alternative Funding Models

- CONCERN – No alternative funding models available.

Contract Transition and Flexibility

- This vendor complies to this statement.

Functional Requirements

General Functionality

- STRENGTH EPROC-GEN-5 – Multiple options for posting data.
- WEAKNESS -EPROC-GEN-7 – Fill form to gain access?
- WEAKNESS -EPROC-GEN-8 – Can search by commodity code?
- STRENGTH - EPROC-GEN-11 – Can increase the file limit of 30MB.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): Stage 2, Category 3

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- STRENGTH - EPROC-GEN-17 – Nice to be able to have new release data in the OFF by default mode.
- WEAKNESS - EPROC-GEN-25 – Does not allow email domain change to state email domain on emails sent from the system.
- CONCERN - EPROC-GEN-26 – Need to integrate with ERP to track administrative fees.
- STRENGTH - EPROC-GEN-36 – System has its own “built in” signature process but can integrate as well.

Supplier Portal

- STRENGTH - EPROC-SPR-13- Multiple ways for supplier to submit invoices.
- CONCERN - EPROC-SPR-15 – Did not mention if the SUPPLIER could not get to the historical data in the supplier portal?
- CONCERN - EPROC-SPR-19- Must submit administrative fees via an integration.
- CONCERN - EPROC-SPR-20 – Response seems to be on the user side rather than the supplier portal side?
- CONCERN - EPROC-SPR-23 – Response seems to be on the user side rather than on the supplier side?

Supplier Enablement/Management

- STRENGTH - EPROC-VDR-6 – Each contact can have their own log in to the supplier portal.
- CONCERN - EPROC-VDR-13 – Response did not address the foreign suppliers designation?
- STRENGTH - EPROC-VDR-16 - Triggers expire notifications on certificates
- CONCERN - EPROC-VDR-20 thru EPROC-VDR-27 – These responses ALL refer to the response in EPROC-VDR-19 which provides “link” to a management service solution. We need to ask for clarification on these requirements.

Buyer Portal-

- CONCERN -EPROC-BPRT-6 – System admin might have to run reports on behalf of the user?
- STRENGTH - EPROC-BPRT-10 – Can perform a “system-wide” search from the buyer landing page.
- **CONCERN - EPROC-BPRT-14 -Need to discuss further specific integration requirements? Needs to be addressed at implementation.**
- CONCERN - EPROC-BPRT-15 – Did not state if communication would default to user email address?

Need Identification

- PDF PAGE 62 - The need starts with a request form user needs to fill out.
- Meets all other requirements

Request through Pay

- PDF PAGE 66 – Core Features list is pretty extensive
- STRENGTH - EPROC-PRD-8 – Collated purchase requests into one centralized dashboard.
- CONCERN - EPROC-PRD-24 – Can you limit the user access to the form?
- CONCERN - EPROC-PRD-46 – Did not address the political subdivision unique chart?
- CONCERN - EPROC-PRD-47 – Can you control fields availability based on the agency?
- CONCERN - EPROC-PRD-56 – Vendor response states wants further discussion. Not sure they can meet this requirement.
- CONCERN - EPROC-PRD-59 – Did not submit information of calendar functionality.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-WRK-9 and EPROC-WRK-10 – Did not state if the user could enter a reason for workflow by pass?
- WEAKNESS - EPROC-WRK-22 – Referenced a previous requirement as their response to this requirement.
- CONCERN - EPROC-PO-2 – Supplier wants further discussion.
- CONCERN - EPROC-PO-15 – Did not state if they could print in groups?
- CONCERN - EPROC-PC-1 thru EPROC-PC-3, EPROC-PC-5 thru PC – 8, PC-10 thru PC – 15, PC -17 thru PC -19 and PC - 20 – Pcard functionality in development.

Catalog Capability

- PDF Page 69 – Has 3 catalog options with the Internal Catalog being new to me.
- CONCERN - EPROC-CAT-11 – Supplier has requested further discussion on ability to obtain quotes.
- CONCERN - EPROC-CAT-20 - Concern - Response is quick quote process where I thought we were looking for the ability to enter a quote in the punch out catalog?
- CONCERN - EPROC-CAT-38 – Search catalogs without logging in is in development.

Sourcing/Bid Management –

- PDF Page 74 – Comprehensive Automatic Scoring.
- CONCERN - EPROC-SRC-15 and SRC – 16- Supplier would like further discussions of IFQC and IFQP
- CONCERN - EPROC-SRC-19 thru EPROC-SRC-21 – Supplier response did not address if these event types could be done in the system?
- CONCERN - EPROC-SRC-28 – Response was directed at the supplier side and not for participants on the buyer side (solicitation participants).
- CONCERN - EPROC-SRC-37 – Need ability to update templates automatically but this supplier does not recommend.
- CONCERN - EPROC-SRC-83 – Did not address if recording of pre-proposal conference could be stored as part of the event?
- CONCERN - EPROC-SRC-102 – Response is NOT an electronic signature process.
- CONCERN - EPROC-SRC-109 – The ability to enter paper responses in under development and will aligned with entity's go live date.
- CONCERN - EPROC-SRC-130- Supplier wants further discussion on online collaboration.

Contract Management

- PDF – Page 76 – Key Highlights to their Contract Management Solution.
- The contract request form goes directly to creation of a contract avoiding the need for a bid.
- STRENGTH - EPROC-CNT-8 – Mass update to contracts that have the same contract clause that has been updated.
- STRENGTH - EPROC-CNT-12- Built in electronic signature process but can also integrate.
- CONCERN - EPROC-CNT-18 – Supplier response does not address the sharing of responsibility of the contract record.
- CONCERN - EPROC-CNT-20 - This response does not address the contract number being the same as the solicitation number.
- CONCERN - EPROC-CNT-38- Supplier wants further discussion on the ability to capture subcontractor information.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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CATEGORY #(s): Stage 2, Category 3

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- **CONCERN - EPROC-CNT-41 – Supplier wants further discussion on certifications.**
- **CONCERN - EPROC-CNT-71 - Supplier wants further discussion on admin fees.**
- **CONCERN - EPROC-CNT-72 - Supplier wants further discussion on admin fees.**

Vendor Performance – Page 78

- CONCERN - EPROC-VPE-15 – Needs to be configured.
-

Purchasing/Data Analytics – Page 81

- PDF Page 82 – They use dashboards to display this data.
- CONCERN - EPROC-PDA-5 – Did they supply list of examples of reports?
- CONCERN - EPROC-PDA-11 - Copied response for contract expiry requirement. This requirement is for purchase orders.
-

Technical Requirements – Page 84

Availability – Page 85

- Offered a calculation of availability of the system

Accessibility Requirements – Page 87

- CONCERN – Did not mention if in compliance with Section 508?

Audit Trail and History – Page 89

- STRENGTH - Allows for adhoc approvers.
-

Browsers Supported – Page 91

- Meets requirements

User Accounts and Administration – Page 93

- STRENGTH - Disabling access does NOT remove access to data.
- CONCERN – Need to contact support to view list of permanently deleted users.

User Authentication – Page 96

- STRENGTH - Integration with OKTA
-

Federated Identity Management – Page 96 – Response is combined with User Authentication

Data Conversion – Page 98

- Data needs to be entered on templates provided by GEP.
- CONCERN - EPROC-TECH-29 – Did not mention if they could migrate attachments
- CONCERN - EPROC-TECH-30 – Interface is available at an additional cost.
-

Interface and Integration – Page 106

- CONCERN - EPROC-TECH-55 – Pcard functionality is in development
-

Office Automation Integration – Page 110

- Meet requirement

Mobile Device Support – Page 112

- EPROC-TECH-62 – this is the RTM number not 61 that is mentioned in the bid.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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CATEGORY #(s): Stage 2, Category 3

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Mobile Applications – Page 112 – Combined with above requirement.

- Meets requirements

Data Ownership and Access – This section was skipped in this response – Should be on page 112

Date Retention, Archive and Purge Considerations

- STRENGTH - Work to implement the state entity's retention plan.
-
-

Disaster Recovery Plan

- Showed their Business Continuity Management Plan

Solution Environments – Page 119

- CONCERN - EPROC-TECH-64 – Does not mention the ability to “refresh” the environments

Solution Technical Architecture – Page 121

- Meets Requirements

Solution Network Architecture – Page 124

- Meets Requirements

System Development Methodology – Page 128

- STRENGTH - Change Request Governance Process

Service Level Agreement – Page 133

- CONCERN – Will discuss this as they move ahead in the process but did provide SLA sample.

Security Requirements

Cloud Security Alliance (CSA) Compliance – Page 137

- Provided questionnaire as an attachment – questions answered

Security and Privacy Controls – Page 138

- Seems to meet requirements

Security Certifications – Page 140

- Supplied tables of certifications

Annual Security Plan – Page 142

- Provided additional attachment Appendix 2 – Information Security Policy

Secure Application and Network Environment – Page 145

- CONCERN - EPROC-SEC-2 – This needs to be configured.
- CONCERN - EPROC-SEC-3 - Does not allow forced log out of user.
-

Secure Application and Network Access – Same as Above?

Data Security – Page 152

- Meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: GEP

CATEGORY #(s): Stage 2, Category 3

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Personally Identifiable Information Protection – Page 155

- Meets requirements of GDPR
-

Security/Privacy Issue Occurrence – Combined with below requirements.

PII Data Actual/Attempted Access or Disclosure – Page 157

- States system has Security Incident Response Plan and Team

Security Breach Reporting – Page 159

- CONCERN – Notification for breach is 4 hours and not the 2 hours listed in the requirement

Implementation Services Requirements

Project Management – Combined with below requirement.

Project Implementation Methodology – Page 162

- STRENGTH - Mentioned key lessons for a successful implementation – Page 179.

Catalog Support Services – Page 184

- Meets Requirements

Data Conversion Services – Page 191

- Meets requirements

Interface/Integration Development Services – Page 199

- Refers to slides 107-109 to see integration approach.
- Provided list of API's
-

Organizational Change Management (OCM Services) – Page 203

- STRENGTH – Readiness Assessment
- Listed all services that they provide

Training Services – Page 214

- Train the trainer approach
- CONCERN – Did not provide links to examples of training materials

Help Desk Services – Page 218

- CONCERN - EPROC-IMPL-5 – Wants further discussion on integration with ticketing solution
- Meets requirements

On-Site System Stabilization Support – Page 226

- Meets requirements

Managed Services Requirements

Solution Support – Page 231

- Only will supply post-implementation support if the state implements their solution.
-

Organizational Change Management (OCM Services) – Page 237

- Meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): Stage 2, Category 3

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Training Services – Page 250

- Refer to Slides 215 – 217 for training services. Provide this support only if State implements their solution.

Catalog Support Services – Page 252

- Refer to slides 185-190. Provide this support if State implements.

Help Desk Services – Page 254

- Refer to slides 219-225. Provide this support if State implements.

Transition Out Assistance Services – Page 256

- Meets requirements

Other Available Services- Page 260

- Refer to slides 18-37.

Video Demonstrations

- Reporting Dashboard is helpful for reporting.
- This system has the functionality called “Guided Buying” which allows the user to perform a keyword search which results in the user being in the correct location needed based on their search (Contract, Punch Out Catalog, Hosted Catalog, Purchase Request, etc.)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM - Kyndryl

CATEGORY #(s): 3

DATE: 10/29/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- IBM - Est. 1911.
- IBM – infrastructure services for hybrid cloud, enterprise application management, business resiliency, network, digital workplace, and technology support.
- Kyndryl (page 6) is an IBM company. Says they are going to be launched later in 2021. This is somewhat concerning. But on the next page says they have been doing this for 30 years. Unsure here.
- Concerns on how they could meet category 3

2. Previous Projects

3 projects provided. Kyndryl is mentioned nowhere in the references. No State examples given. Only one Ariba reference, but done by an IBM subcontractor.

- PayPal Giving Fund – project is still ongoing since 2011. IBM migrated PPGF's ERP platform to SAP Cloud.
- Shared Services Canada – project ongoing. It says the reference is mandated to consolidate and modernize the Government of Canada's IT infrastructure. It discusses Experis (subcontractor) and IBM provide technical support.
- Santander Group Ongoing project – ManpowerGroup's IT brand "Experis" delivering E-procurement solution – "SAP Ariba"

3. Subcontractors

- Yes. Experis, ManpowerGroup, Jefferson Wells, Amick Brown

4. Organizational Chart

- Provides a high-level organizational chart with subcontractors underneath it and a layout of job titles under that.

5. Litigation

- Page 18, yes, they list they have several; however, they do not list any.

6. Financial Viability

- DnB provided. Low – Moderate risk. For IBM only.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (IBM-Kyndryl)

CATEGORY #(s): 3

DATE: (11/01/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Cloud solutions
 - Infrastructure services
 - SAP Ariba eProcurement suite
2. Previous Projects
 - PayPal Giving Fund - Donations
 - Shared Services Canada - delivery of email, data center and telecommunication services
 - Santander Group - procurement operations modernization
 - details lacking on eProcurement experience
3. Subcontractors
 - Amick Brown
 - ManpowerGroup (Experis, Manpower, Jefferson Wells, ManpowerGroup Solutions)
4. Organizational Chart
 - Executive and project Org Chart
 - Roles not defined
 -
 -
5. Litigation
 - variety of ongoing claims
 -
 -
6. Financial Viability
 - D&B Report dated 5/2021
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM-Kyndryl

CATEGORY #(s): 3 – eSoftware Only

DATE: 10/29/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Deploying Ariba
 - New company in 2021?
 - Developed implementation process stated
2. Previous Projects
 - Unconvincing previous projects
 - Projects do not show capability of IBM to implement state procurement solutions
3. Subcontractors
 - Amick Brown as consultants
 - Manpower Group – are they going to provide a staffing resource for the states? Not clear on what their role will be performing in this contract scope.
 - Experis – Resources for implementing?
 - Jefferson Wells – Consultants?
4. Organizational Chart
 - Seems very diluted with numerous subcontractors as project leads
 - Unclear what role Kyndryl or IBM has in the process
 -
5. Litigation
 - Response does not identify litigation pending only that there is
 - Question on responsiveness to this section
 -
6. Financial Viability
 - IBM D&B is good, unknown for Kyndryl of numerous Subcontractors identified.
 - Noteworthy that IBM is moderate risk
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM and Kyndryl

CATEGORY #(s): Cat 3 Stage 1

DATE: 10/27/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: *Cover Letter – Yes, Debarment Statement – yes, Cert of Insurance - yes*

Organization Qualifications and Experience

1. Overview of the Organization

- 30 Years of Infrastructure
- IBM and Kyndryl will launch later in 2021 as a spin off company
- What Kyndryl brings –
 - Hybrid Cloud Services
 - Security & Resiliency Services
 - Application Environment Management Services
 - Data Management Services
 - Enterprise Infrastructure Services

2. Previous Projects

- PayPal Giving Fund
- Shared Services Canada – consolidate and modernize the Government of Canada's IT infrastructure
- Santander Group – SAP and Ariba

3. Subcontractors

- Amick Brown – Cloud, SAP and Business Insights and Analytics
- Manpower Amick Brown -Sourcing, assessing and developing and managing the talent
-

4. Organizational Chart

- Provided with Project roles
-
-

5. Litigation

- Involved in a variety of ongoing claims, demands and suits
-
-

6. Financial Viability

- Low-moderate risk
-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM - Kyndryl

CATEGORY #(s): Stage 1, Category 3 – eSoftware Only

DATE: 10/27/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Same as submitted response for Stage 1, Category 1 Full Solution. They reference the SAP Ariba software solution.

Organization Qualifications and Experience

1. Overview of the Organization
 - Providing link to website
 - Kyndryl is an IBM company will be launched later in 2021
 - Spin off company- Recognized by Gartner, IDC, HFS Research, and Everest Group
 - Combined team with Manpower Group and Amick Brown
 - Cloud Management, Security, Migration, Managed SAP & Oracle Services, Data Management and Cloud Infrastructure
 - Proposing SAP Ariba to integrate with on prem Oracle Peoplesoft. Uses Cloud Exchange for virtual network
 - Supplied table on page 7
2. Previous Projects
 - Canada project- modernize the IT structure of the Government of Canada
 - Pay Pal project is to update their ERP system to handle more load.
 - Bank project – mentioned this contained “procurement transactions”
 - No government client examples with eProcurement experience.
3. Subcontractors
 - Amick Brown – ISO certified and an SAP partner. Consultant services for SAP. Provided Link
 - ManpowerGroup- staffing brands, Manpower and Experis. Hold State contracts. Seems to be a recruiter for businesses. Provided link
 - Experis – Professional Resourcing – Provided link
 - Jefferson Wells – offers help with Business Optimization Risk & Compliance, Finance & Accounting and Tax Services
4. Organizational Chart
 - Only provided company org chart with some names and titles. Did not provide job descriptions
 - Did not provide the org chart for the client, nor job titles or descriptions
 -
5. Litigation
 - State they have been involved in litigation as plaintiff or defendant but did not offer specific information.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM - Kyndryl

CATEGORY #(s): Stage 1, Category 3 – eSoftware Only

DATE: 10/27/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

6. Financial Viability

- Provided a DUNS & Bradstreet -
- Low- Moderate Risk
- Dated 05/26/2021

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 3

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - “Icertis Platform” Enterprise Contract Intelligence Platform concentrating on CLM “Contract Lifecycle Management”
2. Previous Projects
 - Provided seven previous projects / customers. All have short descriptions of how the Icertis Platform was used and/or integrated with their current system.
 - The projects meet Category 3 for software only.
 - They note they will not provide contact information at this stage until they have further discussions with potential customers looking to purchase off of the NASPO agreement.
3. Subcontractors
 - Vendor states there are multiple SI implementation partners and that it does not include services as this submission is for Category 3.
4. Organizational Chart
 - No org. chart, but listed out example job descriptions from each side (them and the customer).
5. Litigation
 - Vendor states there is no litigation.
6. Financial Viability
 - Did not provide the requested items. Instead provided an overview and offered more information if Maine will sign a mutual NDA.

Note – vendor has CHOSEN to not supply pieces of information in this section. May need to request again or clarify.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 3

DATE: 1/21/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- Proposal is for a Contract Intelligence Platform with Sourcing and Reporting.
- Cloud
- Called: Icertis Contract Intelligence (ICI) platform.

A. General Principal and Requirements pages 2-11

1. Key Solution Functionality Elements – p. page 2 - 4

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

Note: proposal does not follow this section well – did best that I could to find items. Also it mentions KSU to manage the risks. Maybe Kansas University?

- Single Point of Entry: Yes for the ICI
- Smart Routing: Yes.
- Compliance: Yes in diagram.
- Portal: Unsure, can't find..
- Open Marketplace environment: Yes
- Integration: Yes. Page 4 diagram.
- Workflow: Yes. Discussed on page 3
- Document Management: Yes.
- Reporting/dashboards/ rule role based: Unsure, can't find. It does mention analytics.
- Configurable: Yes.
- Transparency: Unsure, can't find.

2. User Experience – p. page 5 - 6

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
 - **Capability:** They infer that it is a user-friendly system “easy to use”. No demo.
 - **Intuitive:** Doesn't mention
 - **Wizard driven:** Yes, “contextual user experience”
 - **Portal work management:** Yes.
 - **Mobile access:** Yes – page 5
 - **Workload:** - They use MS Office for their products and integrate with them.
 - **Role-based:** Yes.
 - **Recognized by Gartner (Magic Quadrant) and Forrester (the WAVE report)**

3. Bidder Best Practices and Roadmap – p. page 7 and roadmap attachment

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
 - **Icertis provides a release every quarter, as well as two major and two minor releases in a year.**
 - **Release webinars held 4 times a year**
 - **Connects events – all customers invited**
 - **Customer Meetups**
 - **Cost portion not addressed.**

4. Innovations and Value-Added Features/Services – p. page 8 - 9

In addition to the stated requirement GEs, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• **Inline Narrative:** If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

- **“AI continues to drive efficiency, compliance and more intelligent spend management. The Icertis AI offering consists of DiscoverAI, Negotiate AI and Visualize AI.”**
- **DiscoverAI:** Built on the Icertis Contract Intelligence (ICI) platform, the ICI DiscoverAI application addresses these challenges by using the power of AI/ML to quickly and efficiently discover attributes and clauses, and surface them in the ICI platform. By matching contract language in legacy and third-party contracts to library clauses using fuzzy matching techniques, it can provide a more complete picture of how a contract compares a company's standard terms.
- **NegotiateAI:** Built on the Icertis Contract Intelligence (ICI) platform, the ICI NegotiateAI app gives businesses the AI-powered insights they need to optimize their contractual negotiations. With the help of this app, you can easily analyze high volumes of contracts, understand their component terms and clauses, and find similar precedents from across your company's entire contract repository. You can also quickly create clause deviations to ensure compliance and improve business velocity. The app works as a plug-in for Microsoft Word to seamlessly surface

these insights right within the familiar user experience that professionals already know and use every day.

- **VisualizeAI:** *The Icertis VisualizeAI application, built on top of the Icertis Contract Intelligence (ICI) platform, enables users to quickly find and load a large volume of contract data, navigate relationships, and easily discover patterns. This app instantly gives users a much broader and more insightful view of the entire contract portfolio.*

5. Customizations/Extensions – p. page 10

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- **Doesn't really address this requirement**
- **It does address good information on their internal practices for a secure platform from an internal QA team to the system having vulnerability assessment and penetration testing process in place..**

6. Alternative Funding Models – p. page – Not found.

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

- **N/A.**

7. Contract Transition and Flexibility – p. page 11

- **N/A**

B. Functional Requirements: pages 11 - 15

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The electronic procurement solution **must** be cloud-based with a Software as a Service (SaaS) delivery model

1. General Functionality. Tab 2, GEN-1 through GEN-40

- **Gen 1: "eProcurement tools proposed are built on top of the same platform ensuring complete seamless compatibility and sync."**
- **Meets most of the general requirements.**
- **CF for Gen 26 – 28.**

2. Supplier Portal. Tab 3, SPR-1 through SPR-23

- **SPR 1: "Icertis offers a collaboration Portal through which suppliers can natively manage all aspects of onboarding, sourcing and contracting. This Portal does not extend to cover P2P functionality. Icertis can however integrate with P2P systems to either transfer data downstream**

for consumption in and adherence to contractual terms in the PO and Invoicing process. Icertis can also ingest data from those systems to display metrics, alerts, consumption and other data coming from P2P systems”

- SPR 19: Icertis can integrate to process 3rd party payments such as administrative fees, but it will take customization and is a high level of complexity.
- Many of the comments say supported without any detail.

3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43

- VDR 2 -11: *“Icertis Vendor Relationship Management module covers the enrollment and onboarding of vendors and enables them to capture and maintain their profile information. Vendor registration process to capture of data and documents on configurable forms. Vendor qualification process configuration – initiate evaluation record with inheritance from registration - Configuration of assessment checklists, Assemble / select qualification team, workflow setup to complete qualification, automated setup of supplier master record post qualification decisions. This information can also be integrated from the State systems. All the data, documents and fields captured as part of the onboarding process and completely configurable and defined as part of the implementation process. The fields mentioned here are standard fields available as part of the vendor profiles.”*
- Some comments say “Fully Supported” while others “Supported” Would prefer detailed comments here as it seems the supported ones **may only partially be met.**
-

4. Buyer Portal. Tab 3, BPRT-1 through BPRT-15

- No inline narrative response provided.
- BPRT 1: *‘Standard platform capability. The business apps are built on top of our contract intelligence platform making it seamless and a single platform’*

5. Need Identification. Tab 3, NEED-1 through NEED-7

- N/A

6. Request through Pay Workstream. Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11

- N/A

7. Catalog Capability - Tab 3, CAT-1 through CAT-40

- N/A

8. Sourcing/Bid Management Workstream. Tab 3, SRC-1 through SRC-151

- SRC 1: *“Icertis delivers sourcing capability that enables customers to manage the request process, RFx formulation, event management and the evaluation and selection process. Using Icertis robust REST API library it can easily be integrated with the Need Identification component to pull relevant information into ICI. All information collected can be pre populated into respective solicitation.”*
- **Again – not much detail in many of the requirements or they are left blank. Can not evaluate these.**
-

9. Contract Management. Tab 3, CNT-1 through CNT-88

- CNT 1: *“Supported. ICI provides the capability to experience no-touch contract creation within the line of business systems like CRM, Sourcing or Procurement (or the Need Identification component) by leveraging the Icertis contract creation API that can connect into the sell-side, buy-side processes to take input and auto build a contract for the user based on the business rules defined.”*
- **Again – not much detail in many of the requirements or they are left blank. Can not evaluate these.**

10. Vendor Performance Tab 3, VPE-1 through VPE-25

- No inline narrative response provided.

- VPE 1: *"Icertis is a highly configurable platform and provides the ability to easily setup performance milestones such as completion criteria, payment value amounts etc. associated with suppliers."*
- Many items to be configured.
- Again – not much detail in many of the requirements or they are left blank. Can not evaluate these.

11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37

- PDA 1: *"Icertis delivers robust operational reports on contracts and all related information. The system has default reporting capability that can be changed to customer needs and new reports can be easily created during or after the implementation. Icertis system also enables on-the-fly reporting leveraging the search infrastructure. Icertis Contract Management has a full feature analytics module fully integrated into the core product. Contract analytics provides valuable performance insights on all areas of contracts from legal, finance, sales, and procurement. The system enables insights on cycle times, deviations, risks, statistics (expiry, renewal, pending etc.), procurement and sales business metrics on contract revenue / spend, savings etc. The analytics dashboards are configurable for a user and can be enabled only for power users that need to have the deeper business metrics reporting for decision making."*
- ALL requirements in this section except for #1 are commented as "supported" and need "CF". Unsure if this contradicts the statement of a robust system.
- Page 20

C. Technical Requirements: Pages 20 -23

1. Availability.

The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- Uses Azure.
- Commits to 99.5% uptime.

2. Accessibility Requirements.

The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.

- Nothing provided.

3. Audit Trail and History RTM: Tab 4, TECH-1 through TECH-5 and

- TECH 1: *"Icertis Contract Intelligence (ICI) platform offers detailed application level auditing. The transaction audit log is captured in history of the transaction and captures all user actions on the record with date and time stamp. It also captures the change log which includes any changes, history of the change log including changes in user permissions or roles. "*
- Can meet requirements either by "INT" or "A"

4. Browsers Supported

- The general web browsers are supported (Microsoft Internet Explorer, M Edge, M Edge Chromium, G Chrome, Firefox, and Safari). Microsoft Internet Explorer compatibility mode is not supported. No concerns.

5. User Accounts and Administration RTM: Tab 4, TECH-6 through TECH-20

- TECH 6: *"Icertis Contract Intelligence (ICI) platform has granular RBAC (Role-based Access Control) module with least privileges implemented in the application, based on business user roles and responsibilities. The authorization model is completely configurable, defined and controlled by customer using ICI platform's web interface based on customer's business and functional needs. Icertis supports both profile and role-based authorization model. The authorization model permits users to access the functionality of the solution (through*

authorization with roles and permissions) works in tandem with the organizational hierarchy (e.g. functionality, contract clauses, contract terms, supporting documentation, etc.) or manipulate functions and data. Hierarchical or function-based authorization schema can be implemented as well. ICI platform also supports dynamic authorization model that can also be used to replicate customer's internal authorization model in ICI platform to drive the permissions and role of a user in ICI platform."

- Can meet all requirements either by "INT", "CF" or "A" and most are at a medium level

6. User Authentication RTM: Tab 4, TECH-21 through TECH-25

- Do not meet most requirements. *"Icertis Contract Intelligence (ICI) Platform do not have its own native authentication mechanism and do not manage any user credentials. ICI strongly recommends integration with customer's Identity Provider for user authentication and to provide single sign-on capabilities. All authentication and password policies including multi-factor authentication are driven by customer's Identity Provider."*

7. Federated Identity Management

- Yes - "provide single sign-on capabilities using SAML 2.0, Oauth, OpenID, or WS-Federation

8. Data Conversion RTM: Tab 4, TECH-26 through TECH-34

- TECH26: *"Icertis has robust historical data migration process. Icertis can enable data upload from existing repository. The legacy migration\data upload can be enabled by integration with the repository or upload of extracted data. For bulk legacy data upload, Icertis Contract Intelligence (ICI) platform various options like bulk REST APIs, SFTP based file upload. The robust data migration process is based on AIML capabilities of ICI platform. The bulk API's support migration of legacy contracts, metadata as well as supporting documents."*

The platform has its own robust, generic integration framework which is capable of integrating with any system using various secured integration options provided by the platform for inbound and outbound integrations. The integration framework offers integration options like API based integration, file-based integration using SFTP with support for various file formats, integration using middle ware like Azure Service Bus, MuleSoft Kafka Service Bus etc. but not limited to. The integration framework is capable of calling REST\SOAP services from external systems as well to push or pull data.

The platform provides various connectors to connect with ERP systems like (Oracle/SAP), CRM's such as SFDC and Microsoft Dynamics. In addition to that the platform also provides out-of-the-box integration capabilities with Coupa, Workday, Box, Thomson Reuters, D&B etc. using connectors provided by the platform. Please refer "ICI Integration Options.pdf" and "Contract Migration.pdf" for more details."

- TECH 27 - 33: Icertis responds to requirements with: *"Icertis Contract Intelligence (ICI) Platform has out of the adapters available for ERP systems like Oracle, SAP, SAP Ariba, CRMs like SFDC and Microsoft Dynamics, for Workday and Coupa. All these adapters are configurable and can be used with State's financial system to push or pull transactional data. The platform also has Integration Framework which can be used to set up the integration interface with State's financial system if default ICI adapters are not available using any of the integration option available as mentioned in "ICI Integration Options.pdf" to facilitate the data push\pull or data conversion."*

9. Interface and Integration RTM: Tab 4, TECH-35 through TECH-60

- TECH 35: *"The platform has its own robust, generic integration framework which supports real time, near to real time and batch\scheduled integration capabilities. For real time integration, platform has its own REST API layer as well as integration framework is capable of calling SOAP or REST APIs provided by customer landscape systems to push\pull data. ICI platform has Asynchronous Message Driven Architecture to achieve downstream Integration at Scale with Publish / Subscribe model. This near to real time integration capability can be implemented using middleware's like Azure Service Bus, MuleSoft Kafka Service Bus etc. but not limited to. ICI*

integration framework has out of the box support for file based integration using SFTP which can be scheduled interface. Icertis can provide its own SFTP server for file based integration or it can be integrated with customer's SFTP server for the integration.

The scheduling capabilities are provided for all integration options like REST APIs, File based integrations or using publish-subscribe patterns with the help of middleware's

Please refer "ICI Integration Options.pdf" for more details"

10. Office Automation Integration RTM: Tab 4, TECH-61

- Icertis Contract Intelligence (ICI) Platform supports all industry standard file formats including all types of MS Office documents.

11. Mobile Device Support RTM: Tab 4, TECH-62

- TECH 62: *"Icertis Contract Intelligence (ICI) Platform has a responsive UI which is mobile adaptive and responsive to all type of devices. The operating systems needs are not applicable as ICI platform is a SaaS offering to end customers hosted on Microsoft Azure cloud. The platform is accessible over the internet using any of the recommended web browsers like Google Chrome, Internet Explorer - IE 11 and above and Edge 44, Mozilla Firefox- Version 67 and above, Apple Safari-Version 12 and above."*

12. Mobile Applications

- Yes, have an app.

13. Data Ownership and Access

- No response provided.

14. Date Retention, Archive and Purge Considerations RTM: Tab 4, TECH-63

- TECH 63: *"By default, all data is retained till end of an engagement. No data is hard deleted from Icertis Contract Intelligence (ICI) platform. All data is soft deleted. All contract related data always remain within the database and there is no need to archive old data unless it is needed for compliance reasons by customer. Icertis can archive data and apply customer's archival policies for contract data archival if required."*

For purging, Icertis has a data purging policy in place which can be customized as per customer requirements. Data that is marked for "soft" deletes is purged or "hard" deleted after defined period to recover database space. Orphaned documents are purged after every define interval to recover storage space. Logs are purged every 90 days."

15. Disaster Recovery Plan

- Meets requirements

16. Solution Environments RTM: Tab 4, TECH-64 through TECH-67

- TECH 64: *"During implementation, Icertis provides non-production and production environment. The non-production environment is used for testing and training of new features and configurations and it is replica of production environment. The patches and upgrades are first deployed on non-production environment where customer can perform user acceptance tests. The non-production environments can be refreshed on request. The data from production environment does not go to non-production instances for any purposes unless it is required by customer. The availability of non-production environment post go-live will be decided as per the licensing agreement. Icertis also facilitates additional environments as per customer requirement which can be decided as per the agreement."*

17. Solution Technical Architecture

- Meets specs.
- Attachment B lays out their network.

18. Solution Network Architecture

- Meets specs.
- Attachment B lays out their network.

19. System Development Methodology

- Can't find a response.

20. Service Level Agreement

- Page 23 – points to the Azure SLA link
- Can't find their SLA or that they reviewed the Master SLA

D. Security Requirements: p. pages 69 - 87

1. Cloud Security Alliance (CSA) Compliance

- Cannot find where Icertis is officially certified for NIST 800-53 or has completed the CAIQ.

2. Security and Privacy Controls – nothing to add.

3. Security Certifications – nothing to add.

4. Annual Security Plan – nothing to add.

5. Secure Application and Network Environment– nothing to add.

6. Secure Application and Network Access – Tab 5, SEC-1 through SEC-6.

- All five of the requirements are either vague or are not met.

7. Data Security – nothing to add.

8. Personally Identifiable Information Protection – nothing to add.

9. Security/Privacy Issue Occurrence – nothing to add.

10. PII Data Actual/Attempted Access or Disclosure – nothing to add.

11. Security Breach Reporting – nothing to add.

E. Implementation Services Requirements: Pages x -x

- N/A

F. Managed Services Requirements:

- N/A

G. Other Available Services: p page 106: RTM: Tab 7 MNGD-1

- N/A

H. Video Demonstrations:

- No video/demo provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Icertis Inc)

CATEGORY #(s): 3

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- All 3 Preliminary docs, cyber liability 5 mil
- enterprise Contract Intelligence platform in the cloud
- Gartner contract lifecycle management Magic Quadrant in Q1 2020
- Forrester WAVE report identified Icertis as market leader in contract lifecycle management in Q1 2019 and Q1 2021

2. Previous Projects

- Microsoft - Icertis assembles enterprise license agreements representing \$115bn revenue to Microsoft.
- Large Aerospace & Defense Company - Deployed the Icertis Contract Intelligence platform on Azure Gov GCC high - security and compliance (Azure Gov, ITAR, FAR and DFAR)
- Offshore Oil & Gas Platforms Contractor – monitor regulatory compliance in their global contracts governance - analyzed to detect FAR/DFAR/ITAR clauses
- World Leader in Thermal Imaging – regulation and compliance - Hosted on Azure.gov
- Ivy League University in New York: - centralize contracting processes across all 14 schools and ensure compliance, while also expanding within the platform to include all of the University's contract types – sell-side, buy-side, and internal
- MassTech: - ensure compliance with public agency requirements.
- Large Private University in DC: - Contract Intelligence with key integrations into ERP and procurement software
- **unable to provide contact information at this stage due to the contractual obligations**

3. Subcontractors

- None for Category 3: eSoftware Only

4. Organizational Chart

- No chart
- Roles defined for Icertis and state

5. Litigation

- no litigation in which Icertis is currently named or within the past (5) years

6. Financial Viability

- privately held company; DUNS number, 965502482. Addition financial viability information can be made available under a mutual NDA.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **Icertis**
CATEGORY #(s): 3
DATE: **1/5/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **Icertis Contract Intelligence (ICI) platform manages the complete lifecycle from authoring, negotiation, approval, execution, compliance, risk, and expiry. Includes a rules engine. Configurable design and architecture so clients can set up their own contract types in related metadata. Product portfolio consists of contract intelligence platform, business in AI applications. User Experience intuitive user interface, Dashboards and personalization that are role based Ms office integration, mobility experience with IOS, Android , and windows**
Bidder Best Practices and Roadmap **Release every quarter as well as two major and two minor releases in a year. Work with each customer on each release to avoid disruptions. Icertis Connects Online, Product Release Webinars, Customer Meetups, always open, interactive, Icertis Customer Community. (best practices).**

Innovations and Value-Added Features/Services

The Icertis AI offering consists of DiscoverAI (By matching contract language in legacy and third-party contracts to library clauses using fuzzy matching techniques, it can provide a more complete picture of how a contract compares a company's standard terms.), Negotiate AI (analyze high volumes of contracts, understand their component terms and clauses, and find similar precedents from across your company's entire contract repository. You can also quickly create clause deviations to ensure compliance and improve business velocity. The app works as a plug-in for Microsoft Word), and Visualize AI (The app uses cognitive skills to derive contextual insights from contract data. It does this by first recognizing the patterns and relationships that exist within ICI contract data and then linking this data to outside sources like Dun & Bradstreet. This enables users to group and link contracts based on their status, risk level, or other attributes and then navigate across the entire contract portfolio based on these insights.).

Customizations/Extensions All customizations and extension go through a rigorous review for compatibility, applicability to other customers, security, and performance. Customization is not available for individual entities.

Alternative Funding Models Not answered/offered.

Contract Transition and Flexibility This is not applicable as Icertis has just launched our Public Sector group and do not currently have an existing State Government contract. Does not answer the possibility of future Transition and flexibility.

Functional Requirements

General Functionality – 3 configurations w/med LOE, 37 OOBX

Supplier Portal – 1 customization w/High LOE (Icertis can **integrate to process 3rd party payments such as administrative fees) is this a custmz? in general principles and requirements they did not **customize** unless it benefited all customers. , 22 OOBX**

Supplier Enablement/Management 1 Configuration w/med LOE, and 42 OOBX.

Buyer Portal 15 OOBX.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **lcertis**
CATEGORY #(s): 3
DATE: **1/5/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

Need Identification **RTM not completed**
Request through Pay **RTM not completed**
Catalog Capability **RTM not completed**
Sourcing/Bid Management **35 configurations w/24 low and 11 med LOE, 1 INT w/med LOE, 111 OOBX**
Contract Management **21 configurations w/11 Low and 10 med LOE, 67 OOBX**
Vendor Performance **16 configurations, w/12 low and 4 med LOE, 9 OOBX**
Purchasing/Data Analytics **37 configurations w/low LOE**

Technical Requirements

Availability **99.5% uptime. As part of the standard service, it offers a RPO of 24 hours and an RTO of 8 hours.**

Accessibility Requirements **did not answer**

Audit Trail and History **Create specific templates and workflows for your vendor processes with each step and modification tracked for a full history and audit trail.**

Browsers Supported **Chrome, Safari and Firefox supported across mobile platforms only?**

User Accounts and Administration **not discussed**

User Authentication **Authentication driven by customer's Identity Provider•Federation with any Identity Provider (IdP)•Integration protocols supported by ICI•WS-Federation•SAML 2.0•OAuth 2.0•OpenID (Identity + OAuth 2.0)**

Federated Identity Management– **see user authentication above**

Data Conversion **not discussed.**

Interface and Integration **lcertis offers pre-built experiences on CRM Solutions like Salesforce, Microsoft Dynamics, Microsoft Teams, Office 365, and Workday. lcertis also offers pre-built Adapters for integration scenarios with SAP, Oracle, Workday, Ariba, and Coupa. Framework supports following integration modes - File Based – SFTP, Azure Blob, SSH - Message Based – Using Azure Service Bus as Middleware The platform is also supports Asynchronous Message Driven Architecture to achieve downstream Integration at a scale with Publish / Subscribe model using other middle wares like Kafka Service Bus, Mule Soft Service Bus, IBM MQ etc. but not limited to. The platform provides various connectors to connect with ERP systems like (Oracle/SAP), CRM's such as SFDC and Microsoft Dynamics. In addition to that the platform also provides out-of-the-box integration capabilities with Coupa, Workday, Box, Thomson Reuters, D&B etc. using connectors provided by the platform. Default adapters for eSignature providers like (DocuSign/Adobe). The platform also supports low friction integration using iPaaS (Integration Platform As A Service) frameworks like MuleSoft, Azure iPaaS, Dell Boomi**

Office Automation Integration **MS Office integration.**

Mobile Device Support **iOS, Android, and Windows**

Mobile Applications **none discussed**

Data Ownership and Access **not discussed**

Date Retention, Archive and Purge Considerations **none discussed**

Disaster Recovery **A DR and BCP plan was attached. It included customer roles in the plan but it's not clear whether it is tested and whether the customer is part of that testing.**

Solution Environments **unknown**

Solution Technical Architecture **Architecture diagrams provided in both in the response and the tech arch attachment. Offered in single and multi-tenant deployment model. Deployment support for Azure Government cloud including those workloads covered by The DoD Cloud Computing Security Requirements Guide.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 3

DATE: 1/5/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Solution Network Architecture **Diagrams in the attachment but the narrative was lacking.**

System Development Methodology **not discussed**

Service Level Agreement **none provided**

Security Requirements

Cloud Security Alliance (CSA) Compliance **none provided**

Security and Privacy Controls **none provided**

Security Certifications **ISO/IEC 27001 certified**

Annual security plan **none provided**

Secure Application and Network Environment **see diagram but narrative lacking**

Secure Application and Network Access **narrative lacking**

Data Security **narrative lacking**

Personally Identifiable Information Protection **not discussed**

PII Data Actual/Attempted Access or Disclosure **Same as above**

Security Breach Reporting **Same as above**

Implementation Services Requirements

Project Management **N/A**

Project Implementation Methodology **N/A.**

Catalog Support Services **N/A.**

Data Conversion Services **N/A.**

Interface/Integration Development Services **N/A.**

Organizational Change Management (OCM Services) **N/A.**

Training Services **N/A.**

Help Desk Services **N/A.**

On-Site System Stabilization Support **N/A.**

Managed Services Requirements

Solution Support **N/A..**

Organizational Change Management (OCM Services) **N/A.**

Training Services **N/A.**

Help Desk Services **N/A.**

Transition Out Assistance Services **N/A.**

Other Available Resources **N/A.**

Video Demonstrations

- **None provided**

Without a video demonstration, it is hard to conceptualize the features of this product. Very difficult to evaluate when the bidder does not follow the RFP template. Some information appeared to be carved out of marketing material because the page numbering was off.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 3 – eSoftware Only

DATE: 9/8/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Contract Intelligence platform
 - Contract Lifecycle Management
 - Very little about its product
2. Previous Projects
 - Commercial project example given
 - Lesser examples of public sector business
 -
3. Subcontractors
 - Uses subcontractors but not for category bid in this instance
 -
 -
4. Organizational Chart
 - Very general role description
 - Unsure how roles apply to NASPO responsibilities
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Did not provide viable information to discuss this section
 - Would consider if NDA was warranted or possible to gather information not provided
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): Cat 3 eSoftware, Stage 2 Proposed Services

DATE: 1/14/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- Contract Intelligence Platform (ICI platform)
- Contract lifecycle
- Microsoft Azure cloud
- Dashboards
- MS Office integration
- Mobility, mobile app
- No current state contracts

Functional Requirements

- Supplier relationship and performance
- Excel based bid evaluation and selection
- Internal RFx negotiations
- Contract management, templates
- Collaboration portal
- Reporting

Technical Requirements

- Cloud native solution

Security Requirements

- No response provided

Implementation Services Requirements

- No response provided

Managed Services Requirements

- No response provided

Video Demonstrations

- None provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): Stage 1 cat 3

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - In business for 10 Years
 - Contract Lifestyle Management
 -
2. Previous Projects
 - Microsoft
 - Large Aerospace & Defense Company
 - Offshore Oil
3. Subcontractors
 - None because software only
 -
 -
4. Organizational Chart
 - List of team roles
 -
 -
5. Litigation
 - None in last 5 years
 -
 -
6. Financial Viability
 - Given D & B number
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual SME Comments:

Overall

- Contract Intelligence platform in the cloud
- The Icertis Contract Intelligence (ICI) platform is a comprehensive contract intelligence solution that manages the complete lifecycle from authoring, negotiation, approval, execution, compliance, risk, and expiry.
- Contract_Life Cycle Management

General Principal and Requirements

Key Solution Functionality Elements

2-11		
	<p>The Icertis product portfolio consists of: • The core Icertis Contract Intelligence platform • ICI Business and AI applications that address specific public sector challenges • ICI Experiences that embed the power of the ICI platform within common software Icertis Contract Intelligence's differentiating capabilities set it apart from competition. These capabilities include:</p> <ul style="list-style-type: none">• NextGen User Interface – Ease of use and adoption across the University• Speed of Implementation – Rapid implementation with an ability to go-live in 2-5 months• Configurable Business Rules Management – Control rule definitions on an intuitive user interface while driving comprehensive capabilities on approval policies, clause and template rules, and dynamic data and agreement relationships across the University.• Contract Compliance Management – Ensure adherence to contractual terms within and across the University powered by strong commitment management functionalities	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	<ul style="list-style-type: none"> Integration Infrastructure and Capability – Comprehensive set of web service APIs allow integration with other enterprise systems like ERP, CRM, Sourcing platforms, etc Contract Risk Management – Understand risk beyond language and contracts terms to cover SLAs, past performance, and external information from sources like D&B, etc. Cloud Native Architecture – Natively architected and built in the Microsoft Azure cloud platform with the available option of Azure for Government, the system delivers high scalability and flexibility by leveraging the best and most secure cloud platform in the market. 	
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User Experience

5-6	System delivers the easiest to use user interface for both end users as well as admin users. With full mobility support, deep MS Office integration and configurable personalization, system delivers best in class experience for users	
	Contextual User Experience	
	Dashboards and personalization	
	MS Office Integration	
	Mobility experience	

Bidder Best Practices and Roadmap

7	All Icertis R&D spending is reinvested into our platform and dedicated to continuous Contract Intelligence enhancements. Due to this reinvestment, Icertis has an active release process to ensure our clients benefit from all new innovations. Icertis provides a release every quarter, as well as two major and two minor releases in a year.	
	<p>Icertis not only offers an industry leading solution, but also remains committed to providing our clients with ongoing engagement and learning opportunities. A variety of in-person events are available to help you improve your contract management proficiency and learn from others in the Icertis Community</p> <ul style="list-style-type: none"> Icertis connects online Product release seminars Customer Meetups 	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Innovations and Value-Added Features/Services

8	DiscoverAI Built on the Icertis Contract Intelligence (ICI) platform, the ICI DiscoverAI application addresses these challenges by using the power of AI/ML to quickly and efficiently discover attributes and clauses, and surface them in the ICI platform. By matching contract language in legacy and third-party contracts to library clauses using fuzzy matching techniques, it can provide a more complete picture of how a contract compares a company's standard terms	
	NegotiateAI Built on the Icertis Contract Intelligence (ICI) platform, the ICI NegotiateAI app gives businesses the AI-powered insights they need to optimize their contractual negotiations. With the help of this app, you can easily analyze high volumes of contracts, understand their component terms and clauses, and find similar precedents from across your company's entire contract repository. You can also quickly create clause deviations to ensure compliance and improve business velocity. The app works as a plug-in for Microsoft Word to seamlessly surface these insights right within the familiar user experience that professionals already know and use every da	

Customizations/Extensions

10	Icertis follows secure coding practices based on Microsoft SDLC.	
----	--	--

Alternative Funding Models

	No answer	
--	-----------	--

Contract Transition and Flexibility

11	This is not applicable as Icertis has just launched our Public Sector group and do not currently have an existing State Government contract	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Functional Requirements

General Functionality

11	a comprehensive Contract Intelligence solution that manages the complete lifecycle from authoring, negotiation, approval, execution, compliance, risk, and expiry.	
	Icertis Contract Intelligence delivers a comprehensive rule engine to not only orchestrate zero touch contract lifecycle processes but also light's up enhanced rule based proactive monitoring mechanisms to improve compliance on all dimensions – statutory, policy, process. With its next generation architecture, the system is even more scalable on cloud and delivers enhanced support for integration, mobility, and analytics. Icertis Contract Intelligence (ICI) has a configurable design and architecture that allows customers to setup their own contract types and related metadata. This configurable capability enables capture and management of any information related to contracts that helps improve compliance and reduce risk. Clients have no restrictions on setting up the objects, relationships, folder structure and related attributes.	

Supplier Portal

12-13	Meets requirements	
-------	--------------------	--

Supplier Enablement/Management

13-14	Meets requirements	
-------	--------------------	--

Buyer Portal

	No response	
--	-------------	--

Need Identification

	No response	
--	-------------	--

Request through Pay

	No response	
--	-------------	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Catalog Capability

	No response	
--	-------------	--

Sourcing/Bid Management

14	Complete RFx Management Automate the entire Request-to-Award process, using pre-approved templates for RFIs, RFQs, and RFPs with multi-currency, multilingual support. Enable business users to initiate requests using an intuitive self-service request process.	
	Excel-based Bid Evaluation and Selection Use the built-in team management capability to unite stakeholders. Perform side-byside analysis of bids or proposals and score them using both qualitative and quantitative criteria.	
	Dynamic Associations and Workflow Approvals Use a built-in rules engine to automatically associate key information to RFx events such as pricing sheets. Configure different workflow approvals for different types of sourcing events.	
	Integrated Risk Management and Compliance Gain full visibility into supplier risk and ensure compliance across source-to-contract process. Leverage built-in performance dashboards to get directional insights into RFx cycle time, supplier risk, or contractual obligations.	
	Cognitive Sourcing Intelligence Use AI/ML-based contract terms and clause recommendations to negotiate into RFx events. Analyze deviation as a part of the bid analysis. Initiate legal contracts based on RFx awarding.	
	Simplified Supplier Collaboration Enable suppliers to participate in RFx bidding with an integrated supplier portal. Suppliers can also self-register, or submit bids and proposals with an Excel file	
	Personalized Operational Dashboard Get quick insights on the state of sourcing events with easy-to-configure, role-based dashboards across your organization.	
	Full-text Global Search across sourcing and contract repositories from single full text or a structured search capability. Personalize your search experience by using saved search	
	Most of RTM for Sourcing Bid Management – they just put “supported”	concern

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Contract Management

15-19	Smart Contract Initiation	
	Self-Service Contracting Achieve faster time to execution with business users creating contracts in a self-service mode. Enabling self-service not only helps to improve cycle times, but also significantly reduces the legal teams operating expenses.	
	No-Touch Auto Initiation Experience no-touch contract creation within your internal systems like CRM, solicitations, or procurement, by leveraging the Icertis contract creation API that can connect into the sell-side and buy-side processes to take input and auto build a contract for the user based on the business rules defined	
	Intuitive Request Wizard Improve collaboration between your departments and legal with a structured flow of information using intuitive request forms.	
	Bulk create contracts Significantly improve productivity and response times with the ability to bulk create contracts. Contract teams can process requests quickly by leveraging the MS Excel based bulk contract create capability.	
	Clause Management Drive contract standardization for reduced risk with the usage of standard approved language from the clause library.	
	Template Management Icertis Contract Intelligence delivers a comprehensive template lifecycle management capability that drives contract creation based on template selection rules. Template authoring in MS Word using Icertis Word Add-in, allows library clauses to be pulled into the document, entry of custom text, tagging of metadata in the document, and the tagging of exhibits/annexures etc. The system enforces the approval process before the template is available for contract creation by rules.	
	Intelligent Contract Authoring Contact us: icertis.com/contact 17 Significantly improve governance and compliance with intelligent authoring of contracts by the Icertis system.	
	Commercial Terms Management Leverage the flexible platform capability in Icertis, to model all the commercial terms associated with the increasingly complex contracts in government.	
	Most of RTM for Contracts – they just put “supported”	concern

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Vendor Performance

	No response	
	A lot of these answered with "supported"	concern

Purchasing/Data Analytics

20	Meets requirements	
----	--------------------	--

Technical Requirements

Availability

20-23	Most of the requirements were not answered	
-------	--	--

Accessibility Requirements

	No response	
--	-------------	--

Audit Trail and History

	Meets requirements	
--	--------------------	--

Browsers Supported

	No response	
--	-------------	--

User Accounts and Administration

22	Meets requirements	
----	--------------------	--

User Authentication

22	Does not meet requirements. Does not have user authentication functionality	
----	---	--

Federated Identity Management

22	Meets requirements	
----	--------------------	--

Data Conversion

	Meets requirements	
--	--------------------	--

Interface and Integration

22-23	Meets requirements	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Office Automation Integration

5	Meets requirements	
---	--------------------	--

Mobile Device Support

5	Meets requirements	
---	--------------------	--

Mobile Applications

5	Meets requirements	
---	--------------------	--

Data Ownership and Access

	No response	
--	-------------	--

Date Retention, Archive and Purge Considerations

	Meets requirements	
--	--------------------	--

Disaster Recovery Plan

23	Meets requirements	
----	--------------------	--

Solution Environments

	2 environments Production and non-production	
--	--	--

Solution Technical Architecture

21-23	Meets requirements	
-------	--------------------	--

Solution Network Architecture

21	Meets requirements	
----	--------------------	--

System Development Methodology

	No response	
--	-------------	--

Service Level Agreement

21-23	Did not comments and did not supply their own SLA	
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Security Requirements

Cloud Security Alliance (CSA) Compliance

	No response	
--	-------------	--

Security and Privacy Controls

	No response	
--	-------------	--

Security Certifications

	No response	
--	-------------	--

Annual Security Plan

23	Did not address all the requirements	
----	--------------------------------------	--

Secure Application and Network Environment

	No response	
--	-------------	--

Secure Application and Network Access

Data Security

22	Does not meet encryption requirements	
----	---------------------------------------	--

Personally, Identifiable Information Protection

	No response	
--	-------------	--

Security/Privacy Issue Occurrence

	No response	
--	-------------	--

PII Data Actual/Attempted Access or Disclosure

	No response	
--	-------------	--

Security Breach Reporting

	No response	
--	-------------	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 1 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Implementation Services Requirements

Project Management

N/A

Managed Services Requirements

Solution Support

N/A

Organizational Change Management (OCM Services

N/A

Training Services

N/A

Help Desk Services

N/A

Transition Out Assistance Services

N/A

Video Demonstrations

No video

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): Stage 1 Category 3

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Contract Intelligence Platform

Organization Qualifications and Experience

1. Overview of the Organization
 - In business for over 10 years
 - Received multiple awards
 -
2. Previous Projects
 - University, retail, pharmacy and IT clients
 - Declined to provide contact information at this stage
 -
3. Subcontractors
 - Their response - Icertis has multiple SI implementation partners. Our RFP response does not include services as this submission is for, "Category 3: eSoftware Only"
 -
 -
4. Organizational Chart
 - Supplied information on role names and descriptions
 - Did not supply "chart" or contact information on the company side
 -
5. Litigation
 - Stated none to report
 -
 -
6. Financial Viability
 - Supplied one DUNS screenshot. Will supply additional information under a mutual NDA
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Icertis
CATEGORY #(s): Stage 2 Category 3 – eSoftware Only
DATE: 12/29/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments: This supplier is proposing a Contract Intelligence platform
Concern that many responses on requirements are a "configurable item" and some responses just state "Fully Supported". This leads me to believe that this supplier is relying on integrations to have those fields display in their solution to meet requirements.

This response is relying on many integrations to meet requirements and my concern is where in the system is this data going to be housed? Is this system that customizable?

Supplier is missing sections that required narrative and sections on the RTM that are relevant to their response. No Video was provided.

General Principal and Requirements

Key Solution Functionality Elements – Page 2

- Manages complete lifecycle from authoring, negotiation, approval, execution, compliance, risk, and expiry
- delivers enhanced support for integration, mobility, and analytics
- Icertis Contract Intelligence (ICI) has a configurable design and architecture that allows KSU to setup their own contract types and related metadata. **What is KSU?**
- Contains contract intelligence platform, applications that address specific public sector challenges, and ICI Experiences that embed the power of the ICI platform within common software
- Provided list of capabilities on Page 4

User Experience – Page 5

- Maintain system as system administrator
- Role based dashboards configured by admins for groups or individuals can configure their own
- Has integration with MS Office Suite.
- Can use with the Icertis mobile app
- Provided awards received on page 6

Bidder Best Practices and Roadmap – Page 7

- Provides releases every quarter as well as 2 major and 2 minor in a year
- Offer numerous ways to improvements and learn from others
- Connect Online, Product Release Webinars, and Customer Meetups. Page 7

Innovations and Value-Added Features/Services – Page 8

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): Stage 2 Category 3 – eSoftware Only

DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Offers solutions DiscoverAI, Negotiate AI and Visualize AI.
- DiscoverAI capabilities listed on Page 8
- Negotiate AI capabilities listed on Page 9
- Visualize AI capabilities listed on Page 10

Customizations/Extensions – Page 10

- Customizations go through rigorous review with testing in UAT

Contract Transition and Flexibility – Page 11

- “This is not applicable as Icertis has just launched our Public Sector group and do not currently have an existing State Government contract.”

Alternative Funding Models – Not included

Functional Requirements

General Functionality – Page 11

- ICI is the solution and is a contract intelligence solution
- manages the complete lifecycle from authoring, negotiation, approval, execution, compliance, risk, and expiry.
- Has some configurable capability
- CONCERN - EPROC-GEN-4 – Tab 2 Line 8 - Could his integrate with the sourcing awards?
- CONCERN - EPROC-GEN-7 – Tab 2 Line11 - Can you support the need identification requirement?
- CONCERN - EPROC-GEN-14 – Tab 2 Line 18 - Requirement states solution should have spell check ability not use the browser option
- CONCERN - EPROC-GEN-14 – Tab 2 Line 18 - mulit- tenant deployment models do not have ability to enable or disable updates
- CONCERN - EPROC-GEN-25– Tab 2 Line 29 - Is the user able to "edit" the from email address?
- CONCERN - EPROC-GEN-26 thru EPROC-GEN-28 – Tab 2 Lines 30 thru 32 – System does not support pay out process
- CONCERN - EPROC-GEN-33– Tab 2 Line 37 - Supplier did not submit a response to this requirement?
- CONCERN - EPROC-GEN-39– Tab 2 Line 43 - Supplier response does not address requirement
-

Supplier Portal – Page 12

- Know as the Collaboration Portal
- The Collaboration Portal App enables all parties to work with a single source of truth, and exchange data and documents more efficiently and securely”
- Provided portal capabilities and benefits of using the portal

Supplier Enablement/Management – Page 13

- Complete Supplier Relationship Management
- Integrated Risk Management and Compliance
- Simplified Supplier Onboarding

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): Stage 2 Category 3 – eSoftware Only

DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Buyer Portal – No narrative supplied in the response but did complete the RTM

Need Identification – N/A

Request through Pay – N/A

Catalog Capability – N/A

Sourcing/Bid Management – Page 14

- Provided figure on Page 14
- Complete RFx Management
- Excel-based Bid Evaluation and Selection
- Multi-Round RFx Negotiations
- Dynamic Associations and Workflow Approvals
- Integrated Risk Management and Compliance
- Cognitive Sourcing Intelligence
- Simplified Supplier Collaboration
- Personalized Operational Dashboard
- Full-text Global Search
- CONCERN - EPROC-SRC-30 – Tab 3 Line 357 – Supplier did not supply a comment to this requirement.
- CONCERN - EPROC-SRC-134 – Tab 3 Line 461 – Supplier did not supply a comment to this requirement.

Contract Management – Page 15

- Self-Service Contracting
- No-Touch Auto Initiation
- Intuitive Request Wizard
- Bulk create contracts
- Clause Management
- Template Management
- Intelligent Contract Authoring
- Commercial Terms Management
- Third Party collaboration
- Redlines and version management
- Negotiation Intelligence
- Contract Approval and Execution
- Dynamic approval workflow
- Contract Execution
- Offers Contract Repository, Searching, Notifications and Alerts, Performance Management, and Analytics and Reporting
- Solution aids in Contract Administration and Modifications
- Has collaborative contract administration.

Vendor Performance – No Narrative was submitted in this response for this section?

- CONCERN - EPROC-VPE-3 – Tab 3 Line 573 – Relying on an integration with external system for orders
- CONCERN - EPROC-VPE-4 – Tab 3 Line 574 – Relying on an integration with external system for orders

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **Icertis**
CATEGORY #(s): **Stage 2 Category 3 – eSoftware Only**
DATE: 12/29/2021
SME/EVALUATOR NAME: **Tom Hastings**
DEPARTMENT/STATE: **State of Montana**

Purchasing/Data Analytics - **No Narrative was submitted in this response for this section?**

- **Every requirement listed in the RTM for this section is listed as “Configurable Item”.**
- **ALL items in the RTM I listed as “Concern – Supplier’s standard comment on these requirements is “Supported” without any other explanation?” My thoughts is this supplier is relying on an integration with an external system to bring this data into this solution.**

Reporting and Analytics – Page 20

- Analysis Reports
- Advanced Analytics
- Reporting

Technical Requirements – Page 20 – 21 – **This supplier did NOT break out the narrative for these requirements into the sections titled below. The end of the Narrative references Attachments A, B, C, and D. I think these attachments should have been included in the Narrative as a whole.**

I have noted those sections of the RTM where the supplier submitted responses.

Availability

Accessibility Requirements

Audit Trail and History – RTM *

Browsers Supported

User Accounts and Administration – RTM *

User Authentication – RTM *

- **CONCERN - EPROC-TECH-21 thru EPROC-TECH-24 – Tab 4 Line 25 thru 28 - Does not have its own authentication. Does this require integration?**

Federated Identity Management

Data Conversion – RTM *

- **Requirements - EPROC-TECH-27 Thru EPROC-TECH-34 – Tab 4 Lines 31 thru 38 – The supplier is relying on a integration to meet these requirements.**

Interface and Integration – RTM *

- **CONCERN - EPROC-TECH-37 Thru EPROC-TECH-59 – Tab 4 Lines 41 thru 63 - This supplier refers to document ICI Integration Options. Where is the data going to be stored in the ICI system?**

Office Automation Integration – RTM *

Mobile Device Support – RTM *

Mobile Applications

Data Ownership and Access

Date Retention, Archive and Purge Considerations – RTM *

Disaster Recovery Plan

Solution Environments – RTM *

Solution Technical Architecture

Solution Network Architecture

System Development Methodology

Service Level Agreement

Security Requirements – **No Narrative was submitted by this supplier for this section**

Cloud Security Alliance (CSA) Compliance

- **No CAIO attachment submitted.**

Security and Privacy Controls

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Icertis
CATEGORY #(s): Stage 2 Category 3 – eSoftware Only
DATE: 12/29/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Security Certifications

Annual Security Plan

Secure Application and Network Environment

Secure Application and Network Access – RTM *

- CONCERN - EPROC-SEC-3 – Tab 5 Line 7 – Force logout functionality is not currently available.

-

Data Security

Personally Identifiable Information Protection

Security/Privacy Issue Occurrence

PII Data Actual/Attempted Access or Disclosure

Security Breach Reporting

Implementation Services Requirements - No Narrative was submitted by this supplier for this section

Project Management

Project Implementation Methodology

Catalog Support Services

Data Conversion Services

Interface/Integration Development Services

Organizational Change Management (OCM Services

Training Services

Help Desk Services

On-Site System Stabilization Support

Managed Services Requirements - No Narrative was submitted by this supplier for this section

Solution Support

Organizational Change Management (OCM Services

Training Services

Help Desk Services

Transition Out Assistance Services

Video Demonstrations – No Video was provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys Public Services

CATEGORY #(s): 3

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2009.
 - Infosys eProcurement Solution – software as a service system (cloud based)
 - End-to-end, Source-to-pay, SAAS system.
 - Partner with Ernst & Young (EY) and SAP Ariba (SAP), Infosys-EY-SAP partnership under the banner of “Team Infosys”
2. Previous Projects

5 projects listed. All projects are Category 3 related.

 - Public Services and Procurement Canada. Implemented EPS (e-procurement solution)
 - Eversource Energy. Implemented a supply chain procure to pay system.
 - Zoetis. Implemented and supported the SAP Ariba eprocurement solution.
 - Chicago Public Schools. EY provided consulting and project management.
 - California Dept. of Healthcare Services. Deployed the entire SAP Ariba procurement platform.
3. Subcontractors
 - Ernst & Young (EY) - consulting
 - SAP Ariba (SAP SE) – the eprocurement solution
 - Allied Digital Services LLC – IT Transformation
4. Organizational Chart
 - Yes, provided along with job descriptions.
5. Litigation
 - Vendor states none.
6. Financial Viability
 - DnB provided and audited financials. Low risk.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Infosys Public Services, Inc)

CATEGORY #(s): 3

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, cyber liability insurance 1 mil
 - SAP Ariba modules – turnkey
 - Gartner has placed Infosys in the LEADERS QUADRANT for SAP **Implementation** Services worldwide.
2. Previous Projects
 - Public Services and Procurement Canada (eProcurement - Complex integration) **Implementation**
 - Eversource, Berlin, Connecticut (Supply Chain Mgt) **implement complete functionality**
 - Zoetis implementation & support of SAP Ariba eProcurement -**Implementation, upgrade & Managed Service**
 - Chicago Public Schools - Supply Portfolio Optimization – Category Mgt & Strategic Sourcing – **EY assisted with implementation**
 - SAP Ariba procurement for California Department of Healthcare Services – **this may have been strictly a purchase of SAP Ariba**
 - Concerned this category is used to offer software but sell implementation behind the purchase
3. Subcontractors
 - Ernst and Young
 - Allied Digital Services
 - Each sub credentialed by the prime with history and metrics
4. Organizational Chart
 - Proposed Maine and Infosys org charts specific to the project
 - Roles defined
 -
5. Litigation
 - No litigation
 -
 -
6. Financial Viability
 - D&B “snapshot” dated 10/5/2021????????
 - Financial Statements going back to 2018

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): 3 – eSoftware Only

DATE: 9/8/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - SAP Ariba Cloud Solution
 - Azure / Oracle Cloud
 - Somewhat general information, but references capabilities to NASPO needs
 - Action driven response instead of marketing centered
2. Previous Projects
 - More prevalent overseas referenced
 - Canada Government large scale, not mature to show true ROI
 - Energy Company Eversource does not show breadth for statewide engagement, Supply Chain Management; no reference to purchase flow through solution compared to prior.
 - Zoetis is new enablement 2020, not mature to show results or effectiveness
3. Subcontractors
 - Ernst & Young (EY) for consulting, business strategy
 - EY more active in Canada
 - SAP is subcontractor
 - Allied Digital Services system design
4. Organizational Chart
 - Good to see customer org chart to show team approach and ed user commitment needed
 - Personnel descriptions are vague and general
 -
5. Litigation
 - No litigation to InfoSys
 - No discussion around subcontractors
 -
6. Financial Viability
 - Partial B&B snapshot submitted.
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): Stage 1 Cat 3

DATE: 08/24/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Infosys partnered with SAP and Ernst and Young
 - Team with 100+SAP, Ariba and public sector deployments. 20 years with E &Y
 - 40 years of business and in 46 countries
2. Previous Projects
 - Public Services and Procurement Canada
 - Eversource Energy
 - Zoetis Inc. Chicago Public Schools Calif. Depart. Of Healthcare Services
3. Subcontractors
 - Ernst & Young
 - SAP SE
 - Allied Digital Services
4. Organizational Chart
 - Program Leadership, EY Account Exec., Program Lead, Project Planner, Program Methods and Tools, Integration, Portal, SAP Delivery Assurance, Ariba S2C, Ariba P2P
 -33 total
5. Litigation
 - No active or closed litigations in the past five years
 -
 -
6. Financial Viability
 - Dun and Bradstreet
 - Independent Audit Report
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): Stage 1 Category 3

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Partnered with SAP for a full procurement solution

Organization Qualifications and Experience

1. Overview of the Organization
 - Lots of experience and awards
 - In business a long time and is experienced
 -
2. Previous Projects
 - States, schools, electric company
 - Explained project in detail and added benefits delivered
 -
3. Subcontractors
 - Ernst & Young and SAP
 - Supplied extensive information on each of these subcontractors
 -
4. Organizational Chart
 - Showed both company and state organizational charts
 - Supplied role names and descriptions/responsibilities
 - No company contact names
5. Litigation
 - Stated no litigation to report
 -
 -
6. Financial Viability
 - Supplied one screen shot of DUNS
 - Supplied financial statements
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 3

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2000.
 - Cloud based Spend Management Solutions.
2. Previous Projects

5 projects given, The projects meet Category 3.

 - City of New York. Implementation of Full suite of Ivalua software.
 - State of Maryland. Implementation of Ivalua's complete platform. Eprocurement system.
 - State of Ohio. Implemented the Source to pay portion of Ivalua.
 - State of Alabama. Implemented the Source to pay portion of Ivalua.
 - Los Angeles Dept of Water and Power. Implemented Solicitation and Supplier Information Mgt. solution.
3. Subcontractors
 - Vendor states there are no subcontractors.
4. Organizational Chart
 - Yes, a project organization chart is provided; however, **no job descriptions.**
5. Litigation
 - Vendor states there are no litigation.
6. Financial Viability
 - Provided financial statements (3 years)

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 3

DATE: 1/8/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

.....

Individual Comments:

Overall/General

- The Ivalua Solution.
- SaaS Hybrid Cloud Solution.
- State that they built it for the public sector.

A. General Principal and Requirements

1. Key Solution Functionality Elements – p. page 3 - 7

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.
- Single landing page for the single point of entry with same look and feel throughout the whole system.
- Smart Routing: workflow is tailored to meet each organization's needs
- Compliance: Ivalua continues to build in public sector best practices throughout the solution. Some of these features include:
 - Native public transparency portal
 - Renaming throughout the solution to align to public procurement terminology
 - M/WBE Management
 - Sealed Bidding
 - Subcontractor Reporting
 - Cooperative Reporting
- Portal: All users (internal and external) have ability to access their account through portal and personalize their page.
- Open Marketplace Environment: They express they want it like a “Google experience” - modern digital and ecommerce experience, driven by search and content.
- Integration: Robust Integration Toolbox with capability to connect with multiple ERP solutions, third-party data providers, and suppliers' systems. Ivalua supports multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI,

SFTP, HTTP, etc.). Our integrations toolkit and library connects to over 60+ ERPs and includes hundreds of data mapping formats and standard integration templates.

- **Workflow:** Ivalua expresses this area as one of their “crown jewels” – area of expertise.
- **Document Management:** Core platform with an integrated foundation.
- **Reporting:** Many out of the box reports and the ability for users to create their own. Reports can be simple to graphs, bar, line, pie, etc.
- **Configurable:** Ivalua claims their SaaS solution is the most configurable hosted solution on the market as extensively reported by industry analysts.
- **Transparency:** public portal allows for transparency and authorized users have ability to get oversight through audit trail.

2. User Experience – p. page 7 - 8

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
- **Ivalua's explanation to User Experience is short, but addresses most of the points. I do not see anything on Wizard-driven capabilities.**

3. Bidder Best Practices and Roadmap – p. page 9 - 11

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
- **Major Software Product releases are delivered by the Ivalua R&D division twice a year.**
- **Client can choose to upgrade their client application either 18 months or 24 months**
- **Ivalua leverages advanced technologies such as machine learning, natural language processing (NLP) etc. and are members of various industry and procurement or supply chain associations, that contributes to their knowledge.**
- **Updates can be scheduled by the State**
- **During the implementation phase, Ivalua together with State will work to better, more effective solutions, processes, and approaches, based on their experience. These will then be built into the design of the solution.**
- **Product Roadmap: No direct 3 year map, but a high level of what is being worked on.**
 - Investing heavily in developing specific capabilities to meet Public Sector Procurement needs. Approximately 60% of the roadmap items coming from the customers information.
 - They have a dedicated Public Sector team.
 - Enhancements in mobile experience.
 - Invoicing and payments investments.
 - Enterprise-wide AI powered **Contract Lifecycle Management (CLM)**
 - Supplier Risk and Performance – adding and enhancing new features / capabilities
 - Highest level of security – investing resources to maintain highest level.
 - Continue toward more seamless and simpler.

4. Innovations and Value-Added Features/Services – p. page 11 - 13

In addition to the stated requirement/GEs, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

1. **Help Desk – level 1:** Provide suppliers or internal users to get on- demand help from Ivalua if they run into difficulties using the system. Level 1 help desk is the users first interaction when they need help, as opposed to a State/organization managed help desk.
2. **Cooperative reporting enables:**
 - Definition of cooperative contracts within the contract record, including administrative fee
 - Reports automatically generated and sent to suppliers on a given time period (ex. quarterly)
 - Supplier submission of spend on cooperative contracts by external bodies with automated calculation of owed administrative fees
 - Workflow for approval of supplier reports
 - Integration with a payment provider to capture administrative fees if needed

5. Customizations/Extensions – p. page 14

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- The Ivalua SaaS platform relies on configuration, not custom code, as the means for clients to modify and maintain a solution that meets their needs.
- enhancements are not custom code but instead configuration & data and that configuration & data is carried forward with the State's instance as the Ivalua solution is updated.
- Ivalua keeps an extra environment of a copy of the State's customizations / extensions.

6. Alternative Funding Models – p. page 14

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

- **No alternative funding proposed. They are open to discussion and options.**

7. Contract Transition and Flexibility – p. page 14

- **Ivalua answers this in one sentence: *Ivalua is certainly willing to enter into good faith discussions with Participating Entities that wish to explore transitioning their current contract under the terms of the newly awarded Master Agreement.***

B. Functional Requirements: pages 28 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Ivalua Inc)

CATEGORY #(s): 3

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- All 3 Preliminary docs, cyber liability 10 mil
- cloud based Spend Management solutions
- S2C (source to contract) and P2P (Procure to pay)
- Ivalua solution is modular: Supplier Risk & Performance, Solicitations & Bid Management, Contract Management, eProcurement, Invoicing, and Spend Analytics
-

2. Previous Projects

- City of New York - SRM, eSourcing, Contracts & Catalogs, eProcurement, Invoicing and Business Intelligence
- State of Maryland - implemented eMaryland Marketplace Advantage (eMMA), digital platform integrates with other State systems for all users and procurement processes
- State of Ohio – “OhioBuys” an online purchasing solution for buyers within state government and suppliers to the government
- State of Alabama - Ivalua’s Source to Pay solution
- Los Angeles Department of Water and Power - Solicitation and Supplier Information Management solution; part of the Ivalua Source to Pay platform
- Did not provide client contacts now but will if they move forward in selection

3. Subcontractors

- Ivalua Cloud (except for Azure based regions) is hosted in third-party datacenters, and all the infrastructure equipment is owned, administered, and monitored by Ivalua personnel only. Since Ivalua does not rely on any 3rd party personnel or 3rd party infrastructure, we know at all times where the client data is stored.
-
-

4. Organizational Chart

- Combined state and Ivalua proposed project org chart
- Roles not defined
-

5. Litigation

- No litigation
-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Ivalua Inc)

CATEGORY #(s): 3

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

6. Financial Viability

- Financial statements provided with 2019 being most recent
-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Ivalua
CATEGORY #(s): 3
DATE: 1/6/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements Ivalua solution single point of entry smart routing compliance portal open marketplace environment integration workflow document management reporting configurable transparency

User Experience Human centered design streamlined experience home page for users

Bidder Best Practices and Roadmap New releases solution utilizes latest technologies updates are timely alternative processing approaches and best practices product road map simpler seamless

Innovations and Value-Added Features/Services These are all possible areas of innovation that are not contemplated in the RFP or **not part of individual workstreams** but are available to participating organizations, should they be of interest. **Helpdesk** and Cooperative Reporting. keep track of their cooperative agreements in the solution (usage, admin fees)

Customizations/Extensions Ivalua SaaS platform relies on configuration, not custom code – The functional requirements (RTM) offer numerous customizations.

Alternative Funding Models No alternative funding models but they are open to discussion

Contract Transition and Flexibility Willing to enter into good faith discussions and explore transitioning current contracts under the terms of a new master agreement.

Functional Requirements

General Functionality - 1 Customization with medium level up effort , 7 configurations w/5 med 2 low loe, and 32 out of the box.

Supplier Portal - 4 configuration w/2 medium and 2 low level of effort, 1- 3rd party w/med effort and 18 out of the box

Supplier Enablement/Management 4 integrations w/med effort, 1 customization, 4 configurations with low level of effort, 1 not available, 2 third party with medium level of effort, 1 third party and integration with medium level of effort, and 30 out of the box.

Buyer Portal 5 configurations w/2 medium and 3 low effort, 1 configuration with medium Loe, and 9 out of the box

Need Identification 1 Customization with low effort, 1 configuration with low effort, and 5 out of the box

Request through Pay 40 out of the box, 1 n/a, 21 configurations with low and medium LOE, – **Purch Req**, 4 Configurations with 1 med and 3 low effort , 1 customization with medium level of effort, 1 third party with low level of effort comma 26 out of the box for **Wrklw mgt**, 2 customizations with medium level of effort, 8 configurations with low and medium level of effort, 19 out of the box for **PO gen and mgt**, 6 customizations with 2 low and 2 medium and 2 high level of effort 21 out of box for **Pcard**, 1 configuration w/low effort, 1 business process with low level of effort, One customization with low level of effort, 7 configurations with 1 low and 6 medium level of effort, and 14 out of the box for **Receiving**, 2 configurations with low level of effort, 9 out of the box for **invoicing**.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Ivalua
CATEGORY #(s): 3
DATE: 1/6/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Catalog Capability 12 configurations w/medium (2) and low (10) LOE, 1 Not available, 27 OOBX
Sourcing/Bid Management 33 Configurations with medium and low level of effort , 2 third parties with low level of effort, 8 customizations with 1 medium and 7 low level of effort, 108 OOBX
Contract Management 3 customizations with low level of effort, 24 configurations w/low and medium LOE, Three Third parties with low level of effort , 58 OOBX
Vendor Performance 14 Configurations with low level of effort , 11 OOBX
Purchasing/Data Analytics, 1 customization with medium level of effort, 7 configurations with low level of effort, 1 in development with medium level of effort, 1 integration with medium level of effort, 27 OOBX

Technical Requirements

Availability Accessible 24 hours a day seven days a week hosting SLA uptime 99.8% outside of scheduled maintenance.
Accessibility Requirements Working towards meeting WCAG 2.0 level AA. Working with third party company to audit and value a platform VPAT completed in available upon request
Audit Trail and History All user actions and activities are registered logged in time stamped. Every transaction created every status change every movement to the next step in a workflow in every addition or deletion of a data item is logged. If audit trail must be activated for specific field the auditable checkbox can be marked corresponding to the field on the value a table.
Browsers Supported Internet Explorer all Microsoft supported versions , Microsoft Edge last three major releases, Chrome last three major releases, Firefox last three major releases.
User Accounts and Administration Application pages and functions are controlled by profiles , authorization, and perimeters. A perimeter can be geographic or functional , or a combination of both. User roles and user access are defined through administrative components. Only users with the appropriate profile can load a page or execute a function. Possible to limit the data access of business objects on a per user basis.
User Authentication Supports multiple authentication schemes; login password authentication, single sign on with saml 2, two factor authentication, reverse proxy II S agent. Password rules are fully customizable.
Federated Identity Management– supports SAML 2.0 protocols for Single Sign On
Data Conversion Conduct a data assessment. Data strategy will be established identifying the data conversion scope. Leverage ivalua tools. Combination of ivalua and participating entity resources perform data conversions which include methodology to perform several iterations in small batches to test and validate. Too Simple? Data cleansing not evident at the source or during testing.
Interface and Integration Integration capabilities with major ERP systems and standard integration with suppliers and 3rd party business services. Offer standard interface templates out of the box.
Office Automation Integration Word excel and PDF
Mobile Device Support Screen menus change from PC layout to mobile friendly layout.
Mobile Applications Mobile solution is not based on mobile app but mobile web solution
Data Ownership and Access Applies a single data classification to all customer data. Internally customer data is confidential and limited to a small number of individual individuals on a need to know basis. Customers remain the data owner and data controller of all data and control it in accordance with their access control data retention and data classification policies. Through the term of contract customers can export data.
Date Retention, Archive and Purge Considerations Customers decide what information is to be stored, how it is to be used, and how long it is retained. I value a does not delete or modify customer data unless requested by the customer , and only processes data in accordance with contractual obligations and customers configuration of their instances

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 3

DATE: 1/6/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Disaster Recovery Plan BC and Dr program is based on ISO I EC 22301 standard framework and is tested annually. Not clear if clients are involved with testing unless they are relevant stakeholders.

Solution Environments Development, acceptance, production.

Solution Technical Architecture Multi instance architecture delivers a logical single tenancy by isolating all customers data from each other. Application servers are in a discrete network segment. Database layer consists of database servers, installed in a discrete non Internet routable network segment. No Co mingling of any customer data between application instances and databases.

Solution Network Architecture Dedicated DMZ, network segmentation, dedicated URL, and site to site VPN which is a paid service. Intrusion detection system and intrusion prevention system monitors.

Firewalls filter inbound and outbound connections to the Internet as well as between intra sites VLAN zones. VLAN partition various networks. Principle of least access. Monitoring logs unexpected network activity and notifies staff in real time via emails and text messages physical access control through identity control, badge access, interior and exterior video surveillance . Security guards 24 7365 dedicated locked racks on interruptible power supply with diesel generator redundant heating ventilation air conditioning firesafety inert gas all components are fully fault tolerant including uplinks storage chillers HVAC systems HV AC everything is dual powered.

System Development Methodology Open web application security project OWASP. Secure SDLC policy and procedures. New features are evaluated for security impact during design phase with regular code reviews peers and SA St tools. Tested for effectiveness during the QA process. Development process based on agile methodology with iterative approach. Penetration testing conducted prior to major software release by independent security firm. Cloud services are in accordance with NIST security focused configuration management of information systems guidelines. All application changes and updates are at the customer request and controlled by the customer they are performed behind the scenes for minor updates or through scheduled downtime for major updates.

Service Level Agreement SLA performance credits When performance falls below 99 point 8%. RTO 48 hours 8 hours 4 hours RPO 24 hours 24 hours 12 hours these are standard premium and platinum service levels and presumably additional cost

Security Requirements

Cloud Security Alliance (CSA) Compliance CAI Q completed

Security and Privacy Controls currently validating controls and safeguards against NIST SP 800 53 revision 4 moderate

Security Certifications ISO IEC 27001, SOC2 , ISAE 3402 Europe , annually audited for HIPAA. Not currently audited for PCI DSS compliance. Fedramp ready with our Gov cloud

Annual Security Plan Ivalua has built its security program and implemented an Information Security Management System (ISMS) in accordance with ISO-27001. The security controls deployed are in alignment with ISO/IEC 27001 and NIST SP 800-53 "Moderate" baseline requirements to address the information security risks. We are certified SSAE-18 (US) and ISAE3402 (Europe).

Secure Application and Network Environment Ivalua has implemented proactive security procedures, such as perimeter defense and network intrusion prevention systems to secure its perimeter. Dedicated DMZ, network segmentation, dedicated URLs, and Site-to-Site VPN (note: a paid service) are some of the other measures implemented to protect customer instances from cyber-attacks.

Secure Application and Network Access Ivalua uses a variety of strong encryption and key management protocols, cyphers, and processes from encrypting data/files in transit and at rest

Data Security Ivalua Solution architecture leverages a multi-instance tenancy model on shared servers.

Our model creates a very distinct boundary between the data of each client. Each client application instance runs under a dedicated application pool process with a client dedicated identity. This model also

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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CATEGORY #(s): 3

DATE: 1/6/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

facilitates the ability to perform upgrades and maintenance on an individual basis without impacting other clients' instances.

Personally Identifiable Information Protection compliance with the GDPR

Security/Privacy Issue Occurrence Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours. Details, special cases, and additional terms can be discussed during discovery.

PII Data Actual/Attempted Access or Disclosure same as above

Security Breach Reporting same as above

Implementation Services Requirements not relevant to Category 3

Project Management

Project Implementation Methodology

Catalog Support Services

Data Conversion Services

Interface/Integration Development Services

Organizational Change Management (OCM Services

Training Services

Help Desk Services

On-Site System Stabilization Support

Managed Services Requirements not relevant to Category 3

Solution Support

Organizational Change Management (OCM Services

Training Services

Help Desk Services

Transition Out Assistance Services

Other Available Resources **not relevant to Category 3**

Video Demonstrations

- Supplier portal
- Solicitation and bid module
- Scoring options
- Contract linked to sourcing event
- Renewal reminders
- Clause library
- Workflow flexible and configurable
- Shop
- Analytics with ADHOC and Dashboard reporting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 3 – eSoftware Only

DATE: 9/8/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Collaborative Network
 - Six modules
 - Proposal for this section not specific to what workstream it would provide, same as Category 1
 - Take note of how modules integrate with outside solutions in practice
2. Previous Projects
 - NYC Mayor's office is a very narrow implementation
 - Maryland Good reference of Statewide implementation; however unspecific results given to validate the value of efforts.
 - Ohio good representation of state implementation; only a single module test to limited agencies in 2018. Supplier supports expanding, no mention if Ohio does or will.
 - Alabama is limited in scope and still in implementation; unknown if successful
 - LA water department limited scope and still in implementation; premature reference as there is no ROI provided
3. Subcontractors
 - Interesting that Data for on-prem is stored by third party. Exploration is needed on data security and liability to end users.
 -
 -
4. Organizational Chart
 - Extremely brief and general org chart
 - Note that a minimal number of resources are lvalua resources; most are Customer Resources. This lends itself to customer providing more effort than lvana for solution
 -
5. Litigation
 - No Litigation
 -
 -
6. Financial Viability
 - Statements in Euros
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): Cat 3 eSoftware, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- POSITIVE (p.4)– Routing workflow appears efficient
- QUESTIONING (p.5) Is/can MWBE be broken out into subcategories or customized?
- QUESTIONING (p.5) Search 360 appears to be level 2 punchout but uncertain if that is the functionality
- POSITIVE – document management across modules is very efficient
- QUESTIONING – Is FedRAMP ready the same as FedRAMP certified?

Functional Requirements

- QUESTIONING – Is every supplier even for low dollar purchase required to establish an account?
- QUESTIONING – Can Supplier portal import other ERP solution data
- QUESTIONING – can buyers be restricted to certain business practices?
- POSITIVE – Audi workflow is good. How long is it maintained?
- QUESTIONING – are hosted catalogs searchable withing the solution and not just independently?
- POSITIVE – Search 360 ability to consider punchouts in the search
- POSITIVE – Document versioning
- INTERESTING – Public portal can act similarly to current webpage activities
- POSITIVE – MS Word document synching seems a valuable tool to save time. Would like to see more on what that looks like
- POSITIVE – reporting seems to give the user many options

Technical Requirements

- POSITIVE – multiple authentication options
- QUESTIONING – Data conversion seems very tentative and non-committal to success, just explains a very broad set of all potential options
- QUESTIONING – What ERP systems are supported?
- QUESTIONING – WebKit is for iOS. How are PC devices supported?
- POSITIVE – different environments are needed to properly test
- QUESTIONING (p.70) When will lvalua be compliant with PCI-DSS for payment cards
- QUESTIONING – How long is the FedRAMP process to become authorized?

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Cat 3 eSoftware, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Security Requirements

- POSITIVE – limitations of access based on need
- POSITIVE – data at-rest and in-transit encrypted
- QUESTIONING – Customer data is limited, but customer should apply access controls. What responsibility does Ivalua have in a breach?
- QUESTIONING – What does Ivalua do in a breach situation aside from notification within 72 hours?

Implementation Services Requirements

- QUESTIONING – Imbalance of customer resources to Ivalua resources.
- QUESTIONING – very general process information. What percentage of clients achieve implementation on time and within original budget?
- POSITIVE – different levels and types of training identified
- QUESTIONING (p.98) 90% of tickets level one and solved within 1 hour. Does this demonstrate a challenge to client training quality?

Managed Services Requirements

- Standard services presented
- QUESTIONING – What is Ivalua data retention schedule

Video Demonstrations

- POSITIVE - Modules
- INTERESTING – FOIA request from the solution
- POSITIVE – repository for documents
- POSITIVE – Other third-party integration (which ones?)
- POSITIVE – Catalog Management
- POSITIVE – Roles
- POSITIVE – Workflows and notifications on dashboard
- POSITIVE – Good supplier data
- NEGATIVE – P2P information limits supplier access to RFPs?
- INTERESTING – Project types can be for individual low dollar quotes
- QUESTIONING – are Outlook addresses imported for SME's?
- QUESTIONING – how are suppliers not in the system notified and able to respond?
- POSITIVE – email templates are good
- NEGATIVE – How are small businesses with technology challenges able to respond?
- QUESTIONING – Have SME expressed concern with challenges to evaluate, there are many steps and files to review?
- QUESTIONING – how are no definite quantity awards considered
- POSITIVE – contract templates
- INTERESTING – Parent child hierarchy
- POSITIVE – proposal pricing comes from vendor bid
- POSITIVE – Edit versioning is good
- POSITIVE – workflows triggered by sections edited are efficient

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): Cat 3 eSoftware, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- POSITIVE – use of DocuSign
- QUESTIONING – Is punchout/hosted search Tier 2 supplier search
- QUESTIONING – do requisitions link to PeopleSoft data?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Stage 1 Cat 3

DATE: 08/24/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Founded in 2000 Cloud based spend management solutions
 - Supplier Sisk, Solicitations and Bid Management, Contract Management, eprocurement, invoicing and spend analysis
 -
2. Previous Projects
 - City of New York Mayor's Office of Contract Services
 - State of Maryland – Office of state Procurement
 - State of Ohio, State of Alabama, Los Angeles's Dept. of Water and power
3. Subcontractors
 - Ivalua is hosted in third party data centers
 -
 -
4. Organizational Chart
 - Project Leadership, project management, functional, technical, change management and data
 -
 -
5. Litigation
 - None last 5 years
 -
 -
6. Financial Viability
 - Audit reports
 - Financial Statements
 - No D & B

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 3 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

3-7	<ul style="list-style-type: none">• Single point of entry – a single initiation points for all procurement activity. –• Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway. –• Compliance – a technology solution that has business rules and controls “baked in” (See APSPM). –• Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users. –• Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces. –• Integration – batch and Realtime with existing financial management and other core systems. –• Workflow – a configurable, rule/role-based approval automation. –• Document management – automated solution to create, transact and store documents. –• Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics. –• Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually. –	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 3 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

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	<ul style="list-style-type: none"> Transparency – provide public and internal visibility into purchasing activity and outcomes. 	
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User Experience

7-8	<p>Users have their own home page. Unique to their profile. Workers access their workflow from their homepage. Each user is given one or multiple roles in the system which is tied to a series of authorizations. This limits what the user can do, what they can see and determines workflow steps throughout the system.</p>	
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Bidder Best Practices and Roadmap

8-11	<p>New releases – delivered by R & D division twice a year. Client decides when to upgrade and with which major version. Latest technology – Achieved security status for being Fedramp ready. Updates are timely. Alternate approaches – best practices have been built in to the public sector tailored solution. Product Roadmap - Public Sector customer base is strong and growing, as such we continue to invest heavily in developing specific capabilities to meet Public Sector Procurement needs. We have a dedicated Public Sector team that interfaces with R&D to ensure necessary and innovative Public Sector requirements and functionality are prominently featured on the roadmap.</p>	
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Innovations and Value-Added Features/Services

11-13	<p>Available should they be of interest</p> <p>Help desk Advance Services Procurement Expenses – being submitted from workers. Expense stream handles the flow of claims. Vendor Master Management</p>	
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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Customizations/Extensions

13-14	The Ivalua SaaS platform relies on configuration, not custom code, as the means for clients to modify and maintain a solution that meets their needs. As a result, the enhancements are not custom code but instead configuration & data and that configuration & data is carried forward with your instance as the Ivalua solution is updated. Ivalua does not make coding customizations specific to individual clients; all coding changes on the Ivalua platform are part of their release cycle and are by definition part of the baseline product	
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Alternative Funding Models

14	Did not offer	
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Contract Transition and Flexibility

14	Ivalua is certainly willing to enter into good faith discussions with Participating Entities that wish to explore transitioning their current contract under the terms of the newly awarded Master Agreement.	
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Functional Requirements

General Functionality

15-16	Ivalua's single complete unified suite will provide participating organizations with a highly configurable, robust, and comprehensive e-Procurement Solution, purpose built for the public sector. Ivalua is a cloud based, SaaS solution RFP# 202102021 eProcurement Solutions and Services File 3 Ivalua Inc. CONFIDENTIAL © 2021 Ivalua, Inc. This document contains information confidential and proprietary to Ivalua. The information may not be used, disclosed, or reproduced without the prior written authorization of Ivalua. Page 16 and offers the most comprehensive, natively built Source-to-Pay suite in the market which includes Public Portal, Supplier Risk & Performance Management, Sourcing, Contract Management and P2P processes, standard integrations and extensive system administration and reporting capabilities	
GEN 15	Transaction print formulas are based on the layout of the page and may need additional effort	weakness

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Supplier Portal

16-18	Ivalua offers a free supplier portal where suppliers may perform self-registration and other activities with their customers. Ivalua supplier registration & information management capabilities allows to quickly and easily onboard suppliers for RFPs, orders and invoices, and push data to ERP or other relevant systems. Suppliers can easily register with basic information such as their tax identification number, email address, and company name to establish an account within the system. Note that in the Ivalua system, there is no charge for suppliers to use the solution, allowing organizations to have unlimited suppliers with unlimited users registered to do business with their organization	
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Supplier Enablement/Management

18-25	Registration is 2 parts. Available 24/7 365 days. No charge for suppliers conditional logic can be utilized to tailor the registration page to specific information required by type – such as US vs. non-US suppliers. At this time, the supplier can register for notifications for solicitations that are released within their scope, based on the commodity code(s) that they register for and/or the areas they serve across the organization. Fields captured through the registration process will be tailored to your needs	
VDR 15	Does not check for duplicate registrations	
VDR 19,20 & 24-27	State will have to license 3 rd party system	

Buyer Portal

25-28	internal users can login to the system through their secure username/password, where password rules can be setup by each organization. Alternatively, suppliers can login via SSO with their organization. Once the user login they will be directed to their homepage. Each homepage features a dashboard is unique to the user based on their user. Page 26 role. In addition, authorized users can also add new aspects to their homepage or rearrange the webparts on the screen, to ensure that their portal caters to their unique needs. From the user's homepage they will have access to all the actions throughout the solution that they support. In addition, the user's homepage will have a quick link to all their workflow tasks as well as shortcuts to their frequently created or in-progress objects.	
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Need Identification

26-27	Ivalua offers a suite of integrated procurement services, entity buying profiles, and entity data-driven dynamic workflow. Ivalua provides users the ability to initiate any procurement action from a single spot through the platform. Each action is driven by data setup (entity buying profile) and workflow setup specific to that user and heir organization. Ivalua also provides a powerful and flexible workflow engine that not only invokes approval flows, but also provides the ability to invoke processes. This ability to invoke business processes allows procurement policies and regulations to become part of workflow and not something the end-user needs to think about. Ivalua will guide the end user to begin any type of procurement activity by clearly identifying and outlining the process and steps that need to be taken	
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Request through Pay

27-33	Did not address the requirements for external retail	
27-33	All purchases within the Ivalua solution will begin from a purchase request within the tool. These can be created from a catalog, automatically carrying over all item information, or from scratch. Requests can accommodate multiple types of requests ranging from goods and services, as well as deliverable-based purchases and subscriptions	
	Once the requisition is submitted, it will route through organization users for approval, where needed. Ivalua uses a combination or algorithms and user approval to navigate through the approvals that are necessary, as well as performing automated checks to verify if there are any issues. The organizations/agencies and public bodies will have the ability to define conditional logic to determine when and who should be approving each requisition. This makes our workflow dynamic, so they are automatically routed to the appropriate approvers. Additionally, different organizations and commodities can also trigger different workflows to accommodate for varying business processes, as well as trigger different workflows on goods vs. services purchases. Approvers will have a full audit trail of approval activity directly on their workflow screen, including any rejections and comments. They will also receive email notifications of workflow tasks pending their approval, as well as can receive reminders if they do not act. Ivalua workflows can also trigger real-time integrations to external systems, such as an ERP at a workflow step, such as checking if budget is available for the purchase.	
	Invoices can be created in multiple ways within the Ivalua solution • PO flip • From scratch • EDI/cXML transmission (for enabled suppliers) • OCR capability	
PRD 1-6	Yes	
PRD 7	Requires a manual step for future release of a PO once the date has passed.	weakness

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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PRD 8-12	yes	
PRD 13	There is no automated functionality that will include text or attachments based on a commodity or other field value.	weakness
WRK 1-28	Yes	
PO 1-14	Yes	
PO 15	Cannot have 2 versions of a printed PO	weakness
PO 16	Yes	
PO 17	No eFax	
PO 18-29	Yes	
PC 1-7	Yes	
PC 8	On roadmap for 2022	weakness
PC 9-21	Yes	
RC 1-21	Yes	

Catalog Capability

33-35	<p>Technical Proposal response did not address the req'ts to "provide access" to "external internet retail or commercial markets of goods/services" or access to "non-contract Suppliers offering goods and services".</p> <p>System supports both "internal and external (punchout) catalogs".</p> <ul style="list-style-type: none"> - "view catalogs are limited to the user's organization scope" NOTE: scope = combination of Role/Authorizations/Perimeter/Commodity restrictions assigned to a user. - Suppliers can "self-service" manage their catalogs by uploading them to the system. Done via excel templates. After upload "system does an automated format check". - "routed through an approval process for an internal user to validate" with "side-by-side comparison of old vs. new pricing" - "internal users can also upload catalogs on a supplier's behalf" - "Search 360" <p>"item tags" to "provide visual indicators" on search results to "identify preferred, discounted, or emergency items". Tags can be 'prioritized'.</p> <ul style="list-style-type: none"> o "has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal lvalua catalog" 	
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Sourcing/Bid Management

**STATE OF MAINE
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36-44	Procurement types are identified based on the solicitation (BPM) type which drives which tabs and parts of the solicitation process are required. Throughout the solicitation module, tools to ensure transparency and drive competition are included to meet the organization's goals of finding the best product at the best value.	
	Suppliers to be invited to a solicitation can be captured by adding them through the suppliers' tab within the solicitation record. Suppliers can be automatically added to the invited suppliers list based on the commodity or commodities that were defined at solicitation set-up. Additionally, suppliers can be added by searching the supplier database	
	Suppliers can be automatically added to the invited suppliers list based on the commodity or commodities" and "can be added by searching the supplier database	
	Pricing for the solicitation can be collected directly in the system via the item grid. Multiple item grid templates can be accommodated and applied automatically to the event based on event type, organization, or commodity. This will allow suppliers to enter their pricing in a structure format via the method that the user has chosen (ex. Unit price vs.% discount).	
SRC 1-24	Yes	
SRC 25	No check in/check out	weakness
SRC 26-65	Yes	
SRC 66	User cannot add unregistered vendors	weakness
SRC 67	Yes	
SRC 68	Does not support eFax	weakness
SRC 69-75	Yes	
SRC 76	The system does not OOTB provide capabilities to post to the "State's public procurement website	
SRC 77-151	Yes	

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Contract Management

44-48	The contract record within lvalua captures all aspects of contract information, documentation, activity, and performance within the single record. The tabs on the left, shown in figure 51 can capture the different areas that will consist of the contract record, including dates, items, documents, subcontractor information, among others.	
	Contracts can be created from a complete solicitation or from scratch.	
	MS WORD can be used for authoring contracts	
CNT 1-88	yes	

Vendor Performance

49-50	Over the life of the supplier, users can create performance assessments against their suppliers or contracts. All performance information is maintained within the supplier's profile for reporting, as well as can trigger alerts to users if a supplier is consistently performing poorly.	
	Performance assessments can be triggered manually or periodically. Templates for performance criteria are stored within lvalua for users to respond to questions related to the supplier's performance and based on the weights of each question, will roll up a total score.	
	lvalua provides the ability to track exceptions and collaborate with suppliers to address these exceptions. If a supplier scores poorly on a performance or risk assessment, exceptions can be created to inform the supplier of areas that need improvement. The exception documents the issue or non-conformance and the severity, tied to the triggering event (for example, contract, delivery, or invoice exception). The supplier is notified of the exception	
	Improvement plans provide a collaboration tool to help improve supplier performance at a granular level by creating tasks that will lead to overall supplier improvement	
VPE 2-12	System relies on "questionnaire" and users to respond to capture performance metrics. There is not automated capture of performance based on transactions processed or data	

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Purchasing/Data Analytics

51-54	There are three different types of reporting with the lvalua solution, ranging from simple excel extracts to data visualization dashboards. The system can, by default, report on all data stored within the system from across modules. Importing data from an external system can be accommodated. lvalua has over 100 out of the box reports that are provided within our system, but additional reports can be configured during implementation or by super users. The different types are reports within lvalua are detailed below.	
	Any browse page within lvalua can become a report by utilizing powerful search and filter capabilities combined with the ability to extract pages into excel.	
	Queries are Excel based reports that are run via SQL statements in lvalua's reporting module	
	Analysis reports provide data visualization to users in the form of charts, graphs, and pivot tables that can then be combined to create a dashboard view for any users.	

Technical Requirements

Availability

55	Meets requirements	
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Accessibility Requirements

56	Meets requirements	
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Audit Trail and History

56	Meets requirements	
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Browsers Supported

56-57	Meets requirements	
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User Accounts and Administration

57	Did not address the actual req'ts to provide searchable access to all of the roles, permissions and privileges setup/available in the system	
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User Authentication

57-58	Meets requirements	
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Federated Identity Management

58	Meets requirements	
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Data Conversion

58-59	No automated means to convert active solicitations and vendor performance from existing system.	
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Interface and Integration

59-60	The Ivalua Solution has strong integration capabilities with major ERP systems and provides standard integration with suppliers and third-party business services. We offer a number of standard interface templates out-of-the-box. Integration strategies include unidirectional or bidirectional data flows using batch, asynchronous or synchronous interfaces. Ivalua Solution supports synchronous and asynchronous connections with other systems using a multitude of communication protocols. Ivalua integration module includes comprehensive format definitions, rules-based transformations, and validated loading of data.	
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Office Automation Integration

60-61	Meets requirements	
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Mobile Device Support

61	Meets requirements	
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Mobile Applications

61	Not available. Need Web kit	
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Data Ownership and Access

61	Meets requirements	
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Date Retention, Archive and Purge Considerations

61-62	Offline archiving	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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Disaster Recovery Plan

62-63	Ivalua has established a Business Continuity (BC) and Disaster Recovery (DR) Program, supported by its management, and designed to ensure that critical business processes and systems can be maintained and recovered in the event of a major internal or external incident. The plan is reviewed and approved by the management annually and communicated to all relevant stakeholders annually or as they assume a response/recovery role. Ivalua BC and DR Program is based on ISO/IEC 22301 standard framework and incorporates:	
	Maximum recovery time can be as low as 4 hours with the Platinum package	Cost?

Solution Environments

63	Each client will be provided at least 3 environments (development, acceptance, production). No training	Concern Cost?
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Solution Technical Architecture

63	Meets requirements	
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Solution Network Architecture

65-67	Meets requirements	
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System Development Methodology

67-68	Ivalua's development process is based on the Agile methodology with its iterative approach to software development and assessment	
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Service Level Agreement

68	For hosting and maintenance SLA, Ivalua offers its own standards and choices between service levels. RTO/RPO and other infrastructure add-on services can be flexibly added. Ivalua guarantees by Hosting SLA an uptime of 99.8% outside of scheduled maintenance. Please refer to the attached Ivalua SLA for a copy of our current standard Service Level Agreement.	
	Did not agree to compliance with SLA given	

Meets requirements

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Security Requirements

Cloud Security Alliance (CSA) Compliance

69	Meets requirements	
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Security and Privacy Controls

69	Ivalua is currently in the process of validating controls and safeguards against NIST SP 800-53 Revision 4 "Moderate" risk controls for FISMA compliance with our Commercial Cloud. Our platform is architected end-to-end to support maximum security for cloud software	
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Security Certifications

69	Meets requirements	
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Annual Security Plan

70-76	Meets requirements	
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Secure Application and Network Environment

76-79	Meets requirements	
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Secure Application and Network Access

76-79	Meets requirements	
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Data Security

82-85	Meets requirements	
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Personally, Identifiable Information Protection

85-86	Meets requirements	
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Security/Privacy Issue Occurrence

86	Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours. Details, special cases, and additional terms can be discussed during discovery.	Concern 72 hours
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Purchasing North Dakota State University

PII Data Actual/Attempted Access or Disclosure

86	Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours.	Concern 72 hours
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Security Breach Reporting

87	Ivalua has a Security Incident Response Plan and Procedure; reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours.	Concern 72 hours
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Implementation Services Requirements

Project Management

88-90	Ivalua's project methodology is a semi-agile based design that is typically composed of the following phases. 1. MOBILIZE 2. EXPLORE/DESIGN 3. BUILD/CONFIGURATION 4. TEST 5. DEPLOY/GO-LIVE 6. RUN	Need more detail
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Project Implementation Methodology

90-91	Extensive state resources vs. Ivalua	weakness
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Catalog Support Services

91-92	Ivalua has a rich and deep network of partners across the globe. In the event that our customer requires additional catalog support services, Ivalua can leverage our partner ecosystem to provide these services including:	Weakness
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Data Conversion Services

92	Ivalua has a rich and deep network of partners across the globe. Ivalua leverages our extensive partner ecosystem to provide data conversion services to our customers including:	weakness
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Interface/Integration Development Services

92	Ivalua does not provide Data Conversion Services. They provide "partners" that they could have do the work but this isn't included in the proposed scope/pricing.	weakness
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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BIDDER NAME: lvalua

CATEGORY #(s): 3 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Organizational Change Management (OCM Services)

93-94	Ivalua provides an array of change management and custom training services, including Change Management and Custom Training development (Instructor led training, Train-the-trainer, Web-based recording, and Quick Reference Guides (QRGs)). Our Organizational Change Management (OCM) approach and methodology includes: Not a lot of detail	concern
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Training Services

95-96	Ivalua provides a robust e-learning program for customers, partners, and our own staff to learn at their own pace using documentation, video instruction and study guides Training is left up to user with the use of available tools from Ivalua	concern
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Help Desk Services

96-98	proposal only includes Level 3 Help Desk support but only to the "Customer Administrator". not to the req'd "users and Suppliers". Support for users/Suppliers is "optional" for additional costs.	weakness
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On-Site System Stabilization Support

98		
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Managed Services Requirements

Solution Support

98	Meets requirements	
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Organizational Change Management (OCM Services)

102-103	Not including OCM services	weakness
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Training Services

103	Not included	weakness
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Help Desk Services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 3 Stage 2

DATE: 12/20/2021

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DEPARTMENT/STATE: Purchasing North Dakota State University

103-104	Meets requirements	
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Transition Out Assistance Services

104-105	Upon termination of the contract, lvalua retains processed data and files for a limited period of time in accordance with the contract. We then delete the client online files (skipping the file trash). When the physical servers are terminated, media is destroyed, except for encrypted data in archived storage (which is destroyed in accordance with lvalua's data retention schedule). lvalua follows NIST 800-88 Media Sanitization guidelines. Media is destroyed by repeatedly zeroing out prior to secure disposal by crushing. Prior to the deletion, a copy of the most recent backup can be provided to the client, upon request, in a usable format (.txt or .csv).	
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Video Demonstrations

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): Stage 1 Category 3

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Full eProcurement Solution

Organization Qualifications and Experience

1. Overview of the Organization
 - Started in 2000
 - Extensive experience and knowledge
 - Received multiple awards
2. Previous Projects
 - Listed state, city and municipalities as clients
 - Supplied required information on these projects
 -
3. Subcontractors
 - No subcontractors but mentioned the location of data centers
 -
 -
4. Organizational Chart
 - Listed both state and company org charts
 - **Did not supply role descriptions and responsibilities.**
 -
5. Litigation
 - Stated no litigation to report
 -
 -
6. Financial Viability
 - Supplied an extensive financial report – 20 pages
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Ivalua
CATEGORY #(s): Stage 2 Category 3 eSoftware Only
DATE: 12/29/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

THIS RESPONSE IS THE SAME RESPONSE THAT WAS SUBMITTED FOR STAGE 2 CATEGORY 1 – FULL SOLUTION. I HAVE COPIED THE EVAL AND RTM NOTES FROM THE FULL SOLUTION STAGE TO THIS STAGE 2 CATEGORY 3 – ESOFTWARE ONLY.

Individual SME Comments: The video demonstrated an overview of the solution and provided information from both sides of the application. The response could have offered more information in some of the areas that seemed to need a better explanation. The solution does NOT offer PCard functionality and some of the help desk requirements are not available either. The supplier does state these requirements are in development. This supplier could offer a solution over time, but the client needs to be made aware of the functionality that does not exist.

General Principal and Requirements Page 3 – Addressed all requirements listed.
Key Solution Functionality Elements – Page 3

- Single landing page with access to other modules from this landing page.
- Workflow can be attached to any object in the system or be based on different criteria. Workflow is configured during implementation. Figure 2 page 4 is sample workflow.
- Can configure solution to meet our needs which include personal dashboards and internal collaboration tools (blogs, forums, and comments)
- Google search experience in the open marketplace which allows for side-by-side comparison of products.
- Robust integration capability which supports multiple formats. Can connect to any data source
- Workflows come out of the box with best practices but can configure workflows.
- Documents are available throughout all the modules.
- Reporting is out of the box, or users can create their own reports and use graphics for display
- Highly configurable.
- Transparency from the supplier portal with authorized user have oversight to all procurement activity.

User Experience – Page 7

- Homepages are configurable. Sample Homepage Page 8 Figure 3
- User experience is role based
- Tasks assigned can be accessed from the user's home screen (i.e., workflow)
- Can delegate functionality – Page 8 Figure 4

Bidder Best Practices and Roadmap – Page 8 – 9

- Releases are performed twice a year and allows the client to choose which version and when to apply upgrades. Customers are in control of the upgrades
- Constant communication with customers to stay up to speed with new technologies.
- Work closely with customers to learn their best practices
- 60% roadmap comes from clients with 20% reserved for innovation and 20% for market trends.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): Stage 2 Category 3 eSoftware Only

DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Areas of significant investment are Mobile, Invoicing, Contract Management, Supplier Risk and Security.
- Leveraging new AI technologies. Page 10
- Automated obligation tracking and management is being enhanced. Page 11

Innovations and Value-Added Features/Services – Page 11

- Offers Help Desk support. Page 12 Figure 5
- 90% of tickets solved in an hour.
- Advanced Services Procurement - Improvements to contingent labor
- Expenses – Capture PCard transactions
- Vendor Master Management – Better manage vendor data.

Customizations/Extensions – Page 14

- Client is responsible for when they go through an upgrade cycle.
- The platform relies on configuration not custom code.
-

Alternative Funding Models – Page 14

- Not proposing alternative funding but is open to discussion

Contract Transition and Flexibility – Page 14

- Willing to enter into good faith discussions about this process

Functional Requirements – Page 15

General Functionality – Page 15 – 16

- Full Source to Pay Solution - Page 16 Figure 6
- Automated notifications
- Single Platform and configurable solution – Page 16
- Offers native public site for posting – RTM line 7
- CONCERN - EPROC-GEN-6 – TAB 2 Line 10 – Can the system be integrated based on this response?
- CONCERN - EPROC-GEN-11 -TAB 2 Line 15 - Has a limit on a file type (executables) and states size limits do exist?
- CONCERN - EPROC-GEN-15 – TAB 2 Line 19 - PO is the only printing format that is printable?

Supplier Portal – Page 17

- Unlimited suppliers with free supplier portal.
- After establishing an account, the supplier portal has a one stop shop on their homepage. Page 17 Figure 7
- Self-manage users with roles when they set them up in the system. Account has system admin to manage supplier's account.
- CONCERN - EPROC-SPR-5 – TAB 3 Line 9 – Does the system notification get sent via email, or does supplier just have to monitor notifications on their supplier dashboard?

Supplier Enablement/Management – Page 18

- Enablement is 2 parts, public facing page to create an account, and “full enrollment” used to be fully onboarded – Page 18

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- Sample supplier registration Page 19 Figure 8
- Supplier Full Enrollment happens after workflow approval. The information required here is banking information and W9 documents. Page 20 Figure 9
- Integrations can be designed to verify real-time profile information. Page 21 Figure 10
- Can create their own user contacts. Page 21 Figure 11
- Supplier accounts have document storage and tracking. Page 22 Figures 12 and 13
- Solution has supplier workflow. Page 23 Figure 14
- Internal users (Buyers) can have access to search for suppliers. Page 23 Figure 15
- Access to view the supplier record. Page 24 Figure 16
- Suppliers maintain their own profiles, but changes can be put into workflow for approval by internal users.
- STRENGTH - Ability to have "changes" done on a registration get put into workflow.
- CONCERN - EPROC-VDR-32 – Line 61 – Supplier's response leads me to believe they did not understand the requirement. We asked if other agencies be put into workflow, not have data passed into other state systems?
- CONCERN - EPROC-VDR-36 – Line 65 – Need to release an RFI to remind suppliers to log in and update their registration?

Buyer Portal – Page 25

- This is the access point for procurement activities. Homepage Dashboard -Page 25 Figure 17
- SSO can be a login and each user's dashboard are based on their user roles
- User roles are tied to authorizations and the user is assigned a "perimeter". Page 26 Figure 18
- CONCERN - EPROC-BPRT-7 – Line 81 – The requirement is for the Buyer Portal, but the response received is for the "vendor" portal?
- CONCERN - EPROC-BPRT-8 – Line 82 – Does not support daily summaries of buyer notifications.
- CONCERN - EPROC-BPRT-9 - Line 83 – Cannot provide link to external users due to security
- CONCERN - EPROC-BPRT-15 – Line 89 - Supplier notification needs to be handled through the RFI module?

Need Identification – Page 26-27

- The solution has a single point of entry and can manage a request in several ways via "requests".
- Options include request form, purchase, or exemption request, create a sourcing event or contract, or gather quotes. Page 27

Request through Pay – Page 28

- Process starts with a "request" that will populate relevant requisition details. Page 28 Figure 19
- Exceeding contracted amount could be triggered by the allocations grid. Page 29 Figure 20
- Requisitions are submitted to workflow. Page 29 Figure 21
- Once approved, the requisition is flipped to a purchase order. Page 30 Figure 22
- CONCERN – Page 30 – "At the same time, the order is transmitted to the supplier through their email, including a PDF version of the order". No other way to send order to supplier.
- Can flip purchase orders into receipts. Page 30 Figure 23
- Receipts are shown on the receipt page (Page 31 Figure 24) and then the receipt is submitted to workflow. Page 31 Figure 25
- Invoice will be created (Page 32 Figure 26), and then payment can be applied to the invoice. Page 32 Figure 28

**STATE OF MAINE
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- CONCERN - EPROC-PRD-1 – Line 102 - Response refers to Sourcing event from the requisition, but requirement is asking for need identification to Purchase Request?
- CONCERN - EPROC-PRD-15 – Line 116 – Does not support executables file type
- CONCERN - EPROC-PRD-37 – Line 138 – Capturing noncontract price for later analysis is not supported.
- CONCERN - EPROC-WRK-24 Line 189 – Can the PO, PR or change request be re-submitted after it was changed?
- CONCERN - EPROC-PO-17 – Line 212 – eFax submission of orders in not supported.
- CONCERN - EPROC-PO-26 – Line 221 - Additional configuration will be required for facilitate fiscal year end.
- CONCERN - EPROC-PC-1 thru EPROC-PC-4 – Lines 227 thru 230 – These PCard requirements are in the process of being developed.
- CONCERN - EPROC-PC-5 – Line 231 - Full administration of PCards is not available in the system
- CONCERN - EPROC-PC-6 – Line 232 – Pcard maintenance is not currently available but is anticipated for release in 2022.
- CONCERN - EPROC-PC-7 – Line 233 – Ghosted cards are not currently available but is expected to be released mid to late 2022
- CONCERN - EPROC-PC-8 thru EPROC-PC-21 – Lines 234 thru 247 – These requirements will require some kind of customization, configurable item, or integration.

Catalog Capability – Page 33 – 34

- Ability to view catalogs are limited to the user's organization scope
- Search results landing screen – Page 34 Figure 29
- Can shop via hosted or punch out catalogs. Page 34 Figure 30
- Hosted catalog process can be done by supplier. Internal user can compare catalog versions Page 34 Figure 31
- Users can use the search functionality to search and filter results. Page 35 Figure 32
- Item tags to find preferred items
- Search punchout and hosted in the same search. Page 35 Figure 34
- CONCERN - EPROC-CAT-32 – Line 317 – The ability to compare catalog item search results in NOT supported.
- CONCERN - EPROC-CAT-34 – Line 319 – Additional functionality is required to compare items and will be based on number of punchouts required.

Sourcing/Bid Management – Page 36 thru Page 44

- Wizard solicitation set up – Page 36 Figure 35
- Supplier can be added several ways (commodity code selection, public site, etc.) – Page 37 Figure 36
- Has Sealed Bid functionality
- Conditionality can be applied to questions.
- Item grid (pricing) has multiple set up options. Page 39 Figure 40
- Notifications to supplier about event and has access to public portal
- Suggest posting information to client's website and provide link to public portal to view full solicitation. Page 40 Figure 42
- Suppliers need to add open solicitations to their account to create a response. Page 41 Figure 44
- Supplier can Management of Responses. Page 42 Figure 46

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DEPARTMENT/STATE: State of Montana

- Users can monitor suppliers' activity and award events
- Can notify suppliers and create a contract from the solicitation. Page 44 Figure 50
- CONCERN - EPROC-SRC-3 thru EPROC-SRC-9 and EPROC-SRC-11 – Lines 330 thru 336 and 338 – Responses to these requirements refers back to EPROC-SRC-2, Line 329 which did NOT require a response? **Attention to detail!**
- CONCERN - EPROC-SRC-14 thru EPROC-SRC-21 – Lines 341 thru 348 - Responses to these requirements refers back to EPROC-SRC-2, Line 329 which did NOT require a response? **Attention to detail!**
- CONCERN - EPROC-SRC-22 -Line 349 – The response talks about envelope bidding, but requirement talks about separate Cost and Technical sections?
- STRENGTH - Has no limit on number of suppliers being invited to an event.
- CONCERN - EPROC-SRC-68 – Line 395 – eFax is not supported
- CONCERN - EPROC-SRC-70 – Line 397 – This response does not address the requirement that states the eProcurement file of the event needs to be “complete” to meet public records laws. SRC 71 has this same response which meets that requirement.
- CONCERN - EPROC-SRC-83 – Line 410 – System does not support web conferences, but supplier offered the ability to upload the recorded conference. Do they support that file type?
- STRENGTH – Size limitations can be set up by system administrator
- CONCERN - EPROC-SRC-143 – Line 470 - Must start a new solicitation instead of cancelling award on bid and move to the next highest bidder?

Contract Management – Page 44 – 45

- Wizard driven entry. Page 45 Figure 51
- Information brought over from the contract header
- Alerts on documents uploaded to the document section – Page 46 Figure 53
- Native authoring (Word) – Page 47 Figure 54
- Subcontractors can be added.
- Can integrate with multiple eSignature tools. Page 48 Figures 57 and 58
- CONCERN - EPROC-CNT-16 – Line 496 – Loading of external price list for contracts will need to be worked out to identify data elements. Additional cost possible?
- CONCERN - EPROC-CNT-52 thru EPROC-CNT-63 – Line 532 thru line 543 – The supplier has used the same response for all of these requirements, but the response does not mention the requirement? Also see lines 555 and beyond as an example. These responses are duplicate but at least start with “this information”.
- CONCERN - EPROC-CNT-66 – Line 546 – Response states alert could be posted to public portal, but requirement asks if it can be posted to state’s procurement website.
- CONCERN - EPROC-CNT-67 – Line 547 – The response does not address the email notification listed in the requirement?

Vendor Performance – Page 49

- System has supplier performance dashboard. Page 49 Figure 59
- Allows ability to track a supplier’s performance.
- Improvement plans provide a collaboration tool to help improve the supplier performance. Page 50
- CONCERN - EPROC-VPE-3 thru EPROC-VPE-11 – Line 573 thru line 581 – The response to each of these requirements refers back to the response on line 572 which states vendor performance needs to be handled by a questionnaire.

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Purchasing/Data Analytics – Page 51

- System has 3 different types of reporting, Ad Hoc, Queries and Analysis
- Reports are compiled by running a search and exporting data to Excel.
- Analysis reports can be put on dashboard for view of any user.
- Offers 100 standard reports
- CONCERN - EPROC-PDA-5 thru EPROC-PDA-16 – Line 602 thru line 613 – A duplicate response was used to answer all of these requirements, but the response does not reference the reporting requirement? Can this supplier supply reports based on the listed requirement?
- CONCERN - EPROC-PDA-20 and EPROC-PDA-21 - Line 617 and 618 – This supplier currently does not have PCard functionality.
- CONCERN - EPROC-PDA-36 – Line 633 – This supplier currently does not have PCard functionality.

Technical Requirements – Page 55

Availability – Page 55

- Meets requirements

Accessibility Requirements – Page 55

- CONCERN – States they are committed to being Section 508-compliant as soon as possible.

Audit Trail and History – Page 56

- Meets requirements

Browsers Supported – Page 56 – 57

- Supports the most update browser versions

User Accounts and Administration – Page 57

- Controlled by an authentication method and roles, authorization and perimeters.

User Authentication – Page 58

- Supports multiple authentications and password rules are fully customizable.

Federated Identity Management – Page 58

- Meets requirements

Data Conversion – Page 59

- Offers data assessment to determine data requirements
- Historical data conversions require a larger scope where cost needs to be determined
- CONCERN - EPROC-TECH-28 -Line 32 – Solicitation data conversion is NOT supported.
- CONCERN - EPROC-TECH-30 -Line 34 – Vendor performance data conversion is NOT supported.

Interface and Integration – Page 59

- Provided communication protocols and data formats that are supported.
- CONCERN – Did NOT identify all finance system/ERP's where their solution has existing interface/integration capabilities in the narrative.

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- CONCERN - EPROC-TECH-35 – Line 39 - Did not supply complete technical details on interface.

Office Automation Integration – Page 60

- STRENGTH – Can import Word documents in the contract tool and break them into clauses
- Supports Word, Excel and PDF

Mobile Device Support – Page 61

- Meets requirements

Mobile Applications – Page 61

- Based on a mobile web solution rather than a mobile application

Data Ownership and Access – Page 61

- Meets requirements

Date Retention, Archive and Purge Considerations – Page 62

- Should be discussed at implementation.

Disaster Recovery Plan – Page 62

- Notification of data breach is 72 hours.
- CONCERN – Could have supplied more detailed information about this requirement

Solution Environments – Page 63

- CONCERN – Could have supplied more detailed information in the narrative but did list 3 environments that are offered with some offered at additional maintenance fees.

Solution Technical Architecture – Page 64

- Supplied application and environment architecture. Page 64 Figure 66
- Application Architecture. Page 65 Figure 67
- Supplied Database Architecture. Page 65

Solution Network Architecture – Page 65-66

- Provided Ivalua Network Architecture. Page 66 Figure 68
- Supplied data center locations. Page 67
- Mentioned briefly monitoring and maintenance. Page 67
- Can compare KPI's with SLA's
-

System Development Methodology – Page 67 – 68

- Defer to subject matter experts

Service Level Agreement – Page 68

- Referenced the attached SLA submitted with their response

Security Requirements – Page 69

Cloud Security Alliance (CSA) Compliance – Page 69

- Referenced attached CAIO that was submitted with their response.

Security and Privacy Controls – Page 69

**STATE OF MAINE
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- CONCERN – Currently validating controls and safeguards against NIST. Page 69

Security Certifications – Page 69-70

- CONCERN - Not currently audited for PCI-DSS compliance. Page 70
- Defer rest of response to Security SME.

Annual Security Plan – Page 70 – 71 thru Page 75

- Uses Role Based Access Control, Secure Customer Data
- Mentioned Physical Security. Page 72
- Defer comments to Security SME

Secure Application and Network Environment – Page 76 – 77 thru Page 79

- Supports 2 factor authentication
- Defer comments to security SME

Secure Application and Network Access – Page 79 – 80

- Lists Encryption and Protocols. Page 80

Data Security – Page 82 – 83

- Secure Customer Data
- Network and Physical Security
- Applies single data classification to customer data
- Offers Ivalua Access Control and Applicable Laws – Page 84
- Data is encrypted and upon contract termination is destroyed.
- Defer to security SME

Personally Identifiable Information Protection – Page 85 – 86

- Meets requirements but will defer to Security SME

Security/Privacy Issue Occurrence – Page 86

- These are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

PII Data Actual/Attempted Access or Disclosure – Page 86 – 87

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

Security Breach Reporting – Page 87

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

Implementation Services Requirements – Page 88

Project Management – Page 88

- Composed of Mobilize, Explore/Design, Build/Configuration, Test, Deploy/Go-Live, and Run
- Supplied key activities. Page 88
- Showed project team structure. Page 89 Figure 69
- Typical Project steps. Page 90 Figure 70

**STATE OF MAINE
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DEPARTMENT/STATE: State of Montana

Project Implementation Methodology – Page 90 – 91

- Development is based on Agile methodology. Interactive approach to software development

Catalog Support Services – Page 91 – 92

- 2 Options – Catalog Import or Supplier Created catalog
- Stated offered the setup/configuration of punch out sites
- Link provided for list of Ivalua partners

Data Conversion Services – Page 92

- Stated could meet all requirements and provided link to list of partners.

Interface/Integration Development Services – Page 93

- Uses “the approach to integration is to integrate by configuration”. Page 93
- Supplied list of connectors
- Stated an integration lead with work with State entity on this project.

Organizational Change Management (OCM Services – Page 93 – 94

- Includes Leadership/Stakeholder Engagement, Change Impact Assessment, Change Readiness, Training and Communication

Training Services – Page 95

- Offers users access to Ivalua Academy where they can gain “Ivalua Certification”
- Also offers role-based training to end users using a variety of methods. Page 96

Help Desk Services – Page 96 – 97

- Technical Support (Level 3)
- End users help desk, suppliers help desk and Administrators Configuration Support
- Level 1 help desk for users rather than calling state help desk
- Help Desk Flow – Page 98 Figure 71

On-Site System Stabilization Support – Page 98

- Provide stabilization support for 3 months after go live

Managed Services Requirements Page 99

Solution Support – Page 100 thru 102

- Showed development process – Page 101
- Software is tested prior to making it available
- Planning, Architecture and Monitoring are steps in this process
- Maintenance and Security, SLA and Support were mentioned here. Page 102
-

Organizational Change Management (OCM Services) – Page 103

- Stated they included this in their implementation proposal section of this RFP

Training Services – Page 103

- Stated they included this in their implementation proposal section of this RFP

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): Stage 2 Category 3 eSoftware Only

DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Catalog Support Services – Page 103

- Stated they included this in their implementation proposal section of this RFP

Help Desk Services – Page 103 – 104

- Provided Help Desk Flow chart – Page 104 Figure 72
- CONCERN - EPROC-IMPL-3 thru EPROC-IMPL-5 – Tab 6 Line 6 thru line 8 – These requirements for help desk services are not available.

Transition Out Assistance Services – Page 104 – 105

- Supplier will assist with data to be exported

Other Available Services

- Tool called Aware is available to track all activities of the solution. Page 106

Video Demonstrations

Full Suite platform containing end to end procure to pay. Supplier Login screen has additional links to other services, FOIA request, public bid site, new supplier registration and help desk information. Supplier portal page has announcements, registration progress and many other widgets showing information about the vendor. Links on left takes supplier to registration information. Has change log for changes to registration. Links across top takes them to contracts, bids, catalogs, invoicing and performance links. Buyer has landing page with to do lists and many other widgets and analytical reports. Links on right allow access to supplier registration, sourcing, contracts, etc. Across the top has links to the other modules they have access based on the roles assigned. Can search suppliers from the supplier landing screen. 360 supplier is available, and the left side of the landing page give the user access to each of the section of a supplier's registration. Bid Management module has search ability and project creation. Solution is wizard driven and has setup options on left side of screen. Has scoring capability and houses templates and libraries to aid in bid creation. Supplier can view bids without logging into their portal. If interested, can add themselves to the bid and log into their portal. Responses are wizard driven. The system allows for individual and consensus scoring of proposals. Can send out award notifications to suppliers by creating scenarios. Can create separate contract record or create a contract from a sourcing event. The creating contract process is wizard driven. Offers Word authoring of contracts and a library to house contract templates that can be used to create contracts. Can submit contracts into workflow approval. Has integration with DocuSign and other solutions. Buyers search for products via the procurement home page with is configurable dashboard. Can have hosted or punch out catalogs which are searched on with each search. Can put items in a "kit" search. Requisitions can be configured with budget information sent over from the ERP. Workflow can be applied to each requisition. Requisition and PO are linked in the system. Supplier logs in to their support to manage orders. Invoicing module has several invoice options. User can flip an invoice to a receipt which can be put into workflow. Supplier can see payment status in their customer portal. System does have analytics with 3 different options for reports including queries and data visualization.

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 3

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - “Implementation and Development Services” Gold Partner of SAP (Ariba)
 - “Reseller” of SAP software.
2. Previous Projects
 - 5 listed. All fit within Category 3.
 - San Diego County, CA. Implemented Ariba public sector supplier and Contract mgt. and integrated it with Oracle.
 - University of Kentucky. Implemented SAP HCM, Finance, SAP Student Lifecycle Management, BW,SRM/PPS 7.0 and Analytics.
 - Sempra Energy. Implemented Ariba Contract mgt. and integrated to MS Dynamics ERP.
 - City of San Diego, CA. Implemented SAP Ariba procurement platform.
 - CA Dept. of Healthcare Services. Deployed SAP Ariba procurement platform.
3. Subcontractors
 - Vendor states it will not be utilizing subcontractors for this engagement.
4. Organizational Chart
 - Yes, Org. chart provided along with job descriptions
5. Litigation
 - Vendor states no litigation.
6. Financial Viability
 - DnB provided. Low to Moderate risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): 3

DATE: 1/8/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

.....

Individual Comments:

Overall/General

- Hybrid Cloud Solution.
- Product is SAP Ariba. Cloud Services with technical architecture of SaaS
- LSI Consulting is a Gold Partner and is submitting proposal as a part of the Partner Managed Cloud (PMC) who is offering the professional services portion of the proposal (implementation, long-term support, etc)
- Really touts the Spend Management portion of SAP Ariba.
- LSI takes seven exceptions (pages 142 – 145), These will want to be reviewed carefully and negotiated should this offeror be in negotiations.
- There are 34 items in the "Assumptions" (page 140 – 141) that require CLARIFICATION or negotiation where many or most States could or would not agree. Examples are: #4 State must follow the LSI provided methodology to implement software, #6 – can't revisit deliverables once they have been closed, #18 – Postponements and delays of scheduled events due to lack of State staff availability will likely result in an extended project schedule and/or additional fees, #12 –in case of sickness or vacation, the key State decision-makers will have an alternate assigned.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 21)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls "baked in" (See APSM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a "catalog of catalogs" like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

1. Product/Solution components: pages 8 - 10

a. SAP Ariba Cloud-based. For eProcurement solution (Sourcing, Contracts, Procure to Pay, etc.)

- Single point of entry. Yes – Single Sign on.
- Smart routing. Yes

- Compliance. Yes
- Portal. Yes . “SAP Portal product portfolio”. Can obtain as:
 - as “SAP Enterprise Portal (on-premise)
 - on SAP BTP as SAP cloud Portal service
 - (portal-like) sap Launchpad service
- Open Marketplace Environment. Yes – uses the SAP Ariba Business Network (SBN) for business-to-business network (B2B) and use Spot Buy as the catalog solution.
- Integration. Yes. With the use of integration with out-of-the-box SAP's intelligent suite along with end-to-end business process.
- Workflow. Yes. “SAP Business Workflow enables the design and execution of business processes”
- Document management. Yes. “SAP Ariba Contract Management module can track, manage, and store documents”.
- Reporting, dashboards and data visualization. Yes. “SAP Ariba is delivered with native reporting and analytics, including numerous pre-packaged reports.”
- Configurable. Yes. “Configurable workflows to document templates” with “the flexibility to reflect state-wide or agency-specific rule-sets and processes
- Transparency. Yes - “Vendor Portal” built on SAP's Portal Services. “The offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data.” .

2. User Experience - pages 10 - 12

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
- **Do not cover all the characteristics in the user experience explanation, but they do offer that “The interface has been designed with special attention to:**
 - Minimizing clicks and number of steps
 - Seamless transition from mobile app to desktop with "follow-me" process from one another
 - Community help
 - Visual workflows, reminders and notifications
 - Bulk actions over many items (i.e. bulk receive purchase orders)
 - Integrations to facilitate multiple catalog search (items in the material master, inventoried items, MRO Supplies and contracted supplier catalogs), cost accounting and more”

3. Bidder Best Practices and Roadmap – pages 12 - 13

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

- “Quarterly Releases – Releases are delivered every quarter in February, May, August, and November each year. Individual products may be released on any or all of the quarterly dates. You should expect to receive advance communication of features and should allow time to prepare for impactful changes to your systems. “
- “Monthly Feature Deliveries – Major products may have an optional, no-impact release on harmonized monthly feature delivery weekends. As with the quarterly releases, each product has the option to release during any or all these windows. You should not need to prepare for or take action for the monthly feature deliveries. Changes delivered in a feature delivery should be virtually invisible to the end users. Many of our largest cloud products follow a harmonized release calendar.”
- Road Map is provided in an attachment.

4. Innovations and Value-Added Features/Services – pages 13 - 16

In addition to the stated requirement(s), the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

Yes . they give some past and present innovations.

- SAP Ariba has:
 - Launched the first online catalog for procurement.
 - Developed the first software to conduct reverse auctions.
 - Created the Ariba Network, the first business network that today is the largest, most global on the planet, with more than 2 million companies transacting nearly \$1 trillion in commerce on an annual basis.
 - Went live with Ariba Discovery, the first business matching service that like Match.com, connects buyers with needs to sellers who can fulfill them.
 - Ariba Spot Buy
- SAP FieldGlass.
- SAP Ariba Supplier Risk Management.

5. Customizations/Extensions – pages 17 - 20

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder’s base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder’s product roadmap submitted with the proposal.

• Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- SAP Ariba Application Extension Partners and Applications
- Help deliver new and innovative applications that augment SAP Ariba solutions. List of SAP Ariba App Extensions and our Partners:
 - **Spotline Inc.** Chatbot
 - **Seal Software.** Helps organizations gain visibility, control, mitigate risk and better manage their contracts o Seal Contract Discovery and Analytics helps organizations gain visibility, control, mitigate risk and better manage their contracts in conjunction with various SAP products including SAP Ariba. Seal’s AI powered engine extracts many types of data elements, and presents that data in an intuitive user experience. Seal integrates to SAP Ariba to load contracts and metadata directly into Ariba leveraging APIs. New and existing SAP

Ariba contract workspaces can be sent to Seal to clean up existing content and for many high-value use cases such as regulatory, risk, M&A, audit, etc.

- **CloudTrade** - Optimize your PDF Invoicing channel
- ISMS Applications. Provide compliance to suppliers for a healthy supply chain
- Keelvar Sourcing. The Keelvar Sourcing Optimizer Connector to send event data (suppliers & item master data) from SAP Ariba to Keelvar Sourcing Optimizer. Run, analyze and award complex or large events in Keelvar Sourcing Optimizer, then send awarded supplier data back to SAP Ariba Contracts.
- AppZen AI. Real-time accounts payable fraud and non-compliance detection
- Cordis.
 - Procure-to-Pay integration between SAP Ariba and Oracle
 - Add a layer of protection to personally identifiable information .
 - Digitize your supplier invoices into a single compliant e-invoice process o Intelligent Invoice Express (IIE) allows you to automatically capture and register purchase invoices in one application for verification, validation and efficient processing in Ariba Invoicing or ERP Accounts Payable, even for suppliers who are not yet on the Ariba Network (AN).
 - A prebuilt analytical dashboard for procurement using SAP Ariba and SAP ERP data o Category Manager Dashboard provides valuable insights and reporting, plus the ability to integrate aggregated data across Sourcing, Contracts, Spend, Performance and Risk. It provides a status for each project to manage the category of spend, including a display of all associated business documents.
 - Combine your catalog and non-catalog requests into the e-procurement process, Intelligent Content Capture.
- Fairmarkit.
 - Automatically get quotes for purchase requests from your existing suppliers.
 - Empower end users to competitively bid their purchases
- Vertex - Tax calculation during purchase requisition and invoice reconciliation o Vertex provides automated tax calculation during requisition & invoice reconciliation. During requisition, purchasing managers can view tax implications when approving or rejecting a purchase request and during invoice reconciliation.
- • Accenture - Intelligent chatbot for a simplified buying experience o Paula is an intelligent chatbot designed to modernize user's experience through a simple and intuitive process allowing organization to transform their tasks into value-added work..
- • EcoVadis - Sustainability ratings for procurement - Manage supplier risk and performance.
- • D&B- Proactively identify vendor financial stress to mitigate supply chain disruption.
- • APOS Systems - Live mode data connectivity for SAP Ariba o Live Data Gateway for SAP Ariba provides virtualized data connectivity to SAP Ariba data from SAP Analytics Cloud. Live Data Gateway can also serve data to SAP Data Warehouse Cloud, SAP HANA, and many others.
- • Nitor Relish Xbridge – Seamless SAP Ariba & Qualtrics XM for suppliers integration.
- Nitor Relish DATA ASSURE - Fully automatic supplier data validation in one step, without human interaction.
- • iCertis AI - AI from Icertis turns contracts into live documents connected to your business o Icertis is enabling SAP users to address previously intractable contract challenges. This includes digitizing legacy contracts and importing third-party contracts at scale, analyzing past negotiation history to gain insights for improvement, and deep data visualization.
- • Globality - Seamlessly Integrate Globality's Platform with SAP Fieldglass o Globality's AI Platform transforms sourcing of high-value, complex services by automating the demand creation, supplier identification, tendering, proposal evaluation, and SoW creation process through a self-serve, consumer-like solution. SoW data are automatically sent to SAP Fieldglass

6. Alternative Funding Models – Pages 20

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and

be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
 - Explain how each model would work;
 - Identify the benefits that Participating Entities and their suppliers would realize; and
 - Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

They do not offer any alternative funding models, but do recommend SAP Fieldglass app.

7. Contract Transition and Flexibility – page 20 - 21

LSI possesses an extremely high level of flexibility to transition from a state's current contract to a new contract or amendment".

B. Functional Requirements: pages 22 – 46

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40. Currently the following applications are widely deployed and support the procurement functions of Ariba customers:

- SAP Ariba Buying& Invoicing
- SAP Ariba Sourcing
- SAP Ariba Contracts
- SAP Ariba Supplier Lifecycle & Performance Management
- SAP Ariba Network
- SAP Fieldglass

- Uses Native Integration for integration of purchase requests.
- Supports all types of files and mentions a “really robust search engine” in many of the comments.
- “A super user will be granted broader access to the solution by assigning multiple roles” to access functionality across the solution and “provide administration capabilities across the solution or for specific functional areas”. Except for Guided Buying.
- #3 is marked as “partial”, which is not a choice in the codes. **Based on the notes it looks like they do not have the ability to integrate to post on the State's procurement website.**
- #38 is marked N/A, which is not a choice in the codes. **After reading the reply – it seems the answer is “N” as they do not comply with this.**
- For most of the items in 1 – 7 GPE offers use of their system, but these questions are about being able
- Many of the Comments state **“Standard Functionality”** (there are 22 of these). As a nonuser of ASP Ariba's system, I do not know what is “standard functionality” for that particular requirement. I believe that is why the instructions outline to *“describe how the identified tools/solution will meet the requirement. Include benefits or limitations.”* **Based on the vagueness and essentially a guess on my part, these lines won't be evaluated.**

2. Supplier Portal. Tab 3, SPR-1 through SPR-23.

- Ariba seems to have a good handle on the Supplier portal side and a understanding of what the suppliers need.
- SAP Ariba Business Network (SBN) for the supplier portal includes:
 - Ariba Business Network (aka Ariba Network, Ariba Supplier Network)
 - Ariba “Supplier Enablement Services” for the Network are included
 - Supplier Portal functionality across all customers, not specific to a State/Entity using Ariba
- #3 states suppliers can integrate their financial systems to Ariba Network. While the State will want supplier spend reports, **I am not certain about connecting to the system – for security reasons the State would want to look into this.**

- #7, 8, where allow supplier to access solicitations and to submit proposals... IBM responds that State APIs are available to post but suppliers will need to be directed to an external State website. **This is concerning – as this is a requirement of the eprocurement system.**
3. **Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43.
 - SAP Supplier Enablement Team will “design and develop the most effective enablement strategy” based on their “profile, PO and invoice volume, and spend”. Segment the “State’s vendor master data to effectively target/onboard suppliers in tiered waves”.
 - Provides IRS TIN/Name “verification capabilities”
 - For the Ariba Network, offers suppliers “user guides, FAQs, technical documentation, and free online seminars”.
 - Can have “account specific information” via a “supplier information portal embedded in the Ariba Network”.
 - Suppliers are able to self register and meet requirements 1 – 10
 - **It's not clear if the system accepts commodity codes**, as the answers given to the questions are not straightforward.
 - #18 - #27 are marked as “INT” and the State asks that the verification of the supplier items be done. **IBM's answer is they can validate the format, I am unsure if this will meet the requirement.**
 4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15.
 - The answer to #11 is of concern. The State can download any account information (data) as long as subscribed, but only within the functionality of their application. It doesn't answer the question if we can get the minimum items that are asked for in the requirement.
 5. **Need Identification.** Tab 3, NEED-1 through NEED-7.
 - The CF item does not seem to pose a problem. Other items seem to be standard within the software.
 6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11.
 - **PRD 4 – Doesn't seem to answer the Role question. They answer it with groups, but not by role.**
 - **PRD 15 and 16, WRK12, PO11 and 12 – Limit attachments to 100MB size limit, but can support any type of attachment.**
 - **PRD49 – Ariba uses UNSPSC (United Nations Standard Products and Services Code) – it seems much configuration will need to be done to work in State's chart of accounts.**
 - **PRD59 – is essentially **not answered**. Gives “Standard Functionality supported and configurable”.**
 - **WRK28 – only one user in Que at a time.**
 - **PC 6 – Comment that it's not supported; however, they list as “Available”.**
 7. **Catalog Capability -** Tab 3, CAT-1 through CAT-40.
 - **#3 - 3 channels that catalogs can be updated from: (1) Loaded directly by customer via CSV or CIF format, (2) Loaded by us acting as the catalog management service to the customer, (3) Self-loaded by the supplier via the Ariba Network.**
 - **#6 and 7. Catalogs are limited to 5,000 catalogs and there is a limit to 500,000 items in a catalog.**
 - **#19 – To enter Items of negative values is not an option.**
 8. **Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151.
 - **#2 – System has several solicitation templates to use; however, most all State's will want to use their AG approved templates and forms. Some such as the RFI are delivered out of the box, unsure if can configure.**
 - **#36, 52, 63, 70 – limited to 100MB**
 - **#76 – Ariba's system doesn't provide ability to post solicitation documentation unless **manually done**.**
 - **#138 – Ariba's system does not post award results to State's procurement website. It must be **done manually**.**
 9. **Contract Management.** Tab 3, CNT-1 through CNT-88.
 - **#45 – Ariba's system doesn't support read only format with redaction properties.**

- #52 through #62 – Ariba's system doesn't support posting of various items to State's public Contracts website. The State must manually post
10. **Vendor Performance** Tab 3, VPE-1 through VPE-25.
- VPE 21 – **CLARIFY** that the system provides this requirement as IBM says it does, because they comment that the best way is through scorecards, which in my mind is paper or a simple excel form. Maybe scorecards is a name of one of their forms. **If not, this does not meet the requirement.**
 - VPE 25 – **File size limit 100MB per attachment. – does not meet requirement.**
11. **Purchasing/Data Analytics** Tab 3, PDA-1 through PDA-37.
- PDA 1 – Ariba solutions comes with 250 pre-packaged reports.

C. **Technical Requirements: pages 47 - 59**

1. **Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*
- Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.*
- SAP offers a 99.5% system availability percentage during each month for production versions, with exception of **regularly scheduled and emergency maintenance. CLARIFY** – How often is regular maintenance and during what hours and days. Additionally, how often in the past has SAP had emergency maintenance (example of how many times in one year?).
2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
- Page 45. They state they will provide accessibility to customers upon request. **It seems the software does not come with accessibility requirements.**
3. **Audit Trail and History** RTM: Tab 4, TECH-1 through TECH-5.
- TECH 3 – 5 are “INT”; however, they repeat TECH 1 and do not explain/detail out how or why integration or interface is needed.
4. **Browsers Supported**
- The general web browsers are supported (Microsoft Internet Explorer, M Edge, M Edge Chromium, G Chrome, Firefox, and Safari). Microsoft Internet Explorer compatibility mode is not supported. No concerns.
5. **User Accounts and Administration** RTM: Tab 4, TECH-6 through TECH-20.
- TECH 12 – **Does not meet requirement.**
6. **User Authentication** RTM: Tab 4, TECH-21 through TECH-25.
7. **Federated Identity Management**
- Refers to a link. Page 50
8. **Data Conversion** RTM: Tab 4, TECH-26 through TECH-34.
- SAP plans to use “SAP's Activate Methodology”
 - Integration of legacy systems are extra cost 10
9. **Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60.
- “integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems.”
 - Real-time and/or batch integration
 - HTTPS using CSV interface
 - SAP Web services
 - REST APIs
10. **Office Automation Integration**
- Yes, they integrate with Microsoft products listed and others.

11. **Mobile Device Support** RTM: Tab 4, TECH-61.
 - Yes it can be accessed Mobily
12. **Mobile Applications** - TECH 62.
 - Nothing to add here..
13. **Data Ownership and Access**
 - State owns the data.
14. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63.
 - Data retention is governed by the active contract.
15. **Disaster Recovery Plan**
 - Meets requirements.
16. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67.
 - State would receive two environments by default: Test and Production.
 - Additional environments (i.e. Development, Quality Control/User Acceptance, Training) are additional charges.
17. **Solution Technical Architecture**
 - They described some tools and gave some “various” options for exchanging data between SAP Ariba and external system.
18. **Solution Network Architecture**
 - Diagram on page 57.
 - SAP Ariba solutions are offered and delivered in a true subscription-based model
19. **System Development Methodology**
 - Based upon Agile Scrum Development methodology.
20. **Service Level Agreement**
 - UNABLE to open embedded document.
- D. **Security Requirements:** pages 60 - 72
 1. **Cloud Security Alliance (CSA) Compliance**
 - SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines.
 2. **Security and Privacy Controls**
 3. **Security Certifications**
 4. **Annual Security Plan**
 5. **Secure Application and Network Environment**
 6. **Secure Application and Network Access** – Tab 5, SEC-1 through SEC-6.
 - Mentions backup policies.
 7. **Data Security** – nothing to add.
 8. **Personally Identifiable Information Protection** – nothing to add.
 9. **Security/Privacy Issue Occurrence** – nothing to add.
 10. **PII Data Actual/Attempted Access or Disclosure** – nothing to add.
 11. **Security Breach Reporting** – nothing to add.
- E. **Implementation Services Requirements:** pages 73 - 126
 1. **Project Management**
 - LSI provides a basic PM layout diagram on page 73 explanation of PM.
 - Very prescriptive in nature, almost regulatory.
 - Do not see a timeline
 - Does not address most of PM section in RFP.
 2. **Project Implementation Methodology**
 - Very prescriptive in nature, almost regulatory.
 - LSI would like that most SAP cloud implementations use the SAP Activate Cloud methodology. The SAP Activate Cloud methodology follows Agile principles and is well suited to cloud software implementation.
 - Sample role assignment charts are provided for deliverables (pages 79 – 81 and 83 and 88 – 90 and 93). Will want to review these for negotiations if are awarded a contract.
 - **Note:** There are many PM areas that should be reviewed in the Assumptions section (pages 140 – 141) of this proposal.
 3. **Catalog Support Services**

- Uses SAP Ariba Catalog management services or Spot Buy.
- The supplier is responsible for uploading catalogs on Ariba Network.
- Suppliers hosting content on their sites provide a catalog feed with links to their content as authenticated by Ariba Network. Both Level 1 PunchOut (Site and Aisle/category level) as well as Level 2 PunchOut (Aisle, Shelf, and Item level for cross-PunchOut search experience) are supported. SAP Ariba catalog management services manage the enabled catalogs including validation, cleansing, catalog activation and any subsequent refreshes. The catalog set-up includes setting up a catalog hierarchy. Enablement of Punch Out catalogs are available as an optional item for additional charges – Clarify charges.
- Doesn't address training staff or suppliers on catalog management roles.

4. Data Conversion Services

- 6 activities make up the conversion project:
 - Strategy
 - Analyze
 - Design
 - Build
 - Test/Implement
 - Deploy

5. Interface/Integration Development Services

- Pages 98-99 - *“LSI will recommend, design and deploy interfaces based on the best practices and the latest tools available with the SAP environment. In addition to technical assessment, we develop an **Interface Strategy document** that includes the general architecture of the Current and Future Landscape, describes various Interface types, file transfer and process of interface design and implementation.”*

6. Organizational Change Management (OCM Services)

- Explains their OCM method well and with diagrams. They seem to have done OCM before.
- Meets requirements.

7. Training Services

- Training is divided into two different but critical areas:
 - Project Team Training
 - End User Training

8. Help Desk Services – good.

- Page 117 - *“LSI will provide post implementation support / SAP Application Management Services (“AMS”) Services.”*
- Confusion on what LSI is providing and what SAP might be providing or if LSI is providing all.

9. On-Site System Stabilization Support

- LSI explains post go-live stabilization support and some of the help desk again, but don't seem to commit to the 3-month post go-live coverage requirement.

F. Managed Services Requirements: pages 127 - 131

1. Solution Support

- Yes seems to meet requirements

2. Organizational Change Management (OCM Services)

- They offer an hourly rate in their cost proposal, but do not offer any description of services. Unable to evaluate.

3. Training Services

- Meets requirements – point to Section E for description of services.

4. Catalog Support Services

- Provided at an hourly rate but separate from services from proposal. No description of services offered. Unable to evaluate.

5. Help Desk Services

- Meets requirements. – point to Section E for description of services.

6. Transition Out Assistance Services

- Sample transition plan offered. Would like to see a description of how they help transition out. Does not meet requirement.

G. Other Available Services: pages 131 - 138

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

- RTM: Tab 7, MNGD-1

- Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- SAP S/4 Financials Assessment.
- SAP Fieldglass

H. Video Demonstrations: page 139

- 44 minute demo.
- Some areas the author kept saying they would show more at the demo. Which is confusing since this is the demo.
- Looks very user friendly for Catalog purchasing of items.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (LSI Consulting)

CATEGORY #(s): 3

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, cert of ins SAMPLE but appeared to be completed with 5 mil cyber
 - Gold Partner of SAP Software including SAP Ariba
 - Partner Managed Cloud Model – Choice of cloud?
2. Previous Projects
 - San Diego County - Ariba Supplier Lifecycle and Performance and Contracts Management - **integration and deployment services**
 - University of Kentucky - Ariba Contracts - **full implementation**
 - Sempra Energy - SAP Ariba Contracts Management **partnered with SAP Ariba and LSI to integrate**
 - City of San Diego - implemented the SAP Ariba procurement platform to modernize their legacy procurement processes – **purchase only?**
 - Washington DC government - SAP Ariba On-Premise Software strategic move to the cloud with Ariba - **purchase only?**
 - California Department of Healthcare Services - Ariba procurement platform, including strategic sourcing and buying & invoicing solutions - **purchase only?**
 - Reference contact information facilitated through LSI...but did provide info
3. Subcontractors
 - None listed
 -
4. Organizational Chart
 - Combined State and LSI project specific org chart
 - Roles defined
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B report dated 7/2021
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: LSI Consulting
CATEGORY #(s): 3
DATE: 1/6/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **SAP ARIBA** implemented by **LSI Consulting**. single point of entry
smart routing compliance portal open marketplace environment integration workflow document
management reporting configurable transparency

User Experience "Guided Buying" capabilities, - UX experts redesigned user's view to deploy a platform adaptable on multiple platforms (desktop, tablets, mobile) •Minimizing clicks and number of steps•Seamless transition from mobile app to desktop with "follow-me" process from one another•Community help•Visual workflows, reminders and notifications•Bulk actions over many items (i.e. bulk receive purchase orders)•Integrations to facilitate multiple catalog search (items in the material master, inventoried items, MRO Supplies and contracted supplier catalogs), cost accounting and more Bidder Best Practices and Roadmap **A configurable system** is OOBX solution that allows the owner to easily personalize certain aspects of the system, without the help of costly software developers. Configurable software is flexible, scalable and can be continually shaped to meet an organization's industry-specific and organization-specific needs. Configurable solutions carry a much lower total cost of ownership. You don't pay for updates. **A customized system** is developed specifically and only for one customer, locking that organization into a static workflow that can only be changed by hiring cost prohibitive engineers to make updates to the system's code. This increases the total cost of ownership exponentially. The system is static and does not evolve with the industry. SAP® Ariba® Best Practices Center.

Innovations and Value-Added Features/Services •SAP Fieldglass•SAP Ariba Supplier Risk Management - Customizations/Extensions SAP arriba application extensions and partners; spot line chat bot, seal software, cloud trade, I SMS applications, kill var sourcing, app Zen artificial intelligence, core disc, fair market, vertex, Accenture, echo vedis, Dun and bradstreet, APOS systems, nitor, iCertis artificial intelligence, globality.

Alternative Funding Models **LSI CONSULTING** did not propose any

Contract Transition and Flexibility flexibility to transition from a state's current contract to a new contract or amendment under the terms of a newly awarded Master Agreement and Participating Addendum.. SI becomes a one-stop-shop for the participating State for software and services contracting. **Could not open PDF**

Functional Requirements

General Functionality - 2 integration w/medium and low LOE, 1 not available, 1 partial requirement met for posting solicitations on state website, 36 Out of the box.

Supplier Portal - 1 integration w/Medium Loe an API where suppliers can access a posted solicitation , and 21 out of the box, 1 business process to handle vendor complaints outside of the tool.

Supplier Enablement/Management 9 integrations w/med LOE and 34 out of the box.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: LSI Consulting
CATEGORY #(s): 3
DATE: 1/6/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Buyer Portal 15 out of the box
Need Identification 7 out of the box
Request through Pay 62 out of the box – Purch Req, 28 out of the box for Wrkflw mgt, 29 out of the box for PO gen and mgt, 21 out of box for Pcard, 21 out of the box for Receiving, 11 out of the box for invoicing.
Catalog Capability 1 not available items with negative dollar value, 39 OOBX
Sourcing/Bid Management Three not available, 1 partial sourcing bid management not displayed publicly, 147 OOBX
Contract Management 74 OOBX, One not supported 11 not available and must be performed manually. 2 Available however these are manual processes.
Vendor Performance 25 OOBX
Purchasing/Data Analytics 37 OOBX

Technical Requirements

Availability 99.5% system availability percentage during each month for production versions, with the exception of regularly scheduled and emergency maintenance.
Accessibility Requirements 301 549 is a European standard for digital accessibility.
Audit Trail and History logs are retained so long as the customer has an active contract with SAP.
Browsers Supported Apple Safari (64-bit)•Google Chrome (64-bit)•Microsoft Edge (32-bit)•Microsoft Edge Chromium (32-bit and 64-bit)•Mozilla Firefox (64-bit)•Microsoft Internet Explorer (32-bit) until December 31, 2021oNote: Compatibility mode isn't supported
User Accounts and Administration RBAC
User Authentication Customers may activate 2 factor authentications if they use SAML based authentication or ADFS for accessing the SAP Ariba Cloud Services.
Federated Identity Management– see user authentication above
Data Conversion LSI will leverage SAP's activate methodology however methodology was hard to determine as far as specific data conversion tasks.
Interface and Integration Using SAP ARIBA open APIs. Oracle and PeopleSoft and they also integrate with SAP?
Office Automation Integration Word excel and Powerpoint
Mobile Device Support the Ariba Mobile app to view, track, and approve purchase requisitions, nudge approvers, and access informative articles on the Exchange User Community, all from their mobile devices.
Mobile Applications IOS version 7. X, Android Kit Kat 4. 4 and lollipop 5.0
Data Ownership and Access Data retained so long as the contract is active however it's not clear how long they will keep data after termination
Date Retention, Archive and Purge Considerations Retains customer data for the life of this subscription in accordance with their terms and conditions
Disaster Recovery Plan Annual test does it include clients? Data centers appear to be SAP owned RPO 5 minutes. (RTO) to not exceed four hours. LSI Consulting leveraging SAP plan.
Solution Environments production and test; Extra charge for more environments
Solution Technical Architecture The native integration with SAP ECC and S/4HANA covers the full suite of SAP Ariba applications including Ariba Network Automation, SAP Ariba Buying and Invoicing master data and transactional interfaces as well as SAP Ariba Sourcing and SAP Ariba Contracts and direct materials management. This is accomplished by using the SAP Ariba Cloud Integration Gateway (CIG). The Cloud Integration Gateway provides a means of integrating SAP Ariba with SAP ERP products (S/4 and ECC6) without the use of middleware for delivery. Detailed architectural diagram provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 1/6/2022

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DEPARTMENT/STATE: Maine

Solution Network Architecture servers utilize a network infrastructure designed for scalability, reliability, and security. The SAP Ariba Operations team monitors and maintains the systems. Redundant load balancing and security firewall devices are inserted between each tier. Detailed architectural diagram provided

System Development Methodology Agile Scrum Development methodology. Product lifecycle management includes a quality control process that involves technical reviews automated and manual testing performance and stress testing.

Service Level Agreement A list of definitions In a separate document

Security Requirements

Cloud Security Alliance (CSA) Compliance CAIQ completed – could not access doc.

Security and Privacy Controls SAP Ariba is officially not certified for NIST 800-53

Security Certifications ISO 9001 – Quality Management System, ISO/IEC 27001 – Security Management System, ISO 22301 – Business Continuity Management System, BS 10012 Personal Information Management System, ISO/IEC 27018 – Code of Practice for Personally Identifiable information, ISO/IEC 27017 Code of practice for Cloud service information security, SOC 2 type II, Payment Card Industry Data Security Standard (PCI DSS), Good Practice Quality Guidelines and Regulations (GxP), Trusted Information Security Assessment Exchange (TISAX), FedRAMP authorized.

Annual Security Plan Annual security plan are internal facing documents

Secure Application and Network Environment SAP Ariba provides 24/7 monitoring from a Security operation center

Secure Application and Network Access SAP ARIBA uses a variety of strong encryption and key management protocols, cyphers, and processes from encrypting data/files in transit and at rest

Data Security Access based on leased privilege

Personally Identifiable Information Protection solutions are designed Business to business transaction, and do not support storing HIPAA/PII/Personal data

Security/Privacy Issue Occurrence incident response procedures are confidential, overview only

PII Data Actual/Attempted Access or Disclosure same as above

Security Breach Reporting same as above

Implementation Services Requirements not relevant to Category 3

Project Management

Project Implementation Methodology

Catalog Support Services

Interface/Integration Development Services

Organizational Change Management (OCM Services

Training Services

Help Desk Services

On-Site System Stabilization Support

Managed Services Requirements not relevant to Category 3

Solution Support

Organizational Change Management (OCM Services

Training Services

Help Desk Services

Transition Out Assistance Services

Other Available Resources not relevant to Category 3

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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BIDDER NAME: LSI Consulting

CATEGORY #(s): 3

DATE: 1/6/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Video Demonstrations

- Guided buying used laptop as an example
- Request → Approval → Order → Status → Receipt → Invoice → Payment → Financing
- Sourcing events – expiring contracts...templates
- Analyze → Plan → Source → Risk → RFx → Quality → Contract
- Contract wizard
- Supplier mgt through analytics
- Any state with SAP financials would find this product an easier integration

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): 3 – eSoftware Only

DATE: 9/8/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Installing Ariba SAP
 - LSI is consulting role
 - Partner managed cloud; should consider liability and data security terms
 - Gateway to full SAP saturation
2. Previous Projects
 - Large list of clients; all but a few are municipalities/cities or smaller entities than full statewide scope
 - Provide examples, but no reference to ROI; provides limited value to spend the money for the services
 -
3. Subcontractors
 - No subcontractors; should be identifying SAP?
 -
 -
4. Organizational Chart
 - All work aside from highest level is done by Ariba and SAP resources
 - Job descriptions show limited responsibilities of LSI. Majority of work appears by States
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Research needed if LSI absorbs risk to project or defers to SAP or others. States should be aware of liability limits for prime vendors when acting as project managers but do not own solution
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Cat 3 eSoftware, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- SAP Ariba Solution
- POSITIVE SAP Ariba Solution, SaaS
- POSITIVE SAP manages infrastructure
- QUESTIONING Spot buy catalog avenue to encourage off contract purchases.
- POSITIVE mobile platform focus
- POSITIVE End to end system, task management functions
- NEGATIVE Many value-added services, why not included in base products
- QUESTIONING Extension partners for functionality what is relationship and liability
- POSITIVE – Gold Partner for SAP
- QUESTIONING – GovOne Accelerator template benefits or restriction
- POSITIVE – SAP is widely used throughout the industry
- POSITIVE – Modules are beneficial to choose which are best
- QUESTIONING – Is vendor portal a barrier to entry for technology challenged small business
- QUESTIONING – SAP Fieldglass and Supplier Risk Management, using LSI as a third party to implement, and various application extension partners demonstrates a complex fragmented solution.

Functional Requirements

- POSITIVE – separate modules
- POSITIVE – Use of UNSPSC codes is preferred
- POSITIVE – Ariba is far reaching
- QUESTIONING – how simple is the network considering the size and effort needed to implement
- POSITIVE – Resources on page 30 seems interesting
- QUESTIONING – mention of approval workflows
- QUESTIONING – page 34 references guided buying, how does this influence the buyer
- INTERESTING – Need guidance seem very manipulative
- POSITIVE – Catalog features and attribute designations are good
- QUESTIONING – How do technologically challenged vendors submit a bid response?

Technical Requirements

- QUESTIONING – accessibility for differently-abled?

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- QUESTIONING – Has lack of browser compatibility mode created problems for customers?
- POSITIVE – Single sign-on and 2 factor is good and appears standard
- QUESTIONING - Organizational change management details are deferred in response
- POSITIVE – Mobile App has basic functionality of solution
- QUESTIONING – Is response page 53, mobile applications dated? iPhone should work on phones above 6s.

Security Requirements

- QUESTIONING – Mobile app does not work if MDM platform?
- NEGATIVE – continuous referral to sap policies for compliance is difficult to determine clear response
- POSITIVE – limited access to data is appropriate
- QUESTIONING (p.76) SAP does not handle HIPAA data, possible concern?
- POSITIVE – Secure systems in place

Implementation Services Requirements

- POSITIVE Good overview of project plan processes
- QUESTIONING – How is responsibility clarified with LSI and State for implementing. LSI places many obligations on the State in the proposal.
- POSITIVE Level 2 punchout is a very good attribute

Managed Services Requirements

- QUESTIONING – quarterly hours for monitoring, what is more are needed?
- NEGATIVE – Training at hourly rate
- NEGATIVE – Catalog Support Services at hourly rate
- NEGATIVE – Help desk services at additional cost
- QUESTIONING – Additional costs may challenge end user ROI

Video Demonstrations

- POSITIVE – SAP is large solution end to end
- QUESTIONING – Is guided buying only view available to buyers, would not like to be overly restrictive
- QUESTIONING – Is there a training session available for new users, solution appears complex
- POSITIVE Dashboard seems beneficial
- QUESTIONING – Data appears a great advantage to power users, can be overwhelming to casual users.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): CAT3 Stage 1

DATE: 08/24/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - SAP Technology
 - Partner Managed cloud
 -
2. Previous Projects
 - Listed approx. 40
 - Government, Schools and Medical Centers
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - 5 major teams
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 3 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Overall

Exception to #7 of NASPO T' & C's

General Principal and Requirements

Key Solution Functionality Elements

8-10	Ariba is the solution	
	Single point of entry	
	Smart routing – dynamic workflow engine	
	Compliance – SAP s/4 HANA – you can manage regulations, track registrations and substance volumes, classify products and create compliance documents	
	Portal – SAP portal product	
	Open Marketplace Environment – users choose to have access to all of the available catalogs or just their own. Also has spot buy catalog solution available	
	Integration – holistic integration application	
	Document Management – module can track, manage and store documents that can help digitize the contracting process.	
	Reporting, dashboard, and data virtualization. – native reporting and analytics including-packaged reports	
	Configurable – highly configurable solution	
	Transparency – Vendor Portal streamline operations and engagement with your vendor community.	

User Experience

10-12	Guided buying	
	Multiple platforms. Designed to deliver a fast and ergonomic user experience.	
	Interface designed to minimize clicks, seamless transition from mobile to desktop app, visual workflows, bulk actions, and integration s to facilitate multiple catalog searches	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 3 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Bidder Best Practices and Roadmap

12-13	Quarterly releases advanced communication	
	Monthly features deliverable – virtually invisible to the end user	

Innovations and Value-Added Features/Services

13-16	SAP Fieldglass – External talent management, services procurement, worker profile management	
	SAP Ariba supplier Risk Management	

Customizations/Extensions

17	System cannot be customized but there are many extension partners available.	
----	--	--

Alternative Funding Models

20	Fieldglass option listed previously	
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Contract Transition and Flexibility

20	High flexibility to transition from a state contract to a new contract.	
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Functional Requirements

General Functionality

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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GEN	Same as IBM pg. 22-46	
	General functionality pg 22-24 meets requirements	
	Uses UNSPSC would need to crosswalk to users commodity code set	concern
GEN 4	Need to manually post solicitations to the state website	concern
GEN 5	Contracts are put on state's website through a link and only registered users would have access	concern

Supplier Portal

24-30	SBN Ariba Business Network. – Allows the state to load only contracts they want or those are members of the network. Ariba Supplier enablement. Supplier portal functionality across all users. Self service hosted creation and self-service hosted catalogs. Dashboard to manage catalog activity. Self service administration to define suppliers' rules. Link multiple accounts to a parent account. Mobile application to access orders, invoices, notifications, order/invoice graphs and can confirm customer orders.	
SPR 1-8	Yes	
SPR 9-10	Does not provide details.	concern
SPR 18	Response on to State partners	concern
SPR 19	Not supported partners. No detailed response to allow suppliers to submit admin fee payments.	concern

Supplier Enablement/Management

30	Meets requirements	
	SAP will design and develop the most effective enablement strategy based on profile, PO and invoice volume and spend. Provides IRS TIN/Name verification certification. Offers user guides, FAQ's, technical documentation and free online seminars.	
VDR 1-90	Yes	
VDR 11	Commodity codes would need a crosswalk	concern
VDR 12-18	Yes	
VDR 19	Doesn't address IRS/TIN but it is covered previously in the proposal	
VCR 20	Validates format only not addresses	concern

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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CATEGORY #(s): 3 Stage 2

DATE: 12/20/2021

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DEPARTMENT/STATE: Purchasing North Dakota State University

Buyer Portal

31-34	Meets requirements	
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Need Identification

34-35	Guided buying handled through the landing page. Other options for the casual user	
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Request through Pay

PRD 1-2	Yes	
PRD 3	Encumbrance happens when the requisition is created	
PRD 4-5	Yes	
PRD 6	System does not provide automated means to control combining purchases for multiple fiscal years	Weakness
PRD 7-12	Yes	
PRD 13	Attachments are limited to 100MB	weakness
PRD 14	Yes	
PRD 15	Attachments are limited to 100MB	weakness
PRD 16	Attachments are limited to 100MB	Weakness
PRD 17-22	Yes	
PRD 23	Does not allow user to add a discount percentage.	
PRD 24	There is workflow for individual forms	
PRD 25-32	yes	
PRD 26-32	Yes	
PDR 33	Changes can be made to orders and then routed using the same or different routing method	Positive
PRD 34-36	Yes	
PRD 37	Does not flag not cataract items for later analysis	weakness

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DEPARTMENT/STATE: Purchasing North Dakota State University

and 39	When non-identifying state matches are discovered – does not save for later analysis	
PRD 38	Yes	
PRD 53	Account info is bases on user's position.	weakness
PRD 54-61	Yes	
PRD 62	Does not allow to put other payment options on the PO except for invoicing. User may "possibly be able to change in the users interface"	weakness
WRK 1-9	Yes	
WRK 10	In order to limit override approvals, user must be removed form each affected step of the workflow	Weakness
WRK 11	Yes	
WRK 12	Attachments are limited to 100MB	weakness
WRK 13	Cannot approve/deny by line item	weakness
WRK 14	Once an approver makes a change it doesn't start over at the beginning of the workflow	weakness
WRK 15-28	Yes	
PO 1	Yes	
PO 2	Does not allow a PO to be created in one year and rolled into the next. The system makes you enter a time span?	weakness
PO 3-4	Yes	
PO 5	Cannot use state templates	weakness
PO 6-14	Yes	
PO15	Does not allow an internal and external version of the same order	weakness
PO16	Electronic signature is not available for orders	Weakness
Po 17	Attachments with PO's limited to 100MB	
PO 18-23	Yes	
PO 24	Only notifies vendor when orders are cancelled not approvers	weakness
PO 25-26	Yes	
PO27-29	Cannot create PO without a req.	Weakness
PC 1-2	Yes	
PC 3	Cannot prevent certain types of purchases on the P-card	weakness

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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CATEGORY #(s): 3 Stage 2

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PC 4-5	Yes	
PC 6	System is not set up to allow P-card users to update their own information	weakness
PC8-15	Yes	
PC 16	Can only see budget and encumbrance when a PO is created.	weakness
PC 17-21	Yes	
RC1-3	Yes	
RC 4	Must associate item with PO from the beginning	weakness
RC 5-15	Yes	
RC 16	Tolerances are defined on invoicing	weakness
Inv1	Yes	
Inv 2	Does not allow to control which vendors are able to submit electronic invoices	weakness
INV 3-7	Yes	
INV 8-11	Yes	

Catalog Capability

32-33		
CAT 1-5	Yes	
CAT 6-7	Limit of 5000 catalogs. Limit of Items per catalog is 5000,000	weakness
CAT 8-9	Yes	
CAT 10	Catalog items do not instructions on how to order them. They suggest customs forms to create a line on a req to sent for a quick quote from the vendor	weakness
CAT 11	Does not provide a means to obtain quotes with the ability to retain, review and accept quotes. Received from the catalog	
CAT 12-13	Does not have catalog capabilities for configurable products.	weakness
Cat 14-18	Yes	
Cat 19	No negative dollar catalog items	weakness
Cat20-40	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: LSI

CATEGORY #(s): 3 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Sourcing/Bid Management

34-36		
SRC 1-22	Yes	
SRC 23	Access to system is based on user's license	
SRC 35	No check in . check out feature on the maintenance and management of forms. It is controlled by users that have the appropriate permissions	Weakness
SRC 36	Attachments limited to 100MB	weakness
SRC 37 -40	You don't update documents, you have to replace them. Ariba maintains the header details.	weakness
SRC 41-51	Yes	
SRC 52-53	Limit of attachments is 100MB and limit of 9 pages	Weakness
SRC 54	Supports UNSPSC	?
SRC 55-63	Yes	
SRC 70-71	Attachment limit 100MB	Weakness
SRC 72-75	Yes	
SRC 76	System does not provide to ability to post solicitation unless manually posted by a user	weakness
SRC 80	Did not answer if system maintains vendor information for future bids.	?
SRC 81	Does not allow to post solicitation amendments to the public website. Users have to manually post.	weakness
SRC 82-87	Yes	
SRC 88	Does not support this requirement	weakness
SRC 89-117	Yes	
SRC 118	Does not capture subcontract data	weakness
SRC 119	Yes	
SRC 121-123	Yes	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 12/20/2021

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SRC 120 & 125	User has to exit the system to Excel or use the pre-packaged reports.	weakness
SRC 126- 135	Yes	
SRC 136	Cannot award into a PO. Once PO is done, contract can be added to the system	weakness
SRC 137- 151	Yes	

Contract Management

36-38		
CNT 1	Yes	
CNT 2	Allows redlined version in the application or Word.	Possitive
CNT3-6	Yes	
CNT 7- 10	No check-in/check out Replaces with new version	weakness
CNT 11	Yes	
CNT 12	Out of box support for DocuSign and Adobe Sign	weakness
CNT 13-22	Yes	
CNR 23	No check-in/check out Replaces with new version. See CNT 2	
CNT 26	Future	Future
CNT 27-37	Yes	
CNT 38	Does not identify subcontractors, reseller etc. Must be done by attachment	weakness
CNT 39-44	Yes	
CNT 45	Electronic procurement file publicly available is not supported	weakness
CNT 46	Strong search capabilities	positive
CNT 47-50	Yes	
CNT 52-62	Buyer to post any notice	weakness
CNT 65 - 66	Buyer to post any notice	
CNT67- 88	Yes	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 3 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Vendor Performance

42-44	Generally, meets requirements No specific detail in technical proposal except for general information on page 40.	
	Public posting of any data in the solution to the state site requires the use of a set of API's to create integration	weakness

Purchasing/Data Analytics

44	Meets requirements Reports can be displayed many ways. Chart or graph and added to personal dashboard. 3 step report creation 1. Select the report 2. Lay out the pivot table 3. Refine or filter the report	
----	---	--

Technical Requirements

Availability 47-59

47	Partially meets requirements SAP Cloud services stats 99.5% system availability	
----	--	--

Accessibility Requirements

47	Partially meets requirements Target web content accessibility guidelines lev A and AA and EN 301 549 Solutions are not fully optimized	
----	--	--

Audit Trail and History

48	Meets requirements	
----	--------------------	--

Browsers Supported

48	Partially supports the requirements. Did not address the requirements listed.	
----	--	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 3 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

User Accounts and Administration

48--49	Access is based on roles and permissions to determine what features a user can see and work with. Can inherit roles by being a member of a group.	
TECH 12	Dual login for dual roles	weakness
TECH 13	Only super user is administrator	weakness
TECH 16	Period doesn't deactivate after no activity for an amount of time.	weakness

User Authentication

49	Meets requirements except for state password requirements. User can log in 2 ways Regular authentication or single sign in. Customers can activate 2 factor logins. When single login is used, all password rules and changes are maintained by the state change policy.	
----	--	--

Federated Identity Management

50	Meets requirements	
----	--------------------	--

Data Conversion

50	Does not meet requirements. Did not discuss data conversion	
----	---	--

Interface and Integration

51	Meets requirement but needs clarification	
----	---	--

Office Automation Integration

51	Meets requirements	
----	--------------------	--

Mobile Device Support

52	Describes mobile app but did not address if the solution could be accessed on the mobile device	
----	---	--

Mobile Applications

52	See above	
----	-----------	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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CATEGORY #(s): 3 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Data Ownership and Access

54	Meets requirements	
----	--------------------	--

Data Retention, Archive and Purge Considerations

54	Partially meets requirements. Does not archive	
----	--	--

Disaster Recovery Plan

54	Meets requirements	
----	--------------------	--

Solution Environments

55	Does not meet requirements Test and production to start. Extra cost for extra environment	
----	--	--

Solution Technical Architecture

55-57	Partially meets requirements. Did not provide required diagrams.	
-------	--	--

Solution Network Architecture

57-58	Meets requirements. details not provided	
-------	--	--

System Development Methodology

58-59	Meets requirements	
-------	--------------------	--

Service Level Agreement

59	Partially meets.	
----	------------------	--

Security Requirements

Cloud Security Alliance (CSA) Compliance

60	Meets requirements	
----	--------------------	--

**STATE OF MAINE
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SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Security and Privacy Controls

60	Meets requirements through SOC	
----	--------------------------------	--

Security Certifications

60-62	Meets requirements except for HIPPA	
-------	-------------------------------------	--

Annual Security Plan

62	Could not access	
----	------------------	--

Secure Application and Network Environment

62-66	Meets requirements	
-------	--------------------	--

Secure Application and Network Access

66-68	Meets requirements	
-------	--------------------	--

Data Security

67-71	Meets requirements	
-------	--------------------	--

Personally, Identifiable Information Protection

71	Does not meets requirements. Not set up to handle HIPPA	
----	---	--

Security/Privacy Issue Occurrence

71-72	Meets requirements Did not commit to timelines	
-------	--	--

PII Data Actual/Attempted Access or Disclosure

72	Same as above Security/privacy	
----	--------------------------------	--

Security Breach Reporting

72	Same as above	
----	---------------	--

**STATE OF MAINE
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Implementation Services Requirements

Project Management

73-75	Meets requirements but response is high level and did not address Leadership and staffing	
-------	---	--

Project Implementation Methodology

75	Meets requirements	
----	--------------------	--

Catalog Support Services

94	Partially meets requirements. We do the cleansing. SAP Catalog service includes Supplier road mapping, project management, electronic catalog, catalog maintenance, punchout catalogs enablement and state and supplier helpdesk support.	
----	---	--

Data Conversion Services

94-98	Meets requirements	
-------	--------------------	--

Interface/Integration Development Services

98	Meets requirements. we develop interface strategy document	
----	--	--

Organizational Change Management (OCM Services

99-109	Meets requirements	
--------	--------------------	--

Training Services

109-117	Meets requirements	
---------	--------------------	--

Help Desk Services

117	Meets requirements – not clear on what level of service	
-----	---	--

On-Site System Stabilization Support

126	Does not meet requirements.	
-----	-----------------------------	--

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Managed Services Requirements

Solution Support

127-130	Meets requirements	
---------	--------------------	--

Organizational Change Management (OCM Services

130	Unclear on what services are being offered.	
-----	---	--

Training Services

130	Meets requirements	
-----	--------------------	--

Catalog Services

130	Unclear what is available	
-----	---------------------------	--

Help Desk Services

130	Meets requirements	
-----	--------------------	--

Transition Out Assistance Services

131	Sample plan but no other details on what is offered.	
-----	--	--

Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Stage 1 Category 3

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Partner with SAP for full procurement solution

Organization Qualifications and Experience

1. Overview of the Organization
 - Same response here as for the full solution category
 -
 -
2. Previous Projects- Implementation Partner- Marked CONFIDENTIAL
 - City, County and State clients
 - Higher Education clients
 -
3. Subcontractors
 - Bidder stated no subcontractors will be used
 -
 -
4. Organizational Chart - Marked CONFIDENTIAL
 - Supplied org chart
 - Supplied role names and responsibility information
 -
5. Litigation
 - No litigation was reported by the bidder.
 -
 -
6. Financial Viability
 - Supplied Dun & Bradstreet report snapshot
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: LSI Consulting
CATEGORY #(s): Stage 2 Category 3 – eSoftware Only
DATE: 12/29/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

THIS RESPONSE IS THE SAME RESPONSE THAT WAS SUBMITTED FOR STAGE 2 CATEGORY 1 – FULL SOLUTION.

Individual SME Comments: The video provided did show the functionality of the system, but at a very high level. It concentrated more on tips and lessons learned rather than getting deep into the functionality of the system. I got the impression this company wanted to provide a deeper explanation of the system when they offer a "demo" but not sure what that meant?

Some of the responses in the RTM are completed by stating "standard functionality" which does not show me they understand the requirement and can state that their solution can perform the requirement. Another issue is the vendor's response comments state an integration will be needed, but the "availability" on the RTM is labeled "A" which means out of the box. See example on Tab 3 Line 198 on suppliers RTM.

I am confident that the system can be offered to state clients but would feel that the concerns listed in these notes would need to be addressed/verified so clients and this supplier are clear on any discrepancies.

General Principal and Requirements – Page 8

Key Solution Functionality Elements – Page 8

- Offers the SAP Ariba Guided Buying with SSO
- Smart Routing is workflow that can be configured.
- Compliance helps track registrations.
- Portal provides access for employees
- Have open marketplace functionality with Spot Buy catalog solution to aid buyers in finding goods.
- Offers integration, workflow, document management and configurable dashboards.
- The vendor portal helps with the transparency requirements.

User Experience – Page 10

- Each module has configurable dashboards - Page 11
- Allows for mobile use to save time.

Bidder Best Practices and Roadmap – Page 12

- Presents both Quarterly and Monthly releases.
- Supplied 2 attachments embedded in the response document showing their expected road maps. These documents contain good information and could be very useful
- Best Practices Center service provides access to knowledge of best practices

**STATE OF MAINE
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Innovations and Value-Added Features/Services – Page 13

- “Moving away from customized systems to configurable systems is the key to enable innovation”
Page 14
- Offers SAP Ariba APIs.
- Does offer some other tools that would be advantageous to the State. SAP Fieldglass and SAP Ariba Supplier Risk Management. Page 15
- Supplied Link to YouTube video explaining that SAP Fieldglass aids to develop external workforces. Can submit a SOW and then work with the vendor. Can integrate with existing systems.
- Supplied YouTube link to explain Supplier Risk Management. I tried to access the video but received a warning stating this is a “private video” – Page 16

Customizations/Extensions – Page 17 thru Page 20

- Supplied a well define list of extensions and partners. Page 17
- Chat bots, pdf invoices, integrations with Oracle, supplier data validation are some examples. I am just curious if these are included or offered at an additional cost.

Alternative Funding Models – Page 20

- SAP Fieldglass is offered with an option to pay as you go and only pay for what you use at the end of the month.

Contract Transition and Flexibility – Page 20 – 21

- Partner Managed Cloud (PMC) is a tool to offer expedition the legal review process.
- Referred to document titled LSI Partner Managed Cloud attachment which provided information on the benefits for using this tool.

Functional Requirements – Page 22

General Functionality – Page 22 thru Page 24

- Single platform for supplier and buyers
- Buying & Invoicing, Sourcing, Contracts, Supplier Lifecycle and Performance, Ariba Network and Fieldglass are the solutions listed.
- Profiles can be set up via an integration.
- User should configure their own dashboards to simplify the user experience.
- CONCERN - EPROC-GEN-11 – Line 15 - Did not address the ability to Import/Export attachments
- CONCERN - EPROC-GEN-13 – Line 17 - Did not address the ability to re-assign work to another user?
- CONCERN - EPROC-GEN-26 – Line 30 - The ability to track admin fees in not available with integration to state's ERP?

Supplier Portal – Page 24 thru Page 30

- Proposing the SAP Ariba Business Network (SBN) as the single point of entry.
- Landing page for all suppliers has access to all procurement related transactions.
- Offers Open, Smart, and Simple network services.
- Sourcing, contracts, catalogs, and invoice access for the suppliers.
- Supplier support with training tutorials and documentation.

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DATE: 12/29/2021

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DEPARTMENT/STATE: State of Montana

- Has supplier mobile app functionality
- CONCERN - EPROC-SPR-9 and EPROC-SPR-10 – Lines 13 and 14 - The comment response of "Partner" is not familiar to me?
- CONCERN - EPROC-SPR-18 and EPROC-SPR-19 – Lines 22 and 23 – One line is not supported and the other line the comment response of "Partner" is not familiar to me?

Supplier Enablement/Management – Page 30

- Buyers can manage the entire purchasing process.
- Offers a supplier enablement team
- Offer supplier education and training materials
- Help manage data collection.
- CONCERN - EPROC-VDR-19 thru EPROC-VDR-27 – Line 48 thru line 56 – The responses here are labeled as needing an “integration”, but I am not clear what integration is required?
- CONCERN - EPROC-VDR-31 thru EPROC-VDR-39 – Lines 60 thru line 68 - Concern - This is a duplicate response from requirements in this section. Does the system offer this requirement?
- CONCERN - EPROC-VDR-43 - Concern - This is a duplicate response from requirements in this section. Does the system offer this requirement?

Buyer Portal – Page 31 thru Page 34

- Can have a configurable landing page with a dashboard, or have a user experience a guidance in buying.
- User will log in using the same portal and what they see can be set up within their roles.
- Casual users purchase, complete forms and be linked to other solutions like ServiceNow
- Power users can have dashboards, run reports, manage records, and post solicitations.
- Provided screen shots on pages 33 and 34

Need Identification – Page 34 thru Page 36

- Guided Buying provides access to catalogs and state contracts and the vendor thinks this is the perfect solution to Need Identification.
- Can trigger workflows that can be configured.
- Can configure a landing page dashboard containing widgets to guide the user in the buying process.

Request through Pay – Page 36

- The narrative response from this supplier is very limited on information.
- Interpretation of Purchase Request – Could be a form or “request” that is filled out or could be the result of submitted a “shopping cart” that goes to a PR (purchase request or requisition) and then to a purchase order. See response in RTM line 106
- CONCERN - EPROC-PRD-15 – Line 116 - Attachment size limit is 100 MB per attachment
- CONCERN - EPROC-WRK-12 – Line 177 – Can you add comments, and can you control if comments go to the vendor?
- CONCERN - EPROC-WRK-14 – Line 179 - States the workflow will not be re-triggered. Would if we want workflow started again?
- CONCERN - EPROC-PO-3 – Line 198 – Response states requirement needs an integration, but “Availability” is marked with A which means out of box?
- CONCERN - EPROC-PO-6 – Line 201 – PO number is not configurable by the State.
- CONCERN - EPROC-PO-16 – Line 211 – Cannot electronically sign Purchase Orders

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DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-PC-6 – Line 232 – Pcard as part of the user's profile is not supported.
- CONCERN - EPROC-PC-10 – Line 236 - Availability states out of the box, but wouldn't this require an integration? Loading data from the bank.
- CONCERN - EPROC-RC-4 – Line 253 – Cannot record a receipt without a reference to a PO.

Catalog Capability – Page 36 – 37

- Cross- catalog search among the catalogs.
- Spot Buy catalogs for those items not found in other catalogs.
- CONCERN - EPROC-CAT-6 – Line 291 – Does not have an unlimited number of catalogs. 5000
- CONCERN - EPROC-CAT-7 – Line 291 – Does not have an unlimited number of items. 500,000
- CONCERN - EPROC-CAT-10 – Line 295 - Supplier availability states out of box but response is talking about custom forms - Should be labeled C for customization?
- CONCERN - EPROC-CAT-11 – Line 296 - Supplier availability states out of box but response is talking about custom forms - Should be labeled C for customization?
- EPROC-CAT-19 – Line 304 - Items with negative dollar value not supported
- CONCERN - EPROC-CAT-39 – Line 324 - This response is the same requirement in line 323. Does not address the publish announcement about new catalog requirement.

Sourcing/Bid Management – Page 37 thru Page 40

- SAP Ariba Sourcing is the solution name.
- Ariba Discovery is the supporting public posting.
- Integrates with SAP Ariba Contracts solution
- Configurable templates allow for agency process variations
- Has project management process – Page 39
- Side by side comparison
- Offered links for more information on Public Posting which is also contained in Section 10 Vendor Performance of their response. Page 40
- CONCERN - EPROC-SRC-15 – Line 342 - This response shows the functionality of qualified vendor lists and not if the Sourcing module can handle this solicitation type.
- CONCERN - EPROC-SRC-39 - The system assigned number is not configurable by the State
- CONCERN - EPROC-SRC-41 - Does it support Adobe Acrobat?
- CONCERN - EPROC-SRC-63 – Line 390 - The system has a 100-supplier limit for events
- CONCERN - EPROC-SRC-76 – Line 403 - Response does not state what means this information is to be posted? Integration? Line 404 states integration with that requirement?
- CONCERN - EPROC-SRC-102 – Line 429 - eSignature functionality is limited to contracts not sourcing events.
- CONCERN - EPROC-SRC-130 – Line 457 - The response references communication between buyer and supplier, but requirement is referencing evaluation panel members?
- CONCERN - EPROC-SRC-131 - The requirement references communication between the "buyer side" of the application, but the response references the supplier communication ability?
- CONCERN - EPROC-SRC-143 – Line 470 - I interpret this requirement as being able to "unaward" and awarded solicitation and then awarding it to the next responsive supplier. The response submitted does not address that requirement.

Contract Management – Page 40 thru Page 42

- SAP Ariba Contract Management is the solution proposed

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- Offers both Contract Management and Administration
- Bridges the sourcing process to the transactional procurement process.
- Contract can be published to SAP Ariba Buying and Invoicing and then leverage Guided Buying
- Leverage workspaces, templates, documents, and libraries
- Configure contract dashboards to help manage contracts
- Contains numerous pre-packaged reports
- CONCERN - EPROC-CNT-25 – Line 505 – Does the solution support Adobe Acrobat?
- CONCERN - EPROC-CNT-65 – Line 545 – Buyer cannot control which contracts or content is displayed on public site. Can the system use the contract status?
- CONCERN - EPROC-CNT-71 – Line 551 – The vendor's response did not address the administrative fee requirement. Only talked about updating prices on price file.

Vendor Performance – Page 42 thru Page 44

- SAP Ariba Supplier Lifecycle and Performance is the solution name.
- Supplier has self-service access to maintain data
- Centralized view of supplier's data
- Offers vendor performance tool.
- Can use API to display supplier performance.
- Can send surveys and system automatically scores the response.

Purchasing/Data Analytics – Page 44 thru Page 47

- SAP Ariba Reporting is the solution name.
- Reporting can be created with many data elements and displayed on personal dashboards.
- System offers pre-packaged reports across the solution.
- Offer Ad Hoc Reports. (Wizard driven)
- I liked that they copied a duplicate response on lines 602 thru 608 but bolded the requirement in the duplicate response that showed they could meet the requirements. This practice is better than "see requirement XXX".
-

Technical Requirements Page 47

Availability – Page 47

- Guarantee 99.5% availability.
- Offered example of their SLA

Accessibility Requirements – Page 47

- Offered link to a design guide of the system.

Audit Trail and History – Page 48

- Meets requirements

Browsers Supported – Page 48

- Listed browsers supported and noted compatibility mode is not supported

User Accounts and Administration – Page 48 – 49

- Based on roles and permissions and assignment to groups
- Common data is shared across modules automatically

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- CONCERN - EPROC-TECH-12 – Line 16 Dual sign-on via one account is not supported. Buyer/Supplier
- CONCERN - EPROC-TECH-16 – Line 20 - Deactivating an account is not automated.
- CONCERN - EPROC-TECH-17 – Line 21 – System does NOT display profile information, even under the user profile?
- CONCERN - EPROC-TECH-20 – Line 24 - This response does not address the searchable functionality that was mentioned in the requirement?

User Authentication – Page 49 – 50

- Offers regular authentication or single sign on
- Supplied password information policies

Federated Identity Management – Page 50

- Suppliers' response referred back to previous section, User Authorization section 6 Page 49-50

Data Conversion – Page 50

- Plan to leverage SAP's Activate Methodology which provides tools with rapid migrations.
- Supplied suggested role names and responsibilities.
- CONCERN - EPROC-TECH-26 – Line 30 - Legacy integration is provided as an extra cost

Interface and Integration – Page 51

- Stated 3 kinds of integration options, HTTPS, SOAP, and REST
- CONCERN - EPROC-TECH-57 – Line 61 - The supplier response refers to THEIR SLA. I thought the requirement was to address an SLA entered in the system.

Office Automation Integration – Page 51

- Meets requirements

Mobile Device Support – Page 52

- Uses the mobile "app" to perform system tasks and supplied list of features available with the app.

Mobile Applications – Pages 52 – 54

- Listed the operating system that the mobile app supports
- SAP Ariba mobile app is not certified with mobile device management (MDM) platforms. Page 53
- Listed security features offered by the app

Data Ownership and Access – Page 54

- Customer owns the data throughout the life of the subscription

Date Retention, Archive and Purge Considerations – Page 54

- Does not mention how the purge and archive functionality works in the narrative response.
- CONCERN - EPROC-TECH-63 – Line 67 – Does not provide detailed information about the purge process

Disaster Recovery Plan – Page 54 -55

- SAP Ariba uses a documented system recovery plan.

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DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Would have been beneficial to share this documented plan?

Solution Environments – Page 55

- Narrative offered very limited information on environments proposed other than to mention test and production.
- CONCERN - EPROC-TECH-64 – Line 68 - This response does not address the "refresh" functionality

Solution Technical Architecture – Page 55 thru Page 57

- Solution is single platform with solutions natively integrated.
- The SAP Ariba Cloud Integration Gateway allows all the solution modules to be integrated.
- cXML language for document exchange.
- Offered information on integration to external systems. Page 56
- System shares servers.

Solution Network Architecture – Page 57 – 58

- Chart on page 57 shows network structure

System Development Methodology – Page 58 – 59

- Uses Product Lifecycle Methodology to help with development.
- Some changes are subject to change management procedures.

Service Level Agreement – Page 29

- Provided/referenced the embedded SLA offered in their response. 2 different versions.

Security Requirements – Page 60 – Most of my responses to this section I will need to defer to a security SME

Cloud Security Alliance (CSA) Compliance – Page 60

- Referenced the CAIQ document embedded in this response. Excel spreadsheet looks complete

Security and Privacy Controls – Page 60

- Not officially NIST 800-53 certified.
- Offered link to certification compliance Page 60
- Offered link to Attestation of Compliance.
- Defer rest of evaluation to Security SME

Security Certifications – Page 60 thru Page 62

- Current certificates available upon request. Provided link
- Offer link to Service Organization Controls (SOC) reports. Page 61
- PCI and DSS certified
- Provided link to current Attestation of Compliance
- Defer rest of evaluation to Security SME

Annual Security Plan – Page 62

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DEPARTMENT/STATE: State of Montana

- SAP does not attach SOC reports with an RFP.
- Provided link to request SOC report

Secure Application and Network Environment – Page 62 thru Page 66

- Boundary Protection – Page 62
- Network logs are available
- Has firewall functionality
- Has security plans and policies
- Suggested to request the SAP Cloud Security Framework document for more detail – Page 64.
- Provide list of Maintenance tools – Page 64
- Defer rest of evaluation to Security SME

Secure Application and Network Access – Page 66 thru 68

- Uses encryption to protect information
- Leverages Secure Software Development (SDC)
- Suggested to request the SAP Cloud Security Framework document for more detail.
- Defer rest of evaluation to Security SME

Data Security – Page 68 thru Page 71

- Have established formal process to protect data – Page 68
- Data is encrypted. Page 69
- Moderate Business Impact Data is considered person contact information.
- Provided URL to their data policy and privacy statement. Page 69
- Defer rest of evaluation to Security SME

Personally Identifiable Information Protection – Page 71

- Not designed to handle HIPAA data including SSN, and Personal Banking information

Security/Privacy Issue Occurrence – Page 71

- Can provide general overview of their incident response but their full documentation is confidential. Page 71

PII Data Actual/Attempted Access or Disclosure – Page 72

- Response states “see our response to Section 9”

Security Breach Reporting- Page 72

- Response states “see our response to Section 9”

Video Demonstrations

SAP Ariba is the solution that is being proposed with this response. The first step in the solution is Guiding Buying which helps the user decide what path to take for procurement. The access is given to

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users by roles and permissions and access to ordering certain items can be restricted to users. Can support any catalog, internal or external. Search feature results are from all catalogs across the solution. Can configure alerts on purchases and accounting information to show up on the requisition along with workflow. Once flipped to a PO, the user can request a change request on the order as this is now a PO that has already been sent to the supplier. The supplier receives an alert and then logs into his supplier portal. The supplier can create an invoice for the order. The AP staff for the state will receive an alert that the supplier has invoiced them for the order. The system from the accounts payable view has a landing page containing data generated for reports. The order can now be received by the AP person.

Sourcing – User has a landing page that can be configured with tiles of tasks need to be performed. Manager of user can assign or re-assign workloads of users. Events can be created from templates or copied from a previous event. Event can be awarded to multiple vendors and allows to create different award scenarios. Can view bid content, suppliers, reports, messages, and award content.

Contract Management – Can configure their own landing page that will contain all information related to contracts. The creation of contracts is wizard driven and information is populated from the event. You can also use a template to create contracts. After contract creation, tabs available are overview, documents, tasks, team, message board and history. You can see the contract spend on the contract and enter tasks assigned to team members. Can sign documents electronically.

Supplier Management – Has a configurable landing page with tasks or reporting available. Allows to view and report on supplier performance. User can create supplier requests which contains custom fields, and templates can be used here as well. Can view supplier information in a 360 view.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: PaymentWorks

CATEGORY #(s): 3

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Supplier Portal and Supplier Enablement /Management (a business identity platform).
 - Think “gatekeeper” between customers vendor files and their ERP system
2. Previous Projects
 - Three listed. The projects meet Category 3, but also goes beyond and provides support.
 - All listed are universities that used PaymentWorks to somehow mediate their risks.
 - North Carolina State Univ.
 - University of Kentucky.
 - University of Tennessee.
3. Subcontractors
 - Vendor states there are no subcontractors.
4. Organizational Chart
 - Yes, a project organization chart and job descriptions were provided.
5. Litigation
 - Vendor states there are no litigation.
6. Financial Viability
 - Provided DnB number and a printout of top of the page; however, **I cannot ascertain any financial information from this.**

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Payment Works

CATEGORY #(s): 3

DATE: 1/21/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Proposal is for Supplier Portal and Supplier Enablement/Management.
- Cloud based SaaS solution
- Allows for payers and payees to exchange validated information in order to conduct business and send /receive payment securely.
- They state it's the "first and only of its kind" and typically "sole sourced"

A. General Principal and Requirements pages 2 - 6

1. Key Solution Functionality Elements – p. page 2 - 3

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

- **Single Point of Entry: Yes. Accessed by State employees behind existing SSO. And allows one point of entry for suppliers.**
- **Smart Routing: Yes. For supplier enrollment – not sure after that.**
- **Compliance: yes. Federal.**
- **Portal: Yes.**
- **Open Marketplace environment: N/A**
- **Integration: Yes. With all major ERP systems**
- **Workflow: Yes. Can be customized by State.**
- **Document Management: Yes.**
- **Reporting/dashboards/ rule role based: Doesn't address..**
- **Configurable: Yes.**
- **Transparency: Doesn't address.**

2. User Experience – p. page 3 - 4

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
 - Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
 - Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
 - Portal that informs users and supports user work management.
 - Functionality optimized for mobile access and use.
 - Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
 - Role-based functionality for drafting, review and approval, evaluator and other processes.
- **Capability: yes.**
 - **Intuitive: Yes**
 - **Wizard driven: yes.**
 - **Portal work management: Yes.**
 - **Mobile access: Yes, but no app.**
 - **Workload: yes, customizable.**
 - **Role-based: Yes.**

3. Bidder Best Practices and Roadmap – p. page 4

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

- **Page 4 - “PaymentWorks is an evolving and nimble solution that caters to our customers requirements and goals. We are cloud-based and hosted on AWS to provide our customers with a flexible, optimized and most importantly a secure solution to supplier information management.”**
- **They maintain strict SLA's**
- **Doesn't address a Roadmap**
- **Doesn't address updates or time of them**
- **Doesn't address any opportunities to reduce costs.**

4. Innovations and Value-Added Features/Services – p. page 4 - 5

In addition to the stated requirement GEs, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: **OPTIONAL**

• **Inline Narrative:** If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

- **Monitors IP addresses, email domains and website domains to ensure identity**
- **They describe what their system does once a payee registers.**

5. Customizations/Extensions – p. page 5

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.

- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- Page 5. *"After 100+ enterprise customer enablements PaymentWorks has a number of out-of-the-box best practices for deploying the SaaS solution"*
- *"There are some custom fields or modifications that customers can make to their vendor facing intelligent enrollment form, but for the most part the experience we have gained over the past 8 years with similar enterprise level customers has allowed for the solution to meet supplier information management requirements out-of-the-box."*

6. Alternative Funding Models – p. page 5

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.

- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

- N/A.

7. Contract Transition and Flexibility – p. page 6

- Page 5. *"PaymentWorks is flexible and open to contract amendment or transition to newly awarded master agreements. However, the terms and conditions of such a transition would need to be agreed by both parties prior to initial contract change, transition or adoption of a new agreement"*

B. Functional Requirements: pages 6 - 10

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The electronic procurement solution **must** be cloud-based with a Software as a Service (SaaS) delivery model

1. General Functionality. Tab 2, GEN-1 through GEN-40

- Page 6 – *"PaymentWorks is ERP agnostic, Payment Type agnostic, Bank agnostic and meant to complement your existing tech stack while providing identity certainty for every payee and every payment. The State is able to grant access to employees through your existing Single Sign On (SSO) which PaymentWorks can live behind. PaymentWorks will replace manual collection of forms and vendor certificates, eliminate manual lookups TIN matching or vendor validations, and indemnify against the risks of payments fraud"*
- Payment Works Platform functionalities:
 - Payments Fraud Indemnification (underwritten by CHUBB)
 - Robust Payee Registrations and KYB (Know your Business Management)
 - Easy ERP Complex Account Structures
 - Automated Payee Identity Validations and Sanction Monitoring
 - Internal Workflows Approvals, and Business Controls
 - The Network
 - Receive & Send Messages
 - Report/Export (Data Extraction of Payee records)
 - Reimbursements
- Gen 2 – 10, 13-16, 18 – 21, 24 – 28, 31 – 32 : **Not Available**. Some are not a function of their system and some they do not meet.

- Gen 1 – “PaymentWorks is responding to the eSolutions portion of the State's RFP: Supplier Portal & Supplier Enablement/Management only. As a business identity platform it is the role of PaymentWorks to act as a front-door for all payee enrollments and changes to ensure only accurate and compliant data is relayed to the State's ERP (CGI) system. PaymentWorks is a validator to ensure the state always has an identity-proofed, compliant and fraud-proofed vendor file. Some of the procurement related questions and functions will not apply to PaymentWorks as we act as the gatekeeper to the vendor file/ERP and not a full P2P suite. “
- Gen 38: Does provide unlimited licenses through an annual subscription model.

2. Supplier Portal. Tab 3, SPR-1 through SPR-23

- Page 10 – “ PaymentWorks supports ongoing compliance and debarment monitoring and notifies customers of sanction alerts as they occur. PaymentWorks partnership with Chubb (www.chubb.com) provides payments fraud indemnification that is built into the product and a risk transfer for our customers. Most supplier portals stop after the collection of vendor data. It is at this point where PaymentWorks continues to provide value by solving the critical business needs of our customers when it comes to vendor risk management, business email compromise, business payments fraud and vendor compliance. “
- SPR 1 – 3: Meets Requirements.
- SPR 4 – 11, 13, 15-16, 19-23: Not Available to N/A.

3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43

- Page 10 – “ PaymentWorks can communicate with the ERP system (CGI) continuously receiving invoice status files to ensure up to date payment and invoice information is at the fingertips of payees. PaymentWorks is the vehicle from which all payees will manage their identity credentials, connections and review payment history, details and statuses.

PaymentWorks is not a bid management system for managing bids, solicitation responses or where invoices are submitted. “

- Meets most requirements besides VDR 11-12, 22, 27, 30, 39-41,43.

4. Buyer Portal. Tab 3, BPRT-1 through BPRT-15

- N/A

5. Need Identification. Tab 3, NEED-1 through NEED-7

- N/A

6. Request through Pay Workstream. Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11

- N/A

7. Catalog Capability - Tab 3, CAT-1 through CAT-40

- N/A

8. Sourcing/Bid Management Workstream. Tab 3, SRC-1 through SRC-151

- N/A

9. Contract Management. Tab 3, CNT-1 through CNT-88

- N/A

10. Vendor Performance Tab 3, VPE-1 through VPE-25

- N/A

11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37

- N/A

C. Technical Requirements: Pages 11 - 32

1. Availability.

The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- Page 11. “The cloud-based PaymentWorks solution is available to customers and payees 24 hours a day and 7 days a week. This includes peak use hours of 7am-6pm local time, Monday-Friday. All PaymentWorks systems are 100% hosted within Amazon Web Services. We leverage the redundancy and high availability capabilities it provides. These redundancy capabilities ensure back up and ongoing solution availability “.

2. Accessibility Requirements.

The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.

- Partially meets. “PaymentWorks current VPAT form, which responds to Web Content Accessibility Guidelines 2.0 levels A, AA and AAA, is available at this link: <https://www.dropbox.com/s/150bc17aedbxs3m/VPAT%C2%AE2.1Paymentworks%20March%202019.pdf?dl=0>. “

3. Audit Trail and History RTM: Tab 4, TECH-1 through TECH-5 and

- Page 11: “Audit logs are stored in AWS CloudTrail. A user's most recent login is visible within the app to account administrators. All other logs are available through the PaymentWorks internal administration console, and can be available upon request. “
- Meets all 5 TECH requirements.

4. Browsers Supported

- Page 12 – “All major web browsers are supported including:
 - Google Chrome: Version 36 and newer
 - Microsoft Edge: Version 20 and newer
 - Firefox: Version 37 and newer
 - Internet Explorer Version 9 and newer
 - Safari: Version 5.x and newer
 No browser add-ins such as Flash or Silverlight are required.
- The PaymentWorks solution continues to adapt and evolve to ensure continuous support of new versions of browsers”

5. User Accounts and Administration RTM: Tab 4, TECH-6 through TECH-20

- Page 12 - “With PaymentWorks living behind the State's SSO, the State is able to grant permission based on user groups, user rights & permissions, specific functions and administration roles “

6. User Authentication RTM: Tab 4, TECH-21 through TECH-25

- Page 12 – “PaymentWorks requires customers to authenticate through Single Sign On (SSO). As a result Two-Factor Authentication is enabled through your IdP. Two-Factor Authentication for vendors is available to the payee community. PaymentWorks monitors IP addresses, email/website domains and enforces specific password requirements.

PaymentWorks is a SAML2-compliant Service Provider that supports integrations with a variety of Identity Provider types, including Shibboleth and ADFS. All authentication is managed through the AWS infrastructure “

- TECH 25 – Will need CF and extra cost \$\$ to meet requirement. The eProcurement Solution should provide capability to automate acceptance and tracking of end user 'acceptable use' agreements and provide electronic notice to users to "renew/reaccept" on a scheduled basis (e.g. annually, bi-annually) as part of the login process. “This functionality is possible, but may require additional cost and configuration. Additionally, customers can utilize the Newsletter functionality to sent out new agreements, attestations or other information at the intervals of their choosing.”

7. Federated Identity Management

- Page 12 -13: “ The PaymentWorks Solution provides user login capabilities that can be integrated with the Participating Entities existing Federated Identity Management system and allow that system centralized administration and synchronization of user identities to enable user provisioning and de-provisioning of identity and access across the Participating Entity’s systems with single sign ons”

8. Data Conversion RTM: Tab 4, TECH-26 through TECH-34

- Page 13: “PaymentWorks can receive information such as Invoice statuses, remittance details and payment history via an API connection or SFTP. This information can be scheduled to automatically feed the vendor facing PaymentWorks system so vendors can always have up to date information and self-service. This type of history and legacy system can come to PaymentWorks directly from the CGI ERP system. PaymentWorks does not receive or display contract data, solicitation data, vendor performance data or chart of accounts data. Therefore this type of legacy information would not be received “
- TECH 27: One completed it and marked as a medium. a. In-process Purchase Request and Purchase Order transactions from the state's financial system. “ The vendors would also be able to see pending invoice statuses and remittance details. They also have the ability to send payment inquiries through the messaging service to the state. This is accomplished with a scheduled invoice status file being sent from the ERP to PaymentWorks. “
- Tech 33: Completed: Historical Spend data: “ PaymentWorks can accept payment history for vendors that they would be able to see upon initial login to the PaymentWorks network. The vendors would also be able to see pending invoices and remittance details. This is accomplished with a scheduled invoice status file being sent from the ERP to PaymentWorks. “
- The remaining TECH 26 and 28 – 32 and 34: are marked as Not Available “ Not a PaymentWorks function.”

9. Interface and Integration RTM: Tab 4, TECH-35 through TECH-60

- Page 13: “ Integration involves a set of four scheduled routines:
 1. New vendor records retrieved from PaymentWorks (typical interval: 15 minutes)
 2. Vendor confirmation files uploaded to PaymentWorks after new vendors are created in ERP
 3. Approved Vendor profile modifications sent to the State's ERP (CGI).
 4. Nightly snapshots of new and modified invoice records for Vendor viewing.
- PaymentWorks is ERP agnostic and has integrated with most major ERP applications”
- TECH 35: PaymentWorks provides integration through REST API or by asynchronous files exchange through SFTP server.
- Integration involves a set of four scheduled routines:
 1. New vendor records retrieved from PaymentWorks (typical interval: 15 minutes)
 2. Vendor confirmation files uploaded to PaymentWorks after new vendors are created in ERP
 3. Approved Vendor profile modifications sent to the State's ERP
 4. Nightly snapshots of new and modified invoice records for Vendor viewing.
 PaymentWorks is ERP agonistic and has yet to come across and ERP system that it could to integrate with. Currently there are no active CGI customers, but there are several in the queue.
- TECH 38: Doesn't meet requirements, but PaymentWorks would consider doing the integration for the SOS licensing and certification system for an additional fee. It's possible that the 3rd party sanction and compliance partner (RDC) may be able to cover the desired requirements for the state.
- TECH 41 – 50 and 55 - 59: are marked as Not Available “ Not a PaymentWorks function.”

10. Office Automation Integration RTM: Tab 4, TECH-61

- Page 14. “ PaymentWorks displays Invoice statuses, payment history and remittance details to the vendor community. PaymentWorks is not a big management solution and does not receive or display documents such as purchase orders, solicitations, or contracts to the vendor network “
- TECH 61: Can facilitate job Microsoft product types.

11. Mobile Device Support RTM: Tab 4, TECH-62

- *"The PaymentWorks solution does render appropriately on a tablet or mobile device. At present there is not yet an APP for download from the Apple or ios app-stores."*

12. Mobile Applications - TECH 62

- PaymentWorks does not have an app. yet.

13. Data Ownership and Access

- Page 14: *"Any data received by PaymentWorks for the purpose of vendor enrollment and validation is the property of the State of Maine."* **CLARIFY** – other States?

14. Date Retention, Archive and Purge Considerations RTM: Tab 4, TECH-63

- Page 15. *"PaymentWorks retention policy is to maintain data as long as an organization remains a customer. In the event data needs to be purged for any reason, we're happy to work with our customers to meet their requirements."*

15. Disaster Recovery Plan

- Yes meets requirements

16. Solution Environments RTM: Tab 4, TECH-64 through TECH-67

- Page 17: Does not meet req'ts. *"only provides two "environments" to our customers: Sandbox and Production."*
- Sandbox allows for a Dev and Test accounts which can update the Production environment when appropriate. This allows for multiple environments and ongoing testing, training and update reviews prior to any changes to the Production site.

17. Solution Technical Architecture

- Page 30. Uses AWS. Provides a diagram.

18. Solution Network Architecture

- *"All PaymentWorks systems are 100% hosted within Amazon Web Services. We leverage the redundancy and high availability capabilities it provides."*

19. System Development Methodology

- PaymentWorks team continues to develop an extensive library of tests that are applied to prior new releases.
- Cloud Services – secured operated images
- Jenkins – automated code testing
- Django framework – further augment secure development practices
- Application infrastructure
- Slack channel – foster communication
- *Access to source code is restricted to employees with a legitimate need for access. Developed code is pushed to the repository and added to the appropriate feature branch; the master repository is stored in GitHub and only available to authorized users.*

20. Service Level Agreement

- Master SLA is not addressed nor is a copy of their SLA provided.
- They do provided some information on their customer support.

D. Security Requirements: p. pages 32 - 40

1. Cloud Security Alliance (CSA) Compliance

- Does not have CAIQ or CCM

2. Security and Privacy Controls

- originally developed for ISO 27001 controls. Sounds as though they have partial NIST 800-53 as needed, but not all.

3. Security Certifications – nothing to add.

4. Annual Security Plan – nothing to add.

5. **Secure Application and Network Environment–**
 - documented in a series of AWS white papers which will share if required.
6. **Secure Application and Network Access –** Tab 5, SEC-1 through SEC-6.
 - SEC 1 – Yes they track vendor IP. **Tracking the device usage** by state employees is typically administered through the integration PaymentWorks has with our customers SSO.
 - SEC 2 - **The eProcurement Solution should provide capability for users to have concurrent login sessions with controls to allow the State to specify and limit the number of concurrent login sessions allowed.** Payment Works replies with “This would be a control to discuss at the time of enablement.” **This is considered a nonreply. CLARIFY can they do this?**
 - Hosted within **Amazon Web Services.**
7. **Data Security –** nothing to add.
8. **Personally Identifiable Information Protection –** nothing to add.
9. **Security/Privacy Issue Occurrence –** nothing to add.
10. **PII Data Actual/Attempted Access or Disclosure –** nothing to add.
11. **Security Breach Reporting –** nothing to add.

E. Implementation Services Requirements:

1. **Project Management:**
 - Pages 40 – 44: will provide standard out of the box and services;
 - Platform Implementation services
 - Configure the testing and prod environments
 - Configure Roles/Permissions
 - Configure Business Control Approval Process
 - Configure single Sign **on their side only**
 - Perform Training
 - PM to coordinate resources and project deliverables
 - Preimplementation
 - Submission of supplier file
 - Submission of invoice file
 - Submission of payment file
 - Coordinate with bank – begin/confirm resource allocation and confirm authorization / access requirements.
 - Automated Integration
 - ERP integration is the responsibility of Maine (states??). They offer (page 43) a third party to **help consult and assist with this for \$18,000.00 capped at 150 hours.**
 - Resources for the project along with role and duration are given – pages 44 – 45.
2. **Project Implementation Methodology:**
 - They do not require, but a phased approach is recommended. – pages 46 - 47
3. **Catalog Support Services – N/A**
4. **Data Conversion Services – Not entirely applicable to PaymentWorks –** page 47
5. **Interface Integration Development Services –** pages 48 - 51
 - *“resources. Before these files can be exchanged PaymentWorks will need to get set up behind the state’s SSO in order to grant staff access and proper permissions. Traditionally the only system PaymentWorks is communicating with is the ERP as we continue to act as the gatekeeper to the vendor file.”*
6. **Organization Change Management (OCM) Services**
 - Page 51-52: Will provide Maine a dedicated CSM to provide OCM services.
 - The OCM services described are not OCM services, they are more of a project management after implementation
 - **Requirement not met**
7. **Training Services:**

- Yes. Train key end users and administrators
- Provide the CSMs
- options to train an internal trainer(s) with ongoing support, training plans and a video library that is at their fingertips.

8. Help Desk Services

- Support to payees is available (page 54)
-

9. On-Site System Stabilization Support

- Yes – provides support. (Page 55)
- IMPL 4: No live chat.
- IMPL 5: Their helpdesk does not integrate with their ticketing component but, they will consider integration for an additional fee.

F. Managed Services Requirements:

- N/A

G. Other Available Services: p page 106: RTM: Tab 7 MNGD-1

- N/A

H. Video Demonstrations:

- Yes page 56

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (PaymentWorks Inc)

CATEGORY #(s): 3

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, 5 mil each occurrence and 10 mil aggregate cyber liability
 - managing identity elements around a B2B relationship
 - ERP, P2P, paymenttype and Bank agnostic
 - able to indemnify against the risks of payments fraud and vendor impersonation due to our partnership with Chubb (the largest provider of cyber and crime insurance). This fraud warranty comes standard with the PaymentWorks solution
 -
2. Previous Projects
 - North Carolina State University – Supplier Information Management System
 - University of Kentucky. - controlled system to initiate new vendor invites, approve new vendors and approve updates, sends payee invitation; screens TINs and sanction lists, confirms banking, sends new vendor registrations and notifications, and sends push updates to the university, Suppliers/payees create a PaymentWorks account and complete the university's form
 - University of Tennessee.- bank account verification software. university concluded that a supplier portal without validations or fraud indemnification would not be a complete solution to vendor information management.
3. Subcontractors
 - Does not use
 -
 -
4. Organizational Chart
 - No org chart
 - PaymentWorks roles identified and described in table
5. Litigation
 - There is no litigation or closed cases to disclose.
 -
6. Financial Viability
 - D&B number
 - D&B profile with incorrect employee count and revenue according to vendor

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **PaymentWorks**
CATEGORY #(s): 3
DATE: **1/6/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **PaymentWorks** SaaS solution is a cloud-based business identity platform that allows for payers and payees to exchange validated information in order to conduct business and send/receive payment securely. B2B relationships. SSO (single sign-on). dynamic smart-routing – unsure how routing is accomplished; need more detail. payees enroll on the network their identity information is validated automatically via 3rd party integrations such as the US Postal Service, IRS TIN Matching service, the Early Warning Banking Consortium, OFAC, sam.gov, state/federal debarment lists and other compliance reviews. agnostic solution PaymentWorks does integrate with all major ERP systems.

User Experience **Role-based functionality and approval models.**

Bidder Best Practices and Roadmap **The current solution roadmap aims to focus on adding new validations, and partnerships with banks, P2P systems and ERP systems to further simplify the connections and ability to “turn on PaymentWorks.” Version/Release schedule not discussed. Could not determine latest technology utilization.**

Innovations and Value-Added Features/Services **At our core PaymentWorks is a validator of vendor's identity credentials. Validations automatically occur on tax identification number, sanction list and debarment status, remittance and corporate addresses, bank account details, payment fraud protection and transfer of liability.**

Customizations/Extensions **vendor facing online registration is dynamic based on the selections made by the payee.**

Alternative Funding Models **did not propose any**

Contract Transition and Flexibility **PaymentWorks is flexible and open to contract amendment or transition to newly awarded master agreements. However, the terms and conditions of such a transition would need to be agreed by both parties prior to initial contract change, transition or adoption of a new agreement.**

Functional Requirements

General Functionality – **24 not available, 16 Out of the box.**

Supplier Portal – **16 N/A and 7 OOBX**

Supplier Enablement/Management **9 N/A and 34 out of the box.**

Buyer Portal **N/A**

Need Identification **N/A**

Request through Pay **N/A**

Catalog Capability **N/A**

Sourcing/Bid Management **N/A**

Contract Management **N/A**

Vendor Performance **N/A**

Purchasing/Data Analytics **N/A**

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: PaymentWorks

CATEGORY #(s): 3

DATE: 1/6/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Technical Requirements

Availability available to customers and payees 24 hours a day and 7 days a week. All PaymentWorks systems are 100% hosted within Amazon Web Services. We leverage the redundancy and high availability capabilities

Accessibility Requirements VPAT link provided. 17 does not support w/o explanation.

Audit Trail and History Audit logs are stored in AWS CloudTrail. A **user's most recent login** is visible within the app to account administrators. **All other logs are available through the PaymentWorks internal administration console, and can be available upon request.**

Browsers Supported

- Google Chrome: Version 36 and newer
- Microsoft Edge: Version 20 and newer
- Firefox: Version 37 and newer
- Internet Explorer Version 9 and newer
- Safari: Version 5.x and newer

No browser add-ins such as Flash or Silverlight are required.

User Accounts and Administration requires customers to enable Single Sign-on for their users to authenticate. role-based permissions; Over 80 permission areas are defined for roles that the system administrator sets up and manages.

User Authentication Two-Factor Authentication is enabled through your IdP. Two-Factor Authentication for vendors is available to the payee community. PaymentWorks monitors IP addresses, email/website domains and enforces specific password requirements. PaymentWorks is a SAML2-compliant Service Provider that supports integrations with a variety of Identity Provider types, including Shibboleth and ADFS. All authentication is managed through the AWS infrastructure.

Federated Identity Management– PaymentWorks Solution provides user login capabilities that can be integrated with the Participating Entities existing Federated Identity Management system and allow that system centralized administration and synchronization of user identities

Data Conversion agnostic to 3rd party integrations. can receive information such as Invoice statuses, remittance details and payment history via an API connection or SFTP.

Interface and Integration PaymentWorks provides multiple ways to retrieve and upload data. Most customers use either our customer-specific SFTP file exchange service or our REST-based API for the integration process. Integration involves a set of four scheduled routines:

1. New vendor records retrieved from PaymentWorks (typical interval: 15 minutes)
2. Vendor confirmation files uploaded to PaymentWorks after new vendors are created in ERP
3. Approved Vendor profile modifications sent to the State's ERP (CGI).
4. Nightly snapshots of new and modified invoice records for Vendor viewing.

PaymentWorks is ERP agnostic and has integrated with most major ERP applications.

Office Automation Integration Documents can be attached in a variety of formats but I only read about PDFs.

Mobile Device Support solution does render appropriately on a tablet or mobile device

Mobile Applications At present there is not a PaymentWorks mobile app available, but this is something the organization is considering, as the vendor network continues to grow exponentially.

Data Ownership and Access Data owned by state. obtain/extract a copy of their data upon demand, including the associated data dictionary, and at no cost/charge.

Date Retention, Archive and Purge Considerations PaymentWorks retention policy is to maintain data as long as an organization remains a customer. In the event data needs to be purged for any reason, we're happy to work with our customers to meet their requirements.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: PaymentWorks

CATEGORY #(s): 3

DATE: 1/6/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Many PaymentWorks customers retain invoice and supplier records for a set period of time.

ARCHIVING?

Disaster Recovery Plan Link to DRP provided. Testing appears to be Desktop variety.

Solution Environments production and sandbox (which includes test and Dev)

Solution Technical Architecture narrative on payment methods (API) and a diagram of AWS Arch.

Solution Network Architecture AWS?

System Development Methodology library of tests that are applied prior to any new release to ensure quality and long-term solution success. Jenkins is used for automated code testing, and the Django framework is used to further augment secure development practices. Application infrastructure includes controls to encrypt data in transit and at rest, to sanitize all input to the applications and databases, to perform strict validation of input against defined parameters, and to restrict exposure of the application solely to authorized users/organizations. Code is reviewed by at least one peer prior to being committed to the staging branch; code peer review approvals are tracked and retained indefinitely. master repository is stored in GitHub and only available to authorized users.

Service Level Agreement Payment works commits to the following response times during the support hours of 8:00 AM to 5:00 PM priority one system is unavailable business critical two hours, priority two system is moderately impaired not business critical six hours, priority three basic functionality questions 24 hours.

Security Requirements

Cloud Security Alliance (CSA) Compliance does not have a CAIQ or CCM.

Security and Privacy Controls policies and procedures were originally developed around applicable ISO 27001 controls. As needed we have additionally included relevant NIST 800-53 and best practices recommended by AWS.

Security Certifications Not applicable.

Annual Security Plan A security policy was provided and did not meet NIST standards.

Secure Application and Network Environment AWS White Papers, use port 443 (HTTPS) for typical browser access, and port 22 for SFTP access. All sensitive data and documents are encrypted at rest with 256-bit AES encryption. Data backups are stored on AWS S3 in an encrypted bucket. Encryption key management utilizes built in AWS encryption features. Backups stored in multiple AWS availability zones. Data in transit through our APIs or via the user's web browser occurs over HTTPS/TLS 1.2. All FTP communications are done via SFTP.

Secure Application and Network Access PaymentWorks utilizes SSL with an extended validation certificate on our production servers. We have a number of alerts and paging system setup. Our software updates happen seamlessly, so clients will experience no disruption whatsoever, and are not required to perform any action to enable the update. Critical patches are applied to the system in the same manner as all updates, as described above. All emergency changes must be approved by the CTO. If there are security implications, they are approved by our Security Officer. Security policy was provided as another resource to meet this requirement.

Data Security Meets..extensive list

Personally Identifiable Information Protection keep and process sensitive PII in accordance with its legal obligations under the General Data Protection Regulation (GDPR).

Security/Privacy Issue Occurrence discussed in general but did not provide details

PII Data Actual/Attempted Access or Disclosure PaymentWorks would align with the State's requirements and accidental disclosures. However, all notifiable breaches will be reported to the relevant supervisory authority within 72 hours of the company becoming aware of it.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: **PaymentWorks**

CATEGORY #(s): 3

DATE: **1/6/2022**

SME/EVALUATOR NAME: **Joe Zrioka**

DEPARTMENT/STATE: **Maine**

Security Breach Reporting **Payment works** would follow there security procedures and policies however it is not clear how long that would take until they determined data impacting the state was affected at which time they would notify the state immediately.

Implementation Services Requirements not relevant to Category 3 however they responded except for Catalog Support Services

Project Management

Project Implementation Methodology

Catalog Support Services

Interface/Integration Development Services

Organizational Change Management (OCM Services

Training Services

Help Desk Services

On-Site System Stabilization Support

Managed Services Requirements not relevant to Category 3

Solution Support

Organizational Change Management (OCM Services

Training Services

Help Desk Services

Transition Out Assistance Services

Other Available Resources not relevant to Category 3

Video Demonstrations

- **Business Identity Platform**
- **Enhance fraud prevention and security**
- **save time and increase efficiency**
- **automation while ensuring security and risk mitigation and compliance,**
- **Business identity elements; banking, tax, address, insurance, diversity.**
- **Payment works is the front door to the various ERP systems**
- **15 minutes of a presentation before demo**
- **Vendor profiles**
- **vendor updates**
- **reimbursements**
- **VSS with strong payment functionality**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: PaymentWorks

CATEGORY #(s): 3 – eSoftware Only

DATE: 9/8/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Identity elements?
 - Automate processes to reduce risk
 - Payment platform
2. Previous Projects
 - NC State University, centralized procure
 - Supplier Management, U of Kentucky
 - U of Tennessee Bank Account verification
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - General description of roles
 - Not specific to NASPO responsibilities
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B is inaccurate?
 - Did not provide information regarding finances through D&B or otherwise
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: PaymentWorks

CATEGORY #(s): Cat 3 eSoftware, Stage 2 Proposed Services

DATE: 1/14/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- Business Identity Payment Platform
- Single Sign On
- Can collect and manage documents
- Role based permissions
- Validates against IRS database and postal service database
- Algorithm for bank accounts
- 100+ engagement

Functional Requirements

- Supplier Portal and Supplier Enablement Management
- Complements existing tech stack
- Two-sided business identity platform

Technical Requirements

- Amazon Web hosted
- Audit logs in AWS
- Role assignment to limit risk
- Single Sign on authentication
- Data conversion is agnostic to 3rd parties
- Mobile use, no app
- Upload invoice and payment
- Three different vendor registrations

Security Requirements

- Data encrypted at rest
- Data in transit is HTTPS
- PII in accordance with General Data Protection Regulation (GDPR)
- Breach procedures provided

Implementation Services Requirements

- Standard implementation services for standard services
- General project management activities identified
- Integration to ERP is responsibility of end user

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: PaymentWorks

CATEGORY #(s): Cat 3 eSoftware, Stage 2 Proposed Services

DATE: 1/14/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- Change Management Services
- Training Services

Managed Services Requirements

- Help Desk

Video Demonstrations

- Paperless payment process
- Identity certainty
- Banking, compliance management
- Supplier information management
- Reduces B2B fraud
- Protect with technology
- Business identity platform
- Compliments existing ERP systems
- Process automation

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Payment Works

CATEGORY #(s): Stage 1 cat 3

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Business Identity Platform
 -
 -
2. Previous Projects
 - ND State University
 - University of Kentucky
 - University of Tenn
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - List of titles and Roles
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Gave D & B and said not accurate
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Payment Works

CATEGORY #(s): Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

1-2	SaaS solution is a cloud-based business identity platform that allows for payers and payees to exchange validated information in order to conduct business and send/receive payment securely.	
	PaymentWorks is accessed by State employees behind your existing SSO (single sign-on).	
	When accessing PaymentWorks for the first time there is a dynamic smart-routing function that will direct individuals to questions relevant to individuals, corporates to questions relevant to corporates, international entities to questions relevant to international entities and so on.	
	As payees enroll on the network their identity information is validated automatically via 3rd party integrations such as the US Postal Service, IRS TIN Matching service, the Early Warning Banking Consortium, OFAC, sam.gov, state/federal debarment lists and other compliance reviews. Compliance monitoring is ongoing and can screen against over 400 potential debarment and sanction lists.	
	The PaymentWorks portal/network is meant to complement existing ERP and eProcurement solutions to provide identity verification and certainty for every payee the State will issue a payment to. PaymentWorks is not a marketplace or catalog for buyers. PaymentWorks is not a contract or bid-management tool. PaymentWorks will be responding to the eSoftware sections of the State's RFP for Supplier Portal and Supplier Enablement/Management. As an ERP agnostic solution PaymentWorks does integrate with all major ERP systems. PaymentWorks lives in front of the ERP as the front door for all payees to ensure compliance and verified information is received and relayed to the ERP (vendor master file). Integrations with CGI can be accomplished with an API, SFTP calls	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Payment Works

CATEGORY #(s): Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	<p>or simply by utilizing the PaymentWorks UI “unintegrated”. 2 Since staff access PaymentWorks behind the State’s SSO permissions, approvals, permissions and workflows can all be customized by the state. PaymentWorks can also collect and maintain documents such as insurance, diversity (MWBE), and conflict of interest attestations. When a certificate is set to expire the system can automatically notify the vendor alerting them prior to the expiration date and prompting them to update their certificate on PaymentWorks.</p>	
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User Experience

3	<p>The solution can be branded appropriately for the customer, and the vendor community so that it is clear invitations are being sent from the State of Maine. The solution will render appropriately on a mobile device, and the system has a variety of prompts and notifications to assist both payers and payees in order to optimize their work management experience. PaymentWorks allows for customizable user rights and permissions so staff with certain job requirements are only able to action or view data relevant to their job description and requirements. Role-based functionality and approval models can be customized to meet the needs of the State.</p>	
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Bidder Best Practices and Roadmap

3-4	<p>PaymentWorks is an evolving and nimble solution that caters to our customers’ requirements and goals. We are cloud-based and hosted on AWS to provide our customers with a flexible, optimized and most importantly a secure solution to supplier information management.</p>	
	<p>The PaymentWorks in-house engineering team is constantly working to improve the application with a focus on user-experience and additional vendor validations (diversity certificate validations is currently one being considered). The current solution roadmap aims to focus on adding new validations, and partnerships with banks, P2P systems and ERP systems to further simplify the connections and ability to “turn on PaymentWorks.” T</p>	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Payment Works

CATEGORY #(s): Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Innovations and Value-Added Features/Services

4-5	<p>Tax Identification Number: PaymentWorks utilizes a Third-Party Service which checks against the IRS database to make sure that the legal name submitted by a vendor matches with their submitted TIN, EIN or SSN. If the name and TIN are both valid in the IRS database, but do not match each other, this will trigger an 'invalid' response code.</p> <p>Sanction List/Debarment Status: PaymentWorks leverages the online service (RDC) to check against hundreds of sanction and debarment lists, including OFAC, SAM.gov., and state/local debarment lists. If the vendor is on any of the lists, the report will identify which specific lists the vendor is on along with the reason for their inclusion. This service is initiated during the onboarding process and is continuously monitored throughout the payee relationship. Customers will be notified of a change in status for any of the lists that are checked.</p> <p>Remittance/Corporate Addresses: PaymentWorks validates addresses by performing a real-time verification check of US addresses against the US Postal Service database. When a payee submits their new vendor registration form or makes an update to their address on their PaymentWorks profile, a real-time address validation occurs.</p> <p>Bank Account Details: PaymentWorks utilizes a proprietary algorithm to check supplier submitted bank account numbers, routing numbers and the name on accounts. This includes third-party databases, like the Early Warning Banking Consortium, and additional due diligence and internal resources to determine if the payee's submitted information is accurate, associated with the same account, and in good standing.</p>	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Payment Works

CATEGORY #(s): Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Customizations/Extensions

5	Did not address	
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Alternative Funding Models

Contract Transition and Flexibility

5-6	No response	
-----	-------------	--

Functional Requirements

General Functionality

6-9	PaymentWorks is a cloud based, SaaS, solution hosted on AWS.	
	PaymentWorks is a full-service supplier portal that also validates payee details at the time of enrollment, provides ongoing compliance and sanction monitoring services and indemnifies against the risks of payments fraud.	
	PaymentWorks is built as a network resulting in easy access and adoption for your agencies and payees. For example, if a payee is already registered in the PaymentWorks network doing business with another one of your agencies, this payee will already be on the network and can easily log back in with their username and password to provide their information to the new requester	
GEN 11	Uploaded docs do not have textual descriptions	weakness
GEN 35	No comment library	weakness
GEN 39	No public posting website	weakness

Supplier Portal

10	Partially meets requirements	
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Supplier Enablement/Management

10	Partially meets requirements	
----	------------------------------	--

Buyer Portal

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Payment Works

CATEGORY #(s): Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	N/A	
--	-----	--

Need Identification

	N/A	
--	-----	--

Request through Pay

	N/A	
--	-----	--

Catalog Capability

	N/A	
--	-----	--

Sourcing/Bid Management

	N/A	
--	-----	--

Contract Management

	N/A	
--	-----	--

Vendor Performance

	N/A	
--	-----	--

Purchasing/Data Analytics

	N/A	
--	-----	--

Technical Requirements

Availability

11-32	Meets requirements	
-------	--------------------	--

Accessibility Requirements

11	PaymentWorks current VPAT form, which responds to Web Content Accessibility Guidelines 2.0 levels A, AA and AAA, is available at this	
----	---	--

Audit Trail and History

11	Audit trails are stored in cloud trail	
----	--	--

Browsers Supported

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Payment Works

CATEGORY #(s): Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

11-12	All major browsers supported	
-------	------------------------------	--

User Accounts and Administration

12	Requires users to enable single sign-on for them to authenticate.	weakness
	System does not have capability to disable a user	weakness

User Authentication and Federated Id management

12	Requires user to authenticate through single sign-on so as a result two factor authentication is enabled through your idP	weakness
	Federated Id management meets requirements	

Data Conversion

12	Does not meet requirements – legacy information would not be available	weakness
----	--	----------

Interface and Integration

13	Meets requirements	
----	--------------------	--

Office Automation Integration

14	Meets requirements	
----	--------------------	--

Mobile Device Support

14	Meets requirements	
----	--------------------	--

Mobile Applications

14	No mobile app	weakness
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Data Ownership and Access

14	Meets requirements	
----	--------------------	--

Date Retention, Archive and Purge Considerations

15	Meets requirements	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Payment Works

CATEGORY #(s): Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Disaster Recovery Plan

15	Meets requirements	
----	--------------------	--

Solution Environments

17	Sandbox and production. Sandbox is used for all testing development and training	
----	--	--

Solution Technical Architecture

17-30	Partial. Did not provide response for tools, language and techniques	
-------	--	--

Solution Network Architecture

30	Did not provide response to requirements	
----	--	--

System Development Methodology

30-31	The PaymentWorks development team has developed and continues to develop an extensive library of tests that are applied prior to any new release to ensure quality and long-term solution success. Additionally, PaymentWorks Customer Service personnel perform manual testing on critical updates before they are delivered to Production. PaymentWorks provides quality and performance metrics in relation to the scope of services and performance expectations for the services being offered.	partial
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Service Level Agreement

31-31	Did not review rfp/sla	
	Not enough support time	weakness

Security Requirements

Cloud Security Alliance (CSA) Compliance

32-40	At present PaymentWorks does not have a CAIQ or CCM.	weakness
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Payment Works

CATEGORY #(s): Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Security and Privacy Controls

32-33	PaymentWorks policies were originally developed around applicable ISO 27001 controls. As needed we have additionally included relevant NIST 800-53 and best practices recommended by AWS. We have a 32 number of alerts and paging system setup. We utilize a number of monitoring tools including Guard Duty, Amazon's Intelligent Threat Detection, the AWS WAF, and Tripwire. Our policies have been developed to address risks specific to our organization and the data that we process/store.	
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Security Certifications

33	Not applicable.	
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Annual Security Plan

33	Yes, PaymentWorks has a robust security plan. Please find the PaymentWorks information security policy below:	
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Secure Application and Network Environment

33-34	<p>We use port 443 (HTTPS) for typical browser access, and port 22 for SFTP access. PaymentWorks access by the State would be controlled behind the state's SSO. PaymentWorks by the vendor community is facilitated via two-factor authentication.</p> <p>All sensitive data and documents are encrypted at rest with 256-bit AES encryption. Data backups are stored on AWS S3 in an encrypted bucket. Encryption key management utilizes built in AWS encryption features. Backups stored in multiple AWS availability zones. Encryption is a fundamental control that we use in every place technically feasible. Data in transit through our APIs or via the user's web browser occurs over HTTPS/TLS 1.2. All FTP communications are done via SFTP.</p>	
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Secure Application and Network Access

34	PaymentWorks utilizes SSL with an extended validation certificate on our production servers. We have a number of alerts and paging system setup.	
----	--	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Payment Works

CATEGORY #(s): Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Data Security

34-37	Talked about internal policies	
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Personally, Identifiable Information Protection

37-38	Did not address Pii or HIPAA	
-------	------------------------------	--

Security/Privacy Issue Occurrence

38-39	Did not respond to requirements	
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Security Breach Reporting

39-40	During reporting of a breach, details of the incident will be entered into the ticketing system - either by the person directly reporting the incident using the form or by the Support Desk operator taking the call. Once the call has been entered into the system, an email is generated and sent to the Information Security Officer and also copied to the Compliance Manager. The Information Security Officer will then determine if the incident needs to be escalated to the appropriate pre-identified departmental representative to deal with. Representatives looking into security breaches will be responsible for updating, amending and modifying the status and clearance code of incidents in the ticket logging system.	
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Implementation Services Requirements

Project Management and Project Implementation Methodology

40-56	.not needed	
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Catalog Support Services

	N/A	
--	-----	--

Data Conversion Services

	N/A	
--	-----	--

Interface/Integration Development Services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Payment Works

CATEGORY #(s): Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Organizational Change Management (OCM Services)

	N/A	
--	-----	--

Training Services

	N/A	
--	-----	--

Help Desk Services

	N/A	
--	-----	--

On-Site System Stabilization Support

	N/A	
--	-----	--

Managed Services Requirements

Solution Support

	N/A	
--	-----	--

Organizational Change Management (OCM Services)

	N/A	
--	-----	--

Training Services

	N/A	
--	-----	--

Help Desk Services

--	--	--

Transition Out Assistance Services

	N/A	
--	-----	--

Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: PaymentWorks

CATEGORY #(s): Stage 1 Category 3

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Vendor Management Module

Organization Qualifications and Experience

1. Overview of the Organization
 - Started 8 years ago
 - Talked more about the solution rather than the company highlights
 -
2. Previous Projects
 - Mentioned mostly university clients
 -
 -
3. Subcontractors
 - Stated that no contractors would be used
 -
 -
4. Organizational Chart
 - Supplied the company org chart with titles and names. Brief description
 - **Did not supply the state org chart or roles or descriptions/responsibilities**
 -
5. Litigation
 - Stated no litigation is to be reported
 -
 -
6. Financial Viability
 - Supplied one screen shot page of DUNS and stated these reports are inaccurate.
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **PaymentWorks**
CATEGORY #(s): **Stage 2 Category 3 – eSoftware Only**
DATE: 12/30/2021
SME/EVALUATOR NAME: **Tom Hastings**
DEPARTMENT/STATE: **State of Montana**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

This supplier is submitted a response where their solution offers payment information on suppliers. We have this already part of our vendor registration in our system but we do not have the validation engine that is part of this system.

Individual SME Comments: *This supplier does offer a solution that may bring value, but I am afraid that other options might be available that meet our requirements. I did not fully evaluate this response as I found too many requirements cannot be met. Since the evaluation team had so much information too cover, I elected not to spend a good amount of time on this response due to the inability of this supplier to meet requirements. I found that some sections have over half of the requirements not being able to be met by this supplier.*

Video – Supplier stated the following; *Please excuse delay from 28:20 - 29:30 as the VPN connection was made and the tutorial switched from the State facing instance of PaymentWorks to the Vendor facing instance of PaymentWorks

Helps with eliminating fraud when it comes to payments made to suppliers. Showed what they hear from clients and only go to them after they have experienced fraud. Provided list of goals that their clients that they pay.

General Principal and Requirements

Key Solution Functionality Elements – Page 2

- “The PaymentWorks SaaS solution is a cloud-based business identity platform that allows for payers and payees to exchange validated information in order to conduct business and send/receive payment securely.”
- Payee or vendor needs to be invited to the PaymentWorks network
- Vendors can view invoice statuses and remittance details.
- User access this behind their existing SSO
- “this will complement the State's security efforts and allow single point of access for all staff to invite, review or approve supplier enrollments or changes”
- Payees enroll on this network and information is validated using embedded tools.
- System lives in front of an ERP to ensure compliance
- Can collect other documents like insurance

User Experience – Page 3

- Two-sided network for both payers and payees.
- Is customizable for user rights and permissions. Approvals can also be done.
- Payees can see history, invoices, tax information, etc.

Bidder Best Practices and Roadmap – Page 3

- Now offers ACH payments since 2020

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: PaymentWorks

CATEGORY #(s): Stage 2 Category 3 – eSoftware Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Focus on user experience

Innovations and Value-Added Features/Services – Page 4

- Has validations on a registration or if some information is changed.
- Those include, TIN, Sanction List/Debarment, Remittance Address and Bank Account Details
- “The Payments Fraud Protection and Transfer of Liability will be provided through a Warranty in the PaymentWorks Services Agreement.”
- Partners with Chubb, largest cyber/crime underwriter

Customizations/Extensions – Page 5

- Custom fields can be added to forms.
- Can integrate with any ERP or can be stand alone.
- “customers can attain the value of vendor self-service, vendor validations, compliance & debarment monitoring and payments fraud indemnification with minimal IT commitment for an initial Phase I enablement”

Alternative Funding Models – Page 5

- Supplier states this is N/A

Contract Transition and Flexibility – Page 5

- Open to contract amendment or transition, but terms and conditions need to be agreed upon by both parties.

Functional Requirements

General Functionality – Page 6

- Stated what sections applying for – Supplier Portal and Supplier Enablement/Management
- Validations automated via API for real time feed
- Support team can answer any questions.
- Is ERP Agnostic and Payment Type agnostic
- Provided general functionality on Pages 7 thru Page 9
- CONCERN - EPROC-GEN-2 thru EPROC-GEN-10 – Tab 2 Lines 6 thru line 14 – **9 Lines** - Vendor does not support these requirements
- CONCERN - EPROC-GEN-13 thru EPROC-GEN-16 – Tab 2 Lines 17 thru line 20 – **4 Lines** - Vendor does not support these requirements
- CONCERN - EPROC-GEN-18 thru EPROC-GEN-21 – Tab 2 Lines 22 thru line 25 – **4 Lines** - Vendor does not support these requirements
- CONCERN - EPROC-GEN-24 thru EPROC-GEN-28 – Tab 2 Lines 28 thru line 32 – **5 Lines** - Vendor does not support these requirements
- CONCERN - EPROC-GEN-31 thru EPROC-GEN-32– Tab 2 Lines 35 thru line 36 - **2 Lines** - Vendor does not support these requirements
- **Vendor does not meet over half of the general functionality requirements**

Supplier Portal – Page 10

- **Vendor does not meet over half of the supplier portal functionality requirements**

Supplier Enablement/Management – Page 10

- **Vendor does not meet over 9 of the Supplier Enablement/Management functionality requirements**
- I did not review the rest of these requirements based on the statements above.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **PaymentWorks**
CATEGORY #(s): **Stage 2 Category 3 – eSoftware Only**
DATE: 12/30/2021
SME/EVALUATOR NAME: **Tom Hastings**
DEPARTMENT/STATE: **State of Montana**

Buyer Portal – N/A
Need Identification – N/A
Request through Pay – N/A
Catalog Capability – N/A
Sourcing/Bid Management – N/A
Contract Management – N/A
Vendor Performance – N/A
Purchasing/Data Analytics – N/A

Technical Requirements – RTM contains 72 requirements, and this supplier does not meet 27 of the requirements listed. For this reason, I did not review the rest of this supplier's response.

Availability – Page 11
Accessibility Requirements – Page 11
Audit Trail and History – Page 11
Browsers Supported – Page 11
User Accounts and Administration – Page 12
User Authentication – Page 12
Federated Identity Management – Page 12
Data Conversion – Page 13
Interface and Integration – Page 13
Office Automation Integration – Page 14
Mobile Device Support – Page 14
Mobile Applications – Page 14
Data Ownership and Access – Page 14
Date Retention, Archive and Purge Considerations – Page 15
Disaster Recovery Plan – Page 15
Solution Environments – Page 17
Solution Technical Architecture – Page 17
Solution Network Architecture – Page 30
System Development Methodology – Page 30
Service Level Agreement – Page 31

Security Requirements – Page 32
Cloud Security Alliance (CSA) Compliance – **Does not have a CAIQ**
Security and Privacy Controls – Page 32
Security Certifications – **States this are N/A**
Annual Security Plan – Page 33
Secure Application and Network Environment - Page 33
Secure Application and Network Access – Page 34
Data Security – Page 34
Personally Identifiable Information Protection – Page 37
Security/Privacy Issue Occurrence – Page 38
PII Data Actual/Attempted Access or Disclosure – Page 39
Security Breach Reporting – Page 39

Implementation Services Requirements – Pages 40-56. This supplier provided responses to this section. I did not review the response here because it is not included in Category 3

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: PaymentWorks
CATEGORY #(s): Stage 2 Category 3 – eSoftware Only
DATE: 12/30/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Project Management
Project Implementation Methodology
Catalog Support Services
Data Conversion Services
Interface/Integration Development Services
Organizational Change Management (OCM Services)
Training Services
Help Desk Services
On-Site System Stabilization Support

Managed Services Requirements – N/A

Solution Support
Organizational Change Management (OCM Services)
Training Services
Help Desk Services
Transition Out Assistance Services

Video Demonstrations

Helps with eliminating fraud when it comes to payments made to suppliers. Showed what they hear from clients and only go to them after they have experienced fraud. Provided list of goals that their clients that they pay.

Business Identity Platform – network of payers and payees. Lives between these network users. They exist to target the “risk” of payments. The payments are still made in the client’s instance. Payer invites the payee to the system. The payee populates their details in their profile. The record can be approved and then go to either a new vendor or update an existing record. The record can then be integrated to ERP. They offer to eliminate fraudulent payments. Gives value to vendor community as well.

2-sided solution, entity and the vendor. Can be customized and message vendors one on one. The payment information the vendor enters is relayed to their bank. Can view vendor profiles after it has been approved. The solution has built in validations. Houses an auto-generated a W-9 document in the system. Can see the progression of all of the enrollments. Can send out mass communications to all vendors.

Payee side is the vendor information and asks the vendor to fill out a form. Insurance information can be found. Form is customizable by the state and has conditionality questions.

Vendor can see all of the payees that are connected with. Can update any part of their registration profile. Can search for invoices and their status and use the messaging option.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirion

CATEGORY #(s): 3

DATE: 8/27/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2013.
 - Contract Lifecycle Management (CLM) Sirion provides the software.
2. Previous Projects
 - 3 case studies provided. The projects meet Category 3.
 - A US State Technology Authority. Using Sirion's contract mgt and supplier mgt solutions software they automate and Standardize it Contract Management process.
 - A Canadian Airport. Using Sirion's contract mgt and supplier mgt solutions software they streamlined supplier relationship management.
 - A large US Bank. Used SirionLab's platform to transform the risk, performance, and vendor management processes.
3. Subcontractors
 - SirionLabs will subcontract to KPMG for implementation .
4. Organizational Chart
 - Gave a project organization chart and somewhat of a job description by citing some of their key people.
5. Litigation
 - Vendor states there is no litigation.
6. Financial Viability
 - Provided DnB number, **but no snapshot. Did not provide 3 years of financials. Instead offered to hold a phone call to release that information.**

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: SirionLabs

CATEGORY #(s): 3

DATE: 1/11/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Sirion is SaaS solution.
- Workstreams being offered:
 - Contract Management
- Sirion founded by legal and contract practitioners.
- Possible Subcontractors, Intergration documents are found as attachments in appendix and are:
 - Coupa
 - Ariba
 - ServiceNow
 - Salesforce
 - KPMG

A. General Principal and Requirements

1. Key Solution Functionality Elements – p. page 5 - 10

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

- Single Point of Entry: Yes. Sirion Contract Lifecycle Management integrates with SSO
- Smart Routing: Yes. Sirion template wizard pulls information.
- Compliance: No. not addressed.
- Portal: Yes. Integrated portal for suppliers. Doesn't mention State.
- Open Marketplace environment: Yes. Sirion provides a hierarchical document tree with a full text search option.
- Integration: Yes. Sirion provides two-way integration via connector or application programming interfapce (API) to a variety of systems . .
- Workflow: Yes. Sirion has an engine that supports workflows that can be configured.

- Document Management: Yes. Siriion for contracts. No storage limit on contract an related document storage.
- Reporting/dashboards/ rule role based: Yes. Sirion over 250 standard reports
- Configurable: Yes.
- Transparency: Yes.

2. User Experience – p. page 10 - 16

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
 - Capability: Sirion provides user-based views to be saved based on role, need or use case to view and access their contracts.
 - Intuitive: pop-out menu with dashboards based on role and access.
 - Wizard driven: Help manual and FAQ section.
 - Portal work management: Yes.
 - Mobile access: No App., but can be viewed on phone.
 - Workload: Sirion – review and reports of workload, reassignments are managed within the platform.
 - Role-based: Doesn't cover specifically, but is mentioned throughout this section.

3. Bidder Best Practices and Roadmap pages 16 - 17

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
 - Quarterly release cycle with patches on an ad-hoc basis
 - Multi-tenant Saas-based App
 - Alternative approaches: Sirion does surveys and reviews. They also have a Customer Advisory Council to solicit feedback

4. Innovations and Value-Added Features/Services pages 18

In addition to the stated requirementGEs, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- Automated obligation and service level management. No further explanation.

5. Customizations/Extensions pages 18

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.

- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- They list that they develop functions, features, fixes, and updates that will benefit its users. Not sure this meets this requirement.

6. Alternative Funding Models – n/a

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

- N/A.

7. Contract Transition and Flexibility – pages 18

- Didn't agree to, instead they State: "Sirion is committed to discussing mutually agreed terms that would help ensure long-term relationships and continued use of the platform"

B. Functional Requirements: pages 19 - 21

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The electronic procurement solution **must** be cloud-based with a Software as a Service (SaaS) delivery model

1. General Functionality. Tab 2, GEN-1 through GEN-40

- N/A

2. Supplier Portal. Tab 3, SPR-1 through SPR-23

- N/A

3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43

- N/A

4. Buyer Portal. Tab 3, BPRT-1 through BPRT-15 and

- N/A

5. Need Identification. Tab 3, NEED-1 through NEED-7

- N/A

6. Request through Pay Workstream. Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11

- N/A

7. Catalog Capability - Tab 3, CAT-1 through CAT-40

- N/A

8. Sourcing/Bid Management Workstream. Tab 3, SRC-1 through SRC-151

- N/A

9. Contract Management. Tab 3, CNT-1 through CNT-88 and - p. 20 - 22

- 15 - "INT-Integration/interface", 4 – CF "Configuration Item"

- 17 – Medium

- CNT 14: **CLARIFY** – it seems they do not meet the E-Signature requirement with their answer, but the answer is vague.

- Meets most of the CNT requirements with many integrations needed.
- Sirion's end-to-end AL-powered Contract Lifecycle Management Solutions Software.
- Software aligns around: Procurement, legal, finance, and others.
- The solution provides:
 - Contract repository
 - Contract Analytics
 - Invoice Management
 - Collaboration
 - Reports and Dashboards

10. Vendor Performance Tab 3, VPE-1 through VPE-25 and - p. 22 - 23

- 3 -"INT-Integration/interface", 2 – CF "Configuration Item"
- 3 – Medium
 - 20 out-of-the-box, 3 integration, and 2 configurations with 92% requiring low effort.
 - Real-time visibility and drill-down actionable items.
 - Supporting documents can be attached to associated vendor performance records. Sirion provides the ability to include attachments in formats such as doc, docx, xls, xlsx, pdf, jpg, png etc. Please note that the maximum file size allowed is 200Mb.

11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37

- N/A

C. Technical Requirements: pages 22 - 30

- Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

- Availability is 99.95% - doesn't meet requirement of 99.8%
 - Uses AWS.
 - 2 locations used for AWS
 - 24x7 support at not additional fees.
 - Provides incident management chart from their SLA (page 25)
- Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
 - Yes, meets.
 - Audit Trail and History** RTM: Tab 4, TECH-1 through TECH-5
 - Sirion has full audit trail capabilities. Sirion maintains an audit log for each record and entity on the system. It captures all actions performed (creation, modification, workflow step, deletions, archival, etc.), timestamp, who performed the action, and who it was requested by. It even captures metadata level change history for key metadata fields.
 - Browsers Supported**
 - The general web browsers are supported (Microsoft Internet Explorer, M Edge, G Chrome, Firefox, and Safari). No concerns.
 - User Accounts and Administration** RTM: Tab 4, TECH-6 through TECH-20
 - Sirion provides several modes of permissioning via its User admin module:
 1. Role based (e.g. Contract Manager, Finance Approver, etc.)
 2. Rule based (e.g. see data of a particular business unit, geography, etc.)
 3. Instance based (this includes individual based permissions)
 4. Counterparty permissions (e.g. what specific modules, features, IDs, does the counterparty see or not see)
 5. User group based (e.g. alias which includes all lawyers, etc.)

- Sirion's unique permissioning mechanism allows easy and quick configurations of global multi-geography, multi-business unit teams, therefore allowing for short implementation times. Further details regarding our permission mechanisms are provided below:
- Sirion offers Role Based Access Control (RBAC). Each user may be assigned access rights in the following ways:
 - User Role Groups: These are access templates containing a predefined set of all operations a user assigned this template may perform on Sirion. Such a template can be given a name, such as 'Operations Director' or 'Finance SME', and any number of users may be assigned a template or what is known as a user role group. In some cases, the client's identity management system may maintain a mapping of a user's organization profile/title and their Sirion user role group. The identity management system may also contain details of the access rights the user role group entails. Any changes in access rights associated with a user role group or an individual user are updated in the identity management system on a periodic basis.
 - Entity Stakeholders: For effective supplier governance, the Sirion platform contains multiple entity types such as supplier, obligations, actions, etc. Each entity type on Sirion has a set of stakeholders with assigned permissions. If a user is assigned as a stakeholder in an entity, they automatically receive all associated permissions for that entity. For example, if John Doe has been entered as the 'Approver' stakeholder in obligation X, and the obligation 'Approver' stakeholder has been assigned permission to view and push the approve/reject buttons on obligations, then John Doe will automatically receive these permissions for obligation X by virtue of being the Approver.
 - Individual User Access: Each user has a profile and can be assigned custom permissions to perform system operations and access data on the system from their page in the user admin module.

6. User Authentication RTM: Tab 4, TECH-21 through TECH-25

- 1 – CF "Configuration Item"
 - Form based user authentication module that allows users to be authenticated via a login/PW. Can also support State's SSO.
 - Supports SAML 2.0 and 2-factor integration.
 - Tech 25 – Needs configuration
- Federated Identity Management** – Pages 27
- Yes.

7. Data Conversion RTM: Tab 4, TECH-26 through TECH-34 and - p. 27

- 9-"INT-Integration/interface"
- 9 – Medium
 - They state that Sirion will work with State closely to determine right level of data conversion for a successful integration.
 - **TECH 26 – 34 are all INT and M and state:** " Yes. Sirion uses its integration framework to build migration scripts to upload historical data such as supplier and supplier metadata, contract and contract metadata, historical invoices, SLs etc. It also has in-built bulk and batch processing capabilities using end-user managed utilities which can upload historical data through easy to use Sirion templates.
In addition, the system analyses legacy contracts and provides analytics on missing clauses, usage and deviations. Sirion's advanced AI-powered auto extraction engine OCRs documents (if required) and enables extraction of key metadata values from executed contracts. This data can be utilized to benchmark against standard contract language. The system further enables users to create business intelligence dashboards to monitor and regularly benchmark against standard contract language.
Please note that the scope of integrations will be finalized during the implementation phase. "

8. Interface and Integration RTM: Tab 4, TECH-35 through TECH-60

- 5-"INT-Integration/interface"
- 5 – Medium
 - Sirion supports many integration modes.

- **TECH 35 – 38 are all INT and M and state:** “ Yes. Sirion supports various integration modes to support a diverse set of data transfer mechanisms for integrations with other systems-of-record.

These modes support unlimited real-time two-way data sync and updates.

- *Connectors: Sirion provides connectors to interface into Sirion features for all major platforms like Salesforce, SAP, Oracle, PeopleSoft, ServiceNow, DocuSign. These connectors enable two-way communication between SirionLabs applications and client applications*
- *Email: Provides standard email formats and executes the required functionality when an email is received from known certified senders*
- *Enterprise Service Bus (ESB): Sirion exposes required functionality as end-points on ESB based on agreed requirements*
- *File Systems: Sirion has the ability to extract and transform content from different file types like csv, xlsx, dat and xml post which they are uploaded into Sirion at a pre-defined location (e.g. SirionLabs SFTP Server) Web Services (REST APIs): Sirion publishes functionality that can be accessed using Web Services / REST APIs. List API and GET API (Search APIs) are available for all entities of Sirion. All the APIs accept JSON as a Payload and provide response in respective JSON formats.*
- *For the ability for developing integrations for bulk data processing, please refer to the response provided above for Req #4.1.5.*
- *Sirion also has connectors with many standard enterprise systems. Some examples are:*

- *P2P and ERP, such as SAP, wherein data is pulled to provide spend analytics on Sirion*
- *Document management systems such as Box, SharePoint, OneDrive, wherein documents can be migrated, Sirion's AI engine extracts relevant data and creates dashboards, such as contract portfolio risk analytics.*
- *CRM, such as Salesforce, wherein account and contract data is exchanged, and contracting analytics are generated including account size, contract status, etc.*
- *GRC such as RSA Archer, wherein risk related data can be pulled in and composite views of regulatory and other risk can be viewed on Sirion*
- *Performance management systems, such as ServiceNow or Remedy, wherein raw performance data is pulled in to Sirion, fulfilment of SLs and obligations is computed, and presented through Sirion dashboards.*
- *Sirion can integrate with databases like Dun & Bradstreet to pull in relevant data.*

Sirion is a listed technology partner for RSA Archer (look here:

<https://community.rsa.com/community/products/rsa-ready>). Sirion also offers easy integration with all leading TPRM solutions (e.g. Hiperos, ServiceNow etc.), enabling real-time data transfer and pull-in 3rd party risk data (for example PESTLE from LexisNexis). The scope of integrations is discussed during the implementation phase.

For details on Sirion's integration capabilities, please refer to the documents 'Sirion - Architecture, Security & Integration.pdf', 'SirionLabs - Integration Case Studies.pdf', 'Ariba Sirion Integration.pdf', 'Coupa Sirion Integration.pdf', 'ServiceNow Sirion Integration.pdf', 'Salesforce Sirion Integration.pdf' “

- **TECH 40 – 46 : N/A**

9. Office Automation Integration RTM: Tab 4, TECH-61

- Yes – out of the box MS Word plugins.

10. Mobile Device Support RTM: Tab 4, TECH-62

- Available to view on mobile devices, but no application yet.

11. Mobile Applications -

- Available to view on mobile devices, but no application yet.

12. Data Ownership and Access

- Yes, at end of contract, all information will be exported to a secure FRP location.
- Data disposed of 30 days later.

13. Date Retention, Archive and Purge Considerations RTM: Tab 4, TECH-63

- During contract – archiving ability is built into solution – see Page 33 – **does not fully meet requirement.**
- Data retained 30 days after contract expiration.
- TECH 63: *“Archiving capability is built into the solution. Automatic deletion can be set up as per the State's retention policy parameters. For active contracts in Sirion, the owner will get a notification for confirmation to terminate or archive a contract beyond expiry date. This is to ensure that no contract which is being worked upon for renewal gets archived on the system. Any archived entity can be accessed only with special privileges as it might disrupt the renewal process.”*

14. Disaster Recovery Plan

- Yes page 34

15. Solution Environments RTM: Tab 4, TECH-64 through TECH-67

- x-“INT-Integration/interface”, x- “BP-BusinessProcess”
 - x – Medium
- Sandbox environments provided, but no other. The claim is this environment serves for testing and training needs for any new feature or enhancement before releasing into Production. **Doesn't meet requirement**

16. Solution Technical Architecture

- Yes meets.

17. Solution Network Architecture

- Yes meets. AWS

18. System Development Methodology

- Yes, Appendix D. Meets.

19. Service Level Agreement

- 8 to 5 and 24 to 7 support

D. Security Requirements: p. pages 31 - 34

1. Cloud Security Alliance (CSA) Compliance

- Sirion's application is hosted on Amazon Web Services which is certified under the Cloud Security Alliance. KPMG completed the CAIQ.

2. Security and Privacy Controls – nothing to add.

3. Security Certifications – nothing to add.

4. Annual Security Plan – nothing to add.

5. Secure Application and Network Environment– nothing to add.

6. Secure Application and Network Access – Tab 5, SEC-1 through SEC-6.

- 2 - N

- SEC 2 Doesn't meet requirement.– *“ Compliant with hardening principles and secure system development principles, Sirion does not allow concurrent users. “*

7. Data Security – nothing to add.

8. Personally Identifiable Information Protection – nothing to add.

9. Security/Privacy Issue Occurrence – nothing to add.

10. PII Data Actual/Attempted Access or Disclosure – nothing to add.

11. Security Breach Reporting – nothing to add.

E. Implementation Services Requirements:

- N/A

F. Managed Services Requirements:

- N/A

G. Other Available Services: RTM: Tab 7 MNGD-1

- N/A

H. Video Demonstration:

- Yes

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (SirionLabs Inc)

CATEGORY #(s): 3

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, Information & Communication Technology Liability Insurance 7.5 mil
 - Artificial Intelligence (AI) platform
 - contract lifecycle management platform
 - ISO27001: 2013 certified SOC2 Type1, GDPR compliant.
 - CLM Leader in The Forrester Wave™
 - Visionary in Gartner's Magic Quadrant for CLM, 2020 and 2021
 - Value Leader in Spend Matters' Contract Lifecycle Management Solution Map Fall 2020 Report, for the sixth time in a row.
 - 2020 Deloitte Technology Fast 500 Winner
2. Previous Projects
 - Georgia Technology Authority – automate and standardize contract management processes, digitizing contracts repository with auto extraction of contract data; performance monitoring with obligation and service level management; and enabling business intelligence and analytics
 - Greater Toronto Airports Authority - contract management & supplier management - Sirion is used for collaboration management, contract storage, and advanced analytics.
 - BNY Mellon - Centralized repository of contracts, AI powered automation of contract management processes, standardized authoring process, spend visibility, and third party governance
3. Subcontractors
 - KPMG
4. Organizational Chart
 - Corporate org chart with key personnel profiles
 - Account management org chart
 - Roles not defined
5. Litigation
 - no pending matter that could or would materially impact or affect our ability to deliver our services considered in this proposal
6. Financial Viability
 - private company, we are unable to share written financial information at this stage
 - The DUNS for SirionLabs is 65-923-3290 where reports are available on request for from the D&B portal.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **SirionLabs**
CATEGORY #(s): 3
DATE: **1/8/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **Sirion Labs solution** single sign-on (SSO) and can integrate with an entities procurement, ERP, CRM, service desk, etc. systems. advanced workflow engine supports high configurability and guided contracting and routing. Sirion Template Wizard pulls information provided in the request form to automatically generate the first draft. These 'smart tags' populate information across the entire contract package with a single click. **Multiple users in parallel can edit parts of the contract** they have been authorized to edit within the familiar MS Word environment, after which the system automatically reconciles and consolidates all the changes into a single version. electronic environment of goods and services that provides a "catalog of catalogs" system includes keyword, phrase, Boolean, and wild card searches on long text fields. a hierarchical document tree (displaying parent-child relationship) Key capabilities:

—Complete document repository containing all drafts and final versions along with related comments and communications, allowing easy navigation to the version user requires.

—Conversion of non-searchable documents into searchable documents using optical character recognition (OCR).

—AI-powered digitization of contract portfolio through contract metadata extraction from legacy documents.

—AI-driven automated extraction of data from all types of pages, including multicolumn pages and tables in different languages.

—A hierarchical document tree (displaying parent-child relationships) with full text search capability, and an integrated document viewer.

—Robust access control to prevent unauthorized access to sensitive information, and detailed audit trail.

—Intuitive, single-click access from a contract page to contained obligations, changes, interpretations, and service levels and vice versa.

—Comprehensive listing of contract draft requests with current status, priority, and assignee details, and the ability to filter this list by key attributes.

—Fully searchable, allowing full-text search of documents as well as detailed search of stored contract metadata.

—Contract draft linked to prior contracts, issues, disputes, and risk items related to the counterparty, enabling the creation of better contract.

Sirion's workflow engine supports:

—Customizable workflows with unlimited steps, views, permissions (can include customer + third party users), and conditional steps

—Multi-party workflows involving client and their supplier users (can provide limited access to certain user types)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: SirionLabs

CATEGORY #(s): 3

DATE: 1/8/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

—Workflow capabilities such as create, prioritize, edit, record, assign/reassign, monitor, resolve, report, escalate, re-open etc., each of which are access controlled

—Easy addition or removal of workflow steps

—Define stakeholders responsible for each step

—Ability to configure probes in a workflow to measure lead times, aging, cycle time, etc.

Additional workflow attributes:

—Serial and parallel workflows

—Addition or removal of workflow steps at once

—Define stakeholders responsible for each step

—Conditional workflows based on system attributes

—Ability to configure probes in a workflow to measure lead times, aging, cycle time, etc.

—Metadata field configurability to make fields mandatory/editable/non-editable, show/hide fields, etc.

—Configuring email notifications for any workflow steps

—Weekly reminder to users with list of overdue and upcoming tasks. All email notifications include a direct link to the records for easy navigation. The system can also send alerts or notifications to supervisors/managers if the current task has been pending for more than a predefined number of days.

—Delegation of a task to another person

User Experience user-based views to be saved based on role, need, or use case – **no personalization** pop-out menu and functional areas can be accessed via dashboards, reducing the need to click. **No wizards** web design that can be accessed on any web-enabled device—desktop, laptop, tablet, mobile phone, workload mgt - reassignments are managed within the platform

Bidder Best Practices and Roadmap Quarterly release cycle. Emergent patches R performed on an ad hoc basis. SaaS based application which is multitenant. Net Promoter score survey and customer Advisory Council.

Innovations and Value-Added Features/Services Automated obligation and service level management functionality.

Customizations/Extensions Upgrades are backward compatible

Alternative Funding Models Not Applicable

Contract Transition and Flexibility Sirion is committed to discussing mutually agreed terms that would help ensure long-term relationships and continued use of the platform.

Functional Requirements SirionLabs Contract Lifecycle Management does not include sourcing

General Functionality – RTM not completed for this section.

Supplier Portal - RTM not completed for this section.

Supplier Enablement/Management RTM not completed for this section.

Buyer Portal RTM not completed for this section.

Need Identification RTM not completed for this section.

Request through Pay RTM not completed for this section.

Catalog Capability RTM not completed for this section.

Sourcing/Bid Management RTM not completed for this section.

Contract Management 6 configurations w/low LOE, 18 INT w/med LOE, , Three Third parties with low level of effort , 68 OOBX

Vendor Performance 2 Configurations with low LOE , 23 OOBX

Purchasing/Data Analytics, RTM not completed for this section.

Technical Requirements

Availability availability target in MSA is 99.8%. fully redundant environment within Amazon Web Service (AWS). RTO for all customers is less than 120 minutes and RPO is 30 minutes or less of data loss.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: SirionLabs

CATEGORY #(s): 3

DATE: 1/8/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Accessibility Requirements compliant with Web Content Accessibility Guidelines (WCAG) 2.0 AA.

Audit Trail and History compliant with Web Content Accessibility Guidelines (WCAG) 2.0 AA.

Browsers Supported Google Chrome version 67 and above, Internet Explorer version 11 and above, Mozilla Firefox version 60 and above, apple safari version nine and above, Microsoft Edge version 25 and above.

User Accounts and Administration User access management provides granular rule, role and instance-based access, with an unlimited variety of combinations. Role based access controls (RBAC) Sirion provides several modes of permissioning:

—Role-based (e.g., contract manager, finance approver, etc.)

—Rule-based (e.g., view data of a particular business unit, geography, etc.)

—Instance-based (includes individual-based permissions)

—Counterparty permissions (e.g., Counterparty access to specific modules, features, IDs, etc.)

—User-group based (e.g., alias which includes all lawyers, etc.)

User Authentication form-based user authentication module that allows users to be authenticated via a login/ password. The Sirion platform also supports the use of customer's single sign-on (SSO) and hence can integrate with the client's Identity Provider system (which may be based on different types of protocols, (e.g., SAML), to allow login into Sirion. Additionally, Sirion supports SAML 2.0 integration and two-factor authentication.

Federated Identity Management– supports SAML 2.0 protocols for Single Sign On

Data Conversion Sirion leverages an integration framework to build migration scripts to upload historical data such as supplier and supplier metadata, contract and contract metadata, historical invoices, SLs, etc. It also has in-built bulk and batch processing capabilities using end-user managed utilities which can upload historical data via Sirion templates. Sirion has the ability to extract and transform content from different file types, such as csv, xlsx, data and xml post, which are uploaded into Sirion at a pre-defined location (e.g., SirionLabs SFTP server).

Interface and Integration Sirion offers integrations with most typical data connection to a CLM solution, including Oracle, Peoplesoft, CGI, SAP Ariba, Jaggaer, Ivalua, RSA Archer, ServiceNow, DocuSign and others. Sirion uses an ETL tool to achieve deep integration functionality by implementing an integration layer which helps integrate with other enterprise systems. The integration uses an inbuilt processor, but if the functionality is unavailable, the Integration Team can write a reusable customer processor to achieve the missing functionality. In category three folder there were white papers for integration with arriba, Coupa, Salesforce, ServiceNow, and an overall integration white paper.

Office Automation Integration Sirion has out-of-the box MS Word plugins that works seamlessly with MS Office applications. Sirion also works seamlessly with Microsoft Outlook via email notifications and alerts. A Sirion user can also send a PDF version of a draft, so they can provide comments but not edit the draft.

Mobile Device Support Sirion is accessible via any mobile device using native browsers where all capabilities are made available. A native Sirion mobile app is currently in the beta stage and will be rolled out to customers at no additional cost at the end of 2021. Mobile app functionality will mirror platform functionality, however, it is important to understand the needs of a user and thus there will likely be limits to what a user would want to accomplish on a mobile app outside of approvals or status reviews.

Mobile Applications Same as above

Data Ownership and Access at the end of the contract all customer data is exported to a secure FTP location and credentials are shared with the customer so data can be downloaded from that location. Data will be disposed of after 30 days of termination or expiration of the agreement between the customer and Sirion (or as defined in the contract). Sirion will dispose the data on the Sirion instance hosted on AWS using technology compliant with U.S. Department of Defense (DOD 5220.22M) standard. If required, the data volume will also be deleted, and Sirion's infrastructure provider, AWS, will

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: SirionLabs
CATEGORY #(s): 3
DATE: 1/8/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

decommission the hardware using techniques outlined in DoD 5220.22-M ("National Industrial Security Program Operating Manual") or NIST 800-88 ("Guidelines for Media Sanitization"), and in certain cases, degauss or physically destroy the hardware in accordance with industry-standard practices.

Date Retention, Archive and Purge Considerations Sirion does not take ownership of an entities' data.

Archiving capability is built into the solution. Automatic deletion can be set up per retention policy parameters. For active contracts in Sirion, the owner will receive a notification for confirmation to terminate or archive a contract beyond expiry date. This will help ensure that contracts up for renewal will not be archived on the system. Archived entities can be accessed only with special privileges as it might disrupt the renewal process. Sirion takes regular incremental backups of customers' production data every 30 minutes. The system also takes a full back up of customer data daily. These backups are stored in the secondary data centers (i.e., disaster recovery locations).

Disaster Recovery Plan Sirion maintains business continuity and disaster recovery measures that help ensure the RTO of 120 minutes and the RPO of 30 minutes. Sirion takes regular incremental back up of customers' production data every 30 minutes. The system also takes a full back up of customer data daily. As a disaster recovery strategy, all production servers are deployed at two locations, so the system can switch between servers in case of failure. Each production instance is mirrored in a geographically-diverse location. Sirion regularly moves processing to the mirrored location to enable maintenance and new releases. **No plan, no testing**

Solution Environments sandbox and production.

Solution Technical Architecture a modern MVC architecture with some business micro-services. IT is based on Java, Spring, PostgreSQL and Elasticsearch. For more details on Sirion technical architecture, see Sirion - Architecture, Security & Integration within Appendix D: SirionLabs technical documentation

Solution Network Architecture Sirion is hosted on AWS, which provides the following key advantages:

—A single instance on AWS, dedicated to the client, is technically no different from the client's other on-premise infrastructure. In fact, AWS is the world's leading provider of scalable and secure cloud infrastructure and would be a logical addition to the client's on-premise infrastructure.

—Sirion is optimized for AWS, hence the cost on a non-AWS platform to host Sirion will be significantly higher (3-5x) given incremental instance maintenance and deployment resource requirements.

—Any tech stack changes to the Sirion product will be managed by Sirion if hosted on AWS. If hosted on a non-AWS platform, tech stack changes may be quite expensive, and in certain situations, may not be possible.

—Dynamic load adjustment to scale up based on multiple factors like utilization, speed and response time is critical for the success of any SaaS solution, and Sirion on AWS comes in-built with such capabilities.

On a non-AWS platform, such automated capabilities may not exist, or may need to be added at additional costs to the client.

—If hosted on AWS, SirionLabs will be responsible for the implementation of the instance and ongoing maintenance. In an on-premise scenario, SirionLabs will not be responsible for infrastructure, set up, or management, hence all infrastructure-related issues will need to be managed by the respective entity resources.

System Development Methodology Every new feature, enhancement, or change requested by the customer goes through a thorough design, specification development, and review and approval process before development begins. Upon development, thorough testing is performed by the QA team to identify and report any bugs to the development team. Post the elimination of bugs and prior to going live, all in-scope functionality is tested by the client SMPs in the sandbox environment.

Service Level Agreement Sirion has an in-house support team that provides 8*5 (client's business hours) help desk support at no additional cost. Standard help desk services are provided in English and include

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: SirionLabs

CATEGORY #(s): 3

DATE: 1/8/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

access to ticketing and email support. An additional level of support, including 24x7 support, is available as an option.

Sirion standard SLAs

—Severity Level 1: Response time 90% in two business hours and update frequency two hour

—Severity Level 2: Response time 90% in four business hours and update frequency one business day

—Severity Level 3: Response time 90% in one business day and update frequency four business days

Security Requirements

Cloud Security Alliance (CSA) Compliance hosted on Amazon Web Services (AWS) which is certified under the Cloud Security Alliance CAIQ completed (titled KPMG in CAT3 folder). in the process of completing CSA Star registry

Security and Privacy Controls Sirion is committed to data protection and compliance with broader privacy regulations such as GDPR that provides a mechanism to address multiple privacy regulations and requirements. Sirion has implemented technical and operational controls to help ensure personal data protection. Sirion also has a formal privacy policy and procedures in place and conducts an annual Data Privacy Impact Assessment for high impact processes that involve personal data and helps ensure remediation of gaps, if any.

Security Certifications Sirion's application is hosted on **AWS and compliant** with the leading security practices, including:

—SOC 1/SSAE 16/ISAE 3042(formerly SAS 70)

—SOC-2

—SOC-3

—FISMA, DIACAP and FedRAMP

—DOD CSM Level 1 to 5

—PCI DSSLEVEL-1

—ISO 9001 / ISO 27001

—ITAR

—FIPS 140-2

—MTCS Level 3

Annual Security Plan No annual security plan but they will sign Data Protection Agreement (DPA).

Secure Application and Network Environment has implemented proactive security procedures, such as perimeter defense and network intrusion prevention systems to secure its perimeter. Dedicated DMZ, network segmentation, dedicated URLs, and Site-to-Site VPN (note: a paid service) are some of the other measures implemented to protect customer instances from cyber-attacks.

Secure Application and Network Access AWS references, laptop security, physical building security at SirionLabs

Data Security SirionLabs uses a Web Application Firewall (WAF) to protect against common web exploits that may affect availability, or compromise security. AWS Security Groups (firewall), Network Intrusion Detection Systems (NIDS), and Denial of Service (DoS) Protection are also implemented to control inbound and outbound traffic. The Security Groups restrict traffic by protocol, service port and IP address. Personally Identifiable Information Protection SirionLabs is committed to data protection and to helping ensure compliance with privacy regulations like GDPR.

Security/Privacy Issue Occurrence Discuss controls but there are no incident procedures.

PII Data Actual/Attempted Access or Disclosure same as above

Security Breach Reporting Sirion has documented incident management policies and procedures in place. In case of errors, failures, outages, anomalies, irregularities, breaches, etc., Sirion will share the detailed RCA of the incident.

Implementation Services Requirements not relevant to Category 3

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: SirionLabs

CATEGORY #(s): 3

DATE: 1/8/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Project Management

Project Implementation Methodology

Catalog Support Services

Data Conversion Services

Interface/Integration Development Services

Organizational Change Management (OCM Services

Training Services

Help Desk Services

On-Site System Stabilization Support

Managed Services Requirements not relevant to Category 3

Solution Support

Organizational Change Management (OCM Services

Training Services

Help Desk Services

Transition Out Assistance Services

Other Available Resources

Video Demonstrations

- Auto Extraction Digitization of existing contract database
- Workload balance analytics
- Legal deviations from standard T&Cs
- Messaging with business to answer specific questions
- Supplier Diversity
- Clause Library
- Version comparisons
- Specific areas can be locked for one user to edit
- Robust reporting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirion Labs

CATEGORY #(s): 3 – eSoftware Only

DATE: 9/8/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Contract Lifecycle Management
- Global Company
- Partners with Coupa for P2P
- Sirion product for contract management and post award management
- Detailed description of their platform

2. Previous Projects

- Reduced manual efforts
- Central repositories
-

3. Subcontractors

- KPMG as subcontractor which also bid
-
-

4. Organizational Chart

- Very broad organizational chart
- Unsure how it will be utilized for NASPO requirements
-

5. Litigation

- Did not identify previous litigation
- Only stated not a pending matter
-

6. Financial Viability

- Provided a press release instead of financials
- D&B identified as available on request. The RFP made that request.
- Would consider nonresponsive to this criteria

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirion

CATEGORY #(s): Cat 3 eSoftware, Stage 2 Proposed Services

DATE: 1/14/22

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- References implementing Ariba, Coupa, ServiceNow
- Sirion Contract Lifecycle Management
- Single point of entry
- Sirion templates populates across entire package
- Integration with other ERP systems
- Configurable workflow
- User roles
- Sirion template library
- Unique editing process, parallel editing

Functional Requirements

- Contract Lifecycle Management
- Contract repository
- Invoice management
- Contract analytics
- Collaboration
- Reporting and Dashboards
- Vendor performance management

Technical Requirements

- Audit trail history
- Role based access
- Federated permissions
- Connectors for ERP functionality
- Mobile accessible, app is in beta stage
- AWS cloud

Security Requirements

- Customer data stored in the Sirion Application
- Data encryption at rest
- No encryption in transit, sent HTTPS

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirion

CATEGORY #(s): Cat 3 eSoftware, Stage 2 Proposed Services

DATE: 1/14/22

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Implementation Services Requirements

- KPMG implementing
- Detailed description of steps, overall general in nature, unspecific to Ivalua
- Good balance of roles
- Project implementation methodology appears general in description
- Description is detailed but unspecific to Ivalua
- Punchout out does not identify Tier 2 capability
- KPMG supports loading catalogs
- KPMG has larger role in data conversion
- Customized training plan
-

Managed Services Requirements

- KPMG service desk services
- Detailed levels of focus change management focus
- Unsure what level of functionality requires additional services

Video Demonstrations

- Sirion CLM, streamlines, AI
- Intuitive and easy to use
- Role based access
- Clause libraries, templates
- Personalized dashboards
- Appears user friendly format
- Contract creation
- Email notifications
- Standard left side menu
- Conditional data fields can make inquiries for information
- Workflow process can be defined
- Good view of workflow process

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirionlabs

CATEGORY #(s): Stage 1 cat 3

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Contract Management and vendor performance
 - Contract lifestyle management
 -
2. Previous Projects
 - Georgia Tech Authority
 - US State Tech Authority
 - Greater Toronto airport
3. Subcontractors
 - KPMG
 - Nitor
 -
4. Organizational Chart
 - High level org chart given
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B info given
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirion

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

4-9	Single sign-on	
	No general functionality RTM submitted 250 standard reports	

User Experience

10	Capability that allows user personalization of their initial screen based on their needs or use of the Solution.	
	Sirion provides user-based views to be saved based on role, need, use	
	Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible	
	Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.	
	Portal that informs users and supports user work management.	
	Functionality optimized for mobile access and use. Sirion utilizes a responsive web design and can be accessed on any web-enabled device – desktop, laptop, tablet, mobile phone. Responsive design does not limit functionality, you are only limited based on screen size	

Bidder Best Practices and Roadmap

16-18	Quarterly release	
	Monthly governance meetings	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirion

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Innovations and Value-Added Features/Services

	No response	
--	-------------	--

Customizations/Extensions

18	Sirion is always updated to the latest version automatically with every release”	
----	--	--

Alternative Funding Models

18	No response	
----	-------------	--

Contract Transition and Flexibility

18	Will discuss mutually agreed terms	
----	------------------------------------	--

Functional Requirements

General Functionality

19	N/A	
----	-----	--

Supplier Portal

	N/A	
--	-----	--

Supplier Enablement/Management

	N/A	
--	-----	--

Buyer Portal

	N/A	
--	-----	--

Need Identification

	N/A	
--	-----	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirion

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Request through Pay

	N/A	
--	-----	--

Catalog Capability

	N/A	
--	-----	--

Sourcing/Bid Management

	N/A	
--	-----	--

Contract Management

19-20	Template library – meets requirements	
-------	---------------------------------------	--

Vendor Performance

21	Attached documents limited to 200MB	
----	-------------------------------------	--

Purchasing/Data Analytics

	Functionality built into Contracts Management	
--	---	--

Technical Requirements

Availability

22	99.8% availability target 99.8% - “runs on a fully redundant environments within AWS”. - “full daily backups” and synchronizes the data geographically every 30 minutes” - RTO less than 120 minutes and RPO is 30 minutes or less	
----	--	--

Accessibility Requirements

22	Partially meets requirements	
----	------------------------------	--

Audit Trail and History

26	Meets requirements	
----	--------------------	--

Browsers Supported

22	Did not address 10% of web traffic	
----	------------------------------------	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirion

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

User Accounts and Administration

26-27	Cannot delegate a user	
-------	------------------------	--

User Authentication and Federated Id management

23-24	Meets requirements	
-------	--------------------	--

Data Conversion

24-25	Meets requirements	
-------	--------------------	--

Interface and Integration

25-26	Meets requirements	
-------	--------------------	--

Office Automation Integration

26-27	Meets requirements	
-------	--------------------	--

Mobile Device Support

28	Meets requirements	
----	--------------------	--

Mobile Applications

28	App currently in BETA stage	
----	-----------------------------	--

Data Ownership and Access

28	Meets requirements	
----	--------------------	--

Data Retention, Archive and Purge Considerations

28	Meets requirements	
----	--------------------	--

Disaster Recovery Plan

29	Meets requirements	
----	--------------------	--

Solution Environments

29	Separate testing and training	
----	-------------------------------	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirion

CATEGORY #(s): 3 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Solution Technical Architecture

29	Meets requirements	
----	--------------------	--

Solution Network Architecture

29	Meets requirements	
----	--------------------	--

System Development Methodology

30	Meets requirements	
----	--------------------	--

Service Level Agreement

30	Did not review RFP SLA and not enough information on their SLA	
----	--	--

Security Requirements

Cloud Security Alliance (CSA) Compliance

31-40	Meets requirements	
-------	--------------------	--

Security and Privacy Controls

31	Did not provide the req'd information on level of NIST 800-53 compliance	
----	--	--

Security Certifications

31	Meets requirements	
----	--------------------	--

Annual Security Plan

31	Did not describe a plan	
----	-------------------------	--

Secure Application and Network Environment

32-33	Did not discuss all areas asked for	
-------	-------------------------------------	--

Secure Application and Network Access

32	Did not discuss all areas asked for	
----	-------------------------------------	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Data Security

32-33	Did not discuss all areas asked for	
-------	-------------------------------------	--

Personally, Identifiable Information Protection

33	Did not discuss all areas asked for	
----	-------------------------------------	--

Security/Privacy Issue Occurrence

33-34	Did not discuss all areas asked for	
-------	-------------------------------------	--

Security Breach Reporting

40	Did not discuss all areas asked for	
----	-------------------------------------	--

Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: SirionLabs

CATEGORY #(s): Stage 1 Category 3

DATE: 09/22/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Contract Lifecycle Management

Organization Qualifications and Experience

1. Overview of the Organization
 - Extensive information supplied
 - Concentrated on the platform and its functions
 - Company has received several awards
2. Previous Projects
 - State, airport and bank clients
 - Could have supplied dates of implementations to help see length of implementations
 -
3. Subcontractors
 - KPMG and Nitor Partners
 -
 -
4. Organizational Chart
 - Supplied company org chart in separate file
 - Listed contact name and roles
 - Did not supply responsibilities of roles and nothing for the state org chart.
5. Litigation
 - Stated there are none to report.
 -
 -
6. Financial Viability
 - Supplied DUNS number but stated unable to provide financial statements at this time
 - Can call the CFO on the phone to have conversation about financials.
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: SirionLabs
CATEGORY #(s): Stage 2 Category 3 – eSoftware Only
DATE: 12/29/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

This response is the same response as that submitted in CATEGORY 2 with KPMG as noted below.

I have copied the notes and RTM from the Category 2 to Category 3 here

Sirion: Sirion Category 3 submissions was the same as KPMG-Sirion Category 2 submission documents

- RTM same
- Technical Proposal sections with content the same (NOTE they added two initial sections called "Why Sirion CLM" and "Supporting State Entity Initiatives", pg. 4)
 - o General Principal and Requirements (Key Solution Functional Elements, User Experience, bidder Best Practices/Roadmap, Innovations/Value-Added, Customizations/Extensions, Contract Transition/Flexibility)
 - o Functional Requirements
 - o Technical Requirements
 - o Security Requirements

Individual SME Comments: This supplier's response is submitting only for Contract Management Section 7 and Supplier/Vendor Performance as noted on PDF Page 4 of their response. Requirement EPROC-CNT-83 on Tab 3 Line mentions modules titled "Financial Management?"

The video was a helpful demonstration of how their solution works for contract management and vendor performance. They state they have financial management module, but I did not seem to find it in the video, and they did not submit a response to the technical and functional requirements for financials?

This solution has some innovative functions (WORD integration) that I believe would benefit our entities. The CLM solution would be beneficial, and I would hope that the clarifying questions and those requirements they do not support could be addressed.

General Principal and Requirements

Key Solution Functionality Elements – PDF Page 6

- Single Sign On with integration option
- Smart routing with form that pulls information to generate first draft
- Portal for suppliers to collaborate through the life of the contract
- Parallel edit access and chat functionality within WORD.
- Has Sirion MS Outlook integration
- Shows integration information on PDF Page 8
- Provides highly configurable workflows

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: SirionLabs

CATEGORY #(s): Stage 2 Category 3 – eSoftware Only

DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Tracks all documents on contracts, attachments, and amendments
- Supports dashboards and data visualization Referenced Appendix D SirionLabs technical documentation
- Offers role based and user group-based functionality
- Simple integration to provide public and internal visibility

User Experience – PDF Page 11

- User will have dashboards to view tasks
- Pop out menu from icons on the left
- Offers online manual and pop-up help for navigations
- Can use pre-defined clause/definition libraries along with template libraries
- Parallel editing replaces the check in/out functionality and supports versioning
- Users and managers can see workloads and action items from dashboards
- Mobile app scheduled for release in 2021
- Provided example dashboards on PDF Pages 17 and 18

Bidder Best Practices and Roadmap – PDF Page 18

- Quarterly new release cycle. Provided screen shot on PDF Page 19
- Referenced Appendix for information on latest technologies
- **KPMG is the implementation Service provider – PDF Page 19 bottom of page**
- Provides opportunities to supply information via surveys sent by Sirion

Innovations and Value-Added Features/Services – PDF Page 20

- Offers to discuss needs to further explore the right size solution

Customizations/Extensions - PDF Page 20

- “It is recommended that an entity choose Sirion’s multi-tenant SaaS platform that includes leading contract templating, as well as library, repository and management features, over a custom solution.”

Alternative Funding Models - PDF Page 20

- States this is not applicable.

Contract Transition and Flexibility - PDF Page 20

- Willing to discuss agreed terms.

Functional Requirements

General Functionality – N/A

Supplier Portal – N/A

Supplier Enablement/Management – N/A

Buyer Portal - – N/A

Need Identification – N/A

Request through Pay – N/A

Catalog Capability – N/A

Sourcing/Bid Management – N/A

Contract Management – PDF Page 22

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: SirionLabs

CATEGORY #(s): Stage 2 Category 3 – eSoftware Only

DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Provide list of advanced features on PDF Page 22
- Offers a contract repository and a digital foundation of the contract portfolio
- Invoice management is offered in the solution. PDF Page 23
- Collaboration functionality with Reporting and Dashboards
- STRENGTH - EPROC-CNT-7 – Tab 3 Line 489 – Offers new functionality called Parallel Editing over the check in/out process
- CONCERN - EPROC-CNT-17 – Tab 3 Line 499 – Did not supply availability or level of complexity on this requirement?
- CONCERN - EPROC-CNT-28 – Tab 3 Line 510 – The payment part of this requirement will need to be made in a system outside of Sirion
- CONCERN - EPROC-CNT-30 – Tab 3 Line 512 – Need to clarify their statement made in the comment section of this requirement? “UB to check with Product team”
- CONCERN - EPROC-CNT-32 – Tab 3 Line 514 - Maximum allowed attachment is 200MB
- CONCERN - EPROC-CNT-43 – Tab 3 Line 525 - Does the supplier have their own system account, or the same access as the buyer?
- CONCERN - EPROC-CNT-70 – Tab 3 Line 552 - Requirement asks if "suppliers" have the ability to load sales reports. This response states the user has this ability?
- CONCERN - EPROC-CNT-83 – Tab 3 Line 565 – Confused here as the response states the solution has a “Financial Management” module?
- CONCERN - EPROC-CNT-87 – Tab 3 Line 569 - Need to clarify their statement made in the comment section of this requirement? “UB to confirm with product about procedure to reactivate”

Vendor Performance – PDF Page 24

- User role-based dashboards and configurable KPI's
- Provided features of performance management
- CONCERN - EPROC-VPE-15 – Tab 3 Line 587 - Response does not specify if the “vendors” can complete the survey?

Purchasing/Data Analytics – N/A

Technical Requirements

Availability – PDF Page 27

- Availability exceeds 99.95%
- Supplied standard SLAs for incident management
- Referenced Appendix D

Accessibility Requirements - PDF Page 27

- “Sirion is compliant with Web Content Accessibility Guidelines (WCAG) 2.0 AA.”

Audit Trail and History - PDF Page 27

- MS Word plug in enables comparison
- Has full audit capabilities

Browsers Supported - PDF Page 28

- Supplied list of browsers supported

User Accounts and Administration - PDF Page 28

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: SirionLabs

CATEGORY #(s): Stage 2 Category 3 – eSoftware Only

DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- User based roles with standard role groups
- Offers advanced user access control
- RBAC – Role based access controls
- CONCERN - EPROC-TECH-7 – Tab 4 line 12 - This requirement asks about solicitations and contracts, but supplier response is N/A?
- CONCERN - EPROC-TECH-12 – Tab 4 Line 15 - This requirement asks about both the buyer (user) and the supplier accounts, but the response is N/A?
- CONCERN - EPROC-TECH-18 – Tab 4 Line 20 - This response leads me to believe that the ability to deactivate users is not "automatic"?

User Authentication - PDF Page 29

- Supports SSO functionality

Federated Identity Management - PDF Page 29

- Meets requirements

Data Conversion - PDF Page 29

- Suggest using auto extraction method
- Seems an INTEGRATION will be needed to help with data conversion.

Interface and Integration - PDF Page 31

- Supports various integrations modes. Listed on PDF Page 31
- Listed connectors examples on PDF Pages 31 and 32
- Referenced Appendix D
- Does not support technical requirements EPROC-TECH-41 thru EPROC-TECH-46 on RTM as they are only bidding Contract Management and Vendor Performance workstreams
- CONCERN - EPROC-TECH-47 – Tab 4 Line 51 – Response states can have invoice in the solution?
- CONCERN - EPROC-TECH-49 – Tab 4 Line 53 – Supplier states “only bidding Contract Management and Vendor Performance workstreams
- CONCERN - EPROC-TECH-52 – Tab 4 Line 56 - Supplier did not supply a response here?
- CONCERN - EPROC-TECH-54 – Tab 4 Line 58 – Supplier states “only bidding Contract Management and Vendor Performance workstreams
- CONCERN - EPROC-TECH-55 – Tab 4 Line 59 – Supplier states “only bidding Contract Management and Vendor Performance workstreams
- CONCERN - EPROC-TECH-58 – Tab 4 Line 62 - Did not provide availability or level of complexity?

Office Automation Integration - PDF Page 32

- Offered screenshots of the integration the system has with WORD

Mobile Device Support - PDF Page 34

- Meets requirements

Mobile Applications - PDF Page 34

- Meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Data Ownership and Access - PDF Page 34

- Meets requirements

Date Retention, Archive and Purge Considerations - PDF Page 35

- Archiving is built into the solution
- Explained data archival, and data retention and deletion.

Disaster Recovery Plan - PDF Page 36

- Meets req

Solution Environments - PDF Page 36

- Provides Sandbox environments and does not suggest environments have the same data due to security reasons.

Solution Technical Architecture - PDF Page 36

- Referenced Appendix D

Solution Network Architecture - PDF Page 37

- Hosted on AWS

System Development Methodology - PDF Page 37

- Referenced Appendix D

Service Level Agreement - PDF Page 37

- Provided the Sirion standard SLAs on PDF Page 37

Security Requirements

Cloud Security Alliance (CSA) Compliance - PDF Page 39

- Provided completed attachment to response

Security and Privacy Controls - PDF Page 39

- Meets requirements
- Defer all other comments to Security SME

Security Certifications - PDF Page 39

- Listed security practices
- Defer all other comments to Security SME

Annual Security Plan - PDF Page 39

- Provided certified organization
- Defer all other comments to Security SME

Secure Application and Network Environment - PDF Page 40

- Deployed on AWS like most other solutions.
- Defer all other comments to Security SME

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: SirionLabs

CATEGORY #(s): Stage 2 Category 3 – eSoftware Only

DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Secure Application and Network Access - PDF Page 41

- Deployed on AWS like most other solutions.
- Defer all other comments to Security SME
- CONCERN - EPROC-SEC-1 – Tab 5 Line 5 – Does not support tracking device usage by user.
- CONCERN - EPROC-SEC-2 – Tab 5 Line 6 - Does not support concurrent login

Data Security - PDF Page 41

- Mentioned a web application firewall.
- Defer all other comments to Security SME

Personally Identifiable Information Protection - PDF Page 41

- Meets requirements
- Defer all other comments to Security SME

Security/Privacy Issue Occurrence - PDF Page 42

- Meets requirements
- Defer all other comments to Security SME

PII Data Actual/Attempted Access or Disclosure - PDF Page 42

- Meets requirements
- Defer all other comments to Security SME

Security Breach Reporting - PDF Page 42

- Meets requirements
- Defer all other comments to Security SME

THE RESPONSE FOR THE REST OF THIS SUPPLIER RESPONSE IS TIED TO KPMG AND I HAVE NOTICED THE RESPONSE IS THE SAME AS SUBMITTED FOR THE FULL SOLUTION. I HAVE COPIED MY NOTES FROM KPMG FULL SOLUTION TO THIS KPMG INDIVIDUAL WORKSTREAMS. THE PAGE NUMBERS DON'T APPLY TO THIS RESPONSE.

Implementation Services Requirements – PDF Page 84 –

Project Management – PDF Page 85 thru PDF Page 103

- Program and Project Management Methodology is the tool that the KPMG team uses.
- PPM Framework chart on PDF page 85
- Listed Key Project Management Tasks PDF Page 86
- Provide both Scope and Schedule Management PDF Page 86
- Implementation Plan Development will help manage requested services.
- Provide a sample implementation plan PDF Page 94 thru PDF Page 103
- Offers Budget and Quality Management PDF Page 88
- Will team up with state entities using deliverables management
- Offers Resource, Staff and Communications Management tools. PDF Page 89
- Provide periodic status meetings and share status reports.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Risk Management will be implemented to reduce risk
- Mitigation is key and they supplied list of topics to approach risk Management. PDF Page 91
- Issue Management is used to help solve issues quickly. PDF Page 92
- Project Management Deliverables were listed, and they use a Project Manager to manage project

Project Implementation Methodology – PDF Page 103 thru PDF Page 114

- Uses the Vision, Validate, Construct, Deploy, and Evolve phases. PDF Page 104
- State experience in procurement enablement mention on PDF Page 105
- They described in detail each phase of the implementation mentioned above.
- Provided testing approach on PDF Page 109

Catalog Support Services – PDF PAGE 114 thru PDF Page 117

- Provided shopping screenshot on PDF Page 115
- Stated they support Punch out or hosted catalogs
- Suppliers can upload the catalogs from the portal. Files can be compared before approved.
- The 360 search is used to search across catalogs
- Uses the Vision, Validate, Construct, Deploy, and Evolve phases to identify the correct suppliers fit for a catalog in the system.

Data Conversion Services – PDF Page 117 thru PDF Page 125

- Initial Data Extract PDF Page 117
- Mock Data Extract PDF Page 118
- Production Data Extract PDF PAGE118
- Provide data cleansing and harmonization
- Transform and Load Process
- Quality Assurance and Reconciliation
- Provided roles and responsibilities. PDF Page 119
- Data Load Templates. PDF Page 122

Interface/Integration Development Services - PDF Page 125 thru PDF Page 130

- Provided table of each phase of an integration that included a description.
- Provided table of integration activities with the KPMG and the state entity responsibilities. PDF Page 127
- Provide list of integrations and Interfaces. PDF Page 128
-

Organizational Change Management (OCM Services) - PDF Page 130 thru PDF Page 140

- KPMG's "Make it" Methodology. PDF Page 132
- Supplied benefits of using above methods. PDF Page 133
- Provided a comprehensive view of the OCM services. PDF Page 133 – thru 138
- Offers TRIP – A tool used to analyze the readiness of an organization. PDF Page 138
- Listed additional optional tools PDF Page 139 and 140

Training Services - PDF Page 140 thru PDF Page 150

- Provided chart that explains their approach to training. PDF Page 141
- Target Learning Model, (TLM). PDF Page 142
- Collaborative approach as implementations requires process changes. PDF Page 143. First Paragraph

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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CATEGORY #(s): Stage 2 Category 3 – eSoftware Only

DATE: 12/29/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Provided Training Plan for each Impacted Stakeholder. PDF Page 144
- Procurement Training Overview table on PDF Page 145
- Stakeholders Training table on PDF Page 146
- Train-the-trainer. PDF Page 147
- System Administrator training PDF Page 148
- Help desk and supplier training.
-

Help Desk Services - PDF Page 150 thru PDF Page 152

- 3 tier Help Desk Support Model. PDF Page 150
- Uses ServiceNow to enter tickets

On-Site System Stabilization Support - PDF Page 152 thru PDF Page 155

- Contains post implementation support combined with off-site resources.
- Exit criteria supplied on PDF Page 153
-

Managed Services Requirements - PDF Page 155

Solution Support - PDF Page 156 thru PDF Page 161

- Extensive information supplied by this supplier to this section of their response.
- Provided table of priority levels with a description of each PDF Page 160

Organizational Change Management (OCM Services) - PDF Page 161 thru PDF Page 162

- Provided a "Change Agent Network (CAN) screen shot on PDF Page 162

Training Services - PDF Page 162 thru PDF Page 164

- Service center change monitoring process. PDF Page 163
- Provided examples of training models. PDF Page 163 bottom of page

Catalog Support Services – PDF Page 164

- Offers hosted and punch out catalogs support

Help Desk Services - PDF Page 165

- Provided table of process on PDF Page 165
- CONCERN - EPROC-IMPL-3 thru EPROC-IMPL-5 – Tab 6 Line 6 thru line 8 – These requirements for help desk services are not available

Transition Out Assistance Services - PDF Page 165 thru PDF Page 167

- Provided "Power Evolution managed service termination framework" chart and table with explanation on PDF Page 166

Other Available Services - PDF Page 168 thru PDF Page 177

- Listed quite a few optional available services

Video Demonstrations

The videos supplied with this response had them divided into 4 separate videos but it really a continuous video and my notes on the video are listed below:

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: SirionLabs

CATEGORY #(s): Stage 2 Category 3 – eSoftware Only

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SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

SironCLM – Has wizard driven options with left hand side menu bar. Has authoring option icon on this menu bar. The system has tabs across the top for different sections of the contract record. Can see tasks assigned on a personal dashboard. Color coded statuses show where the contract is in the lifecycle. Uses create request forms to start the contract process. Then it allows the addition of other information from the template and clause library. Users receive email notifications about the status of the contract record. System has data conditional fields to help drive workflow. System shows the cycle time of the contract after it has been submitted. Can communicate in the system with other users about the contract. Sets up a possible master services agreements with all other supporting documentation attached. Versions are tracked and can upload other attachments to the contract. Can add or upload contract line items. Contracts are generated in WORD. Sirion is added to the word toolbar in WORD that can be used to update the document. Can insert clauses and languages to the document. Changes made drive workflow for approvals. Can work on contracts in Sirion or in WORD. All changes are tracked in the system. Can collaborate with the vendors from the system or from WORD. No spoofing of email addresses and a reply email goes back into the system and in OUTLOOK. Has drag and drop functionality for contracts. Uses a joint collaboration with other participants in the collaboration mode. Only one person edits a section at a time with one consolidated view and it tracks versions. Can do a comparison of changes done. Workflow could be driven by many triggers. Email notifications are used to notify approvers. Has integration with DocuSign or AdobeSign and the data is updated in the system.

CATEGORY 3 – eSoftware Only

INDIVIDUAL EVALUATION NOTES (Subject Matter Experts)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Buyer Quest

CATEGORY #(s): 3

DATE: 8/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - BuyerQuest, Inc., is a leading provider of enterprise Procure-to-Pay (P2P) solutions
 - Founded in 2012 by an experienced team of sourcing and procurement, customer delivery, and engineering leaders,
 - Recognized:
 - i. Gartner's Peer Insights "Voice of the Customer:" Procure-to-Pay Suites as the "Highest Overall Procure-to-Pay" Software Vendor
 - ii. G2 Crowd "Best Procure-to-Pay Software Vendor,"
 - Initially a catalog/purchasing solution (2012-2015), in 2016 launched its cloud Procure-to-Pay solution.
 - 2020 Patent issued for "proprietary design and engineering of BuyerQuest's P2P marketplace and catalog validation and updating methods".
 - Purchased by ODP Corporation (Office Depot/Officemax) in January 2021.
2. Previous Projects
 - No project information provided.
 - References provided for Skookum, Chick-Fil-A and Giant Eagle.
3. Subcontractors
 - No subcontractors.
4. Organizational Chart
 - Org chart not provided.
 - Example project staffing list was provided which identified contractors core/key positions with basic list of responsibilities that do fit the identified role.
 - State team was not described.
5. Litigation
 - List of four "legal matters" provided
 - i. Two were 'employee matters'
 - ii. One had settlement in favor of BuyerQuest
 - iii. One is on-going. Given that the issues includes "Breach of Contract" suggest that this may warrant further attention.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Buyer Quest

CATEGORY #(s): 3

DATE: 8/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

6. Financial Viability

- D&B (pg. 7-16)
 - i. "Overall Business Risk": "Moderate-High" risk (pg. 7)
 - ii. Failure Risk: "Moderate" risk (pg. 7)
 - iii. Delinquency Score: "High" risk (pg. 8)
 - iv. Viability: "Low" risk (pg. 8)
 - v. Paydex: "Moderate" risk (pg. 8)
 - vi. 2020 Net Income: negative value in hundreds of millions. (pg. 12)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Buyer Quest

CATEGORY #(s): 3

DATE: 9/27/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Procure to pay. Automated requisitions.
 - Solution launched in 2016.
 - Subsidiary of The ODP Corporation. (Office Depot)
 - Catalog integration to Supplier Portal. "Consumer-like" purchasing.
2. Previous Projects
 - 3 private sector listed. No implementation detail / contacts only.
 -
3. Subcontractors
 - None.
 -
 -
4. Organizational Chart
 - Senior management/sponsor descriptions by name.
 - Positions by title listed with some description of responsibilities.
 - No org chart.
 -
5. Litigation
 - Ongoing litigation listed at \$4.3 million with Tradshift for breach of contract. Unclear who is suing whom.
 -
 -
6. Financial Viability
 - Moderate to high – business risk.
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 3

DATE: 8/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

Carahsoft (pg. 1-4)

- Carahsoft has assembled a team for the initiative that includes our Solution Provider, SAP”.
- An IT solutions provider delivering best-of-breed hardware, software, and support solutions to federal, state and local government agencies since 2004”.
- “Carahsoft has leveraged its vast experience and extended it to quoting and order management.”
- Carahsoft annual revenue growth: \$3.4M in 2004 to \$6.6B in 2019.
- Awards:
 - i. Top Ranked GSA Schedule 70 Contract holder for software
 - ii. #30 on Washington Business Journal's Largest Government Contractors List for 2016
 - iii. #40 on Washington Technology's Top 100 Government Contractors List for 2017
 - iv. Fed 100 Winner and Ernst & Young Entrepreneur of the Year, Craig P. Abod, President and CEO; Fed 100 Winner, John Lee, Vice President of Cloud Services
- Proposal “features the SAP Ariba eProcurement solutions Strategic Sourcing Suite including Supplier Lifecycle and Performance, SAP Ariba Sourcing, SAP Ariba Contracts and Supplier Buying and Invoicing.” (pg. 5)

SAP (pg. 4-7)

- Global provider of “business applications and analytics software”.
- “Over 200 million cloud users”.
- “440,000 customers in more than 180 countries”.
- SAP Ariba cloud solutions has “largest business network” with “cloud-based applications” across the “source-to-settle process” from “indirect spend to direct materials to labor”.

2. Previous Projects

- Carahsoft was not identified as being involved in any of the previous projects.
- **Washington, DC (Government):** Currently has SAP Ariba On-Premise software and is transitioning to the Ariba cloud platform.

**STATE OF MAINE
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- **California Department of Healthcare Services (DHCS):** “Deployed the complete SAP Ariba procurement platform, including strategic sourcing and buying & invoicing solutions”.
 - **City of San Diego:** “Implemented the SAP Ariba procurement platform”.
3. Subcontractors
- No subcontractors.
4. Organizational Chart
- A link to SAP corporate staff page was provided instead of an org chart.
5. Litigation
- No litigation.
6. Financial Viability

Carahsoft

- Did not provide D&B report nor annual financial statements.
- “As a privately owned company, Carahsoft does not report to Dun & Bradstreet”.
- “Carahsoft does not publicly release information pertaining to our financial statements”.
- “Currently maintain a \$25M line of credit (currently 100% available)”.
- “We would be happy to provide additional information under separate cover to the specific individual that would be reviewing them”.

SAP

- Provided link to SAP corporate page for Financial Reports. Did not provide D&B report or annual reports.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Carahsoft
CATEGORY #(s): 3
DATE: 12/27/21
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements – pg. 2-19: [Note, narrative same as LSI Cat 3 proposal except for "Contract Transition and Flexibility" sub-section.](#)

Key Solution Functionality Elements, pg. 2/3:

- SAP Ariba is the solution
- Single Point of Entry: "AP Ariba Guided Buying serving as the single point of entry for all procurement-related requests."
- Smart routing: "Ariba includes a highly configurable workflow engine"
- Compliance: "SAP S/4HANA for product compliance, you can manage regulations, track registrations and substance volumes, classify products, and create compliance documents, as well as package, transport, and store hazardous materials properly with accurate labeling."
- Portal: "SAP Portal product portfolio". Available
 - o as "SAP Enterprise Portal (on-premise)
 - o on SAP BTP as SAP cloud Portal service
 - o (portal-like) sap Launchpad serviceCLARIFICATION, need to identify which is being offered.
- Open Marketplace environment: "SAP Ariba Business Network (SBN)". Customers choose to have access to all suppliers on the network or "only to their preferred suppliers". Also have "Spot Buy catalog solution" for "end users to find and buy non-sourced goods".
- Integration: "SAP's holistic integration approach"
- Workflow: "SAP Business Workflow enables the design and execution of business processes"
- Document Management: "SAP Ariba Contract Management module can track, manage, and store documents".
- Reporting, dashboards and data visualization: "SAP Ariba is delivered with native reporting and analytics, including numerous pre-packaged reports."
- Configurable: "configurable workflows to document templates" with "the flexibility to reflect state-wide or agency-specific rule-sets and processes"
- Transparency: No response provided

User Experience, pg. 4-6:

- "design to deliver a fast and ergonomic user experience minimizing end user training"
- "has configurable dashboards to meet each of the different type of user's needs."
- "SAP Ariba also provides mobile procurement tools to review and approve requisitions"

Bidder Best Practices and Roadmap, pg. 7/8:

- Quarterly Release: Feb, May, Aug & Nov

STATE OF MAINE INDIVIDUAL SME NOTES

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- Monthly Feature Deliveries: optional, no-impact release. Changes “virtually invisible to the end users”.
- Production quality metrics tracked for improvement needs.

Innovations and Value-Added Features/Services, pg. 9-12:

- SAP FieldGlass:
 - o SAP Fieldglass External Talent Management automates the entire process of procuring and managing flexible labor, from requisition through invoice and payment.
 - o “SAP Fieldglass Services Procurement can handle the management of a variety of Statement of Work (SOW) engagements including projects, offshore/offsite, independent contractors, managed programs, business services and Business Process Outsourcing (BPO) models”.
 - o “SAP Fieldglass Worker Profile Management enables companies to track and manage all non-traditional workers who are not tied to a job posting or Statement of Work (SOW).”
- SAP Ariba Supplier Risk Management: “lets the State tailor risk views and alerts to state’s business, to each supplier relationship, and to the State’s role. The State can also segment suppliers based on risk exposure.”

Customizations/Extensions, pg. 13-16: System does not allow customizations but can have “extensions” added outside of the scope of the contract by other “partner” contractors.

- “SAP Ariba application extension partners can create and deliver applications that augment SAP Ariba solutions” (NOTE: these are companies that can create additional functionality from what is being proposed).

Alternative Funding Models, pg. 17: Response did not offer any alternative funding models. Instead promoted the SAP Fieldglass application.

Contract Transition and Flexibility, pg. 18:

- “LSI possesses an extremely high level of flexibility to transition from a state’s current contract to a new contract or amendment”

Functional Requirements - pg. 20-51: [Note, narrative same as LSI Cat 3 proposal](#)

General Functionality, pg. 20-22: Does not meet req’ts. General Req’ts tab was removed from the RTM, no responses provided.

- “Ariba is a role-based solution”
- SAP Ariba Buying& Invoicing (including Guided Buying)
- SAP Ariba Sourcing
- SAP Ariba Contracts
- SAP Ariba Supplier Lifecycle & Performance Management
- SAP Ariba Network
- SAP Fieldglass
- “A super user will be granted broader access to the solution by assigning multiple roles” to access functionality across the solution and “provide administration capabilities across the solution or for specific functional areas”.

STATE OF MAINE INDIVIDUAL SME NOTES

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- "Guided Buying is the exception, which is designed for casual users to procure with a consumer like user experience".
- CONCERN, by default the system has built in use of the UNSPSC code set. Since Ariba is a SaaS (shared instance) State/Entities with a different commodity code standard will have to adapt to UNSPSC codes in some areas of the system where a crosswalk to their commodity codes will cannot be incorporated.
- SAP Ariba Business Network is a B2B network ("dynamic, digital marketplace") transacting "business commerce between more than 3.6 million" companies.

RTM

- **WEAKNESS**, RTM section was removed but should have been kept and filled out since most req'ts are functional and are relevant for the solution proposed.

Supplier Portal, pg. 23-28: Generally meets req'ts, however no details provided for public RTM req'ts (see RTM notes).

- Ariba Business Network (aka Ariba Network, Ariba Supplier Network)
 - o Single supplier account to transact with all Ariba customers, "supplier unified seller experience"
 - o State/Entity can choose to only access "their preferred suppliers" or all suppliers that are members of the Network.
- Ariba "Supplier Enablement Services" for the Network are included
 - o "will be responsible for most of the enablement process", onboarding
 - o The services will 'scale' up to meet "the State's volume" of suppliers
 - o Sends request for suppliers to confirm/accept relationship on the Network
 - o Provide phone support for registration "and conduct change management"
 - o Provide training on invoice submission
 - o Provide an Account Manager to State/Entity to "support suppliers and increase project engagement"
 - o Send "go-live letters" to inform suppliers when the State/Entity is going to start doing "electronic transactions"
- Supplier Portal functionality across all customers, not specific to a State/Entity using Ariba
 - o Consolidated order dashboard
 - o Order task reminders and rules-based order routing
 - o Access to Ariba Discovery public solicitation posting (postings by all Ariba customers)
 - o Contract collaboration/redlining
 - o Self-service hosted catalog creation as CIF, cXML and Excel files
 - o Self-service Punchout setup, separate setup for each Ariba customer
 - o Dashboard to manage catalog activity
 - o Option to have "public catalogs on the SAP Ariba Spot Buy Catalog solution" (similar to putting catalog in Amazon but only accessible by Ariba customers).
 - o Invoice create/submission to Ariba customers via PO-Flip or electronically from Suppliers internal system (cXML, EDI, CSV). With option to create non-PO invoices.
 - o Self-service Administration to define Supplier user roles and users
 - o Link multiple registration accounts to a Parent account
 - o Mobile app for access to orders, invoices, notifications, order/invoice graphs and can "confirm customer orders".

STATE OF MAINE INDIVIDUAL SME NOTES

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SME DEPARTMENT/STATE: NASPO

RTM

- WEAKNESS, SPR-9 & 10: Solution will not give suppliers access to solicitation results or awarded contracts.
- CONCERN, SPR-18: Response only stated "Partner". No detailed response provided for req'ts to allow suppliers to respond to a performance complaint/issue.
- CONCERN, SPR-19: Response stated "Not supported - Partner". No detailed response provided for req'ts to allow suppliers to submit Admin fee payments.
- SPR-12 needs clarification, response did not address the full req't.

Supplier Enablement/Management, pg. 29/30: Generally meets req'ts.

- SAP Supplier Enablement Team will "design and develop the most effective enablement strategy" based on their "profile, PO and invoice volume, and spend". Segment the "State's vendor master data to effectively target/onboard suppliers in tiered waves".
- Provides IRS TIN/Name "verification capabilities"
- For the Ariba Network, offers suppliers "user guides, FAQs, technical documentation, and free online seminars".
- Can have "account specific information" via a "supplier information portal embedded in the Ariba Network".

RTM

- NOTE, VDR-1: Registration is for the Ariba Network and uses a "supplier profile questionnaire" to capture State/Entity specific registration data.
- WEAKNESS, VDR-11: The Ariba Network captures UNSPSC codes with registration. State/Entity would have to add to the 'questionnaire' a selector for other Commodity Code taxonomies (e.g. NIGP codes) with registration.
- NOTE, VDR-19: Response does not address the req't to validate IRT TIN/Name but in the Technical Proposal (pg. 25) it does indicate that this verification is available.
- WEAKNESS, VDR-20: Address validation is for "format" only. System does not use anything to confirm that the address is good.
- WEAKNESS, VDR-23: Debarment/watch list verification is an "add-on", not included in the offering.
- Four req'ts need clarification, response did not address the full req't.

Buyer Portal, pg. 31-33: : Meets req'ts.

- Casual/Power Users, pg. 26/27: CONCERN,
 - o Running "pre-packaged reports" is listed for Power Users, not Casual Users.
 - o "Post solicitations" is listed for Power Users, so it may be that Casual Users won't be able to do 3 Bids/Buy (aka Quick Quote) functionality (see PRD-36 & SRC-11 references).

RTM

- Meets req'ts except 3 req'ts that need clarification

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

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BIDDER NAME: Carahsoft

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DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Need Identification, pg. 34-35: Meets req'ts.

- Guided Buying, pg. 29: NOTE, Ariba concept for Guided Buying appears to be a Landing Page once the user logs in that provides a variety of options with titles that tries to 'Guide' the user based on what they are trying to do. So it's really up to the user to figure out which 'path' to take from the Landing Page.

RTM

- Meets req'ts.

Request through Pay, pg. 36/37: Generally meets req'ts.

- pg. 31/32: Ariba Buying/Invoicing module provides
 - o Requisition, PO generation with Order delivery to Suppliers and Supplier Invoice submission via Ariba Business Network.
 - o Approval workflow is on the Requisition, Change Order, Receipts and Invoices with in-tool/email/mobile approvals.
 - o Suppliers can send order confirmation, advanced ship notice and invoices via their acct on the Ariba Business Network.

RTM

- WEAKNESS, PRD-6: System does not provide an automated means to control whether combining purchase for multiple Fiscal Years are allowed on a Requisition/Order.
- STRENGTH, PRD-11: System has the capability for Suppliers to invoice against a Contract instead of a PO.
- "POTENTIAL WEAKNESS, PRD-13:
 - System does not provide a "library concept" for standard specifications.
 - Attachments size is limited to 100MB each."
- WEAKNESS, PRD-15: Attachments throughout the system have individual size limits of 100MB per attachment.
- POTENTIAL WEAKNESS, PRD-23: System does not have a requisition feature for the user to enter a discount percentage that is automatically applied to the requisition pricing. However, can automatically apply a discount that is recorded on an associated contract record.
- STRENGTH, PRD-24: Input forms can have a workflow defined for the individual form.
- STRENGTH, PRD-33: Suppliers can set up their Ariba Network account to route Change Orders differently than original Orders.
- POTENTIAL WEAKNESS, PRD-37: System does not identify matching state source items to non-contract items or save matching items for later analysis.
- POTENTIAL WEAKNESS, PRD-39: System does not identify matching state source items to retail/commercial market items or save matching items for later analysis.
- POTENTIAL WEAKNESS, PRD-53: System does not provide a means for users to enter 'speed codes' that "automatically map/populate" other accounting fields.
- WEAKNESS, PRD-56: The system does not provide a means to enter 'back dated' requisitions/orders. So system will not be able to allow recording of purchases done outside the system.
- POTENTIAL WEAKNESS, PRD-62: System does not provide a means to specify a payment method "other than invoicing" on the purchase request.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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BIDDER NAME: Carahsoft

CATEGORY #(s): 3

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- POTENTIAL WEAKNESS, WRK-10: For an authorized Approver to be able to over-ride/bypass to make a purchase request bypass any steps they have to manually remove each step from the workflow. There is no automation available for this.
- POTENTIAL WEAKNESS, WRK-12: Attachments size is limited to 100MB each.
- POTENTIAL WEAKNESS, WRK-13: Approvers cannot approve/deny by line item. To only approve part of the line items the Approver must delete the line items they want to deny.
- WEAKNESS, WRK-14: When an Approver edits a purchase request the workflow cannot be re-triggered to start again at the beginning.
- POTENTIAL WEAKNESS, PO-2: System does not have the capability to split a Requisition into separate POs for different Fiscal Years, holding the future Fiscal Year POs.
- WEAKNESS, PO-5: System does not provide the capability to have Agency/Organization specific PO templates.
- WEAKNESS, PO-15: The system cannot provide an internal and supplier printed version of an order. Though it can be customized, there is only one print format for an order.
- POTENTIAL WEAKNESS, PO-16: There is not eSignature functionality available for Orders.
- POTENTIAL WEAKNESS, PO-17: Attachments size is limited to 100MB each.
- POTENTIAL WEAKNESS, PO-24: The system does not notify "reviewers, approvers" when a PO has been cancelled.
- POTENTIAL WEAKNESS, PO-27: Orders cannot be created with out create a Requisition.
- POTENTIAL WEAKNESS, PO-28: Orders cannot be created from a Contract directly, must create a Requisition from the Contract.
- POTENTIAL WEAKNESS, PO-29: System does not provide a means to specify payment method, other than invoicing, on the PO.
- POTENTIAL WEAKNESS, PC-3: System does not provide a means to prevent Pcard use based on the type of a Purchase Request.
- WEAKNESS, PC-6: System does not provide a means for a user to enter/maintain their own Pcard information. Must have a Pcard Administrator manage this for users.
- STRENGTH, PC-8: Pcard reconciliation capabilities are comprehensive.
- WEAKNESS, PC-9: System does not have a means for users to record "non-purchase order Pcard transactions" as part of reconciliation.
- POTENTIAL WEAKNESS, PC-16: System does not provide a Pcard transaction integration to the Finance system for budget/funds verification and to encumber funds.
- POTENTIAL WEAKNESS, RC-3: System does not provide a means to record receipts without a corresponding PO in the system.
- POTENTIAL WEAKNESS, RC-4: Receipts cannot be recorded in the system and later associate it to a PO.
- WEAKNESS, RC-16: System does not have Receiving tolerances capability. Tolerances are defined on Invoicing.
- POTENTIAL WEAKNESS, INV-2: System does not provide a means to control which Agencies/Entities that a Vendor may submit electronic invoices for. The only control available is to control which Vendors are able to submit electronic invoices.
- STRENGTH, INV-8: System provides a "messaging feature" on Orders and Invoices to communicate with the Vendor.
- Ten req'ts need clarification, response did not address the full req't.

Catalog Capability, pg. 38: Generally meets req'ts, with these caveats.

- Ariba Spot Buy catalog solution, pg. 39:

STATE OF MAINE INDIVIDUAL SME NOTES

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BIDDER NAME: Carahsoft

CATEGORY #(s): 3

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- NOTE, Ariba Spot Buy is NOT the equivalent to 3-Bids/Buy (Quick Quote). It is shopping "non-sourced" catalogs in a marketplace that Ariba has available through their Business Network where member suppliers can offer catalogs to sell to Ariba buying customers. Similar to accessing/shopping Amazon.
- WEAKNESS, to shop Spot Buy, users have to do a second Search after they have searched the State/Entity catalogs.

RTM

- WEAKNESS, CAT-6: System has a limit of 5000 catalogs.
- WEAKNESS, CAT-7: System has a limit of 500,000 catalog items in a catalog.
- WEAKNESS, CAT-10: System does not provide the capability to have catalog items that provide instructions to users without pricing.
- POTENTIAL WEAKNESS, CAT-11: System does not provide a means
- WEAKNESS, CAT-12: System does not provide catalog capabilities for configurable products or services.
- WEAKNESS, CAT-13: System does not have catalog capability to have pre-configured items with ability to substitute optional components.
- WEAKNESS, CAT-19: System does not allow for negative dollar value catalog items.
- Three req'ts need clarification, response did not address the full req't.

Sourcing/Bid Management, pg. 40-42 : Generally meets req'ts, with these caveats.

- pg. 38: Public posting of the solicitation would only be on the Ariba Network "Discovery" website, which has all Ariba customer solicitations. As noted in the response to SRC-52 & 76, an integration would have to be created (not included) using the "Ariba Discovery API" to post on a State/Entity public website.
 - CONCERN, conflicting answers for public posting
 - Transparency Portal section, pg. 10: states that "the offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data". Response on pg. 38 only mentions Ariba Discovery.
 - ALSO, on pg. 40 there is a reference to "Public Access to Data" in the Vendor Performance area which refers to APIs that could be used to "expose data to the public via a public website".
- Project Mgmt, pg. 39: STRENGTH, system provides "project management" feature of defining Phases/Tasks that users are "required to complete as part of the solicitation".

RTM

- POTENTIAL WEAKNESS, SRC-16: System does not have a specific solicitation type for "Invitation for Qualified Products".
- CONCERN, SRC-23: The reference to access being "based on user licenses" may mean that the sourcing module is licensed separately from other modules. Need to look closely at the Cost Workbook.
- STRENGTH, SRC-28: The messaging feature seems to be a very strong fit to the collaboration requirement.
- WEAKNESS, SRC-35: The system does not provide "check-in/out capabilities for the repository.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 3

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- WEAKNESS, SRC-37: System does not provide a means to update documents, terms/conditions, specifications and have Templates that include them be automatically updated.
- WEAKNESS, SRC-38: System does not provide a means to identify templates that include documents, terms/conditions, specifications that have been updated.
- CONCERN, SRC-40: The statement "SAP Ariba will maintain the header data fields on behalf of the State..." implies that the State will not have Admin access to make configuration changes to the system.
- CONCERN, SRC-52, 76, 81, 90, 138 & 147: Response conflicts with responses in the Technical Proposal referring to a Transparency Portal (pg. 10), Ariba Discovery (pg. 38) and using Ariba APIs to "exposed data" (pg. 40).
- CONCERN, SRC-53: The limit of loading 9 attachments at a time may be a frustrating user experience if they have to load more than 9 documents.
- POTENTIAL WEAKNESS, SRC-54: OOTB the system utilizes UNSPSC codes. It may not directly support NIGP codes.
- POTENTIAL STRENGTH, SRC-56: The capability to "assign a weight to graders on a grader by grader basis".
- "WEAKNESS, SRC-63: Solicitations are ""limited to 100 supplier participants"" and to do more you have to set up ""different events"".
- CONCERN, SRC-63: The ""100 supplier participants"" limit ""to ensure maximum performance"" may mean that the system can't handle larger numbers of participants. May be a technical limit."
- POTENTIAL WEAKNESS, SRC-64: System does not provide a means for Suppliers to sign up to be notified when a sourcing event for an existing Contract is being issued.
- POTENTIAL WEAKNESS, SRC-66: Solution will not provide a means for un-registered suppliers to be added to the system generated supplier list.
- POTENTIAL WEAKNESS, SRC-67: System does not provide a means for un-registered suppliers to add themselves to a solicitation supplier list.
- CONCERN, SRC-76 through 80, 90, 138 & 147: Response conflicts with responses in the Technical Proposal pg. 26 that refers to Ariba Discovery as providing "Publicly post solicitations".
- CONCERN, SRC-76 through 80, 90, 138 & 147: Response conflicts with responses in the Technical Proposal pg. 26 that refers to Ariba Discovery as providing "Publicly post solicitations".
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- STRENGTH, SRC-84: The "message board" can be copied on emails to post the email content into the message board automatically.
- WEAKNESS, SRC-88: The system can workflow full set of Q&A as a "tracking document" but does not support the specific details of this requirement.
- CONCERN, SRC-76 through 80, 90, 138 & 147: Response conflicts with responses in the Technical Proposal pg. 26 that refers to Ariba Discovery as providing "Publicly post solicitations".
- WEAKNESS, SRC-102: The sourcing module utilizes acct login as the esignature on solicitations. However they can do customization to provide DocuSign or Adobe eSign services with bids.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- CONCERN, SRC-118: The system does not have a designed means to capture subcontract data as part of vendor responses. Workaround is to attempt to use "RFx questions, lots and/or line items".
- CONCERN, SRC-120: If the report means that the user has to leave the Solicitation record/screen to run a report then this approach is likely to be frustrating to the user.
- CONCERN, SRC-125: If the report means that the user has to leave the Solicitation record/screen to run a report then this approach is likely to be frustrating to the user.
- WEAKNESS, SRC-129: Attachments sizes are limited to 100MB each.
- WEAKNESS, SRC-136: The system does not provide means to award directly to a purchase order. You must create a Contract and then do a release from the contract to create a PO.
- CONCERN, SRC-76 through 80, 90, 138 & 147: Response conflicts with responses in the Technical Proposal pg. 26 that refers to Ariba Discovery as providing "Publicly post solicitations".
- CONCERN, SRC-142: If re-seller and delivery locations are captured using "questions" then concerned how this information would be available for placing orders against the contract.
- CONCERN, SRC-76 through 80, 90, 138 & 147: Response conflicts with responses in the Technical Proposal pg. 26 that refers to Ariba Discovery as providing "Publicly post solicitations".
- Ten req'ts need clarification, response did not address the full req't.

Contract Management, pg. 43-45: Generally meets req'ts, with these caveats.

- No specific detail provided in the Technical Proposal other than to say that the system provides "two components of the contract lifecycle", Contract Management and Contract Administration.

RTM

- "STRENGTH, CNT-2:
 - o ""redlined versions of a contract either using the application or... Microsoft Word""
 - o ""new Word document"" providing a ""version-to-version compare"".
 - o ""final set of documents"" to be published ""automatically consolidates the selected documents to a final PDF version""
- POTENTIAL WEAKNESS, CNT-7: System does not provide a check-in/check-out feature for maintenance of standard documents/templates
- POTENTIAL WEAKNESS, CNT-8: System does not provide a means to automatically update templates that include standard documents where those document standards have been updated.
- POTENTIAL WEAKNESS, CNT-9: System does not provide a means to identify templates that include standard documents where the standard has been updated.
- WEAKNESS, CNT-10: System limits attachment size to 100MB.
- NEGOTIATION, CNT-12: Suggest negotiating in the integration with Docusign or Adobe Sign (State/Entity choice of which) to be included in the proposed scope/cost.
- NOTE, CNT-23: Contract document authored is provided. See the response to CNT-2 provides more details on the creation of contract documents.
- NOTE: see response to CNT-2 for more details on MS Office and Adobe PDF with creating contract documents.
- POTENTIAL STRENGTH, CNT-26: Feature in "upcoming release of AI/ML" will give recommended approvals based on history and "automatically include additional review/approval" when modifications are made to contracts.
- WEAKNESS, CNT-38: Attachments must be used to capture subcontractor information.
- WEAKNESS, CNT-45, 51-62 & 64: no public posting of Contracts is being proposed.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- STRENGTH, CNT-46: The "full text search" of uploaded documents is a significant feature.
- WEAKNESS, CNT-45, 51-62 & 64: no public posting of Contracts is being proposed.
- Six req'ts need clarification, response did not address the full req't.

Vendor Performance, pg. 46-48: Generally meets req'ts, with these caveats.

- No specific detail provided in the Technical Proposal except general info on pg. 47:
 - o System provides "performance surveys" and "KPI based vendor performance scorecards".
 - o Multiple charts available to display "supplier performance data".
- Not clear whether there is a Contract specific performance assessment/survey feature.
- Public Access to Data, pg. 47: WEAKNESS, Public posting of any data in the solution to a State/Entity "public website" requires use of "a set of APIs" to create integrations to post the information. This work is not included in the proposed solution.

RTM

- Meets req'ts

Purchasing/Data Analytics, pg. 49-51: Meets req'ts.

- Pg. 49/50:
 - o "report can be displayed as a chart or graph (line, bar, pie, donut, etc.) and added to the user's personal dashboard. "
 - o Creating new reports via "3-step report creation wizard"
 - o Charts have dynamic "drill down"
 - o Provides "Parameter-based reports", "Scheduled reports" and can have "visual alerts and grades".
- pg. 50: STRENGTH, report personalization by users. "pre-packaged reports can be modified" by the user and "added to their dashboard".

RTM

- Meets req'ts except for PDA-17 which needs clarification, response did not address the full req't.

Technical Requirements - pg. 52-76: [Note, narrative same as LSI Cat 3 proposal except for "Solution Technical Architecture" sub-section and WEAKNESS](#), RTM section was removed but should have been kept and filled out since req'ts are relevant for the solution proposed.

Availability, pg. 52: Partially meets req'ts.

- SAP Cloud Services SLA states "99.5% System Availability Percentage during each Month" based on "Total Minutes in the Month" that "are measured 24 at 7 days a week".

Accessibility Requirements, pg. 53: Partially meets req'ts.

- "target Web Content Accessibility Guidelines Level A and AA and EN 301 549"
- "solutions are not fully optimized for accessibility"

Audit Trail and History, pg. 54 & TECH-1 thru 5: Does not meet narrative req'ts and the Technical Req'ts tab of the RTM was removed, so no responses.

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- "specific logging takes place that is viewable by the customer administrator or their designee."
- Narrative response did not address req'ts
 - o to capture "date, time, user, action taken, status changes, content changes and approval or rejection history"
 - o "history would be accessible to users by reports, a history page or other option that is accessible without support from an Administrator."

Browsers Supported, pg. 55: Partially meets req'ts. Response did not address these req'ts.

- Support any browser ranked as more than 10% of web traffic
- Track browsers used to access the Solution
- Solution testing with multiple browsers
- Contain a notice if solution is accessed with an unsupported browser.

User Accounts and Administration, pg. 56/57 & TECH-6 thru 20: Narrative generally meets req'ts , however does not meet RTM req'ts because the Technical Req'ts tab of the RTM was removed, so no responses.

- Access is "based on roles and permissions"
- "permissions for a user is derived from the roles mapped to that user and the groups the user"
- "can inherit roles and their associated permissions by being a member of a group"
- "User, Group, Role and Permission objects can be managed from the provided UI or populated from a variety of sources, such as corporate systems and/or flat files"

User Authentication, pg. 58/59 & TECH-21 thru 25: Narrative generally meets req'ts , however does not meet RTM req'ts because the Technical Req'ts tab of the RTM was removed, so no responses.

- Two possible authentication methods: "Regular user authentication" (Ariba system login/password) or "Single Sign-On" ("log into their corporate network")
- "may activate 2 factor authentications if they use SAML based authentication or ADFS"
- Password policy: Single Sign-On uses whatever is in place with the State/Entity system. Ariba login policy is standard. WEAKNESS, not configurable to meet a State/Entity policy. Ariba standard is:
- case-sensitivity between 8 and 16 characters in length. Passwords can include any Latin characters and punctuation marks and must include at least one numeral between the first and last character. They must also include at least one letter.
- Passwords must be changed "at least every 180 days"

Federated Identity Management, pg. 60: Meets req'ts.

Data Conversion, pg. 61 & TECH-26 thru 34: Does not meet narrative req'ts and the Technical Req'ts tab of the RTM was removed, so no responses.

- Technical proposal details did not address data conversion. Instead discussed their implementation methodology and staffing plans.

Interface and Integration, pg. TECH-35 thru 60: Narrative generally meets req'ts , however does not meet RTM req'ts because the Technical Req'ts tab of the RTM was removed, so no responses.

- "integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems."

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SME DEPARTMENT/STATE: NASPO

- Real-time and/or batch integration
 - o HTTPS using CSV interface
 - o SAP Web services
 - o REST APIs
- “are based on SSL 256 bit encryption and support various authentication methods such as WS-Security, basic and digital certificate authentication as standard.”

Office Automation Integration, pg. & TECH-61: Narrative generally meets req’ts , however does not meet RTM req’ts because the Technical Req’ts tab of the RTM was removed, so no responses.

- “supports a wide array of document types and formats as attachments or documents stored within a workspace. For examples: Word, Excel, and PowerPoint”

Mobile Device Support, pg. 64 & TECH-62: Does not meet. Response described mobile app, did not address whether the Solution can be accessed from mobile devices. Does not meet RTM req’ts because the Technical Req’ts tab of the RTM was removed, so no responses.

Mobile Applications, pg. 65/66: Meets req’ts

- Additional details on app functionality are described in the Mobile Device Support section.

Data Ownership and Access, pg. 67: Meets req’ts.

Date Retention, Archive and Purge Considerations, pg. 70 & TECH-63: Does not meet req’ts. Narrative response addressed retention but not archive or purge. Does not meet RTM req’t because the Technical Req’ts tab of the RTM was removed, so no responses.

- “We retain customer data for the life of the subscription and in accordance with the Ariba Data Policy and Privacy Statement”
- “Data retention is governed by the active contract”
- “you may download your data using the functionality within the application, in order to meet your specific retention requirements.”

Disaster Recovery Plan, pg. 69: Meets req’ts.

- “Disaster recovery options are included for all cloud services for SAP Ariba solutions”
- “SAP Ariba solutions use a documented system recovery plan”

Solution Environments, pg. & TECH-64 thru 68: Does not meet req’ts. Does not meet RTM req’t because the Technical Req’ts tab of the RTM was removed, so no responses.

- Separate Development and Training environments are not provided.
- The Test environment will be used for initial configuration and setup.
- Additional environments for “an additional charge”.

Solution Technical Architecture, pg. 71: Partially meets. An architecture diagram was provided but there was no narrative response, so the specific detailed response regarding “techniques used to exchange data” and “shared” network components was not provided. NOTE: the details about their

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft Technology Corp.

CATEGORY #(s): 3

DATE: 9/27/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Carahsoft is SAP reseller.
 - SAP Ariba – full service/modules for sourcing, buying/invoice, contracts and supplier management.
 -
2. Previous Projects
 - Washington DC (in process),
 - California DSHS – strategic sourcing, buying and invoicing. (*Infosys also lists this project.)
 - City of San Diego.
 -
3. Subcontractors
 - None. (Although it appears that SAP does all the work and Carahsoft is the seller only.)
 -
 -
4. Organizational Chart
 - Not provided.
 - Link to SAP corporate leadership page.
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 1

DATE: 1/14/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

SAP Ariba solution.

RTM – only Functional requirements returned. All other tabs deleted. **Non-responsive?**

Much of this solution response is identical to LSI SAP Ariba proposal.

General Principal and Requirements

- Key Solution Functionality Elements – p4 *SAP Ariba Guided Buying serving as the single point of entry. SAP Ariba Guided Buying serving as the single point of entry.*
 - SAP Portal integrated applications. – several deployment options.
 - SAP Ariba Business Network and SpotBuy catalog – marketplace.
 - P5 *Workflows are configured leveraging the user interface, not complex coding. The dynamic workflow engine allows administrators and key users to define any dependency of parallel and/or sequence routings. As a result, the State can maintain workflows as required as agencies/organizations are added to the solution, or policies change.*
- User Experience - focus on Guided Buying module and mobile procurement tools.
 - P6 *key advantages of using Ariba solution is that it simplifies procurement and sourcing process with easy synchronization to traditional ERP / Financials software.*
- Bidder Best Practices and Roadmap - Standard Ariba quarterly release and monthly feature deliveries.
 - Product roadmap identified
 - SAP Ariba Best Practices Center – flexible, as-needed support tailored to customer; single, named point of contact; best practices; claimed faster ROI.
- Innovations and Value-Added Features/Services
 - SAP Fieldglass
 - AP Ariba Supplier Risk Management
- Customizations/Extensions
 - Spotline (chatbot)
 - Seal Software (analytics for risk control)
 - Cloud Trade(PDF invoicing)
 - Keelvar Sourcing – optimizer to run, analyze and award events, bidirectional data.
 - Cordis – procure-to-pay integration with Oracle ERP;
 - P-18-20 – long list of extensions.
- Alternative Funding Models
 - P17. Listed SAP Fieldglass for external workforce strategy.
 - **Needs clarification “able to support supplier funded model.”**

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DATE: 1/14/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Contract transition – p20 States Carahsoft has a lot of contract management experience. Response does not directly speak to transition.

Functional Requirements – No RTM for General Functionality though Narrative references it

- General Functionality – Ariba integrated applications. Facilitates occasional and frequent buyers.
 - SAP Ariba Buying& Invoicing
 - SAP Ariba Sourcing
 - SAP Ariba Contracts
 - SAP Ariba Supplier Lifecycle & Performance Management
 - SAP Ariba Network
 - SAP Fieldglass
 - P24 *customers can achieve zero-touch processing and invoicing, eliminating once more non-value added work for AP, Finance, Invoice managers, etc.*
 - P24 *Data is categorized consistently within the solution leveraging a common data model inclusive of suppliers, commodity codes (UNSPSC), Agencies/Organizations, users, etc. Data created as a result of system utilization is available for analysis within the user interface via SAP Ariba's native reporting and analysis engine.*
 - SAP Ariba supports importing data from external systems.
- Supplier Portal
- P27 *Supplier enablement services are included in our offering. This reduces the level of effort/resources required from the State to enable suppliers on the SBN. Our team of 700+ enablement experts will be responsible for most of the enablement process. We also offer flexible partner onboarding: it is simple for ALL types of suppliers, big and small, integrated and portal.*
 - P28 Portal functionality integration - *Support for a consumerized buying experience through direct integration of back-end systems using cXML, EDI, or SAP Ariba Integration Adapters.*
 - P28 Solicitations:
 - *Publicly posted solicitations via Ariba Discovery and the State's Public site*
 - *Simple solicitation response via user interface or file upload*
 - *Contract collaboration and redlining via the Ariba Network and/or email*
 - *Support for CIF, cXML, and Excel e-catalogs, plus integration of online commerce storefronts via the Punch-Out feature*
 - *One-step CIF catalog validation and publication*
 - *Invoice validation and reconciliation.*
 - *SSO for managing accounts and network profiles.*
 - *Mobile availability*
 - *24/7 self service training and documentation – business hours phone and chat support.*
- Supplier Enablement/Management
 - P31 *Customized enablement strategy: Use our team's expertise to help you design and develop the most effective enablement strategy for your suppliers based on their profile, purchase order (PO) and invoice volume, and spend. Our approach includes duplicate detection (deduping) and segmentation of your vendor master data to effectively target and onboard suppliers in tiered waves that align with your priorities and objectives.*

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SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- P32 *Supplier education: user guides, FAQs, technical documentation, and free online seminars that explain the basics of using Ariba Network. We can also deliver your account specific information to suppliers through a supplier information portal embedded in Ariba Network.*
 - EPROC-VDR-18, -27 and -27 – needs clarification -references correct field.
 - EPROC-VDR-40 – Stated as out of box and configurable; other Ariba bidders were non-responsive on this requirement or partial function claimed. Needs clarification.
- Buyer Portal - Offers 2 primary entry points designed for casual user or power user. Casual user gets guided buying experience, can submit requests. Power user enters via dashboard, gets more self-service approach including buying, solicitation development, vendor management, report generation.
- Need Identification – Ariba Guided Buying function
 - Functions stated as supported.
 - P38 *Purchase orders will be sent to suppliers via the SAP Ariba Business Network. Subsequent change orders will be routed to suppliers via the Ariba Network as well. Change orders will be subject to a configurable workflow. Leveraging the Ariba Network suppliers can create an order confirmation, advance ship notice and invoice. All of which is accomplished electronically to streamline the source to settle process.*
 - 100MB limit on attachments throughout the portal.
 - EPROC-PRD-28 – Custom form can be created for special considerations such as trade-in. Is this considered a customization or native functionality? If negative numbers not accepted, how would this be handled? Needs clarification.
 - EPROC-PRD-48 – Needs clarification. Is this native functionality for loading values cited or is this assumed to be an integration? Entry is marked A.
 - EPROC-PRD-62 and PRO-29 – Needs clarification. Requirement is for header level; response is that supplier level is common. Non-responsive as presented.
 - EPROC-PO-16 – clarification needed – Signatures on POs – Carahsoft response says not available in comments, but marked A.
 - EPROC-RC-21 – UOM defined by PO – not convertible to inventory unit UOM for receipt entry.
 - Note: There are multiple responses in this Requirement set where configurable is stated but the Availability is marked A not CF.
- Catalog Capability – p41 *With SAP Ariba Catalog, suppliers can upload all their content using a single, simple user interface. And with recently launched, innovative capabilities, they have enterprise-grade content management tools to define, validate, and enrich catalog content. By creating catalog rules to cleanse and enrich the data, you'll be assured of compliant, error-free catalogs while you monitor content quality with your new dashboard reports.* No notes on hands-on customer-side hosted catalog management.
 - EPROC-CAT-6 & -7 Needs clarification. Listed as A, but limitations cited. 500,000 items per catalog; 5,000 catalogs per system. This would likely be in excess of catalogs needed by states, but the item threshold would not reach the limit for MRO vendor catalogs, for example. Does 5,000 catalogs include expired or inactive catalogs; can one vendor have multiple catalogs archived and not count against the total?
 - EPROC-CAT-11- needs clarification. Comments are circular – say to see CAT-11. (possibly means CAT-8 custom forms).
 - EPROC-CAT-19 – negative values supported requirement not met.
-

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RFP #: 202102021

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BIDDER NAME: Carahsoft

CATEGORY #(s): 1

DATE: 1/14/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Sourcing/Bid Management - claimed out of box functionality on common procurement types, 50% reduction in solicitation cycle time, savings.
 - Solicitation development using templates inside Ariba Sourcing.
 - P42 *The solution also supports other critical components of the solicitation process including addendums, amendments, Q&A, supplier notifications, supplier communications, internal communications, document management, etc. SAP Ariba Sourcing is natively integrated to SAP Ariba Contract Management and this will allow the State to create state-wide Contracts, Agency-specific contracts, Project-specific/one-time contracts, or Purchase Orders. P43 Proposals are received electronically and are automatically available for comparison side by side within the user interface (unless configured otherwise including envelope and sealed bids). Users may score/grade responses leveraging delivered functionality. Upon completion, side by side comparison by score, price, etc. can be done quickly and easily.*
 - EPROC-SRC-67 – requirement not native in platform
 - EPROC-SRC-73 – is posting to state's website included in standard functionality? **Needs clarification. See SRC-77 and -78.**
 - EPROC-SRC-107 – needs clarification. **Does surrogate bid meet requirement for posting?**
- Contract Management
 - P45 *With SAP Ariba Contract Management, the State can connect directly with suppliers when creating, negotiating, executing, and managing the ongoing administration of contracts. SAP Ariba Contract Management is natively integrated with Sourcing which allows the creation of a contract directly from the solicitation award. The resulting contract will be stored in a central repository and can be published to SAP Ariba Buying and Invoicing.*
- Vendor Performance- Cloud-based vendor data model; supplier 360- review; supplier scorecards based on KPIs.
 - P49 - *The State may leverage a set of APIs delivered as part of the SAP Ariba platform to expose data to the public via a public website. Data captured as part of the supplier management process supported by SAP Ariba Supplier Lifecycle and Performance is available via API. Data can be formatted and combined with other data sources and displayed on a public website to meet FOIA requirements.*
 - P48. Supplier surveys can capture stakeholder responses and compile performance score.
- Purchasing/Data Analytics - 3-step report creation wizard; data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate.
 - Pre-packaged or ad-hoc reports.
 - EPROC-PDA-35 - *SAP Ariba can support two reporting taxonomies. Supported taxonomies such as UNSPSC, the Ariba Classification taxonomy, and a customer-specific, custom taxonomy.*

Technical Requirements – No RTM provided

- Availability– 99.5% uptime. Linked service agreement document provides definitions of credit, maintenance windows, availability calculation etc.
- Accessibility Requirements

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DATE: 1/14/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- P55 *Accessibility at SAP refers to the possibility for everyone, including and especially people who are differently-abled, to access and use technology and information products. SAP ensures the implementation of user-interface (UI) accessibility features for Products via our SAP Accessibility standard.*
 - P55 *When developing software, SAP's product teams target Web Content Accessibility Guidelines Level A and AA and EN 301 549. **While SAP continues to implement and develop accessibility features across its product portfolio, solutions are not fully optimized for accessibility.***
- *Audit Trail and History p56 Specific logging takes place that is viewable by the customer administrator or their designee. Audit logs produced through use of the solution are considered customer data and are maintained within the customer's instance of the database. These logs are retained so long as the customer has an active contract*
- *Browsers Supported - Common browsers supported*
- *User Accounts and Administration*
 - *P60 Access to data and functionality within the modules is based on roles and permissions that determine which features of the solution a user can see and work with, and what data the user can access. The set of permissions for a user is derived from the roles mapped to that user and the groups the user may be a member of. Permissions are mapped to roles and then roles can be mapped to other roles, to users and/or to groups.*
 - *The solution also provides a single point of integration and administration for users and user profiles, organizations, groups and group memberships, roles and permission mappings.*
 - *This common data is shared and synchronized across modules automatically. The User, Group, Role and Permission objects can be managed from the provided UI or populated from a variety of sources, such as corporate systems and/or flat files.*
- *User Authentication*
- *Federated Identity Management – See previous answer.*
- *Data Conversion - SAP Activate Methodology for accelerated migration through Delivery team with responsibility for project management, functional and technical expertise, OCM and training to coordinated with customer org.*
- *Interface and Integration – P64 SAP Ariba applications integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems.*
 - *P51 - These standard integration options across our solution portfolio are:*
 - a) Master data integration is done primarily in batch mode, HTTPS using CSV files (Batch integration, and depending on the data volume this can be scheduled to run frequently to achieve near real-time integration)*
 - b) SOAP Web services that use an XML payload (Real-time integration suitable for transactional data)*
 - c) REST APIs (supports both synchronous & asynchronous calls)*
- *All of these integration methods are based on SSL 256 bit encryption and support various authentication methods such as WS-Security, basic and digital certificate authentication as standard. Our customers can opt for two or more or all the options to help achieve the desired level of integration*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 1

DATE: 1/14/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Office Automation Integration P56 *SAP Ariba supports a wide array of document types and formats as attachments or documents stored within a workspace. For examples: Word, Excel, and PowerPoint.*
Using User Interface, Using CSV, customer with proper access can import data into Ariba or Export out of Ariba.
- Mobile Device Support – site is built for mobile responsiveness. Components with mobile functionality including shopping cart, approvals, viewing reqs. Supplier 360 reports available to view on Airba ios app.
- Mobile Applications – ios and Android supported. Touch ID, App pin, fingerprint recognition options for access.
- Data Ownership and Access – p69 *The customer owns the data; they can extract the data at point of time during the throughout subscription. Tools to download the data. For example: User Interface (Import CSV), API's.*
- Date Retention, Archive and Purge Considerations - Date Retention, Archive and Purge Considerations – p70 *Data retention is governed by the active contract. We retain your data on the service for the duration of the subscription term and any subsequent renewal term.*
- Disaster Recovery Plan - Data centers in regional pairs.
 - URLs will continue to work if failover. Cloud Engineering Services move area within RTO; after switch, secondary becomes the new primary.
 - Customer will receive email from SAP notifying of unplanned down time. Expectation for communication not stated in narrative.
- Solution Environments– p72 *Customers receive two environments by default: production and test. The test environment is used for initial configuration and setup. The production environment is used for production. Additional environment is available for an additional charge.* Solution Technical Architecture
- Solution Technical Architecture – Graphic shows a sample map connecting SAP and non SAP systems. No narrative provided. No RTM provided.
- Solution Network Architecture – p57 *The system is powered by high-performance servers and utilizes a network infrastructure designed for scalability, reliability, and security. The SAP Ariba Operations team is constantly monitoring and maintaining the systems.*
- P58 Needs clarification SAP Ariba solution is *available only as a SaaS multi-tenant model hosted by us. Presumably us is SAP?*
 - *Our solutions are offered and delivered in a true subscription-based model and shared service (multi-tenant) offering. There is no software to install, no hardware to buy, no maintenance or support costs and no need to hire consultants or tech specialists to run the system.*
 - *Subscription includes system maintenance, automatic upgrades, enhancements and application of service packs, Level 1- 3 help desk support, professional services and best practices built directly into the application.*
 - Data will be hosted in North American data center.
- P76 *Ariba leverages a Secure Software Development cycle (Secure SDC) that is aligned with ISO 27034 principles. This includes:*
 - Secure code (OWASP Top Ten) training to engineers*
 - Code review by peers before build cycles*
 - Static and dynamic code analysis, with load testing for resiliency*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 1

DATE: 1/14/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Reviews and approvals at multiple phases for meeting security criteria prior to release to production.

- Service Level Agreement – one page SLA attached. Referenced above.

Security Requirements – No RTM provided

This section is common with IBM and LSI submissions)

- Cloud Security Alliance (CSA) Compliance = CAIQ 3.0.1 supplied.
 - **MOS-15 – Clarification needed** – How are changes to mobile operating systems, patches performed if not SAP change management processes? No comments provided.
- Security and Privacy Controls - **Needs clarification**. P80 SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines. **Does will SAP intend to become compliant with NIST requirement?**
- *SAP Ariba is audited and certified by independent third-party auditor PricewaterhouseCoopers (PwC) for compliance with ISAE 3402 SOC1 Type II, SOC2 every six months. A SOC 3 report is issued annually. Upon completion of the audit, an attestation letter is issued, stating our compliance. In addition, our primary hosting facility (Equinix) infrastructure is audited for compliance with SSAE 16 SOC1 Type II, SOC 2 Type II.*
- Security Certifications . See previous entry.
 - PCI Service Level 1 compliant;
 - compliance with the Visa USA Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) program
 - Not HIPPA certified – limited relevance for procurement
- Annual Security Plan – p62 – states plan is internal document. Gives links to request SAP SOC reports. Not included with response.
- Secure Application and Network Environment - 24/7 system monitoring. Firewall separation of SAP corporate with customer cloud.
 - Only SAP authorized staff using SAP authorized computers in data centers.
 - 2FA authentication for SAP staff entering cloud environment.
 - Exception-based authorization for Cloud Engineering to access specific customer cloud instances.
 - *P88 Data disposal practices are aligned with the NIST 800-88 standards for clearing, sanitizing, and data destruction to prevent data remanence prior to retiring or allowing storage media outside of our security envelope.*
- Secure Application and Network Access
 - Data at rest and in transit encrypted.
 - Detailed descriptions of security provisions provided for hardware and physical premises.
- Stated in narrative. P94-96. SAP has DPA setting out terms. **No NIST standards referenced as proposed in RFP.**
- **Personally Identifiable Information Protection – Needs clarification for responsiveness.** P.71 *SAP Ariba are not designed to handle HIPAA data. Our solutions are designed Business to business transaction, and SAP Ariba does not support storing HIPAA/PII/Personal data. For example: SSN, Personal Banking information etc.*
- Security/Privacy Issue Occurrence – Scenario described. Full process documentation stated to be confidential.
- PII Data Actual/Attempted Access or Disclosure – As previous entry.
- Security Breach Reporting – As previous entry.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Carahsoft

CATEGORY #(s): 1

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DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Video Demonstrations

- SAP video – same as LSI
- Sales pitch demonstrating understanding of end-to-end procurement cycle
- Product walk-through – Ariba buying and source to pay integrated system. No demo of help desk or discussion of implementation and support services.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Effution

CATEGORY #(s): 3

DATE: 8/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 1)
 - “effution LLC was formed in late 2018 and started operations in January 2019”.
 - “effution GmbH, headquartered in Augsburg, Bavaria, Germany. effution GmbH and its predecessor CostXpert AG has been providing software cost engineering calculation services”.
 - “effution LLC is the sole proprietor of effution GmbH’s software and services in the Americas.”
 - “AI-driven tool, sucCXess 2.0, provides the most accurate and precise software estimations”.
 - Concerned that the solution is not a software/service that fits any of the eProcurement workstreams.
2. Previous Projects (pg. 2)
 - Local Automaker located in Ohio: Determined a “should-cost for a new model embedded-system for one of their software-driven dashboard elements”.
 - “Being a new startup business and given the impacts of the pandemic, this is all we are prepared to share.”
3. Subcontractors (pg. 2)
 - No subcontractors.
4. Organizational Chart (pg. 2)
 - No org chart provided.
 - U.S. owner is the only U.S. employee. GmbH has 5 engineers and 8 developers.
 - Concerned that the company is not staffed to support multiple, concurrent projects.
5. Litigation (pg. 2)
 - No litigation.
6. Financial Viability (D&B snapshot file)
 - Submitted D&B report does not provide financial information. This may be because they are a “new startup business”.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Effution

CATEGORY #(s): 3

DATE: 9/27/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

- **Individual Evaluator Comments:** Unclear how the software fits in the public procurement sphere – prior experience appears to be industrial clients. Company appears to be extremely small, with limited U.S. footprint, no public sector experience, and no proposal for implementation.

Organization Qualifications and Experience

2. Overview of the Organization

- Bidding SucCXess 2.0 – software cost estimation tool.
- Unclear what the connection is between prior company and current company.

•

3. Previous Projects

- Provided example of Honda software cost estimate savings.
- No details provided of other projects.

•

4. Subcontractors

- None.

•

•

5. Organizational Chart

- Note. One U.S.-based employee. Development at German subsidiary.
- No project implementation outline.

•

6. Litigation

- None.

•

•

7. Financial Viability

- Company profile is 2 years old.
- No D&B provided as noted.

•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 3
DATE: 8/23/21
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization - GEP

- Global providing “end-to-end procurement and supply chain services” w/ 20+ years “delivering procurement success” (pg. 4)
- “Top-ranked by Gartner, Forrester, IDC, Spend Matters” (pg. 4)
- “Woman and minority-owned enterprise” (pg. 4). Minority Owned cert- Tennessee, Women Owned cert- New Jersey (pg. 10)
- Can provide Full Suite eProcurement solution and “Managed Services” (pg. 6)

2. Previous Projects (pgs. 13/15)

- Overall:
 - i. Higher Education but no State/Local Gov’t examples
- **Viatris:** Referred to “Unified direct and indirect buying and accounts payable” but they do not clearly say what GEP modules were implemented. Implies it was the Purchasing and Supplier Management modules. \$40B+ spend, 75K suppliers uploaded. *Not a Full Suite eProcurement implementation.*
- **UCAL:** Appears that GEP S2C (“Spend Analysis, Sourcing, Contract Management, Supplier Management) and a “public bid site” were implemented. Spend under management increased to \$47.5B, 1K+ sourcing events. *Not a Full Suite eProcurement implementation.*
- **Chevron:** “Unified, mobile-enabled system” but does not say what GEP modules were implemented. Provided Change Management for “users and suppliers”. *Unclear whether this was a Full Suite eProcurement implementation.*
- **LDS Church:** Contract and Supplier Management. “Managed over 8k suppliers and integrated over 25k contracts”. *Not a Full Suite eProcurement implementation.* Subcontractors
- **UMASS:** “Full suite of Source-to-Pay execution tools and process flows”. “Campus-wide Procurement Support desk and portal”. “Highly effective change management and communication plan”. *Appears to be a Full Suite eProcurement implementation however*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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commented that there is a “roadmap” of “key capabilities that will be built out over the next 12-24 months after go-live”. So the implementation may not be complete.

3. Subcontractors
 - No subcontractors.
4. Organizational Chart
 - Organization charts provide sufficient detail to demonstrate that most areas of Full Suite eProcurement implementation are represented. (pg. 22)
 - Staffing Plan (pgs. 23-25) present both the Contractor and Participating Entity staffing/responsibilities. Both lists are reflective of the core positions and responsibilities.
5. Litigation
 - No litigation
6. Financial Viability (pgs. 31-33)
 - GEP (NB Ventures, Inc.): No negative categories or risk concerns cited.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 3
DATE: 12/27/21
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

- Single unified platform, pg. 4: "all relevant functionality in a single unified platform:- sourcing, savings tracking, category management, contract management, supplier management, and procure-to-pay"

User Experience

- Intuitive User Experience, pg. 8:
STRENGTH
 - o Users can pick which screen will be their landing page
 - o Users can drag/drop, reorder different sections of the screen. System retains changes for next log in.CONCERN: the "pending tasks" list has all tasks, mixing all types of transactions/tasks in a single list that must be filtered or searched. Will likely be too much in a single list for users.
- Mobile, pg. 9: STRENGTH, iOS and Android apps have very robust functionality.

Bidder Best Practices and Roadmap

- Agile Implementation Methodology, pg. 14: STRENGTH, methodology focused on "Progress over perfection" as detailed allows State/Entity to learn from decisions they make for setup configuration and adjust instead of settle.
- Release/Update Cycles, pg. 15: WEAKNESS, for New Releases and Maintenance Releases the State/Entity will only have a release in UAT for one week before it goes to Production.

Innovations and Value-Added Features/Services

All of these services are likely to be only an occasional fit/need for States/Entities. Suggest making sure these are negotiated and moved to be Optional and are not included in the proposal scope/pricing.

- **Organizational Maturity Assessment**, pg. 19-24: CONCERN, Maturity Assessment work is not often needed/desired by States and is very 'heavy'/intensive work (16 weeks minimum).
- **Opportunity Assessment**, pg. 25-28: CONCERN, Opportunity Assessment is another heavy/intensive effort towards recommending Sourcing actions by the State. This is outsourcing

STATE OF MAINE INDIVIDUAL SME NOTES

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

the 'strategy' part of Strategic sourcing and it requires a lot of data that is not easily obtained or categorized... so lot of work to gather and then analyze/classify.

- **Market Intelligence**, pg. 30-34: Reports from GEP resources/data to support a State's Strategic Sourcing efforts. This is not likely to be a heavily use resource/service since it would target situations where the State/Entity feels they don't have sufficient insight for a planned sourcing event.
- **Category Management**, pg. 36-37: This appears to be full outsourcing of Strategic Sourcing work.

Customizations/Extensions

- Customizations/Extensions, pg. 39: NOTE, GEP uses a "Product Advisory Group (PAG)" to get customer feedback on current features, new features and feature enhancements. Should GEP move forward, suggest negotiating to have some part of the post-award ValuePoint Team to be members of this Group to insure that NASPO members have a 'voice' for the roadmap of the system.

Alternative Funding Models

- None offered

Functional Requirements

General Functionality

- Modules included, pg. 46: Spend Analysis, Sourcing/Bid Mgmt, Contract Mgmt, Supplier Mgmt, Item Master, Vendor Master, Reporting/Analytics, Invoice Mgmt, Purchasing, Catalog Mgmt, Guided Buying.

RTM

- WEAKNESS, GEN-3: Suppliers must register to be able to use an RFx link to access a Solicitation Event.
- STRENGTH, GEN-12: System search can search "content with any readable attachments" (e.g. pdf, excel).
- WEAKNESS, GEN-25: All emails generated by the system will have a From email address domain of "gep.com" instead of the State/Entity.
- POTENTIAL WEAKNESS, GEN-35: System does not have a "comment library" feature to store standard comments for use on Transactions.
- WEAKNESS, GEN-38: GEP licensing does not provide for "unlimited licenses for business users and supplier users."

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SME DEPARTMENT/STATE: NASPO

Supplier Portal: does have the functionality.

- GEP Supplier Enablement Team, pg. 50: "will take ownership of onboarding all State/Participating Entity suppliers... at the time of implementation". CLARIFICATION, will this team be responsible for on-going supplier onboarding post-implementation of the system?
- "GEP does not charge the suppliers to transact on our platform" (pg. 50)
- Suppliers have "single login to transact with different States/Participating Entities (pg. 51). So single supplier account to work with all Coupa customers.

RTM

- STRENGTH, SPR-13: Supplier emailed invoices can be OCR scanned to extract metadata and automatically load this into the system.

Supplier Enablement/Management: does have the functionality

- "Pre-Qualified Supplier", pg. 54: CLARIFICATION, are these lists required to be used as the invited supplier list for sourcing events?

RTM

- Meets req'ts

Buyer Portal: does have the functionality

RTM

- Meets req'ts

Need Identification: does have the functionality

- "Central intake form", users provide details on product/service with "category/commodity specific questions/fields". (pg. 62)

RTM

- Meets req'ts.
- STRENGTH, NEED-3: System allows creation of multiple "intake form" capabilities to address different kinds of procurement needs.

Request through Pay: does have the functionality

- pg. 64: CONCERN, "connecting every order to a contract" may mean that the system does not provide means to do non-contract orders in the system.
- pg. 66: Can create purchase orders "without a requisition".
- Services Procurement, pg. 67: STRENGTH, 3 ways to address services procurement
 - o User creates requisition with Milestone line items on a PO.
 - o User creates requisition with Contingent Worker details.
 - o Supplier creates "service entry sheets" with "service line items/rates" from the contract that are "sent for approval".

RTM

- NOTE, there are many req'ts where the response is "yes" and basically repeating the req't without providing details of how the system would do it.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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RFP TITLE: eProcurement Solutions and Services

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SME DEPARTMENT/STATE: NASPO

- POTENTIAL WEAKNESS, PRD-13: System does not provide a "library concept of standard specification text or attachments associate with specific commodity codes".
- POTENTIAL WEAKNESS, PRD-37: System does not capture "non-contract match" items when purchasing from a State source.
- POTENTIAL WEAKNESS, PRD-37: System does not capture prices for matching State sources when a non-contract item is selected.
- CONCERN, PRD-56: Response is would "like to discuss" in regards to being able to enter "backdated purchase requests".
- POTENTIAL WEAKNESS, PO-16: System only offers "signature image" for electronic signature of the PO.
- NOTE, PC-1: Pcard functionality for the system is not scheduled for release unty Q1-2022.
- POTENTIAL WEAKNESS, RC-3: System does not provide a means to record receipts in the system without a PO being in the system.

Catalog Capability: does have the functionality

- pg. 69: CONCERN, "catalogs linked with contract" may mean that the system does not support non-contract catalogs.
- pg. 70,
 - o "At the time of implementation, GEP will configure any State/Participating Entity specific punchout catalogs".
 - o "supports level-2 punchouts", suppliers must "expose their APIs to GEP web crawlers".
 - o "Internal Catalogs" that integration with inventory master provides "visibility in on-hand balances/quantity, price to the users".

RTM

- Meets req'ts except, POTENTIAL WEAKNESS, CAT-19: Catalogs cannot have negative values to identify trade-in values.

Sourcing/Bid Management: does have the functionality

- pg. 74, "line sourcing events from opportunities identified through spend analysis".

RTM

- STRENGTH, SRC-29: System allows users to copy/paste from Excel to the price sheet screen.
- POTENTIAL WEAKNESS, SRC-37: Changes to a Solicitation Template may automatically "make specific updates to the sourcing events" where users have used the templates.
- POTENTIAL WEAKNESS, SRC-67: System does not provide a means for suppliers to add themselves to a solicitation bidders list. The buyer must do it manually.
- WEAKNESS, SRC-97: Suppliers cannot withdraw a response once it has been submitted. They must revise their response to say not responding and re-submit to replace their previous response.
- POTENTIAL WEAKNESS, SRC-102: System does not provide a capability for supplies to electronically sign their response. They must sign a printed copy, then scan & attach the document.
- WEAKNESS, SRC-107: System does not provide a way to prevent Suppliers from submitting on-line responses for 'hard copy submission only' Solicitations.

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CATEGORY #(s): 3

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- NOTE, SRC-109: The capability for buyers to enter paper responses on-behalf of Suppliers is not currently a feature but is expected to be available by Award.
- WEAKNESS, SRC-122 & 123: System does not provide a means to define and apply Preferences to response evaluation.
- POTENTIAL WEAKNESS, SRC-148: For cancelled solicitations, any submitted responses will not be locked/encrypted to prevent buyer access and Suppliers cannot withdraw their responses.

Contract Management: does have the functionality

- Pg. 77
 - o Collaborative Authoring", route contract draft internally and externally to suppliers for "review, editing and redlining"
 - o Very comprehensive integration with MS Word with check-out/check-in document control and access clause library from within MS Word.

Video - Strengths

- Contract Wizard method, prompts user for info and system suggests relevant templates then creates draft contract.
- Contract Examiner: loads and scans PDF docs extracting Meta data
- In MS Word editing of contract language redlining user can see list of Clauses from library (Variable Library) that can be added while editing in Word.
- Contract Search from Workbench searches all Contract Metadata and all readable documents.

RTM

- STRENGTH, CNT-8: System has a 'mass' update feature to amend all existing contract to get updated clauses/templates.
- NOTE, CNT-23: Response did not address Contract Authoring however on pg. 77 of the Technical Response this capability is discussed.
- POTENTIAL WEAKNESS, CNT-27: System does not provide a means to restrict access to specific attachments on a Contract.
- POTENTIAL WEAKNESS, CNT-36: System does not provide a means to define default account coding as part of the Contract record that would then be used as default for requisitions/orders from the contract.
- WEAKNESS, CNT-38: To capture Contract subcontractors, resellers, dealers and franchises they must be issued their own contracts in the system.
- WEAKNESS, CNT-41: To capture Contract SWAM certification/participation data each subcontractor must be issued their own contract in the system.

Vendor Performance: does have the functionality

- Pg. 79/80,
 - o Survey questionnaires to users
 - o Initiate performance improvement plans w/ milestones and activities.
 - o Link to Contract obligations to generate "Contract score"
 - o

RTM

- Meets req'ts.

STATE OF MAINE INDIVIDUAL SME NOTES

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SME DEPARTMENT/STATE: NASPO

Purchasing/Data Analytics: does have the functionality

- pg. 82: CONCERN, "GEP Minerva" cited as providing AI and machine learning but it is not listed in the components included in the proposal (pg. 46).

RTM

- Meets req'ts

Technical Requirements

Availability

Pg. 86: Meets req'ts.

Accessibility Requirements Pg. 88: Meets req'ts for components behind the login, however response did not address compliance of "publicly available" components.

Audit Trail and History

Pg. 90 & TECH-1 thru 5: Meets req'ts

Browsers Supported

Pg. 92: Meets req'ts

User Accounts and Administration

- Pg. 94/95: Meets User Acct/Admin req'ts except response did NOT address req't to be able to delegate Admin role to agencies.

RTM

- POTENTIAL WEAKNESS, TECH-12: System does not provide a 'one account' feature for user that is both a buyer and a supplier. User must have two accounts.

User Authentication & Federated Identity Management

Pg. 97 & TECH-21 thru 25: Meets req'ts.

Data Conversion

Pg. 99-105 & TECH-26 thru 34: Meets req'ts.

- CONCERN, response refers to "item master data management and vendor harmonization services" but does not indicate whether these are included in the proposed scope/pricing.
- CONCERN, pg. 105 figure references "UNSPSC classification". Does this mean that the system only support UNSPSC commodity codes?

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Interface and Integration

Pg. 107-109: Meets req'ts except for real time integration.

- NOTE, pg. 108 of proposal assumes that the State/Entity will provide Middleware for integration.

RTM

- GAP, TECH-35: System does not provide real-time integration capabilities. Can be "Near Real time and Batch file-based transfers".

Office Automation Integration

Pg. 111 & TECH-61: Meets req'ts.

Mobile Device Support & Mobile Applications

Pg. 113/114 & TECH-62: Meets req'ts

- Pg. 113: STRENGTH, includes both iOS and Android apps which allow approving orders, requisition and invoices, service confirmation, view dashboards, access catalogs, and create requisitions. Apps support "biometric authentication".

Data Ownership and Access

No response provided. This section is missing from the proposal.

Date Retention, Archive and Purge Considerations

Pg. 116 & TECH-63: Meets req'ts.

Disaster Recovery Plan

Pg. 118: WEAKNESS, the proposal did not provide details regarding GEP's Disaster Recovery plan as required.

Solution Environments

Pg. 120: WEAKNESS, the UAT environment is to be used as the Training environment. The required separate training environment is not provided.

RTM

- WEAKNESS, TECH-64 thru 67: A separate Training environment is not provided.

Solution Technical Architecture

Pg. 122/123: Meets req'ts.

Solution Network Architecture

Pg. 125-127: Meets req'ts

System Development Methodology

Pg. 129-132: Discussion/information is not indepth but does present high level of the requested information. Meets req'ts

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Service Level Agreement

Pg. 134 & GEP Appendix 1-SLA Standard doc: Not comprehensive or good protections for States/Entities

- Support services are only available to State/Entity "Designated Support Contacts" (pg. 1)
- Only service level warranty is "System Availability" at 99.8% avail, 7days/24 hours (pg. 2)
- Service Credits=% of monthly fees... must fall below SL for "three (3) consecutive calendar months" (pg. 2)
- Severity Levels: Sev 1 & 2 are about complete unavailability of entire system or a major feature. Issues around functionality on specific types of transactions (button not visible) or with a specific transaction are Sev 3. SLA does not indicate who sets the Severity. (pg. 3).
- Response Times: most critical State issues will be Sev 3 and response times are not good.
 - o Sev 1: Initial response - 1 hr, Workaround - 1 business day, Fixed – 10 business days
 - o Sev 2: Initial response - 4 hrs, Workaround - 1 business day, Fixed – 20 business days
 - o Sev 3: Initial response - 1 business day, Workaround - 10 business days, Fixed – 45 business days

Security Requirements

Cloud Security Alliance (CSA) Compliance

Pg. 136: Meets req'ts. Completed a CAIQ

Security and Privacy Controls

Pg. 139: Did not indicate level of compliance with NIST 800-53 as req'd however system is "modelled as per ISO 27001" which is international standard on security management systems.

Security Certifications

Pg. 141: Meets req'ts

Annual Security Plan

Pg. 144/145: Response did not "describe the Security Plan" but instead described their security practices and provided copy of their internal "Information Security Policy".

Secure Application and Network Environment

Pg. 147/148: Details are not comprehensive but does meet req'ts.

Secure Application and Network Access

Pg. 149/150 & SEC-1 thru SEC-5: Meets req'ts.

Data Security

Pg. 153/154: Meets req'ts.

Personally Identifiable Information Protection

Pg. 156: Meets req'ts

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

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BIDDER NAME: GEP

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- CONCERN, GEP's definition of PII did not include Tax ID and may not match each State's/Entities' definition of PII.

Security/Privacy Issue Occurrence & PII Data Actual/Attempted Access or Disclosure

Pg. 158: Does not meet. WEAKNESS, GEP will not comply with the notification/communication req'ts specified in the RFP. Only commits to report/notify "customers within 4 hours of an incident/breach".

Security Breach Reporting

Pg. 160: Meets req'ts. Will not provide initial response within req'd 2 hours but will provide detailed notification will be within 4 hours instead of the req'd 24 hours.

Implementation Services Requirements

Project Management & Project Implementation Methodology

Pgs. 163-183:

- *Detailed Implementation Tasks*, pg. 164:
 - o CONCERN, feels like GEP expectation is little or no special setup for client. OOTB and GEP std setup is expected to fit the client.
 - o WEAKNESS,
 - Req't Gathering & Solutioning: don't see Integration
 - Cutover & GO Live: OCM communications is not happening until cutover phase. Too late for good OCM.
 - Hyper Care: waiting to establish Help Desk and do FAQs until after Go-Live is late, should be earlier.
- *Multiple Workstreams*, pg. 165:
 - o Interfaces Development: CONCERN, chart is showing that the State/Entity must lead SIT testing. This should be GEP led.
 - o Supplier Enablement: CONCERN, chart shows GEP as lead on "Set up Catalogs", need to determine if they are actually creating catalog files and see if there are any assumed limits on the number of catalogs/punchouts.
- *Organizational Chart*, pg. 166: NOTE, unusual to have an org chart that shows Contractor Leads reporting to State/Entity Leads.
- *Timelines*, pg. 167-
 - o Upstream/Downstream separation is good.
 - o Large:
 - Overall timeline of 18 months to final Go-Live is too aggressive. Should be something like 24 months.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3

DATE: 9/27/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - End to end procurement / supply chain
 - Source to pay. Supplier management.
2. Previous Projects
 - Private sector – public higher ed
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Role detail.
 -
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 3

DATE: 1/14/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Evaluator Comments:

GEP – Global eProcure platform - modules in integrated platform.

General Principal and Requirements

- Key Solution Functionality Elements – Required elements provided in integrated tools. Narrative lacked detail. Video demonstrated functionality and user experience. Elements explained on narrative p46.
- User Experience - Integrated functionality.
- Bidder Best Practices and Roadmap
- Innovations and Value-Added Features/Services – Mostly focused on consulting and reports. (Swamped the narrative description of the primary sourced product.)
- Customizations/Extensions – vague description that future customer needs could be developed. Focused on existing SAAS. **EPROC-PRD-56**
- Alternative Funding Models N/A

Functional Requirements

- General Functionality – Only configuration items relate to publishing to state's website.
 - **EPROC-GEN-25** – Notifications will have @gep.com email domain / doesn't integrate to state's domain. Non-compliant. **Needs clarification.**
 - EPROC-GEN-39 – High level of configuration required to set external posted content. No additional cost proposed or problem identified.
- Supplier Portal - EPROC-SMR-19 – high level of integration for admin fee payments with state's portal. Doable.
- Supplier Enablement/Management – All requirements noted as Native to application.
- Buyer Portal – Out of box
- Need Identification – Out of box except for E-PROC-NEED-5 which would configure priority of state contracts/purchase channels.
- Request through Pay — Out of box **EPROC-PRD-11** (recurring purchase function) noted as Medium complexity to set up. **Clarification needed** if this is a configuration or actually out of box.
 - – backdated function. **Needs clarification.** Response notes as out-of-box, but statement does not address role-based authority or the functional requirement of backdated orders
 - **EPROC-PC** – Listed as in development- **Needs clarification** if functionality available.
- Catalog Capability – **EPROC-CAT-38** – Public-facing search without login not available. Can be developed. **Needs clarification** as is listed as Low complexity.
- Sourcing/Bid Management – All requirements listed as out of box or low complexity configurable except **EPROC-SRC-109** bid submissions entered by purchasing staff – currently requires GEP staff

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

to load into back-end. Listed as in development by contract award date. Needs clarification if functionality now exists.

- Contract Management - All listed as out of box except:
 - **EPROC-CNT-20 – Needs clarification.** Response appears to refer to each individual document internal ID not an overall contract number that may be a single document/file or a collection of files depending on structure.
 - **EPROC-CNT-71 and EPRPOC-CNT-72** – Functionality listed as high complexity config. **Needs clarification** if requirement understood. Is there admin fee functionality/invoicing/tracking separate from payment processing?
- Vendor Performance – all listed as out of box.
- Purchasing/Data Analytics – listed as out of box with some config for level 2 punchout search.

Technical Requirements

- Availability – 24x7 SLA 99.8%
- Accessibility Requirements – WCAG 2.1
- Audit Trail and History – Out of box
- Browsers Supported – Edge/Chrome recommended. Native mobile functionality for ipad and android.
- User Accounts and Administration – MS AD. 2MFA. SAML 2.0 for SSO.
 - **EPROC-TECH-12** – requires SSO for buyer/supplier dual accounts single login config. **Conditional compliance.**
 - **EPROC-TECH-24** – 2MFA doesn't autogenerate new password. 6 digit code required for access to password reset. **(acceptable standard but doesn't meet requirement.)**
- User Authentication – Non SSO – upper/lower/number/special char. 5 attempt lockout. 90 day.
- Data Conversion – Multiple dataset approach. Import of migrated data (flat file). Import of ERP live data. Process to harmonize extensive list of fields where data variation is common. (master file cleanup)
 - **EPROC-TECH-30** – Ongoing vendor performance integration is additional cost.
- Interface and Integration – 50 in-house integration experts for ERP connection. (SAP, Oracle, PS etc.) Real-time and scheduled data migration as appropriate for master or transactional (JSON) data. Customer is responsible for SLI integration. GEP will use state-preferred middleware for integration between ERP and GPE.
 - **EPROC-TECH-55** – P-card hosting is planned for 1Q22 – **needs clarification if available.**
- Office Automation Integration – MS Azure-hosted. Word integrates with GEP through plugin allowing redlining of contract document. "Contract Examiner" extracts clauses from scanned PDFs. Price sheets can be edited offline in Excel and loaded back into GEP. Integrates with Outlook for alerts/notifications.
- Mobile Device Support – Dashboards, viewing catalogs, Approvals. Unclear if ordering can be performed in mobile environment. (Secure biometric access.) Unclear if VPN is required to log into mobile environment.
- Mobile Applications
- Data Ownership and Access – After contract termination, customer data returned in mutually acceptable file format; then purged and destroyed. Time period not stated other than with customer agreement.
- Data Retention, Archive and Purge Considerations
- Disaster Recovery Plan – 1 hour RPO. RTO 4 hrs.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- Solution Environments – UAT and Production. UAT environment developed through investigation and requirements gathering. GEP to develop testing scenarios to validate function prior to go-live.
 - Scalable through MS Azure data centers.
 - Automated processes to maintain continuity between UAT and production environments.
 - Mobile – native adaptive UI
- Solution Technical Architecture - .Net built on Azure.
- Solution Network Architecture
- System Development Methodology
- Service Level Agreement – 99.8% system availability. 4-level Severity priority for cases with response times 1 hour, 4 hour, 1 business day 4 business days initial response provided followed b 3-step support timeline for each level to conclusion. (Appendix 1.) 24x5 (M-F) support services assistance via email, online and phone.

Security Requirements

Notes: GEP SMART Application Architecture & Security Overview, SOC 2 and Information Security policy provided in appendices.

- Cloud Security Alliance (CSA) Compliance – Yes. Completed. No answers of concern.
- Security and Privacy Controls
- Security Certifications - datacenters are SSAE16 certified. The datacenters are SOC1 and SOC2 as well as ISO / IEC 27001:2005 certified and hosts data for Fortune 500 as well as Global 2000 companies.
- Annual Security Plan
- Secure Application and Network Environment -
- Secure Application and Network Access – EPROC-SEC-2 – configuration required for concurrent login limitations in conjunction with customer.
- **EPROC-SEC-3** – forced login **not currently available** – would be developed with customer – no extra cost proposed.
- EPROC-SEC-5 – almost real-time snapshots. Daily, weekly and monthly off-site backups. Primary data center VA, Secondary CA.
- Data Security – Azure PAAS.
- Personally Identifiable Information Protection – Lists compliance in narrative.
- Security/Privacy Issue Occurrence – Acceptable response listed in CAIQ.
- PII Data Actual/Attempted Access or Disclosure
- Security Breach Reporting – Notification with 4 hours of occurrence - Narrative.

Implementation Services Requirements - GEP

- Project Management – Detailed org, role description. GEP and state responsibility.
- Project Implementation Methodology – Agile sprints / JIRA tracking
 - 5 stages: Requirements; Development/config; UAT; go-live; hypercare
 - Implementation schedules for small, med, large [provided.
 - Challenge/risk mitigation strategies identified (p180)
- Catalog Support Services – Separate implementations with suppliers for hosted/punchout catalogs by supplier enablement team. Ongoing hosted owned by customer; ongoing punchout.
 - GEP will test punchout catalogs – signoff required from customer and supplier before go-live.

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- Needs clarification: UNSPSC is referenced in graphics – does GEP support NIGP?
 - Needs clarification: GEP Catalog management services – works with suppliers pre- and post-go-live. Is this a supplied cost option?
- Data Conversion Services – emphasis on understanding data, process standards, data mapping prior to migration.
 - Data standardization – centralized data platform for all systems.
 - Clarification needed: who authorizes decision process for “GEP supplier database” to be the data of record when conflicting data exists or is entered in customer system?
- Interface/Integration Development Services – Defined rules established; standard APIs developed; transaction failure notification monitored by GEP integration team; will be retriggered to correct.
- Organizational Change Management (OCM Services) – Steps designing change process; identified stakeholders and impacted by People, Process, and Technology.
 - Communication and training plans based on stakeholders’ impact.
 - Identify readiness through process; communicate change reasons and processes to drive adoption. Change agent roles: Sponsors, Champions, Agents. (Profile of agents)
- Training Services – Train the trainer; self-study modules powerpoint; quick ref guides; desktop procedures; faqs. Delivered in-person and remotely. Staged training based on role/audience.
 - GEP train superusers; end users trained by customer agency superusers.
 - GEP provide technology documentation; customer agency develop process docs.
 - Needs clarification: No online self-paced training mentioned – is this because of configured toolset that requires training of this type to be developed by the customer?
- Help Desk Services – GEP Success portal – 24x7 – case reporting, knowledge bases.
 - 24x5 helpdesk for customer users. Phone, email and chat. Suppliers by email and phone only.
 - EPROC-IMPL-1 - Needs clarification – new release, product update training through webinars – are these webinars for all GEP or customer-specific?
 - Needs clarification: p222 Best practices support model. Is GEP/State helpdesk staffed by GEP or a combination of GEP and customer staff?
 - EPROC-IMPL-2 – ongoing training provided as needed: who defines as-needed? Are their additional cost thresholds for training? For smaller agency, if train the trainer needs to be performed at future stage in the contract due to staff turnover, is GEP committed to providing this post-implementation or is this a cost option? Needs clarification.
- On-Site System Stabilization Support – agreed hypercare period to handhold initial document creation, complete key issues detected post launch; configuration support; issue cleanup; on-demand supplier support.

Managed Services Requirements

- Solution Support – governance plan for ongoing system support;
 - Specific Director; technical account manager, customer support lead roles in addition to customer support team.
 - Repeated 24x7 system uptime/99.8% SLA. Off-business hour updates; vulnerability and patch policy and practice.
 - EPROC-MNGD-1 – findings reported on “regular basis” – is this quarterly meetings? Needs clarification.
- Organizational Change Management (OCM Services) – Repetitive of implementation slides.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- Success measured – Financial; stakeholder satisfaction; volumetric; internal business processes;
- Training Services – Referenced implementation slides
- Catalog support services. – Referenced implementation slides
- Help Desk Services – Referenced implementation slides
- Transition Out Assistance Services – 4-6 month plan exiting governance and 4 months and supporting change through 6. Knowledge transfer and go-live readiness

Video Demonstrations

- Detailed walk-through of toolset processes.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM-Kyndryl

CATEGORY #(s): 3

DATE: 10/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Organization Qualifications and Experience

Solution proposed is SAP Ariba. "selecting SAP Ariba for the eProcurement solution, the selection of the Equinix Cloud Exchange (ECX) Fabric Platform to provide the virtual network backbone " (pg. 9)

1. Overview of the Organization

- IBM (pg. 4)
 - i. IBM Infrastructure Services will be providing services for projects.
 - ii. Services include: "managed services, IT Infrastructure Services for hybrid cloud, enterprise application management, business resiliency, network, digital workplace, and technology support".
- Kyndryl
 - i. "will be launched later in 2021 as a spin off company founded from IBM Infrastructure Services", so it may not exist yet. (pg. 5)
 - ii. Will have 90,000 employees, 4,600 global customers. (pg. 5)
 - iii. "Kyndryl team brings to the State of Maine and NASPO is our infrastructure services capability to design and deliver unique solutions to help create an agile, resilient organization through hybrid multicloud digital transformation." (pg. 7)

2. Previous Projects

- **PayPal Giving Fund:** (pg. 9)
 - i. "migrated PPGF's ERP platform to SAP S/4HANA Cloud".
 - ii. Not a Full Suite eProcurement implementation project.
- **Shared Services Canada:** (pg. 9/10)
 - i. "Experis has provided IBM with a team of 100+ data center resources providing technical support for SSC's Enterprise Command Centre (ECC) which encompasses a wide variety of platforms and applications in order to manage the complex environment of SSC".
 - ii. This example is Managed Services, not a Full Suite eProcurement implementation project.
- **Santander Group:** (pg. 10)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM-Kyndryl

CATEGORY #(s): 3

DATE: 10/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- i. “Experis, has delivered SAP and Ariba implementations for medium and large sized global customers”. “One of our success stories is Santander”.
 - ii. Not clear whether this was a Full Suite eProcurement implementation project or only a portion of the Ariba solution.
3. Subcontractors (pg. 12-14)
 - Not clear what role each of the Subcontractors would have for an eProcurement project.
 - Amic Brown
 - i. “focuses on specific technology areas associated with Cloud, SAP and Business Insights & Analytics.”
 - ii. “provides a full range of SAP and Analytics consultancy services to support all SAP technology implementations.”
 - iii. “helps customers migrate their SAP solutions from on-premise to cloud, ECC to S/4HANA and BW to BW/4HANA.”
 - iv. SAP implementer, not Ariba.
 - ManpowerGroup
 - i. “family of brands—Experis, Jefferson Wells, Manpower, and Talent Solutions”
 - ii. “provide staffing and other contingent workforce solutions to state and local governmental agencies”
 - iii. No specific staffing or experience with Ariba implementations noted.
 - Experis
 - i. “IT professional resourcing and managed services”
 - ii. “empowers organizations across the full lifecycle of technology adoption, providing flexible solutions that adapt to their needs”
 - iii. This is the only company that had Previous Project experience cited with Ariba.
 - Jefferson Wells
 - i. “delivers solutions and experienced talent to solve emerging challenges in Risk & Compliance, Finance & Accounting, Tax Services, and Business Optimization.”
 - ii. No specific experience with Ariba implementations noted.
4. Organizational Chart
 - Org chart is for an implementation project, identifying positions in the key project areas.
 - Did not include any details or job descriptions for any of the positions.
 - Did not provide any information regarding staffing a State would need for a project.
5. Litigation
 - No specific information provided on litigation but did note that “IBM is involved in a variety of ongoing claims, demands, suits, investigations, and proceedings that arise from time to time in the ordinary course of its business.”
6. Financial Viability (pgs. 15-38)
 - Overall: Low-Moderate business risk.
 - Failure Score: Moderate risk

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 3

DATE: 1027/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments:

Identical proposal document to full service category 1. All of the subcontractors are listed. The Kyndryl solution does not address software sales only. It does not seem appropriate for Category 3.

Organization Qualifications and Experience

1. Overview of the Organization

- IBM new spinoff company Kyndryl to deploy SAP Ariba
- Proposal states "new company" has 30 years in infrastructure business.
- Source to pay. Supplier management.
- Impact for Ariba solution.
- Unclear what Kyndryl's role is or why it is being spun out of IBM to deploy Ariba.
- SAP Ariba is full service ERP includes e-procurement options.

2. Previous Projects

- Private sector – Paypal Giving Fund – deployed SAP ERP cloud
- Public sector - Canadian government – shared services. – Experis deployment data centers. Not clear procurement toolset.
- Private sector (banking) – Santander. Experis (Manpower Group) SAP Ariba implementation.
-
-

3. Subcontractors

- The following subcontractors are listed but not relevant to the e-software solution only.
- Amick Brown – SAP implementation service, post go-live support.
- Manpower group – staffing services for IT projects extensive state and local government. (Includes Manpower, Experis and Jefferson Wells).
-

4. Organizational Chart

- Role map org chart. Identifies subcontractor contact (incomplete). No detail.

5. Litigation

- IBM faces claims but not material in 3 prior years.
-
-

6. Financial Viability

- IBM – low risk
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 3

DATE: 1027/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement
Division, Texas

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icetis

CATEGORY #(s): 3

DATE: 8/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 3)
 - "Icetis is headquartered in Bellevue, WA, USA and has been in business for over 10 years. Our 1,400+ employees are".
 - "Gartner recognized Icetis in its first-ever contract lifecycle management Magic Quadrant in Q1 2020".
 - "Forrester in its WAVE report on Contract Intelligence in Q1 2019 and again in Q1 2021 has identified Icetis as a market leader in contract lifecycle management".
 - Icetis "has 200+ customers using the Icetis Contract Intelligence platform for their contracting requirements" including Microsoft, Large Aerospace & Defense Company, Offshore Oil & Gas Platforms Contractor, World Leader in Thermal Imaging, University in New York, MassTech, and University in D.C.
2. Previous Projects (pg. 6/7)
 - **BASF:** ICI platform provides workflows, automate contract processes, visibility into obligations, and deviations.
 - **Daimler:** ICI platform unities "procurement process to ensure full visibility, global agility, and state-of-the-art contract analysis" across 500,000 suppliers. Also provides "item-level quote comparisons, automated sourcing requests" and analytics.
 - **Microsoft:** ICI platform simplifies/digitizes the "contract-management process" for 1.2M+ contracts.
3. Subcontractors
 - No subcontractors.
4. Organizational Chart (pg. 7- 9)
 - No org chart included but did identify a staffing for a "typical project" for both Icetis and the Customer.
 - Staffing list does identify core/key staff that would be on a project and the "Responsibility" details do look appropriate for the roles.
5. Litigation
 - No litigation.
6. Financial Viability

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 3

DATE: 8/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Did not provide financial information.
- "Icertis is a privately held company".
- Must do a "mutual NDA" to have access to financial information.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Icertis
CATEGORY #(s): 3
DATE: 12/28/21
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Proposal is for CLM with Sourcing and Reporting.

NOTE: Much of the proposal was not structured to match the RFP, so had to pull notes from multiple places in the Technical Proposal and the Attachments to associate them to the relevant sections of the RFP.

Video Demonstrations – No Video provided.

General Principal and Requirements – pg. 2-11

Key Solution Functionality Elements, pg. 2-4: Response did not address the areas/topics required.

- "Contract Intelligence platform in the cloud,"
- "NextGen User Interface – Ease of use and adoption across the University"
- "Speed of Implementation – Rapid implementation with an ability to go-live in 2-5 months"
- "Configurable Business Rules Management – Control rule definitions on an intuitive user interface while driving comprehensive capabilities on approval policies, clause and template rules, and dynamic data and agreement relationships across the **University**."
- "Contract Compliance Management – Ensure adherence to contractual terms within and across the **University** powered by strong commitment management functionalities"
- "Integration Infrastructure and Capability – Comprehensive set of web service APIs allow integration with other enterprise systems like ERP, CRM, Sourcing platforms, etc."
- "Contract Risk Management – Understand risk beyond language and contracts terms to cover SLAs, past performance, and external information from sources like D&B, etc."
- "Cloud Native Architecture – Natively architected and built in the Microsoft Azure cloud platform with the available option of Azure for Government, the system delivers high scalability and flexibility by leveraging the best and most secure cloud platform in the market."

User Experience, pg. 5/6: Response address personalization but not the other areas called out in the RFP.

- Personalization:
 - o "With full mobility support, deep MS Office integration and configurable personalization present the contract information relevant to the context of the user"
 - o "Role based dashboards give real time visibility into key metrics and statistics"
 - o "Admins can easily configure dashboards to track contract lifecycle, contract statistics and metrics and publish them for user groups."
 - o Individual users can easily create new dashboard" "personalize the dashboard"

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- MS Office Integration - STRENGTH
 - o "Work in MS Word to setup templates, draft and review agreements while connected to the system to access the clause library and sync data with the system"
 - o "MS Excel add-in for bulk updates and actions on agreements and associated documents."
 - o "Integration with Outlook enables automated intake of emails and attachments"
- Mobility
 - o "Icertis Contract Intelligence mobile apps enable users to get push notifications on tasks, view dashboards, search and view contracts and associated information, take approval actions, update notes, take actions on commitments etc. "
 - o "Icertis also enables touch friendly web access to the system on all mobile devices and tablets with browser support across IE, Chrome, Safari and Firefox."
- Gartner: "recognized for leading the CLM market in product vision and strong ability to execute"
- Forrester: "identified Icertis as a market leader in contract lifecycle management"

Bidder Best Practices and Roadmap, pg. 7:

- "provides a release every quarter, as well as two major and two minor releases in a year. Icertis works with each customer on each release to ensure there are no disruptions to your day to day processes."
- "Connects Events, which often cover the latest Icertis updates, product insights, and the opportunity to hear client stories directly from your peers."
- "webinars offer an exclusive preview of future releases from Icertis and feature the Icertis product roadmap. Release Webinars are generally held four times a year"
- "Customer Meetups. Customer end users can improve their skills, preview new technology, and network with other companies"
- "Icertis Customer Community. This Community offers insight into the most recent tips and tricks, support, and product information, as well as opportunities to collaborate, network, and make connections"

Innovations and Value-Added Features/Services, pg. 8/9:

- DiscoverAI application
 - o "quickly and efficiently discover attributes and clauses, and surface them in the ICI platform"
 - o "convert images, tabular data, and a variety of PDF documents into text" (OCR)
 - o "highlight important terms after the contract is imported"
 - o "Extract structured data contained in tables to associations"
 - o "match discovered clauses to your own taxonomy, swiftly compare each clause to the closest match in the clause library and track deviations"
 - o "Perform bulk actions on large-scale batches of contracts"
- NegotiateAI
 - o "analyze high volumes of contracts, understand their component terms and clauses, and find similar precedents from across your company's entire contract repository."
 - o STRENGTH, "app works as a plug-in for Microsoft Word"
 - o "breaks down any contract into its component clauses and attributes for fast analysis."
 - o "analyzes third-party contracts that do not match standard templates"
 - o "confidence ratings for each discovered contract element"

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- “Compares similar clauses with easy-to-understand redlined differences”
- VisualizeAI application
 - “enables users to quickly find and load a large volume of contract data, navigate relationships, and easily discover patterns.”
 - “uses cognitive skills to derive contextual insights from contract data”
 - “recognizing the patterns and relationships that exist within ICI contract data and then linking this data to outside sources like Dun & Bradstreet.”
 - “links and maps all the associations between contracts with the same characteristics across the entire contract portfolio”

Customizations/Extensions, pg. 10: Response did not address the req't to have customizations/extensions become part of the base product.

- “follows secure coding practices based on Microsoft SDLC.”
- “All customizations and extension go through a rigorous review for compatibility, applicability to other customers, security, and performance”
- “Every major and minor release... goes through rigorous functional testing by an internal QA team, as well as UAT is performed by customers.”
- “provides a non-production environment that is used for actual integration interface testing.”
- Major/minor releases “goes through internal and external security testing. The external security testing is performed by various vendors that are geographically located.”

Alternative Funding Models: No response provided.

Contract Transition and Flexibility, pg. 11: May need to revisit this if Icertis has any Political Subdivision customers. NEGOTIATIONS

- “not applicable as Icertis has just launched our Public Sector group and do not currently have an existing State Government contract.”

Functional Requirements – pg. 11-15:

General Functionality, pg. 11: Generally meets req'ts for CLM purposes.

- “comprehensive Contract Intelligence solution that manages the complete lifecycle from authoring, negotiation, approval, execution, compliance, risk, and expiry.”
- “delivers a comprehensive rule engine”
- “has a configurable design and architecture that allows customers to setup their own contract types and related metadata”
- “no restrictions on setting up the objects, relationships, folder structure and related attributes.”

RTM

- POTENTIAL WEAKNESS, GEN-3: Integration must be put in place to publish Solicitation to State website.
- POTENTIAL WEAKNESS, GEN-5: Integration must be put in place to publish Contract to State website.
- STRENGTH, GEN-17: System can be deployed as either a Single or Multi-Tenant model.

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- NOTE, GEN-21: Commodity Code version updates will be the responsibility of the Participating Entity, not Icertis.
- Nine req'ts need clarification.

Supplier Portal, pg. 12/13: Meets req'ts.

- Collaboration Portal App
 - o "Third-party, self-service registration and automatic onboarding"
 - o "Step-by-step wizard to assist parties in bidding and contract negotiation events"
 - o "Post-execution functionality allowing users to submit SLA reports, compliance data and documents, action obligations, and transaction data"
 - o "Flexible dashboard customizable by users to their individual needs and preferences"
 - o "Flexible dashboard configuration options to grant external parties secure, role-based access to data, actions, and processes"
 - o "Electronic communication with third parties, including the ability to exchange redlines and view all past communication"
 - o "Third-party initiation of contracts, renewals, and amendments within an organization's guidelines"
 - o "Real-time notifications and alerts at each stage of the contract lifecycle data and documents"

RTM

- POTENTIAL WEAKNESS, SPR-19: Must integrate with a 3rd party tool (not included) for Admin fee payment submission.
- N/A, SPR-21
- N/A, SPR-22
- No req'ts need clarification

Supplier Enablement/Management, pg. 13/14: Meets req'ts for CLM purposes.

- "manage end-to-end supplier onboarding, performance management, contract governance, compliances, and disengagement."
- "visibility into supplier risk and ensure compliance across the source-to-contract process"
- ICI SRM app figure, pg. 14:
 - o "Supplier Selection & Segmentation"
 - o "Supply Onboarding"
 - o "Supplier Qualification"
 - o "Supplier Performance & Management"
 - o "Supplier Information Management"
 - o "Supplier Risk, Diversity & Compliance Management"
 - o "Supplier Dis-engagement"

RTM

- POTENTIAL WEAKNESS, VDR-43: System does not have pre-qualification concept for specific categories of goods/services as req'd with an application separate from registration.
- Three req'ts need clarification

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Buyer Portal –No narrative response provided, however based on RTM responses meets req'ts for CLM purposes.

RTM

- Two req'ts need clarification.

Need Identification – N/A

Request through Pay – N/A

Catalog Capability – N/A

Sourcing/Bid Management, pg. 14: Partially meets req'ts.

- "pre-approved templates for RFIs, RFQs, and RFPs with multi-currency, multilingual support."
- "initiate requests using an intuitive self-service request process."
- "Excel-based Bid Evaluation and Selection", "side-by-side analysis of bids or proposals and score them using both qualitative and quantitative criteria"
- "multiple RFx rounds either sequentially or in parallel to negotiate prices and shortlist best suppliers. Initiate the awarding process based on specific rounds".
- "built-in rules engine to automatically associate key information to RFx events"
- "Configure different workflow approvals for different types of sourcing events."
- "dashboards to get directional insights into RFx cycle time, supplier risk, or contractual obligations"
- "contract terms and clause recommendations"
- "Suppliers can also self-register, or submit bids and proposals with an Excel file"
- "Search across sourcing and contract repositories from single full text or a structured search capability."

RTM

- CONCERN, 94 responses simply stated "Supported" without providing details to assess the system capabilities.
- POTENTIAL WEAKNESS, SRC-28: System does not have an online collaboration/messaging tool within a solicitation to collaborate with solicitation participants.
- POTENTIAL WEAKNESS, SRC-83: System does not have a webinar feature. Must integrate with an external system.
- CONCERN, SRC-113: "Excel-based collaborative scoring" may mean that scoring is not a system feature and must be done outside the system in Excel.
- POTENTIAL WEAKNESS, SRC-128: System does not have an online collaboration/messaging function for collaborating within a solicitation.
- POTENTIAL WEAKNESS, SRC-130: System does not have an online collaboration/meeting function for a solicitation evaluation panel to communication to each other.
- NOTE, SRC-147: Response indicates "supported" for for posting a notice on State website however the response to GEN-3 explains that this requires an integration with the State website.
- Five req'ts need clarification.

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Contract Management, pg. 15-19: Meets req'ts.

- "Smart Contract Initiation capability"
- "auto route requests to legal for complex and/or high-risk contracts"
- "business users creating contracts in a self-service mode"
- "capability to setup clauses, templates, and business rules, that govern the process of contract creation"
- "contract creation API that can connect into the sell-side and buy-side processes to take input and auto build a contract"
- "intuitive request forms... correct capture of data and documents, workflows it through the review process, and identifies the right expert or group to send it to"
- "MS Excel based bulk contract create capability... auto create contracts in bulk and push the output to external systems. The utility supports intake of contracts in different lifecycle statuses, along with supporting documents"
- Clause Management, pg. 16
 - o "standard approved language from the clause library"
 - o "manage fallbacks and dependents, making language mandatory for certain contracts, support for localization, deviation tracking, clause approval workflow, and version management"
 - o "tracks clause usage in templates and agreements for deeper insights on clauses."
- Template Management, pg. 16, STRENGTH
 - o "template lifecycle management capability... based on template selection rules."
 - o "Template authoring in MS Word using Icertis Word Add-in, allows library clauses to be pulled into the document, entry of custom text, tagging of metadata in the document, and the tagging of exhibits/annexures etc."
- Contract Authoring, pg. 16/17
 - o "rules engine to dynamically create contracts from templates and clauses, by assembling the content automatically"
 - o "driven by any criteria associated with the contract such as region, products and services, price terms, etc"
- Commercial Terms Management, pg. 17
 - o "del all the commercial terms associated with the increasingly complex contracts in"
 - o "capture products and services, price lists, prices and discounts, tiered discount terms, rebates and incentives, and related terms that are associated with the contracts"
 - o "with other enterprise systems via APIs to drive compliance"
- Negotiations/Collaboration, pg. 17
 - o Third Party Collaboration: "Third parties can access their contracts online, submit contract redlines, review their contracts, upload compliance documentation, get alerts, and update obligation assignments. Icertis also supports an email-based collaboration process with ability to automatically upload emails and attachments to the system"
 - o Redlines/Version Mgmt: "automated ability to identify content changes in documents. Redlines are saved as a new version and evaluated for impact on the approval workflow."
 - o Negotiation Intelligence: "enables smart visibility into the repository to lookup similar contracts to help facilitate the negotiation process"
- Workflows/Approvals/Reporting, pg. 18
 - o Dynamic approval workflow: "Rule based workflow... leverage all the data associated with the contract". "supports sequential and parallel approvals, with dynamic changes"

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- o Contract Execution: “out of box integrations to electronic signature platforms like DocuSign and EchoSign” “Manual signature workflows are supported with a QR code capability”
- Contract Visibility and Search, pg. 18/19
 - o “all contracts into a single enterprise wide repository” “security and access management enables control of data visibility on multiple dimensions, including an individual document”
 - o “delivers metadata based full text search”
 - o “Smartlinks is a way to enable 360-degree visibility into the repository on related transactions”
 - o “Notifications can be set on events that occur throughout the lifecycle, and a configurable notification template provides all the relevant information in the desired format via email”
- Contract Insights
 - o “layered with pre-built analytics to surface performance metrics... track governance and compliance, but also helps measure actuals against budgets, calculate savings/benefits from contracted transactions, and track progressive improvements in renewals.”
 - o “has a full feature analytics module”
 - o “insights on cycle times, deviations, risks, statistics (expiry, renewal, pending, etc.), procurement, with sales business metrics on contract revenue/spend, savings, and more.”
 - o “dashboards are configurable by user”
 - o “delivers robust operational reports on contracts and all related information”
 - o “reports able to be easily created”
 - o “Personalized searches can be saved and exported to excel”
- Administration
 - o “deliverable tracking, review/governance meeting schedules, capturing action items, and ongoing maintenance of the contract record/relationship.”
 - o “capability includes contract close-out processes, termination checklists, notices etc”
 - o “capabilities to handle contract modifications” “amendments to clauses and terms” “modifications to contract related execution aspects like delivery schedule, CLN/SLIN updates, Accounting Classification Reference Number (ACRN) updates and tracking etc”
 - o “enable third parties to do self-service maintenance of profile and compliance information” “get assigned obligation tasks on the portal for completion, submit SLA or deliverable information against contracts, and get alerts on contract administration/obligation tasks”

RTM

- CONCERN, 35 responses simply stated “Supported” without providing details to assess the system capabilities.
- STRENGTH, CNT-4: The MS Word Add-in that integrates the CLM functionality into Word for access to system libraries.
- STRENGTH, CNT-23: Contract authoring with MS Word Add-in to have access to system libraries while authoring.
- STRENGTH, CNT-46: Contract searching includes full text search of Word and PDF documents.
- NOTE, CNT-51 through 64: These req'ts are about functionality of a public website for posting contracts. The response to GEN-5 explains that the system would need integration to a State website for this. Doesn't have it's own public posting site.
- N/A, CNT-69

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- NOTE, CNT-74 through 81: Detailed performance data from P2P activities would have to be either interfaced into the system or manually entered into fields on the Contract.
- Five req'ts need clarification.

Vendor Performance – No narrative response provided, however based on RTM responses meets req'ts for CLM purposes.

RTM

- NOTE, VPE-2 through 12: Detailed performance data from P2P activities would have to be either interfaced into the system or manually entered into fields on the Contract.
- "POTENTIAL WEAKNESS, VPE-14 & 15: Vendor performance surveys cannot be completed without accessing the system.
- POTENTIAL STRENGTH, VPE-14: System has capability to use QR codes for some levels of temporary access for external parties."
- N/A, VPE-19
- N/A, VPE-20
- No responses need clarification

Purchasing/Data Analytics, pg. 20: Meets req'ts for CLM purposes.

- "has a robust analytics module fully integrated"
- "enables insights on cycle times, deviations, risks, statistics (expiry, renewal, pending, etc.), procurement, with sales business metrics on contract revenue/spend, savings, and more"
- "analytics dashboards are configurable by the user and can be enabled only for power users"
- "delivers robust operational reports on contracts and all related information"
- "default reporting capabilities that can be tailored to client needs"
- "with new reports able to be easily"
- "Personalized searches can be saved and exported to Excel"

RTM

- CONCERN, 36 responses simply stated "Supported" without providing details to assess the system capabilities.
- N/A, PDA-6, 7, 10, 11, 21, 24, & 25: These reports are for P2P transactions.
- No responses need clarification.

Technical Requirements – pg. 20-23 & Attachments: Response did not follow the required structured format. Most req'd RFP topic areas not address.

- "Types of contracts, attributes, approval rules, and even complex integrations, can become configuration settings rather than customization, with the power of configuration in the hands of the user"
- "rules engine allows business logic to be expressed declaratively where necessary, and can define rule-based auto-assembly, conditional assembly, and accessibility"

Availability, pg. 23: Partially meets req'ts.

- "Icertis commits to 99.5% uptime" with no reference to hours of availability.

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Accessibility Requirements – No response provided

Audit Trail and History, pg. 13/22 & TECH-1 thru 5: Minimal narrative response provided but based on RTM responses, meets req'ts.

- Pg. 13: "each step and modification tracked for a full history and audit trail."
- Pg. 22: "detailed audit history and monitoring capabilities give unique insights"

RTM

- Meets req'ts.

Browsers Supported – No response provided except in regards to Mobile Devices (pg. 5)

User Accounts and Administration, pg. 22, Attachment D & TECH-6 thru 20: Minimal narrative response provided, however based on RTM responses meets req'ts.

- "comprehensive Role Based Access Control (RBAC) system governs access to contract data at a granular level based on user roles and access permissions"
- "Attachment D - ICI_Authentication_Authorization_Overview" document: additional details provided.

RTM

- NOTE, TECH-8: Regarding transacting on-behalf of another user, per Attachment D there is a "Matrix" concept to assign a user to "multiple security groups and organization paths" which would achieve the on-behalf of req't.
- POTENTIAL WEAKNESS, TECH-9: To process a transaction on-behalf of another user that user must delegate "the task" to the other user.
- POTENTIAL WEAKNESS, TECH-11: System does not provide the capability to delegate Admin functionalities to a lower level of the organization to manage only their users.
- WEAKNESS, TECH-13: There is not a separate role concept for Super User. The user must be a System Admin.
- NOTE, TECH-14: Regarding transacting on-behalf of another user, per Attachment D there is a "Matrix" concept to assign a user to "multiple security groups and organization paths" which would achieve the on-behalf of req't.
- Two req'ts need clarification

User Authentication, pg. 22, Attachment D & TECH-21 thru 25: Does not meet req'ts.

Minimal narrative response provided. WEAKNESS, system does not have it's own user authentication functionality. Must be integrated with a Participating Entities own "Identity Provider" system.

- "supports client specific Identity Provider for user authentication, and to provide single sign-on capabilities using SAML 2.0, Oauth, OpenID, or WS-Federation."
- "Attachment D - ICI_Authentication_Authorization_Overview" document, pg. 5/6: additional details provided.

RTM

- WEAKNESS, TECH-21 through 24: System does not have its "own native authentication mechanism" for user authentication. Must use "customer's Identify Provider".
- No req'ts need clarification.

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Federated Identity Management, pg. 22: Meets req'ts.

- "provide single sign-on capabilities using SAML 2.0, Oauth, OpenID, or WS-Federation."

Data Conversion, pg. TECH-26 thru 34: Meets req'ts.

- STRENGTH, Pg. 8: "Automatically convert images, tabular data, and a variety of PDF documents into text using advanced optical character recognition (OCR) capabilities."
- Pg. 16, "Bulk Create Contracts": "utility supports intake of contracts in different lifecycle statuses, along with supporting documents"

RTM

- Meets req'ts.
- One req't needs clarification.

Interface and Integration, pg. 22/23, Attachment C document & TECH-35 thru 60: Meets req'ts.

- Pg. 22/23: "offers pre-built Adapters for integration scenarios with SAP, Oracle, Workday, Ariba, and Coupa."
- Pg. 23:
 - o "has its own robust, generic integration framework capable of integrating with any system using various secured integration options provided by the platform for inbound and outbound integrations for data push or pull. ICI is an API first platform."
 - o "platform provides REST APIs with bulk data import and export capabilities. The platform is also capable of calling SOAP services or REST APIs provided by customer landscape system for data push or pull."
 - o "also supports Asynchronous Message Driven Architecture to achieve downstream Integration at a scale with Publish / Subscribe model using other middle wares like Kafka Service Bus, Mule Soft Service Bus, IBM MQ etc"
 - o "various connectors to connect with ERP systems like (Oracle/SAP), CRM's such as SFDC and Microsoft Dynamics. In addition to that the platform also provides out-of-the-box integration capabilities with Coupa, Workday, Box, Thomson Reuters, D&B etc. using connectors"
 - o "platform also supports low friction integration using iPaaS (Integration Platform As A Service) frameworks like MuleSoft, Azure iPaaS, Dell Boomi etc"
- Additional details and diagrams: "Attachment C - ICI Integration Capabilities" document

RTM

- Meets req'ts.
- N/A, TECH-41 (P2P)
- N/A, TECH-43 (P2P)
- N/A, TECH-46 (P2P)
- N/A, TECH-48 (P2P)
- N/A, TECH-49 (P2P)
- N/A, TECH-50 (P2P)
- N/A, TECH-55 (P2P)
- N/A, TECH-59 (P2P)
- Two req'ts need clarification.

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Office Automation Integration, pg. 5 & TECH-61: Meets req'ts. STRENGTH

- Pg. 5: "integration with MS Office suite. Work in MS Word to setup templates, draft and review agreements while connected to the system to access the clause library and sync data with the system. Leverage the MS Excel add-in for bulk updates and actions on agreements and associated documents. Integration with Outlook enables automated intake of emails and attachments."

RTM

- Meets req't.

Mobile Device Support, pg. 5 & TECH-62: Meets req'ts.

- Pg. 5: "Icertis also enables touch friendly web access to the system on all mobile devices and tablets with browser support across IE, Chrome, Safari and Firefox"

RTM

- Meets req't.

Mobile Applications, pg. 5: Meets req'ts

- "The Icertis Contract Intelligence mobile apps enable users to get push notifications on tasks, view dashboards, search and view contracts and associated information, take approval actions, update notes, take actions on commitments etc."

Data Ownership and Access – No response provided.

Date Retention, Archive and Purge Considerations, TECH-63: Per RTM response, meets req'ts, however no narrative response provided.

RTM

- TECH-63
 - o "all data is retained till end of an engagement."
 - o "No data is hard deleted" "All data is soft deleted."
 - o "Icertis can archive data and apply customer's archival policies for contract data archival if required."
 - o "For purging, Icertis has a data purging policy in place which can be customized as per customer requirements."
 - o "Logs are purged every 90 days."

Disaster Recovery Plan, pg. 23 & Attachment A: Meets req'ts.

- "To handle any disasters, Icertis has BCP and DR plans in place. As part of the standard service, it offers a RPO of 24 hours and an RTO of 8 hours. More stringent SLAs are available at additional cost if that is required."

Solution Environments, pg. & TECH-64 thru 68: Does not meet req'ts.

- Per RTM responses, only two environment, "non-production and production", are provided. The req'd Development and Training environments are not provided.

RTM

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- WEAKNESS, TECH-64 through 67: System has only one environment for both Testing and Training.
- No req'ts need clarification.

Solution Technical Architecture, pg. 21-23 & Attachment B: Meets req'ts.

- Pg. 21,
 - o "platform allows for extreme scalability and is routinely tested for scalability and performance"
 - o "High-level architecture diagram" provided
- Pg. 22:
 - o "Key application components are implemented as loosely coupled services and are individually scalable to form the basis of a Service Oriented Architecture"
 - o "platform interface is built fully on the Icertis API. The business and mobility services layer provide an API driven service interface for the UI framework on all form factors, including smart phones."
- Pg. 23:
 - o "All services are configured in such a way to ensure no single point of failure due to unavailability"
 - o "Microsoft will be the hosting provider and the ICI platform uses PaaS services from Microsoft."
- "Attachment B - ICI Architecture & Deployment" document, pg. 2
 - o "Highly configurable platform with over 200 out-of-the-box APIs."
 - o "Architected natively on the Cloud with deployment flexibility, high security & scalability. Host on client subscription, store data on client network, Bring Your Own Keys (BYOK) for encryptions."
 - o "Offered in single and multi-tenant deployment model. Deployment support for Azure Government cloud including those workloads covered by The DoD Cloud Computing Security Requirements Guide"
 - o "API first, integration first approach – Easy to integrate with enterprise-wide applications."
 - o "Asynchronous Message Driven Architecture to achieve downstream Integration at Scale with Publish / Subscribe model."
 - o "Intelligent Storage – Distributed Storage to address data Residency, Security and Compliance Requirements."
 - o "Security Development Lifecycle (SDL) across development, deployment and support and is ISO/IEC 27001 certified."

Solution Network Architecture, pg. 21 & Attachment B: Meets req'ts.

- Pg. 21: "cloud native software solution completely architected and built in the Microsoft Azure Government cloud platform"
- "Attachment B - ICI Architecture & Deployment" document, pg. 4... Network diagram

System Development Methodology – No response provided.

Service Level Agreement, pg. 21/23: Does not meet req'ts. Response did not provide the review/comment on the RFP SLA and did not include a copy of their own SLA.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 3

DATE: 12/28/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Pg. 21: "supports a distributed deployment model leveraging the strong Azure data center network with more than 50+ data centers available for primary and secondary deployments with high availability and disaster recovery configurations"
- Pg. 23: "Icertis has BCP and DR plans in place. As part of the standard service, it offers a RPO of 24 hours and an RTO of 8 hours. More stringent SLAs are available at additional cost if that is required."

Security Requirements

Cloud Security Alliance (CSA) Compliance – No Response provided.

-

Security and Privacy Controls – No Response provided.

Security Certifications – No Response provided.

Annual Security Plan, pg. 23: Minimally addressed the req'ts. Did not address all of the req'd topic areas.

- Pg. 23: "Icertis has BCP and DR plans in place. As part of the standard service, it offers a RPO of 24 hours and an RTO of 8 hours. More stringent SLAs are available at additional cost if that is required."

Secure Application and Network Environment, Attachment A: Partially meets. Did not address all of the req'd topic areas.

- Disaster Recovery Procedure, "Attachment A - Icertis DR and BCP Plan" document, pg. 6-10: **OK**

Secure Application and Network Access, pg. & SEC-1 thru 5: No narrative response provided. Insufficient detail provided to assess.

RTM

- POTENTIAL WEAKNESS, SEC-1: System does not track device usage by end users.
- POTENTIAL WEAKNESS, SEC-4: System does not use persistent cookies. It uses non-persistent cookies instead.
- No req'ts need clarification.

Data Security, pg. 22: Does not meet req'ts. Minimal response provided.

- Pg. 22: "architecture also allows you to bring your own encryption keys, and data is encrypted at rest, and in transit. Icertis implements the Security Development Lifecycle across development, deployment, and support, and is ISO/IEC 27001 certified."

Personally Identifiable Information Protection – No response provided.

Security/Privacy Issue Occurrence – No response provided.

PII Data Actual/Attempted Access or Disclosure – No response provided.

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

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BIDDER NAME: Icertis

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SME DEPARTMENT/STATE: NASPO

Security Breach Reporting – No response provided.

Implementation Services Requirements – N/A

Managed Services Requirements – N/A

Other Available Services – N/A

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 3

DATE: 9/27/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 10 years in business. "Contract Intelligence" platform – lifecycle management.
 -
 -
2. Previous Projects
 - Private sector only.
 - Microsoft – enterprise license agreements managed
 - Deployed on Azure for government defense vendor tracking obligations to government, subcontractor performance
 - University in New York 0 centralized contracting for 14 schools –
 - Private university – integrates into ERP and procurement software.
3. Subcontractors
 - None provided in software-only category
 -
 -
4. Organizational Chart
 - Identified project team and customer roles.
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Not provided without NDA.
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 3

DATE: 1/23/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

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Individual SME Comments:

Contract life cycle tool – authoring.

No eprocurement or marketplace functionality.

(Proposal content cut and pasted from previous response to a university - KSU.)

General Principal and Requirements

- Key Solution Functionality Elements – P3 *complete lifecycle from authoring, negotiation, approval, execution, compliance, risk, and expiry.* (
 - rule engine to orchestrate zero touch contract lifecycle processes
 - enhanced rule based proactive monitoring mechanisms to improve compliance on all dimensions – statutory, policy, and process
 - P4 web service APIs allow integration with other enterprise systems like ERP, CRM, Sourcing platforms
 - Contract Risk Management – SLAs, past performance, external e.g.D&B
- User Experience – p5, mobility support; MS office integration.
 - *configure the system to present the contract information relevant to the context of the user*
 - *Role based dashboards give real time visibility into key metrics*
 - *configure dashboards to track contract lifecycle, contract statistics*
 - *create new dashboard metrics and personalize the dashboard*
 - *Work in MS Word to setup templates, draft and review agreements while connected to the system to access the clause library and sync data*
 - *MS Excel add-in for bulk updates and actions on agreements*
 - *Integration with Outlook enables automated intake of emails and attachments*
 - *touch friendly web access to the system on all mobile devices and tablets*
- Bidder Best Practices and Roadmap
 - P7 *release every quarter, as well as two major and two minor releases in a year.*
 - Release webinars (4/yr); customer meetups.
- Innovations and Value-Added Features/Services –
 - P8 Discover AI - *discover attributes and clauses, and surface them in the ICI platform; matching contract language in legacy and third-party contracts to library clauses using fuzzy matching techniques to see comparison with company's standard terms.*
 - Image/PDF conversion; export structured data; identify risky clauses/overall risk score.; bulk contract actions.
 - P9 Negotiate AI - *analyze high volumes of contracts, understand their component terms and clauses; create clause deviations to ensure compliance and improve business velocity. The app works as a plug-in for Microsoft Word to seamlessly surface these insights*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- *breaks down any contract into its component clauses and attributes for fast analysis*
 - *Enables users to update contract language and terms based on best practices from similar contracts or from past deals negotiated with the same counterparty*
 - *Compares similar clauses with easy-to-understand redlined differences, reducing the time required for manual review.*
 - *and discover the patterns and relationships that exist within contract attributes such as names, places, and organizations.*
- Customizations/Extensions – SDLC-based coding practices; rigorous compatibility review.
 - *P11 Each release goes through rigorous functional testing by an internal QA team, as well as UAT is performed by customers. Every integration is tested with mock data. Icertis provides a non-production environment that is used for actual integration interface testing.*
- Alternative Funding Models – **Skipped in response.**
- Contract transition – N/A – no existing state government contracts.

Functional Requirements

- General Functionality – P11 *authoring, negotiation, approval, execution, compliance, risk, and expiry*
 - *configurable design and architecture that allows customers to setup their own contract types and related metadata*
 - *no restrictions on setting up the objects, relationships, folder structure and related attributes*
 - *EPORC-GEN-26-27 – No payment processing; can be configured for some payment tracking.*
 - *EPROC-GEN-32 – browser-based translation.*
- Supplier Portal
 - *EPROC-SPR-1 collaboration Portal through which suppliers can natively manage all aspects of onboarding, sourcing and contracting. This Portal does not extend to cover P2P functionality. Icertis can however integrate with P2P systems*
 - *P12 Step-by-step wizard to assist parties in bidding and contract negotiation events*
 - *P12 Post-execution functionality allowing users to submit SLA reports, compliance data and documents, action obligations, and transaction data*
 - *Electronic communication with third parties, including the ability to exchange redlines and view all past communication*
 - *Third-party initiation of contracts, renewals, and amendments within an organization's guidelines*
 - *Real-time notifications and alerts at each stage of the contract lifecycle*
 - *EPROC-SPR-3 suppliers have the ability to self-register and self- maintain their account. Supplier information from the eProcurement system can also be linked*
 - *EPROC-SPR-19 integrate to process 3rd party payments such as administrative fees.*
- Supplier Enablement/Management – P13 *Create specific templates and workflows for your vendor processes with each step and modification tracked for a full history and audit trail*
 - *documents, forms, and vendor related information will be associated and stored together for easy access, review, and modifications*
 - *documents, forms, and vendor related information will be associated and stored together for easy access, review, and modifications*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Icertis

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- *visibility into supplier contracts and total contract value.*
 - *integrated supplier portal that enables ongoing collaboration with suppliers to ensure compliance with organizational policies and regulations,*
 - *EPROC-VDR-39 – CF- robust REST API library that enables easy integration with external systems like the eProcurement system. It allows for data visibility within Icertis supplier portal. Integrations can be setup as bi-directional to feed data into Icertis supplier portal or out of the supplier portal; can mark metrics on supplier scorecard.*
 -
- Buyer Portal – **No narrative for this section; RTM submitted** with all requirements listed as standard.
- ~~Need Identification~~
- ~~Request through Pay~~
- ~~Catalog Capability~~
- Sourcing/Bid Management
 - *P14 - pre-approved templates for RFIs, RFQs, and RFPs with multi-currency, multilingual support. Enable business users to initiate requests using an intuitive self-service request process. P15. -Excel-based bid evaluation and election: Perform side-by-side analysis of bids or proposals and score them using both qualitative and quantitative criteria.*
 - *Multi-round RFx negotiations supported.*
 - *P15 visibility into supplier risk and ensure compliance across source-to-contract process. Leverage built-in performance dashboards to get directional insights into RFx cycle time, supplier risk, or contractual obligations.*
 - *Cognitive Sourcing Intelligence (?) Analyze deviation as a part of the bid analysis. Initiate legal contracts based on RFx awarding.*
 - *Enable suppliers to participate in RFx bidding with an integrated supplier portal. Suppliers can also self-register, or submit bids and proposals with an Excel file*
 - *EPROC-SRC-81 – When solicitation is modified all buyers automatically notified by email.*
 - *EPROC-SRC-83 – integration to web hosting platform and storage of video. (not specific on how it would integrate.)*
 - *EPROC-SRC-149 Icertis provides a central repository to stores all documents and solicitation related information.*
- Contract Management – Self-service option: business users creating contracts in a self-service mode. Improves cycle times, reduced legal costs. *ICI capability to setup clauses, templates, and business rules, that govern the process of contract creation by business users*
 - *RTMs all supports or config.*
 - *P16 no-touch contract creation within your internal systems like CRM, solicitations, or procurement, by leveraging the Icertis contract creation API that can connect into the sell-side and buy-side processes to take input and auto build a contract for the user based on the business rules defined*
 - *bulk API can also be leveraged to auto create contracts in bulk and push the output to external systems. The utility supports intake of contracts in different lifecycle statuses, along with supporting documents*
 - *contract standardization for reduced risk with the usage of standard approved language from the clause library.*

**STATE OF MAINE
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- *template lifecycle management capability that drives contract creation based on template selection rules. Template authoring in MS Word using Icertis Word Add-in, allows library clauses to be pulled into the document*
- *Configure the data model to capture products and services, price lists, prices and discounts, tiered discount terms, rebates and incentives, and related terms that are associated with the contracts. Easily assemble them in contract documents, integrate with other enterprise*
- *P18 Onboard third parties on the portal with a secure registration process to not only collaborate on contract negotiations but allow self-service profile maintenance and contract administration; maintenance and contract administration. Third parties can access their contracts online, submit contract redlines, review their contracts, upload compliance documentation, get alerts, and update obligation assignments*
- *Redlines are saved as a new version and evaluated for impact on the approval workflow. The system then ensures that the exceptions get routed through the right review process; two-way sync between the system and the contract document that ensures integrity between the system and the document.*
- *Users can access the library content while reviewing negotiated clauses, or access related agreement content, such as the master agreement clauses, while reviewing the statement of work.*
- *Dynamic approval workflow - system automatically assembles the workflow and orchestrates the approval process. The system supports sequential and parallel approvals, with dynamic changes to workflow based on negotiation updates to ensure governance.*
- *out of box integrations to electronic signature platforms*
- *P20 Consolidate all contracts into a single enterprise wide repository to enable a single source of truth.*
- *P20 Contract Admin: administration capability includes contract close-out processes, termination checklists, notices etc. for full end to end management.*
- *modifications can be amendments to clauses and terms of the contract. Icertis enables the definition of templates, clauses, and attributes, specific to types of amendments. The platform also provides deep capabilities to handle modifications to contract related execution aspects like delivery schedule*
- **Vendor Performance – No narrative provided. RTMs submitted.**
 - *EPROCVPE-13 Supplier performance is calculated based on performance evaluation criteria. Performance data is typically imported from a source system e.g. ERP system and performance scores can be calculated using the evaluation criteria.*
 - *Example of supplier score cards include factors related to pricing, payment terms, quality, ease of communication, flexibility, on time delivery etc.*
- **Purchasing/Data Analytics – P20 system enables insights on cycle times, deviations, risks, statistics (expiry, renewal, pending, etc.), procurement, with sales business metrics on contract revenue/spend, savings**
 - *default reporting capabilities that can be tailored to client needs, with new reports able to be easily created during or after the implementation. The Icertis platform also enables on-the-fly reporting, leveraging the search infrastructure. Personalized searches can be saved and exported to Excel*
 - *All RTMs configurable.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Technical Requirements – Narrative was not comprehensive

- Availability. Azure hosted. Commits to 99.5% uptime; *As part of the standard service, it offers a RPO of 24 hours and an RTO of 8 hours. Attachment E.*
- Accessibility Requirements
- Audit Trail and History
- Browsers Supported
- User Accounts and Administration
- User Authentication - *single sign-on capabilities using SAML 2.0, OAuth, OpenID, or WS-Federation.*
- Federated Identity Management – federation processes and authentication described in attachment D.
- Data Conversion
- Interface and Integration – Described in attachment.
 - *P22 Icertis platform architecture enables easy configuration of the contract intelligence lifecycle. Types of contracts, attributes, approval rules, and even complex integrations, can become configuration settings rather than customization, with the power of configuration in the hands of the user.*
 - *Icertis offers pre-built experiences on CRM Solutions like Salesforce, Microsoft Dynamics, Microsoft Teams, Office 365, and Workday. Icertis also offers pre-built Adapters for integration scenarios with SAP, Oracle, Workday, Ariba, and Coupa.*
 - *platform is also capable of calling SOAP services or REST APIs provided by customer landscape system for data push or pull.*
 - *ERP connections – p23.*
 - *EPROC-TECH-30 - out of the adapters available for ERP systems like Oracle, SAP, SAP Ariba, CRMs like SFDC and Microsoft Dynamics, for Workday and Coupa. All these adapters are configurable and can be used with State's financial system to push or pull transactional data.*
 - *EPROC-TECH- 40-52 The integration capabilities and default adapters available in Icertis Contract Intelligence (ICI) Platform can be used to trigger the purchase order creation process from within ICI platform.*
- Office Automation Integration
- Mobile Device Support
- Mobile Applications
- Data Ownership and Access
- Data Retention, Archive and Purge Considerations
- Disaster Recovery Plan – Plan provided. Response times and steps to notify.
- Solution Environments
- Solution Technical Architecture – provided reference architecture document.
- Solution Network Architecture – Azure deployment described in Exhibit B.
- System Development Methodology - *Security Development Lifecycle across development, deployment, and support, and is ISO/IEC 27001 certified.*
- Service Level Agreement

Security Requirements

- Cloud Security Alliance (CSA) Compliance
- Security and Privacy Controls

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Icertis

CATEGORY #(s): 3

DATE: 1/23/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Security Certifications
- Annual Security Plan
- Secure Application and Network Environment –
- Secure Application and Network Access - RTM not completed
- Data Security
- Personally Identifiable Information Protection
- Security/Privacy Issue Occurrence
- PII Data Actual/Attempted Access or Disclosure
- Security Breach Reporting

Video Demonstrations

- No video provided.
-

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Infosys

CATEGORY #(s): 3

DATE: 8/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- "Infosys Public Services (Infosys) has partnered with SAP and Ernst & Young LLP (EY)"
- "full implementation experience for modern governments such as the Florida State Board of Administration & Public Services and Procurement Canada" (pg. 5, 11)
- "process design methodology anchored in the use of our proprietary "Collaboration Hub" approach that accelerates consensus building across disparate stakeholder groups." (pg. 6)
- "we have experienced resources and functional/process experts in eProcurement, who have delivered e-Procurement implementations of similar size and complexity to engage with the State." (pg. 6)
- "Over a decade of experience with over 100+ Ariba project implementations at the world's largest public and private sector organizations (including Fortune 500 Companies)." (pg. 9)
- "a team experienced through 100+ SAP Ariba and public sector technology deployments." (pg. 11)
- "Early ROI with UpStream and DownStream modules implementation in parallel. UpStream modules like Source to Contract go live within 6 months and DownStream modules Procure to Pay in parallel and within 9 months from start of the program" (pg. 11)
- "EY's large scale procurement transformation experience together with Infosys' implementation and managed services expertise" (pg. 12)
- Infosys Public Services "helps federal, state and local, provincial, municipal, and government organizations renew existing systems and build new capabilities". 11+ years in business. (pg. 13)
- "Gartner has placed Infosys in the LEADERS QUADRANT for SAP Implementation Services worldwide" (pg. 15)
- "Forrester recognizes Infosys as one of the top, largest global, SAP Service Providers" (pg. 15)
- "Infosys has a mature SAP ARIBA practice with over 250 consultants that have completed +80 engagements for 25+ clients over the last 20+ years." (pg. 15)
- "extensive experience across all ARIBA major releases - 7.0.2, 7.0.4, 7.0.6, 7.1a, 8.2.2, ASM 4 all the way up to 9R1 and ARIBA On Demand source-to-pay modules (ARIBA 10S2, 12S2 and 13S2, 14S2 and the latest CI versions)" (pg. 15)

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SME DEPARTMENT/STATE: NASPO

- “services in all areas including Consulting, Implementation, Maintenance, integration with external system or ERPs across all modules of Ariba Spend Management suite” (pg. 15)
- Figure 3 **does not** list any U.S. State or Local Gov’t “representative” Ariba engagements.
-

2. Previous Projects

- **Public Services and Procurement Canada:** Ariba “e-sourcing, contract lifecycle management, spend analysis, supplier relationship management and e-purchasing through catalogues”, Public portal, Azure Identity/Credential/Access management services and Service Desk services. Partnered with Ernst & Young and SAP for implementation. 2018-2023 contract. *Full Suite eProcurement implementation.* (pg. 17)
- **Eversource Energy:** Infosys implemented Ariba Sourcing, Contracts, Supplier Information/Performance Management, Catalogs, Spend Visibility and Commerce Automation/Dynamic Discounting. 2015-2017 contract. *Full Suite eProcurement implementation.* (pg. 18)
- **Zoetis Inc.:** Infosys implemented Ariba Sourcing, Supplier lifecycle performance, Buying, Guided buying, Cloud Integration Gateway, Fieldglass and Supply Chain collaboration. *Not a Full Suite eProcurement implementation.* (pg. 20)
- **Chicago Public Schools:** Ernst & Young provided “assistance” with Category management, project management and change management. March – Nov. 2016 (pg. 21)
- **California Dept of Healthcare Services:** SAP “deployed the complete SAP Ariba procurement platform”. *Full Suite eProcurement implementation.* (pg. 22)

3. Subcontractors

- **Ernst & Young LLP:** (pg. 23/24)
 - i. Ariba SAP practice, “last three years, EY has completed Ariba implementations for 19 clients (62 modules) averaging 60,000 employees (or citizens) and \$5–6 billion in indirect spend in 37 countries”.
 - ii. Won SAP Ariba NA Services Partner Pinnacle award
 - iii. “Leader position in Gartner’s Magic Quadrant and IDC MarketScape for SAP Implementation Services”.
 - iv. Deployed Ariba to “more than 100 organizations”
 - v. 900K+ users enabled/trained
 - vi. \$85B+ spend enabled in Ariba deployments
 - vii. Ariba public engagements include New York Power Authority and Gov’ts of Canada, Ontario, & Toronto.
- **SAP:** (pg. 27/28)
 - i. SAP serves over 400K customers in over 180 countries
 - ii. Will provide “advisory services” to Infosys

**STATE OF MAINE
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SME DEPARTMENT/STATE: NASPO

- iii. "SAP Ariba SMEs will take part in the business requirements analysis, to perform assessments along with Infosys on how the requirements can be met and identify potential risks and mitigations actions" and "will also take part in key design planning activities and functional and technical design workshops".
- **Allied Digital Services LLC:** (pg. 29)
 - i. No mention of this company in the Overview of the Organization section.
 - ii. Based on the description of this company as a subcontractor it appears that they will be providing a role of some sort as a Help/Service Desk.
 - iii. "currently handle over 2.5 million contacts per year for End User Support globally.
 - iv. "our processes to ensure customer satisfaction with 99.9% SLA adherence."
- 4. Organizational Chart
 - Did provide both State and Contractor organization charts for an engagement/project.
 - While project oriented, the org charts only provide high level detail of the core areas of work without staffing detail.
 - Table 3, Infosys Team & Table 4, State Team: the details documented do fit the typical areas of work that would be needed for an implementation.
- 5. Litigation
 - No litigation.
- 6. Financial Viability
 - The provided D&B Summary Page provided shows a summary rating of "Low" risk. (pg. 35).
 - Audit reports for both Infosys show that they are profitable (pgs. 36-51)

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BIDDER NAME: Infosys

CATEGORY #(s): 3

DATE: 9/27/21

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EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Infosys eprocurement system (SAP, Azure identity management, AWS, Servicenow)
 - Ernst and Young deploy SAP Ariba
 - Partner with Ernst and Young and SAP.
 - Identified possible project risks.
 - >100 SAP deployments
 -
2. Previous Projects
 - Public sector – expansive includes sourcing/CM – Florida
 - California Department of Healthcare Services.– strategic sourcing, buying and invoicing. (*Infosys also lists this project.)
 - Private sector – extensive.
 -
3. Subcontractors
 - E&Y
 - SAP
 - Allied Digital Services (ADSL)
4. Organizational Chart
 - High level org chart Customer Role and Infosys project team.
 - Detailed role description.
 -
5. Litigation
 - None listed.
 -
 -
6. Financial Viability
 - D&B low risk
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Ivalua
CATEGORY #(s): 3
DATE: 8/27/21
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 3/4)
 - Founded in 2000
 - “Over the last two years Ivalua continued to invest and focus on the public sector by establishing a dedicated Public Sector Practice and fully dedicated team.”
 - Public Sector team includes “Product Development staff” to “enhance current solution to support public sector” and “develop new products”.
 - “We view our investment and focus on the Public Sector” to “ensuring our Public Sector customers achieve their goals and objectives”
 - Gartner Magic Quadrant
 - i. Sourcing Applications: 2015, 2017, 2018
 - ii. Procure-to-Pay: 2019, 2020
 - Forrester Leader
 - i. Supplier Risk/Perf Mgmt: 2018
 - ii. E-Procurement: 2019
 - iii. Source to Contract: 2019
 - World Procurement Awards “Best P2P Solutions Specialist Provider”: 2019, 2020
2. Previous Projects
 - City of New York: “Full-suite Ivalua implementation”, “SRM, eSourcing, Contracts & Catalogs, eProcurement, Invoicing and Business Intelligence”. Included SSO and Supplier integration with finance system. (pg. 5)
 - State of Maryland: “Ivalua’s complete platform”, “1.) Public Portal, 2.) Supplier Management, 3.) Solicitation to Bid Management, 4.) Strategy & Analytics, 5.) Contract Management, 6.) Procurement, and 7.) Invoicing”. “Stood-up within 4.5 months”. (pg. 5/6)
 - State of Ohio: “Initial deployment” to “12 early adopter agencies” of full suite with “21 key integration points”. Maintaining the solution for 130 State Agencies, 24 Cabinet Agencies and 12 Early Adopter Agencies. (pg. 6)
 - State of Alabama: “Selected Ivalua’s Source to Pay solution because of the flexibility of configuration, and the reporting and dashboard functionality”. (pg. 7)
 - Los Angeles Dept of Water/Power: “First phases of the project were implementing the Solicitation and Supplier Information Management solution which is part of the Ivalua full Source to Pay platform”. (pg. 7)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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DATE: 8/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

3. Subcontractors

- No subcontractors.
-
-

4. Organizational Chart

- Organization chart does represent an implementation project and includes both State and Contractor positions. Though generic it does reflect core/key positions.

5. Litigation

- No litigation.

6. Financial Viability

- D&B report not provided. RFP required "3 most recent" Financial Statements but Ivalua only provided 2018 & 2019 reports. Don't know if 2020 hasn't been completed but do note that the 2018 report does show 2017 values (noted below).
- **2017:** "Net Income" shows positive 1.192M euros (pg. 20). "Closing cash position" was 29.599M euros (pg. 22)
- **2018:** "Net Income" shows loss of 870K euros (pg. 20). "Closing cash position" was 31.405M euros (pg. 22)
- **2019:** "Net Income" shows loss of 7.615M euros (pg. 29). "Closing cash position" was 74.829M euros (pg. 31)

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: lvalua
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SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements, pg. 3-7 :

- Single Point of Entry: "has a single landing page when a user logs in. At this point user/profile-specific content is displayed." (pg. 3/4)
- Smart Routing: "Workflow routing is attached to any object in the system". "determine the workflow routing based on business rules for each object." (pg. 4)
- Compliance: "lvalua understands that each organization has their own procurement code they must follow". System has the "flexibility to tailor the solution to meet the needs of individual public organizations" with a "robust configuration layer that allows organizations to add new fields, tailor business rules, add alerts, and managed workflow for your organization". (pg. 5)
- Portal: "they will have one place to manage all their activity and actions throughout the procurement lifecycle". "configurable homepage dashboards, users will be able to quickly see and take action on pending tasks. They will also have the ability to personalize this page to meet their needs". "collaboration tools such as internal blogs, discussion forums, and comments through the process". (pg. 5)
- Open Marketplace Environment: "find it no matter if it is from an internal catalog or an external supplier catalog". "accommodates hosted catalogs (catalogs managed by the organization), punchout catalogs (catalogs managed by retail sites)". "powerful search 360 functionality" which allows "search hosted and punchout catalogs side by side". (pg. 5)
- Integration: "robust integration toolbox capable of connecting with multiple ERP solutions, third-party data providers, suppliers' systems and so on.". "multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI, SFTP, HTTP, etc.)". "includes hundreds of data mapping formats and standard integration templates". (pg. 5/6)
- Workflow: "workflow allows for easy work queue / process management and rule-based assignments.". "Client administrators are given latitude within the tool to adjust approval thresholds and approval assignments without needing to configure". (pg. 7)
- "over 50 different controls per workflow step including even the specific notification methods and addressees and "callback" support that can be used to invoke scripted actions like integration web services calls or cross-workflow signaling ". (pg. 7)
- Document Management: "functionality based on a common data model and a unified code base across all source-to-pay solutions". "consistent access to every data element, workflow element, supplier record, document management, UI functionality, and automation component."
- Reporting: "have an analytics layer across all our solution areas (source-to-pay) with numerous out of the box reports and dashboards as well as easy capabilities for users to create their own

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reports / dashboard". "users can save their personal reports within their own dashboard as well as share with others, as necessary." (pg. 7)

- Configurable: "Coding is not required to make changes to tailor the solution to meet the needs of each client." Create new fields, Change field names, Add tooltips/watermarks/regex, Conditional logic on fields, Mandatory fields, Tailored workflows, contract templates, standard documents. (pg. 6/7)
- Transparency: "public portal allows for suppliers or concerned parties without an account to view all aspects of the procurement process within the solution". "public portal allows for suppliers or concerned parties without an account to view all aspects of the procurement process within the solution."

User Experience, pg. 7/8 : - Response did not address "Wizard-driven capabilities", "Mobile access/use" or "Workload management" to re-assign work.

- "Homepages are unique per profile, but also can be configured by the individual user." "includes quick links and shortcuts to frequently used objects."
- "access their pending workflow tasks directly from their home screen"
- "Each user is given one or multiple roles in the system which is tied to a series of authorizations. These authorizations will dictate what the users can see and do within the solution."
- "Users can also mass reassign their workflow tasks to other users using the delegate function"
- "Users or administrators can also set-up out of office forwarding for users."

Bidder Best Practices and Roadmap, pg. 8-11 : Did not address "constantly assess and recommend opportunities to reduce costs".

- New Releases: "Major Software Product releases are delivered by the Ivalua R&D division twice a year." "Multi-instance SaaS, "client to decide which major version to choose" and "when to upgrade". "Activable Features which enables customers to take advantage of new innovations in their versions without needing to upgrade"
- Latest Technologies: "specific standards that our platform should adhere to for a specific industry, for example, we achieved the security status of being FedRAMP Ready due to our work in the US Public Sector". "leverage advanced technologies such as machine learning, natural language processing (NLP) and more."
- Timely Updates: "Once a customer decides to schedule an upgrade, together with a dedicated upgrade support team, the customer success manager, and our R&D team, we work to ensure that upgrades happen in the timeframe laid out."
- Alternate Approaches: "we have built up significant in-house knowledge on best practices within the public sector". "During the implementation phase, Ivalua together with our partner community will always be there to guide customers towards better, more effective solutions, processes, and approaches, based on our experience." "customers themselves have a high degree of ownership over the solution, to be able to make changes and evolve as needed, without having to rely on us or our partners".
- Roadmap: "We have a dedicated Public Sector team that interfaces with R&D to ensure necessary and innovative Public Sector requirements and functionality are prominently featured on the roadmap.". "Key areas of investment are focused on":
 - o Enhance Mobile experience: Already have "Progressive Web Apps" for "workflow actions, notifications/alerts and more capabilities". "year to improve and enhance this around contracts, invoicing, supplier mobile capabilities. "
 - o Invoice/Payments: "Enabling the ability to execute payments within Ivalua"

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- o AI powered Contract Lifecycle Mgmt: “leveraging AI” for a “more guided, collaborative, and intelligent experience”.
- o Supplier Risk/Performance: add new features to existing capabilities.
- o Security: Already FedRAMP. “evaluate additional threats and standards (like StateRAMP) to ensure...pursuing the appropriate certifications”

Innovations and Value-Added Features/Services, pg. 11-13:

- Help Desk, pg11/12: Level 1 help desk for suppliers/internal users. CONCERN, response refers to Help Desk as “not contemplated in the RFP” however there are specific req’ts for this in Implementation Services and Managed Services.
- Advanced Services Procurement, pg 12: Contingent labor purchasing. “external labor with an efficient engagement and follow-up channel”. “Talent channels... selection process”. “compliance with policies/legislation... secure re-engagement process”. “full visibility of service quality... full visibility of service quality”. Monitor through “alerts, timesheet, and milestone approvals.”
 - o Service profile RFx types
 - o Configurable profile seniority
 - o Configurable working duration
 - o Work assignment
 - o Time/Material purchase request
 - o Timesheet receiving (hours, days, percentage)
- Expenses, pg. 12/13: “Expense Stream handles the flow of claims and their images into the Payables team”
- Vendor Master Management (VMM), pg. 13) “capture, cleanse and maintain clean and accurate supplier master data” “solution can integrate with various ERPs to consume, aggregate and cleanse data using smart deduplication and merge capabilities before redeploying the pristine and accurate data back to those systems.” **NOTE:** unclear how this VMM is different from the ‘in-scope’ Vendor Enablement and vendor integration work req’d in the RFP.

Customizations/Extensions, pg. 13/14:

- “Ivalua SaaS platform relies on configuration, not custom code”
- “Ivalua does not make coding customizations specific to individual clients; all coding changes on the Ivalua platform are part of their release cycle and are by definition part of the baseline product”
- “Ivalua maintains a copy of the organization’s Ivalua instance.” “upgrades are first applied to that solution, then will be tested, and released, and are subject to the entire cycle of testing, approvals, and quality assurance that is part of our Software Development Life Cycle (SDLC).”

Alternative Funding Models, pg. 14:

- “not proposing an alternative funding model at this time”. “open to discussion”

Contract Transition and Flexibility, pg. 14:

- “willing to enter into good faith discussions with Participating Entities that wish to explore transitioning their current contract “

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Functional Requirements

General Functionality, pg. 15/16:

- "Source-to-Pay suite in the market which includes Public Portal, Supplier Risk & Performance Management, Sourcing, Contract Management and P2P processes, standard integrations and extensive system administration and reporting capabilities"
- **NOTE:** see detailed notes for Service Level Agreement req'ts. The Ivalua Service Level Agreement sets a limit on the total storage for attached documents ("user-uploaded files") which includes all attachments to Requisitions, Orders, Receipts, Invoices, Vendor Accounts, Vendor Improvement Plans, Solicitations, Solicitation Responses, Contracts... all records in the system. This limit is either 500GB or 1 TB depending on the "Service Level" in the contract. **NEGOTIATIONS:** suggest getting both the Services Level set in the Master Agreement for all potential Participating Entities AND getting the storage level increased.

RTM

- "POTENTIAL WEAKNESS, GEN-15: Transaction print formats are based on "the layout of the screen" and to have "additional templates" for printing format requires "additional effort".

Supplier Portal, pg. 16-18:

- "free supplier portal where suppliers may perform self-registration and other activities with their customers"
- "have unlimited suppliers with unlimited users registered to do business"
- "register with basic information such as their tax identification number, email address, and company name to establish an account" then they "will have access to their supplier portal" to "manage all their activity with the organization from an integrated location"
 - o Manage their account information, user roles & users
 - o Submit contract usage reports
 - o Respond to sourcing events
 - o Manage/redline contracts
 - o Upload catalogs
 - o View orders
 - o Create advanced shipping notices
 - o Create invoices
 - o View their performance
 - o Collaborate on improvement plans

RTM

- Meets req'ts
- One req't needs clarification.

Supplier Enablement/Management, pg. 18-25:

- **NOTE,** registration is a two step process. Create basic account for one user, then that Admin user needs to log into the system to set up user roles, other users and complete the rest of their registration information that will be needed to create a supplier record in the finance system and award Contracts/POs to the supplier. Primary capabilities of a Basic registration allows them to managed their account and bid.

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- "conditional logic can be utilized to tailor the registration page to specific information required by type – such as US vs. non-US"
- "Fields captured through the registration process will be tailored to your needs"
- "submits their registration it is processed through an automated workflow". "workflow process and acceptance/rejection criteria will be established by each client"
- STRENGTH: "onboarding progress tracker" provides "quick view into the remaining items required to complete their activation" (pg. 20)
- Integrations "to external systems in batch processes or in real-time to verify profile information or bring in data from external sources"
- Can "maintain and store documents within their profile"(account). "organization can specify specific documents that are required by the supplier to complete their enrollment" (pg. 21)
- "system can track expiration dates of the documents and trigger reminders to both internal and supplier users when those documents are nearing their expiration" (pg. 22)
- "internal users will also be able to manage the supplier's information, activity, risk, as well as their performance" (pg. 24)
- Suppliers update their accounts by submitting a 'Change Request' (pg. 24)
 - o Change requests are auditable/trackable down to the field level
 - o Can be routed to the workflow for internal approval

RTM

- WEAKNESS, VDR-15: Duplicate registrations are not prevented at the time of registration. They are identified as part of workflow, if auto rejected, vendor is notified after the fact, not while completing the registration. Otherwise the State must resolve the duplicate.
- POTENTIAL WEAKNESS, VDR-19, 20 & 24-27: State will have to license the 3rd party system for validating IRS TIN/Name.
- POTENTIAL WEAKNESS, VDR-39: Response seems to indicate a "score carding" feature which may not provide the automated performance reporting on the metrics identified in this requirement.
- Two req'ts need clarification.

Buyer Portal, pg. 25/26:

- "Once the user login they will be directed to their homepage" which has dashboard that is unique to the user based on their role.
- "users can also add new aspects to their homepage or rearrange the webparts on the screen"
- Users are "given one or multiple roles" which has "authorizations" that "dictate what the user can see and do".
- Users also assigned a "perimeter, which corresponds to the agencies/departments/division they support and/or the commodities they support" which will "further limit the user's view into on seeing or editing objects".

RTM

- STRENGTH, BPRT-4: The capability to for users to be able to "change the layout and reports" on their dashboard is a significant benefit to users.
- One req't needs clarification.

Need Identification, pg. 26/27:

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- "provides users the ability to initiate any procurement action from a single spot through the platform."
- "provides a powerful and flexible workflow engine that not only invokes approval flows, but also provides the ability to invoke processes" that "invoke business processes allows procurement policies and regulations to become part of workflow"
- "will guide the end user to begin any type of procurement activity by clearly identifying and outlining the process and steps that need to be taken"

RTM

- Meets req'ts
- Two req'ts need clarification.

Request through Pay, pg. 27-33: NOTE, response did not address the req't for "access to external retail marketplace products".

- "All purchases within the lvalua solution will begin from a purchase request within the tool"
- "Requests can accommodate multiple types of requests ranging from goods and services, as well as deliverable-based purchases and subscriptions"
- STRENGTH: purchase requests include an "Internal blog to communicate with stakeholders" (pg. 28)
- Workflow (pg. 29)
 - o "uses a combination of algorithms and user approval to navigate through the approvals". "define conditional logic to determine when and who should be approving each requisition"
 - o "can also trigger different workflows to accommodate for varying business processes, as well as trigger different workflows on goods vs. services purchases"
 - o "can also trigger real-time integrations to external systems, such as an ERP at a workflow step, such as checking if budget is available for the purchase"
- "order is transmitted to the supplier through their email, including a PDF version of the order. It can also be extracted and printed". NOTE: Tech Proposal did not address electronic order transmission (EDI/cXML) however this capability was acknowledged in RTM PO-17.
- "Receipts can be created in multiple ways, from a purchase order, from scratch, or from a supplier entered Advanced Shipping Notice". Receipts can be workflowed for review/approval. (pg. 30/31)
- Invoices
 - o "Invoices can be created by PO flip, from scratch, EDI/cXML transmission, OCR capability". (pg. 31)
 - o Invoices are workflowed for review/approval. (pg. 32)
 - o "system will automatically calculate the three-way match based on ordered, received, and invoiced amount, and will display alerts" (pg. 32)
 - o "flexible to accommodate 2-way match if specific commodities do not require a receipt in order to be paid." CONCERN, it may be that 2-way match is decided based on a commodity code which could be too general to fit the situations a State/Entity needs to have supported.
- "Once the invoice is fully reviewed and approved, it will trigger an integration to the ERP for payment". "will push an ok-to-pay file to the ERP"

RTM

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- WEAKNESS, PRD-7: Purchase requests with a future release date for the Purchase Order required a manual step to release the PO once the date has passed, it is not automated.
- STRENGTH, PRD-8: The capability to communicate/collaborate with other users "under the request document".
- POTENTIAL WEAKNESS, PRD-13: There is no automated functionality that will include text or attachments based on a commodity or other field value.
- STRENGTH, PRD-19: The State will have access to "Ivalua's Design Mode, Workflow Engine and Alerts & Notification toolbox" which will provide the State with self-service capabilities for configuration.
- STRENGTH, WRK-1: The workflow functionality provides both routing rules and approval rules in the single rules engines. Also allows you to build SQL statements to address complex scenarios.
- STRENGTH, WRK-2: The "whiteboard-like" user interface to design workflows.
- STRENGTH, WRK-6: The capability to "include SQL to route requisitions" is significant capability to address exceptions such as the need to have "by-pass conditions".
- STRENGTH, WRK-15: The capability to set up "specific messages" for each step.
- STRENGTH, WRK-22: "State can add fields to be auditable" provides additional flexibility to meet any changes in State audit needs.
- WEAKNESS, PO-15: System does not have the capability to have two versions of a printed purchase order.
- POTENTIAL WEAKNESS, PO-17: eFax of orders "is not currently supported".
- NOTE: Ivalua did not understand that the functionality desired is not the same as bank administration of user Pcards.
- "POTENTIAL WEAKNESS, PC-8: Pcard reconciliation currently can only be provided ""as a customized solution"" with Ivalua's expense module which is not included.
- STRENGTH, RC-17: Fixed asset receiving fields can be available for only "certain types of goods" instead of having to be on the users' receiving screen when they are entering any type of receipt.
- STRENGTH, RC-18: Creation of an "exception" to document an receipt issue and include give "corrective actions".
- Ten req'ts need clarification.

Catalog Capability, pg. 33-35: NOTE, Technical Proposal response did not address the req'ts to "provide access" to "external internet retail or commercial markets of goods/services" or access to "non-contract Suppliers offering goods and services".

- System supports both "internal and external (punchout) catalogs".
- "view catalogs are limited to the user's organization scope" (pg. 33) NOTE: scope = combination of Role/Authorizations/Perimeter/Commodity restrictions assigned to a user.
- Suppliers can "self-service" manage their catalogs by uploading them to the system. Done via excel templates. After upload "system does an automated format check". (pg. 34)
- "routed through an approval process for an internal user to validate" with "side-by-side comparison of old vs. new pricing" (pg. 34)
- "internal users can also upload catalogs on a supplier's behalf"
- "Search 360" (pg. 35)
 - o "predictive and fuzzy search capabilities"
 - o "can also search any field"

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- “item tags” to “provide visual indicators” on search results to “identify preferred, discounted, or emergency items”. Tags can be ‘prioritized’.
- “has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal Ivalua catalog”

RTM

- STRENGTH, CAT-24: The capability to route catalogs for approval based more than a user having a role as catalog approver or buyer responsible for a contract. Specifically, can route based on "region, cost center, commodity types, etc."
- STRENGTH, CAT-34: The Search 360 functionality will automatically search punchouts sites as well as hosted catalogs to present both results. Otherwise the user has to search Hosted Catalogs in the system and then go to each punchout individually to do their search.
- No req'ts need clarification.

Sourcing/Bid Management, pg. 36-44:

- “solicitation (BPM) type which drives which tabs and parts of the solicitation process are required.” (pg. 36)
- “can accommodate a range of solicitation methods, from very simple quick quote events to multi-phase RFPs with multiple envelopes”. (pg. 36)
- “Suppliers can be automatically added to the invited suppliers list based on the commodity or commodities” and “can be added by searching the supplier database”. (pg. 36/37)
- Documents Tab: can have unlimited number of attachments, “standard organization documents” and “solicitation owner can upload” docs.
- STRENGTH: “Documents can have workflows associated with them and accommodate versioning.” (pg. 37)
- “Bids are protected through Ivalua’s sealed bid functionality” (PG. 38)
- Questionnaires: (pg. 38/39)
 - “questionnaire capability, non-price components can be captured from the supplier”.
 - “Templates can be used”
 - “ability to make a question required, the option to add a comment or attachment to clarify the answer, or to allows more than one response to a question. Conditional logic can also be added to questions to create if-then statements that will determine the visibility of questions based on previous responses.”
- Pricing grids (“item grid”) can have templates to be “automatically applied to the event”. Columns on the grid can be “internal” (only State/Entity user can see) or “external” (Supplier can see). (pg. 39)
- Solicitations have “workflow to approve and release”. Once approved “user can manually send out the solicitation or have it released automatically at the opening date and time”. (pg. 40)
- Public Portal: (pg. 40)
 - “public portal allows users without an account to view open and close solicitation, active contracts and facilitate the submission of public facing forms if needed.”
 - “Ivalua can also integrate to the organization’s website for posting of events.”
 - “public view of the solicitation includes all attributes of the solicitation including general information, documents, questionnaires, and price lists. In addition, the public solicitation page can also post bid tabulations and award posting once the bid due date and time has been reached and an award has been made.”

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- Responding:
 - o Suppliers can “craft their response within the system or can download the entire solicitation to a zip file to view and response offline if needed.” (pg. 41)
 - o Supplier options: “create proposal from scratch, copy forward a previously submitted proposal, cancel a proposal in progress, withdraw a proposal” (pg. 42)
- Analyze and award: (pg. 43)
 - o “view side by side comparisons of items and qualitative information for two or more suppliers.”
 - o “can also select ‘award strategies’ which will apply a selected algorithm to create the award”
 - o “review their savings tracking that is based on the target and reference price”
 - o Awards have workflow/approvals capability. (pg. 44)

RTM

- STRENGTH, SRC-28: The Discussion Forum feature allowing messaging to "private or public" with "chat in real-time" for auctions.
- POTENTIAL WEAKNESS, SRC-25: No check-in/check-out capabilities for "documents, Terms/conditions and templates".
- STRENGTH, SRC-48: "drag-and-drop capabilities" as the user interface for creating workflows is more effective than other, more common options.
- WEAKNESS, SRC-66: System does not provide a means for a user to add "un-registered Vendors" to the "generated Vendor list" of a solicitation.
- POTENTIAL WEAKNESS, SRC-68: System does not support eFax.
- POTENTIAL WEAKNESS, SRC-76: The system does not OOTB provide capabilities to post to the "State's public procurement website".
- "POTENTIAL WEAKNESS, SRC-80: System does not have functionality to require vendors to provide ""basic"" information when downloading a solicitation document from the public website. Also, eFax is not supported."
- POTENTIAL WEAKNESS, SRC-83: System does not have a means to 'conduct pre-response/pre-proposal conferences'. Users would have to provide a link to a external webinar system that is not part of the eProcurement system.
- WEAKNESS, SRC-105: System does not provide notifications to vendors when submitting a response to a "set-aside solicitation and they are not a certified MBE".
- Seven req'ts need clarification.

Contract Management, pg. 44-48:

- “contract record within lvalua captures all aspects of contract information, documentation, activity, and performance within the single record.” (pg. 45)
- “system will automatically trigger reminders when the contract is nearing expiration” (pg. 45)
- “Different contract types can determine what field requirements, workflow, and alerts are relevant to the contract being created.” (pg. 45)
- Contract documents: (pg. 46/47)
 - o “documents tab captures all documentation associated with the contract through attachments”.
 - o “document has a ‘type’ associated with it that can categorize the documents”
 - o “alerts can be triggered to the user if documentation is missing from the contract record or is nearing expiration”

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- STRENGTH: "has a built-in authoring tool that will allow users to write and redline contracts directly in the Ivalua solution". "Redlines are tracked from user to user with the ability to compare previous versions of the contract side by side". "offers a native integration to Microsoft Word, so users redline in the Word can sync their version back to Ivalua". With "workflow capability, the "authored document can be passed back and forth between users to facilitate redlines, versioning, and approvals".
- "any subcontractors and distributors that are being used by the prime supplier on the event".
- "system can also trigger a subcontractor report to prime suppliers " (pg. 47/48)
- "accommodates a standard integration with multiple eSignature tools, including DocuSign, Adobe Sign, and Universign." (pg. 48)

RTM

- POTENTIAL WEAKNESS, CNT-7: System only has check-in/check-out capabilities for "documents authored within Microsoft word". Does not provide this for other documents or templates.
- STRENGTH, CNT-25: Authoring contract documents with MS Word is a significant capability.
- STRENGTH, CNT-50: The history feature capturing "at the clause level" is a significant additional feature.
- WEAKNESS, CNT-51 through CNT-63: The Ivalua "Public Contract Browse" feature cannot be modified to meet State needs/req'ts without "Ivalue security review or custom code".
- Three req'ts need clarification.

Vendor Performance, pg. 49/50:

- "users can create performance assessments against their suppliers or contracts."
- "can trigger alerts to users if a supplier is consistently performing poorly."
- "Templates for performance criteria are stored within Ivalua for users to respond to questions related to the supplier's performance". Weights for each question determine a total score.
- "Completed performance evaluations can be routed through a workflow if additional review or approval is needed"
- "ability to track exceptions and collaborate with suppliers to address these exceptions"
- "exception documents the issue or non-conformance and the severity, tied to the triggering event"
- "supplier is notified of the exception, allowing them to respond and actively manage any corrective action associated with the exception"
- "workflow to manage each step of the process" of exception management. "workflow can guide end users to collect documents and collaborate with the supplier to mitigate the identified issue."
- Improvement Plans: (pg. 50)
 - "creating tasks that will lead to overall supplier improvement"
 - "typically tied to an exception"
 - "consist of a list of tasks that can be created from a template or individually"
 - "Each task is assigned to a user with assigned due dates for both internal tasks and supplier actions"
 - "Suppliers can access their improvement plans and update the status of their tasks"

RTM

- WEAKNESS, VPE-2 thru 12: System relies on "questionnaire" and users to respond to capture performance metrics. There is not automated capture of performance based on transactions processed or data.
- Three req'ts need clarification.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 3

DATE: 12/27/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Purchasing/Data Analytics, pg. 51-54:

- "three different types of reporting with the lvalua solution, ranging from simple excel extracts to data visualization dashboards" (pg. 51)
- "Importing data from an external system can be accommodated."
- "over 100 out of the box reports" "that can be filtered and drilled down"
- Super users can configure additional reports
- Ad Hoc Reporting: (pg. 51)
 - o "Any browse page within lvalua can become a report"
 - o "search and filter on any criteria" and "export their results into excel for a quick report"
- Queries: (pg. 51/52)
 - o "Excel based reports that are run via SQL statements in lvalua's reporting module"
 - o "can combine data from multiple modules within a single report as well as conduct calculations"
 - o "parameters can be set up so users can filter the view of the data before extraction"
- Analysis Reports: (pg. 52/53)
 - o "provide data visualization to users in the form of charts, graphs, and pivot tables that can then be combined to create a dashboard view for any users"
 - o "drill down on source data and apply filters to get a comprehensive view of data"
 - o "users can easily create their own dashboards or rearrange existing ones."
 - o Standard reports "can also be embedded" within dashboards.
 - o "New analysis can be built by using a template or by using an analysis builder"

RTM

- STRENGTH, PDA-1: The spend analysis and PBI modules described is more robust than expected and provides some capabilities beyond what was required.
- WEAKNESS, PDA-32: The system reporting tool does not have a means to publish reports on an "internal or public website". Can only make reports available within the system itself.
- Four req'ts need clarification.

Technical Requirements

Availability, pg. 55: Meets req'ts.

- "accessible 24 hours a day, 7 days a week"
- "guarantee by Hosting SLA an uptime of 99.8% outside of scheduled maintenance, which will never occur during Peak hours"
- "co-locates its production and DR system in state-of-the-art data centers" "with fully redundant subsystems and compartmentalized security zones"
- "data centers have: Uninterruptible Power Supply (UPS, Diesel Generator); Redundant heating ventilation air conditioning and all components are fully fault-tolerant including uplinks, storage, chillers, HVAC systems, etc. Everything is dual powered."

Accessibility Requirements, pg. 55: Does not meet. NOTE: response indicates that work is underway to become compliant but no information was provided to indicate when.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 3

DATE: 12/27/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- "is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance"
- "is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance"
- "accessibility audit and compliance are broken into 3 manageable areas, corresponding to very distinct user typologies (internal, external, and anonymous),"
- "Ivalua has completed VPATs which can be provided upon request."

Audit Trail and History, pg. 56 & TECH-1 thru 5: Meets req'ts.

- "provides robust audit and logging capabilities"
- User logged on... "all actions and activities are registered, logged and time stamped."
- Every transaction "is part of this logging effort"
- Fields have an "auditable checkbox" to mark that the field to have an audit trail.
- "audit train can be produced in reports"
- "approval history shows who validated/ actioned the previous steps and who will validate the current step"
- "mail history frame shows the history of notifications/ emails"

RTM

- Meets req'ts
- One req't needs clarification.

Browsers Supported, pg. 56/57:

- "Ivalua works with Internet Explorer, Edge, Firefox, Chrome, and Safari."
- IE: all still supported by MS. MS Edge, Chrome, Firefox: last 3 major releases
- Response did not address req't to support "any browser that is ranked as more than 10% of web traffic"

User Accounts and Administration, pg. 57 & TECH-6 thru 20: Partially meets. Response did not address the req't to be able to delegate "administration responsibilities" of "specific functions and organizations" and did not properly respond to TECH-20.

- Access to "application pages and functions are controlled by profiles, authorization, and perimeters."
- "a user has access to data and can transact across a certain region or other logical portion of the enterprise" or "a user has access to certain features and functionality" "or a combination of both."
- "User roles and user access to Ivalua Solution are defined in the application through the administration components" by "application administrator(s)".
- Option to "limit data access of business objects on a per user basis" which would allow restrictions for situations like "only access PO of the organization" that the user belongs to.
- response did not address the req't to be able to delegate "administration responsibilities" of "specific functions and organizations".

RTM

- Meets all req'ts except TECH-20 where the response did not address the actual req't to provide searchable access to all of the roles, permissions and privileges setup/available in the system. Instead response described the capability to search among all User Profiles.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 3

DATE: 12/27/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Three req's need clarification.

User Authentication, pg. 57/58 & TECH-21 thru 25: Partially meets. Response did not address req'ts for Federation and Identify Proofing.

- "supports multiple authentication schemes including:
 - o Login / password authentication
 - o Single Sign On (SSO) SAML 2 Web based authentication standard
 - o Two-factor authentication
 - o Reverse Proxy / IIS Agent based authentication (CA Single Sign On, formerly CA Site Minder)"
- "password rules are fully customizable"

RTM

- Meets req'ts.

Federated Identity Management, pg. 58: Meets req'ts.

- "Ivalua Solution supports SAML 2.0 protocols for Single Sign On. The Ivalua Solution has been integrated with the most popular Identity providers."
- "only require one ID and password to access the full solution, with support for auto-provisioning of roles and permissions"

Data Conversion, pg. 58/59 TECH-26 thru 34: Partially meets req'ts, see comments for TECH-28 &30. However CONCERN, the Technical proposal does not include "historical transactional data conversions" in the standard scope/costs for a project. Proposal is to determine scope/costs "as part of the implementation".

- "will conduct a data assessment to determine the data requirements
- will be established identifying the data conversion scope for the project
- "For historical transactional data conversions, a further assessment will be performed to determine the requirements, project scope, effort, and cost required to perform these conversions
- "will perform the data conversions which will include a methodology to perform several iterations of conversion in small batches to test and validate the data, along with monitoring of performance and quality before the actual production conversion takes place

RTM

- POTENTIAL WEAKNESS, TECH-28: System does not provide an automated means to load/convert active solicitations from an existing system.
- POTENTIAL WEAKNESS, TECH-30: System does not provide an automated means to load/convert Vendor performance data from an existing system.

Interface and Integration, pg. 59/60 & TECH-35 thru 60:

- Integration strategies include unidirectional or bidirectional data flows using batch, asynchronous or synchronous interfaces.
- integration module includes comprehensive format definitions, rules-based transformations, and validated loading of data.

RTM

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s): 3

DATE: 12/27/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Meets req'ts except TECH-60 where response did not address the req't to have "automated failure recovery".
- Two req'ts need clarification.

Office Automation Integration, pg. 60/61 & TECH-61: Meets req'ts

- supports all file types as attachments
- Excel support across the sourcing process
- reporting tools natively export to MS Word, MS Excel, and PDF.
- contract tool we can import MS Word documents and break them into clauses
- contract data can be exported into Word or PDF formats

Mobile Device Support, pg. 61 & TECH-62: Meets req'ts.

- "is a fully responsive HTML application"

RTM

- Meets req't.

Mobile Applications, pg. 61 : Does not meet.

- POTENTIAL WEAKNESS, system does not have a Mobile App. Relies on the system being a "fully responsive" application for use on mobile devices to give access to the entire system.

Data Ownership and Access, pg. 61: Meets req'ts

- Customer is "data owner and data controller"
- Customers can "directly export data using features available" in the system

Date Retention, Archive and Purge Considerations, pg. 61/62 & TECH-63:

- "lvalua does not delete or modify customer data, unless requested by the customer to do so
- "deployment allows the implementation project teams to configure when and what frequency to run the offline archiving functionality

RTM

- Meets req't.

Disaster Recovery Plan, pg. 62/63 :

- "has established a Business Continuity (BC) and Disaster Recovery (DR) Program
- "plan is reviewed and approved by the management annually
- "Program is based on ISO/IEC 22301 standard framework
- "Disaster Recovery Plan is based on a fully duplicated and hot-standby infrastructure".
"Replicated web servers & application servers, replicated database backups and redundant support service"
- "contingency plan includes": " Geographically separate sites, different hosting/internet service providers, recovery site service level equal to primary site.
- "Maximum recovery time can be as low as 4 hours **with the Platinum package**". CONCERN, need to lock in the "package" so there is a specific commitment to recovery time included in proposal and potential contract.
- "DRP plan is tested at least once a year
- Incident Response program "reviewed and approved by the management annually".

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s): 3

DATE: 9/27/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Full service
 - Six core areas.
 -
2. Previous Projects
 - Public sector – extensive at state level – implemented/ongoing
 - Private sector – extensive.
 -
3. Subcontractors
 - US data centers identified
 -
 -
4. Organizational Chart
 - Broad description. Interenal implementation..
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s) 3:

DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Ivalua - Unified Business platform.

General Principal and Requirements

- Key Solution Functionality Elements – fully integrated system. Start from single landing page; homogenous look and feel between modules. Single data ecosystem.
 - P5 Ivalua has extensive experience in delivering procurement solutions for State & Local organizations. As we work with our customers, we have continued to build in public sector best practices throughout the solution. Some of these features include:
 - Native public transparency portal
 - Renaming throughout the solution to align to public procurement terminology
 - M/WBE Management
 - Sealed Bidding
 - Subcontractor Reporting
 - Cooperative Reporting
 - Portal entry – single login, configurable dashboards. Collaboration tools – blogs, forums, comments.
 - Open marketplace - hosted catalogs; punchout catalogs (side-by-side hosted and punchout searches; off catalog searches.
 - P5 Integration toolbox capable of connecting with multiple ERP solutions, third-party data providers, suppliers' systems and so on. Likewise, Ivalua supports multiple format options (cXML, XML, SAP Idocs, XLS(x), DOC(x), CSV, AS2, etc.) and in multiple protocols (manual load, batch load, EDI, SFTP, HTTP, etc.). Our integrations toolkit and library connects to over 60+ ERPs and includes hundreds of data mapping formats and standard integration templates.
 - Workflow, Document Management, Configurable (p6 example list), Public portal – transparency.
- User Experience – login routes to homepage unique to user, role and tasks.
 - One or more roles guide the user experience.
 - No cost for suppliers to access portal to submit bids.
 - P7 search capability is accessed directly from the home screen for users to be able to start searching the catalog, or to create new requests.
 - P7 access pending workflow tasks directly from home screen
 - P9 Users or administrators can also set-up out of office forwarding for users. This will delegate all workflow tasks assigned to that user within a defined time period to another user or group of users.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s) 3:

DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Bidder Best Practices and Roadmap
 - Major releases delivered 2 times per year.
 - Recommends major updates 18 months for best product maintenance
 - Fedramp ready
 - Public sector longtime focused; best practices developer for public sector tailored solution.
 - Roadmap is 60% customer-sourced.
 - Roadmap – web apps; invoicing and payment execution inside Ivalua; contract lifecycle management using AI; supplier risk and performance; StateRamp; enhanced clause libraries; collaborative authoring.
- Innovations and Value-Added Features/Services
 - P11 Ivalua Help Desk as alternative to state-operated. Level 1 with 0-% tickets solved within 1 hour. Level 2 redirect. (Cost item)
 - P12 Advanced Services procurement. (Cost item)
 - Vendor Master Management – supplier data (Cost item)
 - Adoption of ERP specific source schema tables to support bidirectional master data integration
 - Use of a supplier cleansing workbench for merging and deduplicating records from multiple source systems
- Customizations/Extensions – Configuration not custom code.
 - Coding changes part of release cycle.
 - Users have flexibility to deploy releases. Reduces risk of automated upgrades-prompted problems.
- Alternative Funding Models – Not proposed.
- Contract transition. Existing customers may discuss contract transition with Ivalua. GFE not guarantee.

Functional Requirements

- General Functionality
- Six modules integrated: Supplier Risk & Performance; Solicitations & Bid Management; Contract Management;
 - *P16 Master data throughout the solution for selection of organizations, commodity codes, units of measure,*
 - *Single platform manages the end-to-end solicitation and purchasing process for the organization, suppliers, and political subdivisions*
 - *EPROC-GEN-3 - Posting to Ivalua's native site does not require any integration. Ivalua can also integrate to state's websites or other sites, as needed. Our recommended approach is using Ivalua's public portal and putting a link within the State's website, to leverage the simplicity of standard functionality while easily allowing access for users from the State's website.*
 - *EPROC-GEN-39 - Throughout each implementation, Ivalua works with organizations to identify any additional information outside of standard that should be available on the public portal. Document posting can be controlled at the individual document level or by document type (Ex. confidential documents not made public). Authorized users will be able to modify the document types made public.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s) 3:

DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Supplier Portal – P17 *free supplier portal where suppliers may perform self-registration and other activities with their customers. Ivalua supplier registration & information management capabilities allows to quickly and easily onboard suppliers for RFPs, orders and invoices, and push data to ERP or other relevant system*
 - *Supplier features:*
 - *Managing their supplier information and users*
 - *Submitting reports for cooperative contract usage*
 - *Responding to sourcing events*
 - *Managing/redlining contracts*
 - *Uploading catalogs*
 - *Viewing orders*
 - *Creating advanced shipping notices*
 - *Creating invoices*
 - *Viewing their performance*
 - *Collaborating on improvement plans*
 - **EPROC-SPR-14 Needs clarification** *ERP financial data is integrated into the system as standard throughout the Procure to pay process. Additional fields can be captured through integration. Is this integration included in the price or required to be developed on customer ERP side?*
 - *EPROC-SPR-19 Administrative fee payments will be submitted through a third party payment provider. Ivalua can offer a close integration to the third party provider to track payment within the system*
- Supplier Enablement/Management- p18 *Supplier activation within Ivalua takes place in two parts. The first is a public facing registration page that allows any new supplier to create an account within the system. The second is the 'full enrollment' process, where the supplier can login and collect additional information required to be fully onboarded with the organization and to do business. The registration page can be found by accessing the public facing homepage of Ivalua. Potential suppliers can access the portal 24 hours a day, 7 days a week, 365 days a year. The Ivalua supplier portal is 100% free for the suppliers, no setup and/ or transaction fees.*
 - **EPROC-CDR-18 to -27 – Third party integration to validate supplier data. Needs clarification – Ivalua supplies or customer supplies?**
 - *EPROC-VDR-32 Ivalua segregates organizations – workflow can't pass between organizations.*
 - **EPROC-VDR-40 – Needs clarification** *(vendor email signup) – is this a Customization as marked or a Configuration as stated in comments?*
 - **P 20** *The supplier submits their registration it is processed through an automated workflow that will automatically accept or reject the registration based on system conditions, such as a duplicate check. The workflow process and acceptance/rejection criteria will be established by each client. If the supplier's registration is approved, they will receive an email notification informing them that their account has been created, and they can login using their username and password that were established on the registration page. Needs clarification – is approval following automated step or is there manual intervention by Ivalua or State?*
 - *P21 – documents can be stored in profile for use in response and contract management.*
 - *P24 – supplier self-service for account maintenance then routes to internal user for approval; can sent updates to ERP.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: Ivalua

CATEGORY #(s) 3:

DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Buyer Portal – Internal users log in via username/paw or SSO.
 - P25 Alternatively, **suppliers** can login via SSO with their organization. **Needs clarification** – is this a typo as this is buyer portal response? Is there an SSO supported for suppliers?
 - P26 User role or roles tied to authorizations. Perimeter can limit visibility into certain departments' data or permissions.
 - EPROC-BPRT-8 – Daily summary of notifications not available.
- Need Identification – P27 *Options from home page: Create a Needs Request form; Create a Purchase Request - contract, non-contract, punch-out, non-catalog products, or for the procurement of services; Complete an Exemption Request; Create a sourcing event; Gather quotes; Create a Contract.*
 - **EPROC-Need-3 – Needs clarification** – Why is guided buying listed as a C? Is there not standard or configurable workflow?
- Request through Pay – starts with requisition; routes for budget; moves to sourcing event. Fully integrated process through requestion, purchase order, receipt and approval.
 - P32 – multiple methods of receipt input: PO; from scratch; EDI/cXML; OCR.
 - Integrates to ERP to trigger and record payment.
 - **EPROC-PC-1 thru -9 – Needs clarification** – status of pcard development.
 - EPROC-RC-21 – UOM conversion to set inventory as different from PO is configurable.
- Catalog Capability – items from multiple suppliers can be on the same PO.
 - CXML punchout; unlimited items; unlimited catalogs
 - Spot bid functionality EPROC-CAT-11
 - Supplier uploaded catalogs routes for approval to internal user.
 - P35 Ivalua also has the ability to search both punchout and hosted catalog in the same search. Through an API, external catalog results will be brought into the internal Ivalua catalog. This will provide the user with a single place to conduct a search, instead of having to punch out to the external catalog first.
- Sourcing/Bid Management – All RTM listed sourcing methods supported as standard or configurable.
 - P36 – Suppliers added to tab for solicitation notification in supplier tab manually; suppliers can be searched by any field in supplier database. (This will include supplier record details – contacts, performance, documents.)
 - P37 Documents tab can host unlimited attachments, e.g. T&Cs; workflows for documents and versioning; standardize for agency.
 - Sealed bid management blocks access by internal users until bid due date; time stamp on screen for auditability.
 - Pricing collected in system, p39; Templates permitted; modifications, new fields can be created; system calculates price savings against reference prices if included
 - Public portal for posting – recommendation to host solicitation on Ivalua, link with basic information from state or other sites to minimize integration effort.
 - **P39 – Needs clarification.** Public sourcing events allow any user without an account to view and respond to event within the Ivalua sourcing solution. How is user data captured and ongoing communication facilitated without a confirmed account? See EPROC-SRC-66 If these suppliers choose to respond they will be required to make an account in the system.
 - P43 During active solicitation, internal users can see activity of suppliers including participation, as well as email notifications received; Sealed bids content protected until closing date.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- P44 Contract creation starts with award notifications and carries over solicitation/response fields to avoid duplicate re-entry of data.
 - **EPROC-SRC-35 – Needs clarification.** *This can be accomplished via configuration. For editing via Ivalua's Microsoft word authoring - **check-in/check-out is supported out of the box, but not for attachments only.** What does "not for attachments only" mean?*
 - EPROC-SRC-48 *Workflows can be designed by administrators using drag-and-drop capabilities. It is easy to develop tasks for human approval, or routing decisions based on business rules or factors such as threshold amounts*
Configuration will be required to ensure the workflow meets the needs of each organization
 - **EPROC-SRC-68 – Needs clarification** – Is eFax a roadmap item or does Ivalua plan to not support?
 - EPROC-SRC-76 – Posting all solicitation documents to state's public website is customization with high complexity. See earlier not for simpler recommended process.
 - EPROC-SRC-83 – No integrated video conference. Third party link can be inserted. Attachment can be uploaded.
 - EPROC-SRC-102 – Ivalua native plugins for third-party electronic signatures.
- Contract Management
 - P45 *The contract record within Ivalua captures all aspects of contract information, documentation, activity, and performance within the single record.*
The header tab of the contract captures the basic information about the contract brought over from the solicitation as well as manages any dates associated with the contract. Based on the dates that are set-up in the header of the contract, the system will automatically trigger reminders when the contract is nearing expiration.
 - Document management. P46 Within the document management capability, Ivalua has a built-in authoring tool that will allow users to write and redline contracts directly in the Ivalua solution. *All organization contract templates and clauses will be stored within the system that can then be easily pulled into the contract document. Legal users will have the ability to import or edit templates and clauses, when needed. Redlines are tracked from user to user with the ability to compare previous versions of the contract side by side. Ivalua also offers a native integration to Microsoft Word, so users redline in the Word can sync their version back to Ivalua.*
 - P47 Through the third parties tab, Ivalua can capture any subcontractors and distributors that are being used by the prime supplier on the event. They can define who the subcontractor is, their M/WBE status, as well as the amount of percentage of the total contract value the supplier is responsible for.
 - P48 system can also trigger a subcontractor report to prime suppliers. This allows them to report how much has been paid to their defined subcontractors in that period. The report is then routed through a workflow for approval.
 - EPROC-CNT-72 – Fee comparison. Marked as C, but comments say configuration. Is this code?
- Vendor Performance P49 *performance information is maintained within the supplier's profile for reporting, as well as can trigger alerts to users if a supplier is consistently performing poorly.*
 - Templates for performance assessments. Vendor score. *As evaluators respond to the supplier assessments, they will be able to add comments and attachments, where needed.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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BIDDER NAME: Ivalua

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EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Improvement plans can be set up as collaboration tool to create tasks aimed at supplier improvement. Supplier and Internal user can both access.
- Purchasing/Data Analytics – 100 out of the box reports; ad hoc reports; SQL queries.
 - Analysis reports with data visualizations.
 - Three RTM requirements depending on completion of the Pcard functionality.

Technical Requirements

- Availability – 99.8% uptime. Monthly scheduled maintenance.
 - Service credit 5% for <99/8% increasing through levels to max of 25% for <85%. Credits applied against future prof. serv. Fees. No refunds unless <90 on contract.
- Accessibility Requirements – P55 *Ivalua is implementing accessibility of the system in accordance with the Web Content Accessibility Guidelines (WCAG 2.1) standard with the objective of level AA (mid-range) compliance. Ivalua is committed to being Section 508-compliant (against WCAG 2.0 Level AA requirements) as soon as possible across all application pages.*
- Audit Trail and History – P56 *While a user is logged on, all actions and activities are registered, logged and time stamped. Every transaction created, every status change, every movement through to the next step in a workflow, every addition or deletion of a data item of any kind is part of this logging effort.*
- Browsers Supported – Common browsers – last 3 major releases; Explorer – only MS-supported.
- User Accounts and Administration – Role-based administration to access permitted sections of Ivalua environment.
 - User Authentication – Supported: Login / password authentication; Single Sign On (SSO) SAML 2 Web based authentication standard; Two-factor authentication; Reverse Proxy / IIS Agent based authentication (CA Single Sign On, formerly CA Site Minder)
- Federated Identity Management: SAML 2.0 protocols for Single Sign On. Single login for entire platform.
- Data Conversion - P59 *As part of the implementation, we will conduct a data assessment to determine the data requirements for the project and the Participating Entity. Based on this, a data strategy will be established identifying the data conversion scope for the project. Once the data strategy is completed, Ivalua and Participating Entity resources will leverage Ivalua's which are an open part of our User Interface to perform data transfers.*
 - *Once the Participating Entity has reviewed the approach and impact to the project scope, effort, timeline, and cost and signed off on the scope, a combination of Ivalua and Participating Entity resources will perform the data conversions.*
 - *EPROC-TECH – Date conversion legacy data supported except for Solicitation data in State's system and Vendor performance data.*
- Interface and Integration – P59 Synchronous and Asynchronous data transfers supported. Multiple communication protocols and data formats, including flat files, JSON, XML, cXML, OCI, IDOC (SAP)
 -
- Office Automation Integration – All file types supported as attachment.
 - Excel support across sourcing process.
 - Reporting tools natively export to Word, Excel and PDF
 - Contract tool imports Word documents.
 - Contract data can export Word and Pdf.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Ivalua

CATEGORY #(s) 3:

DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Mobile Device Support – P61 *Ivalua is a fully responsive HTML application; screens adjust to devices, e.g., on when using Ivalua on a mobile device the screen menus change for PC layout to Mobile-friendly layout.*
- Mobile Applications – Mobile solution runs on Webkit-enabled browser; no separate app.
- Data Ownership and Access – P61 *Customers remain the data owner and data controller of all data they place into their Ivalua instance and should apply access controls to restrict access to data within their instances based on their own requirements and needs, in accordance with their access control, data retention and data classification policies.*
Internally, Ivalua has its own data classification policy. All customer data is classified as Confidential and access to the environment where customer data is stored is limited to a small number of individuals on a need-to-know basis.
- Date Retention, Archive and Purge Considerations – P62 *Ivalua does not delete or modify customer data, unless requested by the customer to do so, and only processes data in accordance with its contractual obligations and the customer's configuration of their instance(s).*
- Disaster Recovery Plan – P62 *Ivalua BC and DR Program is based on ISO/IEC 22301 standard framework*
 - Documented backup and recovery procedures
 - Crisis/incident management procedures
 - Stakeholder communication processes
 - Replicated Web server and Application server; replicated database backups; redundant support services; contingency plan for hosting and ISP.
 - P63 *Ivalua notifies impacted customers of data breaches which Ivalua becomes aware of without undue delay, but within seventy-two (72) hours - unless a shorter time is specified in the contract*
- Solution Environments – Minimum 3 environments – Dev, Acc (test), Prod.
 - Training environment available. – add fee.
- Solution Technical Architecture – All customers environments isolated in enterprise grade cloud architecture. End users access Ivalua from web browser – no client software installation required. – 64-bit MS stack. Plus open standards REST, JavaScript, HTML, XML and JSON.
 - Database layer on servers in non-internet routable network segment – requests not made directly to database tier; only issue from customer's instance.
 - No commingling of customer data.
- Solution Network Architecture – All RTMs standard functionality.
 - P66 *Intrusion Detection System and Intrusion Prevention system (IDS/IPS), monitors and blocks malicious traffic or attack on network traffic traversing the device.*
 - *systems log unexpected network activity (volume of traffic, protocol anomaly, signature-based attack) and notify Ivalua IT staff in real time via emails and text messages.*
 - P67 *Equinix DC3 Data Center - Ashburn, VA (Primary, DR); CH3 Data Center - Elk Grove, IL (Primary, DR)*
 - *Ivalua also guarantees a Hosting SLA (hit response time, uptime) and can share a monthly report with the client upon request.*
- System Development Methodology - P67 *secure-SDLC policy and procedures that ensure security-related functions are covered during the development life cycle from design to implementation to testing. New features are evaluated for their security impact during the design phase, regular code reviews (peers and SAST tools) are conducted internally during the implementation phase and tested for effectiveness during the QA process.*

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- *Ivalua's development process is based on the Agile methodology with its iterative approach to software development and assessment. This embeds Quality Assurance directly into the ongoing development process.*
 - *P68 Configuration Management Program for its Cloud services in accordance with NIST Security-Focused Configuration Management of Information Systems guidelines. Ivalua applies Security-focused Configuration Management for establishing baselines and for tracking, controlling, and managing many aspects of the secure lifecycle of all information system resources, configurations, and processes.*
 - *All application changes/updates are at the customer request and control, and they will be performed either behind the scenes (for minor updates) or through scheduled downtime (for major updates). Customers typically enforce their own change management process.*
- **Service Level Agreement** – Sample attached. 99.8% uptime. Monthly scheduled maintenance.
 - *Service credit 5% for <99/8% increasing through levels to max of 25% for <85%.Credits applied against future prof. serv. Fees. No refunds unless <90 on contract.*

Security Requirements

- **Cloud Security Alliance (CSA) Compliance** – CAIQ 3.0.1 provided (No unusual.)
 - *IAM-02.7 Ivalua doesn't share internal security metrics with customers. The termination control is tested as part of the SOC control and SOC report is provided to the customers upon request.*
- **Security and Privacy Controls-** **P69 Needs clarification** Ivalua is currently in the process of validating controls and safeguards against NIST SP 800-53 Revision 4 "Moderate" risk controls for FISMA compliance with our Commercial Cloud. **Is this complete?**
- **Security Certifications** - *Ivalua has implemented an Information Security Management System (ISMS) in accordance with ISO/IEC 27001. Ivalua is annually audited SSAE-18 SOC1 and SOC2 (US) and ISAE-3402 (Europe). Ivalua is also annually audited HIPAA and complies with business associates' requirements of the Privacy, Security, and Breach Notification Rules.*
 - *P70 Ivalua is not currently audited for PCI-DSS compliance. However, Ivalua has safeguards and security controls in place to protect cardholder data in accordance with the PCI-DSS standards and is leveraging its Hardware Security Module (HSM) infrastructure to manage cryptographic keys used to secure cardholder data.*
 - *Ivalua is FedRAMP Ready with our GovCloud and listed on the FedRAMP Marketplace.*
- **Annual Security Plan** – *P71 Ivalua has built its security program and implemented an Information Security Management System (ISMS) in accordance with ISO-27001. The security controls deployed are in alignment with ISO/IEC 27001 and NIST SP 800-53 "Moderate" baseline requirements to address the information security risks. We are certified SSAE-18 (US) and ISAE-3402 (Europe).*
 - *Ivalua enforces the principle of least privilege across the entire organization. Role-based access control at directory and application levels and firewall rules are used to manage access.*
 - *Only users with the appropriate profile can load a page or execute a function. It is also possible to limit the data access of business objects on a per user basis.*
 - *Ivalua Solution architecture leverages a multi-instance tenancy model on shared servers. Our model creates a very distinct boundary between the data of each client.*
 - *Ivalua invests a large number of resources to get itself audited by a 3rd party auditor against the SOC and HIPAA security frameworks. Every year it produces a report that is shared with its customers, upon request.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- *5-stage incident response: Preparation; Detection and analysis; containment, eradication and recovery; post-incident activity; communication.*
 - *Ivalua applies a single data classification to all customer data it hosts. Ivalua does not inspect or monitor its customers' data and has no ability to understand how any data may have been classified by individual customers.*
 - *Ivalua has implemented numerous privacy and security practices to ensure Ivalua compliance with the GDPR.*
- Secure Application and Network Environment – Equipment hardened; proactive network security. See architecture above.
 - P77 Data at-rest and in-transit is encrypted using the industry-standard AES 256-bit encryption. Ivalua Cloud infrastructure where client data are stored, processed, and transmitted:
 - The web traffic between the end-users and the servers is encrypted using TLS (HTTPS). Ivalua SSL X.509 CA certificates are generated with RSA 2048 key size and SHA-256.
 - P78 *In Ivalua's infrastructure, managed devices (switches, routers, firewalls) and services communicate their activity logs to two different servers, located in two geographically distant data centers.*
 - *While a user is logged on, all actions and activities are registered, logged and time stamped. Every transaction created, every status change, every movement through to the next step in a workflow, every addition or deletion of a data item of any kind is part of this logging effort. As a result, the system can produce a detailed audit trail of exactly who did what, where and when. This audit trail can be produced in reports on a real-time basis.*
 - DLP strategy includes an administrative policy around removable media and data loss prevention.
- Secure Application and Network Access
 - P81 *Each client application instance runs under a dedicated application pool process with a client dedicated identity. This model also facilitates the ability to perform upgrades and maintenance on an individual basis without impacting other clients' instances. This model enables higher instance availability.*
- Data Security – See above. All narrative in this section has been stated in other areas.
- Personally Identifiable Information Protection – P85 *Ivalua has implemented numerous privacy and security practices to ensure Ivalua compliance with the GDPR.*
 - *Customers may configure access to PII such that customer-defined roles have access to PII within the Ivalua platform. When providing customer support, Ivalua may have access to PII data.*
 - *Ivalua is also annually audited for HIPAA and complies with business associates' requirements of the Privacy, Security, and Breach Notification Rules.*
- Security/Privacy Issue Occurrence - *reporting obligations are set forth in Ivalua's customer contract. In the absence of a contractual requirement, in the event of any breach of PII, the customer will be notified without undue delay but no later than 72 hours.*
- PII Data Actual/Attempted Access or Disclosure – See previous
- Security Breach Reporting – See previous

Implementation Services Requirements

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- Project Management – Semi-Agile approach: MOBILIZE; EXPLORE/DESIGN; BUILD/CONFIGURATION; TEST; DEPLOY/GO-LIVE; RUN
 - P88 *Ivalua will support project management activities for Project Planning, Tracking and Reporting.*
 - P89 Detailed expectations of customer personnel resources and time commitment.
 - P90 – Sample project plan provided.
- Project Implementation Methodology – P91 *based on the principles of rapid deployment and prototyping*
 - *End-users are involved in both mockup and configuration of their system. This accelerates their understanding of what is possible and allows them to refine their requirements to what is most needed*
 - *During the Build phase of a project, each configuration change (driven by the requirements collected during the design phase) is unit tested by the configurator. Once the Build phase is over, and before User Acceptance Testing starts, our Quality Assurance team reviews and tests the entire application build to make sure that all the pieces come together without defects, and as per the approved design.*
 - *Code changes are extremely limited (and restricted to Ivalua certified engineers only), submitted to validation internally, and if approved, will have to go through a peer code-review process before being delivered on a client' environment*
- Catalog Support Services – Two phases. Suppliers or buyer load catalogs; Data approved by buyers.
 - **Needs clarification –** Does Ivalua provide implementation support?
 - P 92 *In the event that our customer requires additional catalog support services, Ivalua can leverage our partner ecosystem to provide these services including:*
 - *Providing assessments to identify and prioritize contracts as potential for hosted catalog or punchout;*
 - *Creation of hosted catalogs;*
 - *Setup/configuration of punchout sites;*
 - *Identification and setup of commercial retail online marketplaces;*
 - *On/off-boarding of Suppliers to prepare them to manage catalog content; and*
 - *Training customer staff to assume catalog/punchout management roles.*
- Data Conversion Services – **Needs clarification – p92** *does Ivalua provide data conversion assistance during implementation?*
- Interface/Integration Development Services
 - P93 *The approach is to map Participating Entity's data to Ivalua data. Specific interfaces are configured (no coding), the configuration of interfaces is part of the integration toolbox resulting in micro integration workflows supporting open protocols and data formats. The approach is to select one of the predefined integration templates appropriate for the business object, map the data items, configure the protocols and data format.*
 - *Ivalua will assign an Integration Lead to work with Participating Entity's team to perform a technical assessment to identify all required interfaces and integrations.*
 - *Ivalua project methodology, design, configuration, testing, and implementation of the interfaces and integrations will be performed.*
- Organizational Change Management (OCM Services) - P94 *change management and custom training services, including Change Management and Custom Training development (Instructor led training, Train-the-trainer, Web-based recording, and Quick Reference Guides (QRGs)).*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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- Leadership/Stakeholder Engagement; Change Impact Assessment; Change Readiness; Training (Web-based, Instructor-led; Instructor guides for trainers; training exercises; quick ref guides; simulations) Streamlined communications strategy.
- Training Services
 - Robust e-learning program for customers, partners and staff to learn at own pace – Ivalua Academy with Ivalua Certification.
 - Key User training; Administrator Training; Technical training – multiday on the Standard Ivalua platform (not configured instances.)
 - Custom-training: Web-based, Instructor-led; Instructor guides for trainers; training exercises; quick ref guides; simulations
- Help Desk Services – SaaS subscription includes Technical support level 3 for standard product and configured customer applications. Responsibility – maintenance releases, defect requests, product questions.
 - Optional: Help-desks for End users (level 1), suppliers (level1) , Administrators configuration support. – Phone, Email
 - Level 2 redirect if needs. 90% resolution within 1 hour.
 - EPROC_IMPL-3 and -4 – No live chat available.
 - EPROC_IMPL-5 – Ivalua Extranet ticket system can be viewed by customer, but does not integrate to customer's ticket help system.
 - Needs clarification: Do registered suppliers/registering suppliers have access to Ivalua helpdesks without state paying for additional helpdesk, or is state accepting all supplier support role? F4 indicates additional catalog support services not anticipated beyond go-live.
- On-site stabilization. Hypercare – 3 months. Monitor rollout; triage and support high-priority tickets; adjust configuration, defects. Focus on end-user adoption; transition to state support team and Ivalua Run team.

Managed Services Requirements

- Solution Support – Repeat of description of infrastructure, SLA and environments.
 - SDLC policy and development and testing plans for rollout explained.
 - Testing has 4 levels: Manual tests and code reviews; load and performance testing; functional testing; regression and automated testing.
 - Repeat of contracted level 3 support and optional level 1 supports.
- Organizational Change Management (OCM Services) – P 103 See implementation. Additional OCM not anticipated.
- Training Services P 103 See implementation. Additional OCM not anticipated.
- Catalog support services. P 103 See implementation. Additional OCM not anticipated.
- Help Desk Services – Needs clarification: Is this helpdesk in F5 the added cost Level 1 help Desk?
- Transition Out Assistance Services
 - P105_ Upon termination of the contract, Ivalua retains processed data and files for a limited period of time in accordance with the contract. We then delete the client online files (skipping the file trash). When the physical servers are terminated, media is destroyed, except for encrypted data in archived storage (which is destroyed in accordance with Ivalua's data retention schedule). Ivalua follows NIST 800-88 Media Sanitization guidelines.
 - Ivalua to work with customer on transition needs – no specific commitment. Customers can self-extract or request Ivalua help to extract data.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: lvalua

CATEGORY #(s) 3:

DATE: 1/15/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Video Demonstrations

- Major elements of system and scenarios demonstrated.
- Clean system with consistent look and feel.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: LSI
CATEGORY #(s): 3
DATE: 8/27/21
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- LSI Consulting has provided product design, training design and delivery, organizational change management, and implementation consulting services for SAP customers since the establishment of SAP Public Services Inc.
- LSI has over 1,200 full-time employees,
- Supplier Relationship Management and Procurement (Ariba)
- LSI has developed a national practice across our Public Sector clients including State of Nevada, State of Arkansas, Commonwealth of Pennsylvania, San Diego County, San Bernardino County, Price George County, Clark County, Collier County, Houston Independent School District, City of San Diego, City of Palo Alto, Colorado Department of Transportation, Sedgewick County, Hawaii Department of Transportation, Port of San Diego, and many more which can be best reflected in the
- most recent Ariba implementations at County of San Diego and Sempra amongst others.
- LSI has significant experience implementing SAP ERP solutions but may not have done as much with the proposed full SAP Ariba suite of tools.

2. Previous Projects

- LSI has extensive list of Public Sector and Higher Education clients, though the list (pg. 8) does not specify what SAP solutions were implemented for each.
- **San Diego County** (pg. 9): LSI implemented Ariba Supplier Lifecycle and Contracting modules with integration to Oracle Financials. Also created Single Sign-On software. *Not a Full Suite eProcurement implementation.*
- **University of Kentucky** (pg. 10): LSI implemented SAP HCM, Finance, SAP Student Lifecycle Management, BW, SRM/PPS 7.0, Analytics and Ariba Contracts. *Not a Full Suite eProcurement implementation.*
- **Sempra Energy** (pg. 11): LSI implemented Ariba Contract Management with integration to their existing ERP with Microsoft Dynamics and Active Directory. *Not a Full Suite eProcurement implementation.*
- **City of San Diego** (pg. 12):
 - i. City implemented the "SAP Ariba procurement platform. City manages "buying, contracting, digital purchasing, increased spend visibility and more with SAP Ariba". LSI was not listed as being part of the project.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

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CATEGORY #(s): 3

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- **Washington D.C.** (pg. 13):
 - i. The District has been an Ariba On-Premise user and is now looking to transition to Ariba in the cloud. LSI is not listed as being part of the project.
 - **California Dept of Healthcare Services** (pg. 13):
 - i. "DHCS has deployed the complete SAP Ariba procurement platform, including strategic sourcing and buying & invoicing solutions". LSI was not listed as being part of the project.
3. Subcontractors
- No subcontractors
4. Organizational Chart
- Org chart does reflect an implementation project with high LSI positions identified. State positions are not identified, just listed as "State Team Project SMEs & Project Stakeholders" however the Role/Responsibility table does identify State positions/roles needed. (pg. 14)
 - Role/Responsibility table does identify the appropriate responsibilities for core/key staff (pg. 15-21)
5. Litigation
- No litigation.
6. Financial Viability
- All areas except Financial Stress rated at Low or Low-Moderate risk. (pg. 24)
 - Financial Stress (pg. 26): Moderate Risk, due to "low proportion of satisfactory payment experiences to total payment experiences".
 - One Tax Lien from South Carolina Dept of Employment and Workforce and five open UCC Filings. However, details are not clear as to the situation, circumstances or whether these are related to the proposed solution.

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 3

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Exceptions, pg. 142-145:

- LSI takes exception to 7 of the NASPO T&Cs.

General Principal and Requirements – pg. 48-21

Key Solution Functionality Elements, pg. 8-10:

- SAP Ariba is the solution
- Single Point of Entry: "AP Ariba Guided Buying serving as the single point of entry for all procurement-related requests."
- Smart routing: "Ariba includes a highly configurable workflow engine"
- Compliance: "SAP S/4HANA for product compliance, you can manage regulations, track registrations and substance volumes, classify products, and create compliance documents, as well as package, transport, and store hazardous materials properly with accurate labeling."
- Portal: "SAP Portal product portfolio". Available
 - o as "SAP Enterprise Portal (on-premise)
 - o on SAP BTP as SAP cloud Portal service
 - o (portal-like) sap Launchpad serviceCLARIFICATION, need to identify which is being offered.
- Open Marketplace environment: "SAP Ariba Business Network (SBN)". Customers choose to have access to all suppliers on the network or "only to their preferred suppliers". Also have "Spot Buy catalog solution" for "end users to find and buy non-sourced goods".
- Integration: "SAP's holistic integration approach"
- Workflow: "SAP Business Workflow enables the design and execution of business processes"
- Document Management: "SAP Ariba Contract Management module can track, manage, and store documents".
- Reporting, dashboards and data visualization: "SAP Ariba is delivered with native reporting and analytics, including numerous pre-packaged reports."
- Configurable: "configurable workflows to document templates" with "the flexibility to reflect state-wide or agency-specific rule-sets and processes"
- Transparency: "Vendor Portal" and "The offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data." (pg. 10)

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 3

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

User Experience, pg. 10-12:

- "design to deliver a fast and ergonomic user experience minimizing end user training"
- "has configurable dashboards to meet each of the different type of user's needs."
- "SAP Ariba also provides mobile procurement tools to review and approve requisitions"

Bidder Best Practices and Roadmap, pg. 12/13:

- Quarterly Release: Feb, May, Aug & Nov
- Monthly Feature Deliveries: optional, no-impact release. Changes "virtually invisible to the end users".
- Production quality metrics tracked for improvement needs.

Innovations and Value-Added Features/Services, pg. 13-16:

- SAP FieldGlass:
 - o SAP Fieldglass External Talent Management automates the entire process of procuring and managing flexible labor, from requisition through invoice and payment.
 - o "SAP Fieldglass Services Procurement can handle the management of a variety of Statement of Work (SOW) engagements including projects, offshore/offsite, independent contractors, managed programs, business services and Business Process Outsourcing (BPO) models".
 - o "SAP Fieldglass Worker Profile Management enables companies to track and manage all non-traditional workers who are not tied to a job posting or Statement of Work (SOW)."
- SAP Ariba Supplier Risk Management: "lets the State tailor risk views and alerts to state's business, to each supplier relationship, and to the State's role. The State can also segment suppliers based on risk exposure."

Customizations/Extensions, pg. 17 : System does not allow customizations but can have "extensions" added outside of the scope of the contract by other "partner" contractors.

- "SAP Ariba application extension partners can create and deliver applications that augment SAP Ariba solutions" (NOTE: these are companies that can create additional functionality from what is being proposed).

Alternative Funding Models, pg. 20 : Response did not offer any alternative funding models. Instead promoted the SAP Fieldglass application.

Contract Transition and Flexibility, pg. 20 :

- "LSI possesses an extremely high level of flexibility to transition from a state's current contract to a new contract or amendment"

Functional Requirements – pg. 22-46 [Note, narrative same as IBM proposal](#)

General Functionality, pg. 22-24: Meets req'ts.

- "Ariba is a role-based solution"
- SAP Ariba Buying& Invoicing (including Guided Buying)
- SAP Ariba Sourcing
- SAP Ariba Contracts

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

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CATEGORY #(s): 3

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- SAP Ariba Supplier Lifecycle & Performance Management
- SAP Ariba Network
- SAP Fieldglass
- "A super user will be granted broader access to the solution by assigning multiple roles" to access functionality across the solution and "provide administration capabilities across the solution or for specific functional areas".
- "Guided Buying is the exception, which is designed for casual users to procure with a consumer like user experience".
- CONCERN, be default the system has built in use of the UNSPSC code set. Since Ariba is a SaaS (shared instance) State/Entities with a different commodity code standard will have to adapt to UNSPSC codes in some areas of the system where a crosswalk to their commodity codes will cannot be incorporated.
- SAP Ariba Business Network is a B2B network ("dynamic, digital marketplace") transacting "business commerce between more than 3.6 million" companies.

RTM

- WEAKNESS, GEN-4: User must manually post copy of a solicitation to a State's public website.
- WEAKNESS, GEN-5: To post Contracts on the public website, integration would be put in place to put a "link" on the website that would go to the Contract BUT only "licensed users" would be able to use the link to see the Contract.

Supplier Portal, pg. 24-30: Generally meets req'ts, however no details provided for public RTM req'ts (see RTM notes).

- Ariba Business Network (aka Ariba Network, Ariba Supplier Network)
 - o Single supplier account to transact with all Ariba customers, "supplier unified seller experience"
 - o State/Entity can choose to only access "their preferred suppliers" or all suppliers that are members of the Network.
- Ariba "Supplier Enablement Services" for the Network are included
 - o "will be responsible for most of the enablement process", onboarding
 - o The services will 'scale' up to meet "the State's volume" of suppliers
 - o Sends request for suppliers to confirm/accept relationship on the Network
 - o Provide phone support for registration "and conduct change management"
 - o Provide training on invoice submission
 - o Provide an Account Manager to State/Entity to "support suppliers and increase project engagement"
 - o Send "go-live letters" to inform suppliers when the State/Entity is going to start doing "electronic transactions"
- Supplier Portal functionality across all customers, not specific to a State/Entity using Ariba
 - o Consolidated order dashboard
 - o Order task reminders and rules-based order routing
 - o Access to Ariba Discovery public solicitation posting (postings by all Ariba customers)
 - o Contract collaboration/redlining
 - o Self-service hosted catalog creation as CIF, cXML and Excel files
 - o Self-service Punchout setup, separate setup for each Ariba customer
 - o Dashboard to manage catalog activity

STATE OF MAINE INDIVIDUAL SME NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 3

DATE: 12/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- Option to have “public catalogs on the SAP Ariba Spot Buy Catalog solution” (similar to putting catalog in Amazon but only accessible by Ariba customers).
- Invoice create/submission to Ariba customers via PO-Flip or electronically from Suppliers internal system (cXML, EDI, CSV). With option to create non-PO invoices.
- Self-service Administration to define Supplier user roles and users
- Link multiple registration accounts to a Parent account
- Mobile app for access to orders, invoices, notifications, order/invoice graphs and can “confirm customer orders”.

RTM

- CONCERN, SPR-9 & 10: Response does not provide details and there is conflicting responses in the Technical Proposal referring to a Transparency Portal (pg. 10), Ariba Discovery (pg. 38) and using Ariba APIs to “exposed data” (pg. 40).
- CONCERN, SPR-18: Response only stated “Partner”. No detailed response provided for req’ts to allow suppliers to respond to a performance complaint/issue.
- CONCERN, SPR-19: Response stated “Not supported - Partner”. No detailed response provided for req’ts to allow suppliers to submit Admin fee payments.
- SPR-12 needs clarification, response did not address the full req’t.

Supplier Enablement/Management, pg. 30 : Generally meets req’ts.

- SAP Supplier Enablement Team will “design and develop the most effective enablement strategy” based on their “profile, PO and invoice volume, and spend”. Segment the “State’s vendor master data to effectively target/onboard suppliers in tiered waves”.
- Provides IRS TIN/Name “verification capabilities”
- For the Ariba Network, offers suppliers “user guides, FAQs, technical documentation, and free online seminars”.
- Can have “account specific information” via a “supplier information portal embedded in the Ariba Network”.

RTM

- NOTE, VDR-1: Registration is for the Ariba Network and uses a “supplier profile questionnaire” to capture State/Entity specific registration data.
- WEAKNESS, VDR-11: The Ariba Network captures UNSPSC codes with registration. State/Entity would have to add to the ‘questionnaire’ a selector for other Commodity Code taxonomies (e.g. NIGP codes) with registration.
- NOTE, VDR-19: Response does not address the req’t to validate IRT TIN/Name but in the Technical Proposal (pg. 25) it does indicate that this verification is available.
- WEAKNESS, VDR-20: Address validation is for “format” only. System does not use anything to confirm that the address is good.
- WEAKNESS, VDR-23: Debarment/watch list verification is an “add-on”, not included in the offering.
- Four req’ts need clarification, response did not address the full req’t.

Buyer Portal, pg. 31-34: Meets req’ts.

- Casual/Power Users, pg. 26/27: CONCERN,
 - Running “pre-packaged reports” is listed for Power Users, not Casual Users.

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- o "Post solicitations" is listed for Power Users, so it may be that Casual Users won't be able to do 3 Bids/Buy (aka Quick Quote) functionality (see PRD-36 & SRC-11 references).

RTM

- Meets req'ts except 3 req'ts that need clarification, response did not address the full req't..

Need Identification, pg. 34/35 :

- Guided Buying, pg. 29: NOTE, Ariba concept for Guided Buying appears to be a Landing Page once the user logs in that provides a variety of options with titles that tries to 'Guide' the user based on what they are trying to do. So it's really up to the user to figure out which 'path' to take from the Landing Page.

RTM

- Meets req'ts.

Request through Pay, pg. 36: Generally meets req'ts.

- pg. 31/32: Ariba Buying/Invoicing module provides
 - o Requisition, PO generation with Order delivery to Suppliers and Supplier Invoice submission via Ariba Business Network.
 - o Approval workflow is on the Requisition, Change Order, Receipts and Invoices with in-tool/email/mobile approvals.
 - o Suppliers can send order confirmation, advanced ship notice and invoices via their acct on the Ariba Business Network.

RTM

- WEAKNESS, PRD-6: System does not provide an automated means to control whether combining purchase for multiple Fiscal Years are allowed on a Requisition/Order.
- STRENGTH, PRD-11: System has the capability for Suppliers to invoice against a Contract instead of a PO.
- "POTENTIAL WEAKNESS, PRD-13:
 - System does not provide a "library concept" for standard specifications.
 - Attachments size is limited to 100MB each."
- WEAKNESS, PRD-15: Attachments throughout the system have individual size limits of 100MB per attachment.
- POTENTIAL WEAKNESS, PRD-23: System does not have a requisition feature for the user to enter a discount percentage that is automatically applied to the requisition pricing. However, can automatically apply a discount that is recorded on an associated contract record.
- STRENGTH, PRD-24: Input forms can have a workflow defined for the individual form.
- STRENGTH, PRD-33: Suppliers can set up their Ariba Network account to route Change Orders differently than original Orders.
- POTENTIAL WEAKNESS, PRD-37: System does not identify matching state source items to non-contract items or save matching items for later analysis.
- POTENTIAL WEAKNESS, PRD-39: System does not identify matching state source items to retail/commercial market items or save matching items for later analysis.
- POTENTIAL WEAKNESS, PRD-53: System does not provide a means for users to enter 'speed codes' that "automatically map/populate" other accounting fields.

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- WEAKNESS, PRD-56: The system does not provide a means to enter 'back dated' requisitions/orders. So system will not be able to allow recording of purchases done outside the system.
- POTENTIAL WEAKNESS, PRD-62: System does not provide a means to specify a payment method "other than invoicing" on the purchase request.
- POTENTIAL WEAKNESS, WRK-10: For an authorized Approver to be able to over-ride/bypass to make a purchase request bypass any steps they have to manually remove each step from the workflow. There is no automation available for this.
- POTENTIAL WEAKNESS, WRK-12: Attachments size is limited to 100MB each.
- POTENTIAL WEAKNESS, WRK-13: Approvers cannot approve/deny by line item. To only approve part of the line items the Approver must delete the line items they want to deny.
- WEAKNESS, WRK-14: When an Approver edits a purchase request the workflow cannot be re-triggered to start again at the beginning.
- POTENTIAL WEAKNESS, PO-2: System does not have the capability to split a Requisition into separate POs for different Fiscal Years, holding the future Fiscal Year POs.
- WEAKNESS, PO-5: System does not provide the capability to have Agency/Organization specific PO templates.
- WEAKNESS, PO-15: The system cannot provide an internal and supplier printed version of an order. Though it can be customized, there is only one print format for an order.
- POTENTIAL WEAKNESS, PO-16: There is not eSignature functionality available for Orders.
- POTENTIAL WEAKNESS, PO-17: Attachments size is limited to 100MB each.
- POTENTIAL WEAKNESS, PO-24: The system does not notify "reviewers, approvers" when a PO has been cancelled.
- POTENTIAL WEAKNESS, PO-27: Orders cannot be created without create a Requisition.
- POTENTIAL WEAKNESS, PO-28: Orders cannot be created from a Contract directly, must create a Requisition from the Contract.
- POTENTIAL WEAKNESS, PO-29: System does not provide a means to specify payment method, other than invoicing, on the PO.
- POTENTIAL WEAKNESS, PC-3: System does not provide a means to prevent Pcard use based on the type of a Purchase Request.
- WEAKNESS, PC-6: System does not provide a means for a user to enter/maintain their own Pcard information. Must have a Pcard Administrator manage this for users.
- STRENGTH, PC-8: Pcard reconciliation capabilities are comprehensive.
- WEAKNESS, PC-9: System does not have a means for users to record "non-purchase order Pcard transactions" as part of reconciliation.
- POTENTIAL WEAKNESS, PC-16: System does not provide a Pcard transaction integration to the Finance system for budget/funds verification and to encumber funds.
- POTENTIAL WEAKNESS, RC-3: System does not provide a means to record receipts without a corresponding PO in the system.
- POTENTIAL WEAKNESS, RC-4: Receipts cannot be recorded in the system and later associate it to a PO.
- WEAKNESS, RC-16: System does not have Receiving tolerances capability. Tolerances are defined on Invoicing.
- POTENTIAL WEAKNESS, INV-2: System does not provide a means to control which Agencies/Entities that a Vendor may submit electronic invoices for. The only control available is to control which Vendors are able to submit electronic invoices.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 3

DATE: 9/27/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Deploy SAP Ariba
 - Full ERP.
2. Previous Projects
 - Public sector
 -
3. Subcontractors
 - None
 -
4. Organizational Chart
 - Detailed role description
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s) 3:

DATE: 1/14/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

SAP Ariba - Unified Business platform. End-to-end procurement process.

Labyrinth Consulting (LSI); 30 Ariba deployments.

P6 LSI's Proprietary GovOne Accelerator - LSI Consulting has created the GovOne solution for State and Local Government organizations, utilizing SAP's Public Sector business application software. GovOne is our flexible, pre-templated accelerator that provides preconfigured system options and controls, and basic accounting, budgeting and procurement structures.

General Principal and Requirements

- Key Solution Functionality Elements – Guided Buying (state's approved suppliers.)
 - Single-point of Entry; Smart Routing, compliance with SAP S/4HANA, SAP portal for on-prem or cloud deployments, Contract Management module, reporting, configurable.
 - Vendor portal – SAP Business Technology platform.
 - P10 *The offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data.*
- User Experience – focus on Guided Buying module and mobile procurement tools.
 - SAP Ariba Best Practices Center – flexible, as-needed support tailored to customer; single, named point of contact; best practices; claimed faster ROI.
- Bidder Best Practices and Roadmap – Standard Ariba quarterly release and monthly feature deliveries.
 - Product roadmap identified
 - Ariba network. Ariba Spot Buy
- Innovations and Value-Added Features/Services
 - SAP Fieldglass
 - AP Ariba Supplier Risk Management
- Customizations/Extensions –
 - Spotline (chatbot)
 - Seal Software (analytics for risk control)
 - Cloud Trade(PDF invoicing)
 - Keelvar Sourcing – optimizer to run, analyze and award events, bidirectional data.
 - Cordis – procure-to-pay integration with Oracle ERP;
 - P-18-20 – long list of extensions.
- Alternative Funding Models – P20. Listed SAP Fieldglass for external workforce strategy. Non-responsive to e-procurement requirements.

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- Contract transition: LSI Partner Managed Cloud offering allows contract relationship to be software and incremental services. Responsiveness to RFP question not immediately clear.

Functional Requirements

- General Functionality – Ariba integrated applications. Facilitates occasional and frequent buyers.
 - SAP Ariba Buying& Invoicing
 - SAP Ariba Sourcing
 - SAP Ariba Contracts
 - SAP Ariba Supplier Lifecycle & Performance Management
 - SAP Ariba Network
 - SAP Fieldglass
 - *P23 customers can achieve zero-touch processing and invoicing, eliminating once more non-value added work for AP, Finance, Invoice managers, etc.*
 - *P23 Data is categorized consistently within the solution leveraging a common data model inclusive of suppliers, commodity codes (UNSPSC), Agencies/Organizations, users, etc. Data created as a result of system utilization is available for analysis within the user interface via SAP Ariba's native reporting and analysis engine.*
 - *SAP Ariba supports importing data from external systems.*
 - Most EPROC-GEN requirements listed as Standard functionality. Integrations usually not described.
 - **EPROC_GEN-3, -5 Award posting integration needed. Needs clarification – Is integration added cost? What integration is proposed?**
- Supplier Portal – Supplier Business Network.
 - **P26 Supplier enablement services are included in our offering. This reduces the level of effort/resources required from the State to enable suppliers on the SBN. Our team of 700+ enablement experts will be responsible for most of the enablement process. We also offer flexible partner onboarding: it is simple for ALL types of suppliers, big and small, integrated and portal. Needs clarification – is this SAP or LSI?**
 - **EPROC-SPR-7 – Needs clarification what integration is proposed?**
 - **EPROC-SPR-18, -19 Needs clarification** Comments say “Partner, not supported, but availability listed as A. What is the solution?”
 - **P27 Publicly posted solicitations via Ariba Discovery and the State's Public site Needs clarification. Is this included integration to post direct to state site**
 - Catalog support – hosted and punchout
 - Spot Buy catalog solution
 - Mobile app – rapid request fulfillment; at a glance update to orders, 12 month invoice and order searches.
- Supplier Enablement/Management
 - *P31 Customized enablement strategy: Use our team's expertise to help you design and develop the most effective enablement strategy for your suppliers based on their profile, purchase order (PO) and invoice volume, and spend. Our approach includes duplicate detection (deduping) and segmentation of your vendor master data to effectively target and onboard suppliers in tiered waves that align with your priorities and objectives.*
 - *P31 Supplier education: user guides, FAQs, technical documentation, and free online seminars that explain the basics of using Ariba Network. We can also*

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deliver your account specific information to suppliers through a supplier information portal embedded in Ariba Network.

- **EPROC-VDR-40** – Stated as out of box and configurable; other Ariba bidders were non-responsive on this requirement or partial function claimed. **Needs clarification.**
- Buyer Portal - Offers 2 primary entry points designed for casual user or power user. Casual user gets guided buying experience, can submit requests. Power user enters via dashboard, gets more self-service approach including buying, solicitation development, vendor management, report generation.
- Need Identification – Ariba Guided Buying function
 - Functions stated as supported.
- Request through Pay – Native SAP Ariba Buying and Invoicing module for state ide; invoices to suppliers through Ariba Business Network portal.
 - *P36 Purchase orders will be sent to suppliers via the SAP Ariba Business Network. Subsequent change orders will be routed to suppliers via the Ariba Network as well. Change orders will be subject to a configurable workflow. Leveraging the Ariba Network suppliers can create an order confirmation, advance ship notice and invoice. All of which is accomplished electronically to streamline the source to settle process.*
 - 100MB limit on attachments throughout the portal.
 - **EPROC-PRD-28** – Custom form can be created for special considerations such as trade-in. Is this considered a customization or native functionality? If negative numbers not accepted, how would this be handled? **Needs clarification.**
 - **EPROC-PRD-48 – Needs clarification.** Does LSI proposal encourage native functionality for loading values cited or is this assumed to be an integration. Entry is marked A.
 - **EPROC-PRD-62 and PRO-29 – Needs clarification.** Requirement is for header level; response is that supplier level is common. Non-responsive as presented.
 - **EPROC-PO-16 – clarification needed** – Signatures on POs – LSI says not available in comments, but marked A.
 - EPROC-RC-21 – UOM defined by PO – not convertible to inventory unit UOM for receipt entry.
 - **Note: There are multiple responses in this Requirement set where configurable is stated but the Availability is marked A not CF.**
- Catalog Capability – p36 *With SAP Ariba Catalog, suppliers can upload all their content using a single, simple user interface. And with recently launched, innovative capabilities, they have enterprise-grade content management tools to define, validate, and enrich catalog content. By creating catalog rules to cleanse and enrich the data, you'll be assured of compliant, error-free catalogs while you monitor content quality with your new dashboard reports.* No notes on hands-on customer-side hosted catalog management.
 - **EPROC-CAT-6 & -7 Needs clarification.** Listed as A, but limitations cited. 500,000 items per catalog; 5,000 catalogs per system. This would likely be in excess of catalogs needed by states, but the item threshold would not reach the limit for MRO vendor catalogs, for example. Does 5,000 catalogs include expired or inactive catalogs; can one vendor have multiple catalogs archived and not count against the total?
 - **EPROC-CAT-11- needs clarification. Comments are circular – say to see CAT-11. (possibly means CAT-8 custom forms).**
 - EPROC-CAT-19 – negative values supported requirement not met.

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- Sourcing/Bid Management - claimed out of box functionality on common procurement types, 50% reduction in solicitation cycle time, savings.
 - Solicitation development using templates inside Ariba Sourcing.
 - P38 *The solution also supports other critical components of the solicitation process including addendums, amendments, Q&A, supplier notifications, supplier communications, internal communications, document management, etc. SAP Ariba Sourcing is natively integrated to SAP Ariba Contract Management and this will allow the State to create state-wide Contracts, Agency-specific contracts, Project-specific/one-time contracts, or Purchase Orders. P39 Proposals are received electronically and are automatically available for comparison side by side within the user interface (unless configured otherwise including envelope and sealed bids). Users may score/grade responses leveraging delivered functionality. Upon completion, side by side comparison by score, price, etc. can be done quickly and easily.*
 - EPROC-SRC-67 – suppliers have to register to postings. Not public facing – non responsive. Needs clarification.
 - EPROC-SRC-73 – is posting to state's website included in standard functionality? Needs clarification. See SRC-77 and -78.
 - EPROC-SRC-107 – needs clarification. Does surrogate bid meet requirement for posting?
- Contract Management
 - P40 *With SAP Ariba Contract Management, the State can connect directly with suppliers when creating, negotiating, executing, and managing the ongoing administration of contracts. SAP Ariba Contract Management is natively integrated with Sourcing which allows the creation of a contract directly from the solicitation award. The resulting contract will be stored in a central repository and can be published to SAP Ariba Buying and Invoicing.*
- Vendor Performance- Cloud-based vendor data model; supplier 360- review; supplier scorecards based on KPIs.
 - P43 - *The State may leverage a set of APIs delivered as part of the SAP Ariba platform to expose data to the public via a public website. Data captured as part of the supplier management process supported by SAP Ariba Supplier Lifecycle and Performance is available via API. Data can be formatted and combined with other data sources and displayed on a public website to meet FOIA requirements.*
 - P44. Supplier surveys can capture stakeholder responses and compile performance score.
- Purchasing/Data Analytics - 3-step report creation wizard; data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate.
 - Pre-packaged or ad-hoc reports.
 - EPROC-PDA-35 - *SAP Ariba can support two reporting taxonomies. Supported taxonomies such as UNSPSC, the Ariba Classification taxonomy, and a customer-specific, custom taxonomy.*

Technical Requirements

- Availability— 99.5% uptime. Linked service agreement document provides definitions of credit, maintenance windows, availability calculation etc.
- Accessibility Requirements

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- P47 *Accessibility at SAP refers to the possibility for everyone, including and especially people who are differently-abled, to access and use technology and information products. SAP ensures the implementation of user-interface (UI) accessibility features for Products via our SAP Accessibility standard.*
 - P47 *When developing software, SAP's product teams target Web Content Accessibility Guidelines Level A and AA and EN 301 549. **While SAP continues to implement and develop accessibility features across its product portfolio, solutions are not fully optimized for accessibility.***
- *Audit Trail and History – p48 Specific logging takes place that is viewable by the customer administrator or their designee. Audit logs produced through use of the solution are considered customer data and are maintained within the customer's instance of the database. These logs are retained so long as the customer has an active contract. Also see EPROC-TECH-1.*
- *Browsers Supported - Common browsers supported*
- *User Accounts and Administration*
 - *P48 Access to data and functionality within the modules is based on roles and permissions that determine which features of the solution a user can see and work with, and what data the user can access. The set of permissions for a user is derived from the roles mapped to that user and the groups the user may be a member of. Permissions are mapped to roles and then roles can be mapped to other roles, to users and/or to groups.*
 - *The solution also provides a single point of integration and administration for users and user profiles, organizations, groups and group memberships, roles and permission mappings.*
 - *This common data is shared and synchronized across modules automatically. The User, Group, Role and Permission objects can be managed from the provided UI or populated from a variety of sources, such as corporate systems and/or flat files.*
 - *EPROC-TECH-10 Least privilege: For customer users, this is a customer complementary control consideration due to the fact that the customer administrator manages user access and role assignment.*
 - **EPROC-TECH-12 Needs clarification.** Listed as A, but comments say Dual SignOn via one account is not support.
 - **EPROC-TECH-16 – Needs clarification.** Doesn't meet requirement for automatic deactivation of accounts after 6 months.
- *User Authentication*
 - *P49 Username and password from login page or Single Sign-on from corporate network permitted.*
 - *2FA available for SAML-Based authentication.*
 - **EPROC-TECH-24 – needs clarification** about new password auto generation. Not responsive.
- *Federated Identity Management – See previous answer.*
- *Data Conversion - SAP Activate Methodology for accelerated migration through Delivery team with responsibility for project management, functional and technical expertise, OCM and training to coordinated with customer org.*
 - *EPROC-Tech-27 – detailed description of master data integration and Transaction Data integration.*
- *Interface and Integration – P51 SAP Ariba applications integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI*

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infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems.

- P51 - *These standard integration options across our solution portfolio are:*
 - a) Master data integration is done primarily in batch mode, HTTPS using CSV files (Batch integration, and depending on the data volume this can be scheduled to run frequently to achieve near real-time integration)*
 - b) SOAP Web services that use an XML payload (Real-time integration suitable for transactional data)*
 - c) REST APIs (supports both synchronous & asynchronous calls)**All of these integration methods are based on SSL 256 bit encryption and support various authentication methods such as WS-Security, basic and digital certificate authentication as standard. Our customers can opt for two or more or all the options to help achieve the desired level of integration.*
 - *Uses Ariba Open APIs.*
 - *Sample interface plan document supplied – generic – no specific interfaces included.*
- **Office Automation Integration – EPROC-TECH-61**
 - *Support of Excel format for data uploads and downloads. For example, SAP Ariba Sourcing is designed to allow Excel uploads for market designs.*
 - *Support of Excel templates for analysis and reporting:*
 - *Microsoft Outlook – SAP Ariba Sourcing and Contracts can export tasks within projects to Microsoft Outlook.*
 - *Word – SAP Ariba Contracts provides sophisticated contract authoring capabilities using Microsoft Word documents. SAP Ariba Contracts offers bi-directional integration with Microsoft Word to assemble contracts and templates from a clause library, and then to detect changes to contract documents, including automated flagging of alterations to clauses, and support for clause substitution from pre-approved clause libraries.*
- **Mobile Device Support** – *site is built for mobile responsiveness. Components with mobile functionality including shopping cart, approvals, viewing reqs. Supplier 360 reports available to view on Airba ios app.*
- **Mobile Applications** – *ios and Android supported. Touch ID, App pin, fingerprint recognition options for access.*
- **Data Ownership and Access** – *p54 The customer owns the data; they can extract the data at point of time during the throughout subscription. Tools to download the data. For example: User Interface (Import CSV), API's.*
- **Date Retention, Archive and Purge Considerations** – *p54 Data retention is governed by the active contract. We retain your data on the service for the duration of the subscription term and any subsequent renewal term.*
 - *EPROC-TECH-63 - Customer is in complete control of data deletion and purging which can be manual or automated via integration.*
- **Disaster Recovery Plan - Data centers in regional pairs.**
 - *URLs will continue to work if failover. Cloud Engineering Services move area within RTO; after switch, secondary becomes the new primary.*
 - *Customer will receive email from SAP notifying of unplanned down time. Expectation for communication not stated in narrative.*

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- Solution Environments – p55 *Customers receive two environments by default: production and test. The test environment is used for initial configuration and setup. The production environment is used for production. Additional environment is available for an additional charge.*
- Solution Technical Architecture – p56 *SAP Ariba applications uses cXML language for the document exchange between SAP Ariba Network and Ariba Modules.*
 - *See Data Conversion for integration to external systems.*
 - *P57 The software's data model keeps customers' data separated. Customer data is isolated via realms. Each individual customer is assigned a distinct realm to identify and store their data.*
- Solution Network Architecture – p57 *The system is powered by high-performance servers and utilizes a network infrastructure designed for scalability, reliability, and security. The SAP Ariba Operations team is constantly monitoring and maintaining the systems.*
- **P58 Needs clarification** *SAP Ariba solution is available only as a SaaS multi-tenant model hosted by us. Who is us — SAP or LSI?*
 - *Our solutions are offered and delivered in a true subscription-based model and shared service (multi-tenant) offering. There is no software to install, no hardware to buy, no maintenance or support costs and no need to hire consultants or tech specialists to run the system.*
 - *Subscription includes system maintenance, automatic upgrades, enhancements and application of service packs, Level 1- 3 help desk support, professional services and best practices built directly into the application.*
 - *Data will be hosted in North American data center.*
- System Development Methodology - Agile scrum implementation of Product Lifecycle Methodology.
- **P58 Ariba leverages a Secure Software Development cycle (Secure SDC) that is aligned with ISO 27034 principles. This includes:**
 - Secure code (OWASP Top Ten) training to engineers*
 - Code review by peers before build cycles*
 - Static and dynamic code analysis, with load testing for resiliency*
 - Reviews and approvals at multiple phases for meeting security criteria prior to release to production.*
- Service Level Agreement – one page SLA attached. Referenced above.

Security Requirements (This section is common with IBM submission)

- Cloud Security Alliance (CSA) Compliance = CAIQ 3.0.1 supplied.
 - **MOS-15 – Clarification needed** – How are changes to mobile operating systems, patches performed if not SAP change management processes? No comments provided.
- **Security and Privacy Controls - Needs clarification.** P60 SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines. **Does will SAP intend to become compliant with NIST requirement?**
- *SAP Ariba is audited and certified by independent third-party auditor PricewaterhouseCoopers (PwC) for compliance with ISAE 3402 SOC1 Type II, SOC2 every six months. A SOC 3 report is issued annually. Upon completion of the audit, an attestation letter is issued, stating our compliance. In addition, our primary hosting facility (Equinix) infrastructure is audited for compliance with SSAE 16 SOC1 Type II, SOC 2 Type II.*
- Security Certifications . See previous entry.
 - PCI Service Level 1 compliant;

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- compliance with the Visa USA Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) program
 - Not HIPPA certified – limited relevance for procurement
- Annual Security Plan – p62 – states plan is internal document. Gives links to request SAP SOC reports. Not included with response.
- Secure Application and Network Environment - 24/7 system monitoring. Firewall separation of SAP corporate with customer cloud.
 - Only SAP authorized staff using SAP authorized computers in data centers.
 - 2FA authentication for SAP staff entering cloud environment.
 - Exception-based authorization for Cloud Engineering to access specific customer cloud instances.
 - P64 *Data disposal practices are aligned with the NIST 800-88 standards for clearing, sanitizing, and data destruction to prevent data remanence prior to retiring or allowing storage media outside of our security envelope.*
- Secure Application and Network Access
 - EPROC-SEC-2 - *Concurrent login is available. SAP Ariba allows for 2 concurrent session for the same user so that mobile and desktop (e.g. report generation) can be used. However, security measures are in place to detect concurrent logins from multiple IP addresses.*
 - Data at rest and in transit encrypted.
 - Detailed descriptions of security provisions provided for hardware and physical premises.
- Data Security – Stated in narrative. P69-70. SAP has DPA setting out terms. **No NIST standards referenced as proposed in RFP.**
- **Personally Identifiable Information Protection – Needs clarification for responsiveness.** P.71 *SAP Ariba are not designed to handle HIPAA data. Our solutions are designed Business to business transaction, and SAP Ariba does not support storing HIPAA/PII/Personal data. For example: SSN, Personal Banking information etc.*
- Security/Privacy Issue Occurrence – Scenario described. Full process documentation stated to be confidential.
- PII Data Actual/Attempted Access or Disclosure – As previous entry.
- Security Breach Reporting – As previous entry.

Implementation Services Requirements

- Project Management Leadership are Engagement Lead and Project Manager – Operational responsibilities, and Program Sponsor – strategic. (p73)
 - PMO defines scope, finalizes resources; implements toolset for risk and issue management; establishes communication protocols; RTM framework and prepares kickoff presentation to communicate standards and expectations.
 - Kickoff - *Joint PMO and led by the program executives from LSI and the State to reinforce the “one voice” concept of leadership*
 - *LSI and the State maintain primary responsibility for their own project team members. The team leads are responsible for coaching/mentoring under-performing resources and providing training as appropriate.*
 - State responsible for establishing issue management repository: *expectation at each project that the State establishes a project repository (i.e. MS Teams, Slack, SharePoint,*

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Shared Drive, Google Drive, DropBox) as a platform to manage project issues and documentation of resolution. This repository will provide detailed logging of issues, defects and a robust reporting system based on configurable project scope, categorization, and nomenclature. Guidelines will be established for what constitutes an issue, for severity level classification, and escalation procedures. All team members will have access to the issues database; project managers are expected to review issues regularly and review aging open issues for possible escalation. Additionally, the project repository is a customer-provided and customer-maintained site that utilized by both LSI and customer project team members during a project.

- *Project repository site is front loaded with LSI's pre-configured implementation accelerator templates, strategies, organizational structure, and additional project documentation*
 - *Project requirements traceability matrix provides the framework for managing solution scope and quality throughout the project.*
- *Project Implementation Methodology - SAP Activate Cloud methodology follows Agile principles.*
 - *4-stage delivery model: Prepare; Explore; Realize; Deploy.*
 - *P76 Quality Gates are performed to confirm that all stakeholders of the implementation project agree that specific deliverables meet the requirements and consequently that the project can continue. Project. Verification; Solution Acceptance; Readiness Acceptance; Go-live.*
 - *Sample Phase plan demonstrating task descriptions and responsibilities. P79-81.*
 - *P85 - Realize Phase Sprint 1*
 - LSI consultants will perform unit testing of standard transactions and updating the unit test log. LSI Project Manager shall prepare the Unit Test Summary Report; **State** Project Manager is responsible for review and feedback prior to presentation to executive leadership.*
 - State** is responsible for definition and development of test cases, test scenarios and test scripts representing the comprehensive success criteria for this test phase. LSI shall assist with test case and scenario definition and script preparation.*
 - *LSI Training Lead is responsible for the overall training plan; **State** Training Lead is responsible for providing appropriate schedules for end user training delivery, train-the-trainer candidates, and attendee lists.*
 - *Note: This suggests lean LSI project team with heavier participation from state team than some implementers that will design and lead testing phases.*
- *Catalog Support Services – Needs clarification as to involvement, if any, of LSI personnel in catalog implementation phase. Are SAP staff engaged?*
 - *P94 - SAP Ariba brings to the table specialized Catalog Management services as part of the software subscription to help the State manage their catalog content throughout the State's time using the software.*
 - *SAP catalog management services manage enabled (hosted) catalogs and punchout catalogs. We perform cleansing; the supplier is responsible for uploading catalogs on the Ariba Network. SAP Ariba catalog management services manage the enabled catalogs including validation, cleansing, catalog activation and any subsequent refreshes.*
 - *Enablement of Punch Out catalogs are available as an optional item for additional charges.*

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- **Data Conversion Services – Six phase plan. Strategy; Analyze; Design; Build; Test/Implement; Deploy.**
 - Minimize data from legacy system.
 - *P96 SAP systems, due to their tight integration, require a very high degree of referential integrity in data being converted. Typical data not converted include inactive vendors and customers, paid invoices, journal entries, requisitions and purchase orders.*
 - *P97 A preliminary analysis is made to determine whether a standard SAP solution exists for the data conversion or whether a custom solution must be built. In addition to this analysis, the best tool is identified for the data conversion, for example, using SAP's Migration Cockpit,*
 - *LSI will be responsible for the design, building, and testing of the programs that read these flat files, as-is, and upload the data to SAP. LSI will rely on State experts to participate in this process by validating the loaded data*
- **Interface/Integration Development Services - LSI will recommend, design and deploy interfaces based on the best practices and the latest tools available with the SAP environment. P98**
 - Interface Strategy Document – LSI designs – includes general architecture of current and future landscapes, file transfer, process of interface design and implementation – evolving document. Sample provided.
- **Organizational Change Management (OCM Services) – Note: one of the most detailed parts of the proposal.**
 - Change readiness assessment. (4 weeks) Understand leadership alignment; evaluate communications processes; understand stakeholders and influencers.
 - Framework - Leadership Alignment model: collective actions; make decisions; identify solutions; validate common understanding; reality check (internal and external); identify gaps.
 - Factors outlined that determine change impacts (p104)
 - Identify business readiness – workforce preparation. Roles: Business readiness Lead; Change Agent; Superuser; Coordinator.
- **Training Services**
- **P 109 Training is divided into two different but critical areas: 1. Project Team Training 2. End User Training**
 - *Functional project team receives the training it needs to conduct the Explore phase using the same system that is being implemented.*
 - *In addition to the LSI provided project team training, SAP Ariba services can provide project team training. Training seats can only be used towards attendance in our Virtual Live Classroom (VLC) public sessions. In many cases, it's recommended the project team participate in the SAP Ariba services training first and then attend the LSI project team training.*
 - *P111 Training for end-users is developed and delivered as a part of the implementation project and modeled after the train-the-trainer methods.*
 - *Training development methodology, LSI Perform. 5 phases – planning through delivery.*
 - *Instructor Led Training – with students working on the system*
 - *Small group sessions for audience sizes up to 8 – coaching/training/ classroom or on the job.*
 - *Generic Ariba guides also proposed. (LSI not proposing to customize for customer.)*
- **Help Desk Services – Note: Like OCM, also one of most detailed parts of proposal.**

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- After go-live and hypercare, LSI will perform post-implementation support, SAP Application management support.
 - P117 *These services include ensuring systems are up and performing as per SLA, backups are performed regularly, then also perform any additional services not handled directly by the State basis team, e.g., from the list: troubleshoot any system crashes, recover databases if necessary, applying operating system and database patches as needed, transports, SAP application monitoring, day to day Basis support, security, applying OSS notes.*
 - P117 For consideration will also be SAP HR legal patch applications, and SAP Support packs. Needs clarification “For consideration” means what?
 - EPROC-IMPL1 – separate online support sites for Buyers and Suppliers. Needs clarification – Is this SAP license helpdesk or LSI provided as seemed to be stated on p117?
 - EPROC-IMPL-2 Training and documentation available from LSI to State Help Deks.
 - EPROC-IMPL-3 and -4 – Needs clarification – where is Chatbot hosted? Unnamed solution separate from Ariba support listed in EPROC-1?
 - P119-120 – Three tier support levels proposed. Level 1 – All users; Level II – Limited to identified personnel; Level III – Enhancement Support. Separate cost? Retainer hours referenced – not seen pricing yet.
 - 4-level Priority response time table with small, medium, large state response SLAs.
 - AMS staffing – platinum level consultants with 10+years experience.
 - P125-125 Responsibility matrix for support. SAP/LSI/State
- On-Site System Stabilization Support – 3 month hypercare
 - P126 *purpose of this phase is to support the users as they adapt to the new business processes and to restore/maintain stability of business operations*
 - Defect correct; quality review of projects to determine enhancements, future support needs, verify contract compliance.

Managed Services Requirements

- Solution Support
 - EPROC-MNGD-1 Needs clarification – Is the response SAP’s response that they conduct the monitoring rather than an LSI response? Should this be an LSI response? Is the benchmark measurement reported back to state customer?
 - P127 – LSI Ariba customers run latest versions.
 - P127 As part of the Cloud subscription, our solution provides Customer Support services to help diagnose, troubleshoot, and resolve functional and technical problems for users. LSI’s customer service staff can be contacted via phone (toll free), email or Web from Monday-Friday, 24/5.
 - Different Support offerings based on Small/Medium/Large states.
 - P129 *Unscheduled Outage*
LSI will maintain email listings for each business and service owner of the eProcurement solution including third party Solution components. In the event of an outage, LSI will promptly notify the appropriate contacts of such outage and restoration of service in accordance with what was agreed upon in the contract.
P130 LSI Solution Support security responsibilities include:
 - *User Management Security*

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- *User Administrator (Create new user, deleting user when they leave organization)*
 - *User Groups (Add and modify user groups, Create and edit project groups)*
 - *Maintain Extended Login Security: Single sign-on, Multifactor authentication*
- *Managing Audit information*
- *Certificate Maintenance*
All other security responsibilities are handled by SAP Ariba.
- *Organizational Change Management (OCM Services) – Hourly rate*
- *Training Services – Hourly rate*
- *Catalog support services – Hourly rate*
- *Help Desk Services – F5 p130 – Needs clarification. States that Help Desk provided in E.8 can be provided separate from services proposed in Implementation section. E.8 is the Implementation section.*
- *Transition Out Assistance Services – Plan provided. LSI Partner Managed Cloud offering allows contract relationship to be software and incremental services*

Video Demonstrations

- SAP video – same as Carahsoft
- Sales pitch demonstrating understanding of end-to-end procurement cycle
- Product walk-through – Ariba buying and source to pay integrated system. No demo of help desk or discussion of implementation and support services.
-

**STATE OF MAINE
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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: PaymentWorks

CATEGORY #(s): 3

DATE: 8/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization (pg. 2/3)
 - "PaymentWorks is an 8 year old company headquartered in Boston Massachusetts serving customers in a variety of industries including Higher Education, Healthcare, Government and various corporations".
 - "Over 100 enterprise level customers".
 - System "lives in front of the ERP" for any vendor/payee that "needs to enroll to be paid by the State". "Can also collect and maintain documents".
 - Offer "indemnified and warranted ACH payments".
 - "PaymentWorks is able to indemnify against the risks of payments fraud and vendor impersonation due to our partnership with Chubb (the largest provider of cyber and crime insurance)".
2. Previous Projects (pgs. 3/4)
 - **NC State University:** Contract awarded in 2021. System used to onboard suppliers with workflows.
 - **University of Kentucky:** "Business identity management" in PaymentWorks which initiates "new vendor invites, approve new vendors and approve updates", "sends the payee invitation; screens TINs and sanction lists, confirms banking, sends new vendor registrations and notifications, and sends push updates to the university".
 - **University of Tennessee:** RFP in 2019, awarded to PaymentWorks for a "complete supplier information management solution."
3. Subcontractors
 - No subcontractors.
4. Organizational Chart (pg. 4/5)
 - Org chart not provided but the project "team" is identified appears to fit the needs for a project implementation of the proposed solution.
5. Litigation
 - No litigation.

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6. Financial Viability (pg. 5)

- Has “over 60 employees and over \$5M in revenue”.
- Did not provide a full D&B report or financial statements.

STATE OF MAINE INDIVIDUAL SME NOTES

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SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

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Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements, pg. 1/2:

- "cloud-based business identity platform that allows for payers and payees to exchange validated information in order to conduct business and send/receive payment securely."
- "PaymentWorks is accessed by State employees behind your existing SSO (single sign-on)."
- "accessing PaymentWorks for the first time there is a dynamic smart-routing function that will direct individuals to questions"
- "As payees enroll on the network their identity information is validated automatically via 3rd party integrations such as the US Postal Service, IRS TIN Matching service, the Early Warning Banking Consortium, OFAC, sam.gov, state/federal debarment lists and other compliance reviews."
- "Compliance monitoring is ongoing and can screen against over 400 potential debarment and sanction lists."
- "PaymentWorks portal/network is meant to complement existing ERP and eProcurement solutions to provide identity verification and certainty for every payee the State will issue a payment to."
- "PaymentWorks will be responding to the eSoftware sections of the State's RFP for **Supplier Portal and Supplier Enablement/Management.**"
- "PaymentWorks can also collect and maintain documents such as insurance, diversity (MWBE), and conflict of interest attestations. When a certificate is set to expire the system can automatically notify the vendor alerting them prior to the expiration date and prompting them to update their certificate on PaymentWorks"

User Experience, pg. 3:

- Personalization: "solution can be branded"
- Intuitive Navigation: "solution is simple, intuitive and user friendly for both payers and payees"
- Wizard-driven: "The two sided network is complete with FAQs, help buttons, training manuals and videos with the click of a button."
- Mobile access and use: "solution will render appropriately on a mobile device,"
- Workload Mgmt: "has a variety of prompts and notifications to assist both payers and payees in order to optimize their work management experience"
- Role-Based:
 - o "allows for customizable user rights and permissions so staff with certain job requirements are only able to action or view data relevant to their job".

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- "Role-based functionality and approval models can be customized to meet the needs of the State."

Bidder Best Practices and Roadmap, pg. 3/4:

- "PaymentWorks is an evolving and nimble solution that caters to our customers requirements and goals."
- "We are cloud-based and hosted on AWS to provide our customers with a flexible, optimized and most importantly a secure solution to supplier information management."
- "current solution roadmap aims to focus on adding new validations, and partnerships with banks, P2P systems and ERP systems to further simplify the connections and ability to turn on PaymentWorks."

Innovations and Value-Added Features/Services, pg. 4/5: No additional value-add features or services identified. The following are included as part of the Solution.

- Tax ID Number validation through a 3rd-Party Service that checks the IRS database.
- Sanction List/Debarment status check "against hundreds of sanction and debarment lists, including OFAC, SAM.gov and state/local debarment lists".
- Remittance/Corporate Address verification against the US Postal Service database.
- Bank Account Details verification using "a proprietary algorithm"
- "PaymentWorks also monitors IP addresses, email domains and website domains to ensure identity certainty."
- Payment Fraud Protection and Transfer of Liability "provided through a Warranty in the PaymentWorks Services Agreement"

Customizations/Extensions, pg. 5: Response did not address the req't for customizations to become part of the base product.

- "Small or nuanced customization is always part of the enablement process. This is expected and part of the project plan, timeline, and change request process."

Alternative Funding Models, pg. 5/6: No response provided

Contract Transition and Flexibility, pg. 6:

- "PaymentWorks is flexible and open to contract amendment or transition to newly awarded master agreements."

Functional Requirements

General Functionality, pg. 6-9: Partially meets req'ts.

- "is a cloud based, SaaS, solution hosted on AWS."
- "is a full service supplier portal that also validates payee details at the time of enrollment, provides ongoing compliance and sanction monitoring services and indemnifies against the risks of payments fraud."
- "if a payee is already registered in the PaymentWorks network doing business with another one of your agencies, this payee will already be on the network and can easily log back in with their username and password to provide their information to the new requester."

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- "able to grant access to employees through your existing Single Sign On (SSO) which PaymentWorks can live behind."
- "PaymentWorks vendor network allows all payees the ability to self-serve and view invoice status, remittance details and update their identity information ad hoc and as needed"
- Platform functionality:
 - o *Payments Fraud Indemnification* (Underwritten by CHUBB): "PaymentWorks will act as the "system of record" for payment credentials and will send a token to Maine's ERP system in place of the bank account details." CONCERN, Participating Entities may not be able to accept this 3rd part as being the 'system of record' for supplier.
 - o *Robust Payee Registrations and KYB (Know Your Business) Management*:
 - "payee Self-Service to create and manage their own accounts and profiles in an encrypted, credential environment."
 - "PaymentWorks auto generates electronic W9s based on validated information, collects W8/W8BEN and stores additional required documents, and meets IRS requirement 1099 information collection."
 - o *Easy ERP Interface & Complex Account Structures*: "bidirectional feed between PaymentWorks and Maine's system(s)"
 - o *Automated Payee Identity Validations and Sanction Monitoring*
 - o *Internal Workflows, Approvals, and Business Controls*: "provides a robust, multi-step approval workflow that can be applied for a) payee invitations, b) registrations, and/or c) profile updates."
 - o *The Network*: "built with a network of connected suppliers to various business entities"
 - o *Receive & Send Messages*: "message within the platform", "individual supplier communication and new updates for broadcast notification"
 - o *Report/Export (Data Extraction) of Payee Records*: "can be extracted manually (ad hoc) or programmatically"
 - o *Reimbursements*: for "payments not requiring the submission of tax information"

RTM (GEN 1-40)

- N/A, GEN-2 through GEN-10 (eProc)
- WEAKNESS, GEN-11: Uploaded documents do not have textual descriptions.
- N/A, GEN-13 through GEN-15 (eProc)
- WEAKNESS, GEN-17: System does not allow a State to enable or disable any new functionality. New functionality must be taken with an upgrade.
- N/A, GEN-18 through 21 (eProc)
- N/A, GEN-24 (eProc)
- WEAKNESS, GEN-25: The From on a system generated email will have the "paymentworks.com" domain.
- N/A, GEN-26 through 28 (eProc)
- N/A, GEN-31 (eProc)
- POTENTIAL WEAKNESS, GEN-35: System does not have a Comments library for standard comments.
- N/A, GEN-36 (eProc)
- POTENTIAL WEAKNESS, GEN-39: System does not provide a public posting website as part of the Solution.
- Two req'ts need clarification.

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Supplier Portal, pg. 10: Partially meets req'ts

- "PaymentWorks acts as the secure front door for all of the state's non-payroll Accounts Payable payees."
- "supports ongoing compliance and debarment monitoring and notifies customers of sanction alerts as they occur"

RTM (SPR 1-23)

- N/A, SPR-4 through 13 (eProc)
- N/A, SPR-16 (eProc)
- WEAKNESS, SPR-18: System does not have specific vendor complaint functionality for reporting problems or Supplier responding. Must use the messaging feature of the system instead.
- N/A, SPR-19 through 23 (eProc)
- Two req'ts need clarification.

Supplier Enablement/Management, pg. 10: Partially meets req'ts.

- CONCERN, Supplier accounts and management functionality is focused on the needs of the Finance system and has issues/gaps for meeting eProcurement needs (e.g. no Commodity Codes on registration, VDR-11 & 12).
- CONCERN, PaymentWorks is intended to capture Suppliers that the State needs/intends to pay. It is not designed to establish Suppliers who only need accounts to Bid and would not want to provide the other information. Also a CONCERN that all Suppliers would be sent to the ERP including those that the State does not need to pay because they have not received a Contract or PO.
- "Suppliers, vendors, and payees create a PaymentWorks profile upon receiving their initial PaymentWorks Invitation"
- "can communicate with the ERP system (CGI) continuously receiving invoice status files to ensure up to date payment and invoice information is at the fingertips of payees"

RTM (VDR 1-43)

- WEAKNESS, VDR-11 & 12: PaymentWorks is being put forward as a Supplier Management tool that could work with eProcurement systems but it does not capture commodity codes for a Supplier.
- STRENGTH, VDR-18 through 26: System has very robust Supplier data validations OOTB without having to implement new integrations.
- WEAKNESS, VDR-30: State cannot create or maintain Supplier accounts.
- WEAKNESS, VDR-36: System does not provide a yearly reminder to Suppliers to update their account.
- N/A, VDR-39 & 40 (eProc)
- POTENTIAL WEAKNESS, VDR-41: System does not provide a means to do broadcast email messaging to Suppliers.
- N/A, VDR-43 (eProc)
- No req'ts need clarification.

Buyer Portal – N/A

Need Identification – N/A

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Request through Pay – N/A

Catalog Capability – N/A

Sourcing/Bid Management – N/A

Contract Management – N/A

Vendor Performance – N/A

Purchasing/Data Analytics – N/A

Technical Requirements – pg. 11-32

Availability, pg. 11: Meets req'ts.

- “available to customers and payees 24 hours a day and 7 days a week. This includes peak use hours of 7am-6pm local time, Monday-Friday.”

Accessibility Requirements, pg. 11: Partially meets req'ts.

- Provided VPAT report link which tested the system for Web Content Accessibility Guidelines 2.0, Level A, AA, AAA. Pass most of the Level A but failed most of AA and AAA.

Audit Trail and History, pg. 11 & TECH-1 thru 5: Does not meet req't to have history/log access without Administrator support.

- “Audit logs are stored in AWS CloudTrail.”
- “logs are available through the PaymentWorks internal administration console, and can be available upon request.”

RTM

- N/A, TECH-4
- Meets req'ts.

Browsers Supported, pg. 11/12: Partially meets req'ts. Response did not address monitoring browsers traffic, supporting browsers ranked as more than 10% of web traffic and testing the solution with multiple browsers.

- “All major web browsers are supported including:
 - o Google Chrome: Version 36 and newer
 - o Microsoft Edge: Version 20 and newer
 - o Firefox: Version 37 and newer
 - o Internet Explorer Version 9 and newer
 - o Safari: Version 5.x and newer”

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User Accounts and Administration, pg. 12 & TECH-6 thru 20: Partially meets req'ts.

- WEAKNESS, "requires customers to enable Single Sign-on for their users to authenticate" (for employees, not Suppliers). So system does not have it's own authentication system for State employees' use.
- "Access to data and functionality in PaymentWorks is enabled through role-based permissions."
- "Over 80 permission areas are defined for roles"
- "living behind the State's SSO, the State is able to grant permission based on user groups, user rights & permissions, specific functions and administration roles"

RTM

- N/A, TECH-8
- N/A, TECH-9
- NOTE, TECH-10: Response to TECH-7 & 9 provide details on user account creation and roles.
- N/A, TECH-12
- N/A, TECH-13
- N/A, TECH-14
- POTENTIAL WEAKNESS, TECH-15: System does not have capability to disable user access, must be done through the State system since employee access to PaymentWorks is enabled through the State IdP.
- WEAKNESS, TECH-16: System does not have functionality to automatically deactivate user accounts after a period of inactivity.
- POTENTIAL WEAKNESS, TECH-17: System does not make the req'd user information (fname, lname, date/time of last login, date/time of last password change) visible on the user landing pages.
- One req't needs clarification.

User Authentication, pg. 12 & TECH-21 thru 25: Partially meets req'ts.

- For State employees
 - o "requires customers to authenticate through Single Sign On (SSO). "
 - o "As a result Two-Factor Authentication is enabled through your IdP. "
- "Two-Factor Authentication for vendors is available to the payee community" (Supplier side)
- "PaymentWorks is a SAML2-compliant Service Provider that supports integrations with a variety of Identity Provider types, including Shibboleth and ADFS."

RTM

- POTENTIAL WEAKNESS, TECH-21: System depends on State's IdP to provide 2-Factor authentication for State employees. System can provide it for Suppliers.
- POTENTIAL WEAKNESS, TECH-24: State's IdP must enforce auto-generation of State passwords since the system does not have user authentication for the customer side.
- WEAKNESS, TECH, 25: "Additional cost" may be charged to implement end user acceptable use agreements.
- One req'ts needs clarification.

Federated Identity Management, pg. 12/13: Meets req'ts.

- "Solution provides user login capabilities that can be integrated with the Participating Entities existing Federated Identity Management system"

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: PaymentWorks

CATEGORY #(s): 3

DATE: 9/27/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 8 years in business – payee platform
 - Vendor document management
 - Indemnification against payment fraud/vendor impersonation
2. Previous Projects
 - North Carolina State – Supplier information management
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Team members and high level responsibilities identified
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Document incomplete on document.
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: PaymentWorks

CATEGORY #(s): 3

DATE: 1/22/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Single module – not specifically a procurement product.

Supplier enablement – standalone module?

Reduce risk of payment fraud.

General Principal and Requirements

- Key Solution Functionality Elements – Payee (Supplier) verification/validation
 - Integrates to SSO.
 - Single point of entry on supplier side to update identity and payment info, see communications from payers and access status on invoices.
 - P2 identity information is validated automatically via 3rd party integrations such as the US Postal Service, IRS TIN Matching service, the Early Warning Banking Consortium, OFAC, sam.gov, state/federal debarment lists and other compliance reviews.
 - lives in front of the ERP as the front door for all payees to ensure compliance and verified information is received and relayed to the ERP (vendor master file). API or SFTP integration option.
 - P3 Maintain documents including insurance MWBE, etc.
- User Experience – Branded to customer.
 - Role-based access – Payers can invite payees
 - Payees see records and can maintain current information.
- Bidder Best Practices and Roadmap
 - P4 roadmap aims to focus on adding new validations, and partnerships with banks, P2P systems and ERP systems to further simplify the connections
- Innovations and Value-Added Features/Services
 - P4 ensure compliance, fraud-prevention and security of the vendor file.
 - P5 utilizes a proprietary algorithm to check supplier submitted bank account numbers, routing numbers and the name on accounts. monitors IP addresses, email domains and website domains to ensure identity certainty.
 - P6 – can underwrite payments against fraud – default is \$2 million. (Chubb) These additional value adds are unique to PaymentWorks and meant to address the number #1 form of cybercrime today; business payments fraud
- Customizations/Extensions – most out-of-box.
 - P5 some custom fields or modifications that customers can make to their vendor facing intelligent enrollment form,
 - PaymentWorks can be utilized as a standalone UI. Minimal IT integration. (Phase 1)
- Alternative Funding Models – N/A
- Contract Transition – open.

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DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Functional Requirements

- General Functionality – cloud-based SAAS solution.
 - P6 ERP agnostic, Payment Type agnostic, Bank agnostic and meant to complement your existing tech stack
 - Table on P7-9 discusses functionality. Business detail verification, including current certifications required, conflict of interest declarations
 - Network of payment suppliers – validations against network.
 - EPROC-GEN-2 – Integration is to ERP not sourcing tools.
 - EPROC-GEN-38 – Subscription cost is based on supplier volume; internal licenses are unlimited.
- Supplier Portal – P10 ongoing compliance and debarment monitoring and notifies customers of sanction alerts as they occur.
- Supplier Enablement/Management - two-sided business identity platform
 - P10 payee community is able to self-serve and attain critical payment status information once they become a member of the PaymentWorks network
 - Suppliers, vendors, and payees create a PaymentWorks profile upon receiving their initial PaymentWorks invitation. Invoice statuses, rich remittance details and direct messaging with payers is available to the payee community
 - Needs clarification – what support exists to assist suppliers onboard?
- ~~Buyer Portal~~
- ~~Need Identification~~
- ~~Request through Pay~~
- ~~Catalog Capability~~
- ~~Sourcing/Bid Management~~
- ~~Contract Management~~
- ~~Vendor Performance~~
- ~~Purchasing/Data Analytics~~

Technical Requirements

- Availability 24/7- AWS hosted.
- Accessibility Requirements - Web Content Accessibility Guidelines 2.0 levels A,
- Audit Trail and History – P11 Audit logs are stored in AWS
 - All other logs are available through the PaymentWorks internal administration console, and can be available upon request.
- Browsers Supported - Common browsers – plugins not required.
- User Accounts and Administration. – States required to use SSO.
 - Permission-based access roles related to access requirements for use.
- User Authentication — P12 SAML2-compliant Service Provider that supports integrations with a variety of Identity Provider types, including Shibboleth and ADFS
- Federated Identity Management – See previous.
- Data Conversion – No description of process for mapping or to validate data prior to import via API or CSV. (Needs clarification – is assumption customer only sends validated data?)
- Interface and Integration – ERP agnostic P13
 - customer-specific SFTP file exchange service or our REST-based API for the integration process. Integration involves a set of four scheduled routines:

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- 1. New vendor records retrieved from PaymentWorks (typical interval: 15 minutes)
 - 2. Vendor confirmation files uploaded to PaymentWorks after new vendors are created in ERP
 - 3. Approved Vendor profile modifications sent to the State's ERP (CGI).
 - 4. Nightly snapshots of new and modified invoice records for Vendor viewing.
- Office Automation Integration – documents can be uploaded. Not a document drafting solution.
- Mobile Device Support – Renders on mobile via browser.
- Mobile Applications – No app
- Data Ownership and Access – State customer owns data. Can extract on demand.
- Data Retention, Archive and Purge Considerations – Policy is to retain data during contract term.
 - PaymentWorks provides the ability to remove invoice and supplier data based on the rules that work for your organization
- Disaster Recovery Plan – DRP provided via link.
- Solution Environments – Sandbox and Prod. (testing and training)
- Solution Technical Architecture –
 - Data downloaded – new vendor reg; vendor updates.
 - Data uploaded – supplier records from ERP; invoice upload; payments upload for transaction review
 - Access for migration through UI, SFTP or API.
 - Descriptions of routing process provided; methods to connect different data types.
- Solution Network Architecture – AWS hosted.
- System Development Methodology
 - P30 library of
 - tests that are applied prior to any new release to ensure quality and long-term solution success.
 - Additionally, PaymentWorks Customer Service personnel perform manual testing on critical updates
 - before they are delivered to Production
- Service Level Agreement – Support- Online self-service; email from help icon within app; phone *EST-5PST. Response levels – 1-3 severity. 2-14 hours

Security Requirements

- Cloud Security Alliance (CSA) Compliance – No CAIG or CCM available.
- Security and Privacy Controls – P32 PaymentWorks policies were originally developed around applicable ISO 27001 controls. As needed we have additionally included relevant NIST 800-53 and best practices recommended by AWS. Soc1 Type II on request.
- Security Certifications - None
- Annual Security Plan – plan linked.
- Secure Application and Network Environment – P33 Supplier access via 2FA. State access via SSo. 256-AES encryption for data at rest.
 - Data in transit through our APIs or via the user's web browser occurs over HTTPS/TLS 1.2. All FTP communications are done via SFTP.
 - Recovery timeframe generally described as hours. No specifics.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- Secure Application and Network Access – SSL validation on Prod. Software updates in cloud – no customer action.
- Data Security – extensive plan described.
 - Payment works will assess compliance for auditing.
 - *P37 Sensitive or personal information and data held on any media must be physically destroyed when due for disposal or no longer required. Procedures for identifying media that requires secure disposal must be implemented and an audit trail of any media passed to external organizations must be maintained.*
- Personally Identifiable Information Protection – PII is held. GDPR compliance.
 - *P38 Data will not be kept for longer than is necessary. Unrequired data will be deleted as soon as practicable. Some records relating to former customers of the company may be kept for an extended period for legal reasons.*
- Security/Privacy Issue Occurrence – Specific timelines for reporting will comply with state. No standard stated.
- PII Data Actual/Attempted Access or Disclosure – Breach reporting process described.
 - Tickets entered.
- Security Breach Reporting – See previous.

Implementation Services Requirements

- Project Management – Paymentworks provided out of box configuration.
 - Services to configure environments; roles; approvals process; SSO; training; PM to coordinate resources and deliverables.
 - Table provided for PW and State responsibilities. Phase 1 standalone; Phase II automations – 4-6 months later.
 - ERP integration is state's responsibility.
 - Included up to 20 hours for PW requirements to set up communications, testing for ERP integration.
 - Optional extra consulting for ERP.
 - Technical resources identified for PW; roles identified for customer.
- Project Implementation Methodology – Phase 1 – 2-3 months; Phase 2 – 4-6 months.
- ~~Catalog Support Services~~
- Data Conversion Services – State has to meet supplier, invoice and payment file requirements to submit data.
- Interface/Integration Development Services – Phase 1 SSO, supplier field, payment file; Phase II - ERP
- Organizational Change Management (OCM Services) – Customer success manager indefinitely for customer support, reviews, coaching and strategic training.-. PM and state enablement teams with meeting.
- Training Services – Initial payment works supplied training. Can do train the trainer approach. – available video library. Customer success managers can assist with materials.
- Help Desk Services
 - Support team for users;
 - Support to payees is currently available via phone and email.
 - Customer success manager is primary resource for customer; will triage to IT and technical.

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- On-Site System Stabilization Support – responsibilities outline post implementation for vendor and state.

Managed Services Requirements – N/A

- ~~Solution Support~~
- ~~Organizational Change Management (OCM Services)~~
- ~~Training Services~~
- ~~Catalog support services.~~
- ~~Help Desk Services~~
- ~~Transition Out Assistance Services~~

Video Demonstrations

- Walkthrough from state and supplier side.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: SirionLabs

CATEGORY #(s): 3

DATE: 8/27/21

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- “Founded in 2013, SirionLabs (Sirion) has nearly a decade of rich experience in delivering Contract Lifecycle Management projects”. (pg. 3)
- Has “more than 200+ customers worldwide” including Public Sector and Fortune 500 organisations”. (pg. 3)
 - i. “Greater Toronto Airport Authority (GTAA), Georgia Technology Authority (GTA), Department of Transport (UK), BP, Chemours, Vodafone, Unilever, SC Johnson, BNY Mellon, Credit Suisse, Morgan Stanley etc. Greater Toronto Airport Authority (GTAA), Georgia Technology Authority (GTA), Department of Transport (UK), BP, Chemours, Vodafone, Unilever, SC Johnson, BNY Mellon, Credit Suisse, Morgan Stanley etc..
- Has over 550 global resources” with presence in “USA, Canada, UK, Netherlands, Germany, Singapore and India”. (pg. 3.)
- “Platform automates all key governance disciplines – contract management, performance management, invoice auditing and buyer-supplier collaboration”. (pg. 5)
- “SirionLabs is ISO27001: 2013 certified by British Standard Institution (BSI). SirionLabs is also SOC2 Type1 as well as GDPR compliant”. (pg. 6)
- Recognitions: (pg. 6)
 - i. CLM Leader in The Forrester Wave™: Contract Lifecycle Management for All Contracts, Q1 2021.
 - ii. Visionary in Gartner's Magic Quadrant for Contract Life Cycle Management, 2020 and 2021
 - iii. Value Leader in Spend Matters' Contract Lifecycle Management Solution Map Fall 2020 Report, for the sixth time
 - iv. 2020 Deloitte Technology Fast 500 Winner
- Sirion uses Amazon Web Services (AWS) to host our solution. (pg. 10)

2. Previous Projects

- **Georgia Technology Authority (State of):** SirionLabs's Contract management and governance. Manages over 3,000 obligations US\$800M in contracts. 140+ suppliers onboarded, (pg. 11)
- **Greater Toronto Airports Authority (GTAA):** SirionLabs's contract management & supplier management solutions used for Document Repository, Performance, and

**STATE OF MAINE
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Collaboration modules. Over 1,500 contracts with 975+ suppliers, C\$570M+. Manage 3500+ obligations/SLs. (pg. 12)

- **BNY Mellon:** SirionLab's CLM, AE, Performance modules. Contract repository for 40k+ contracts, 100+ suppliers, \$4.3B in contract value, 29K+ obligations, 1.2K+ SLs/KPIs. (pg. 13)

3. Subcontractors (pg. 14)

- Sirion's partnership include the firms below" for implementation. Sirion is also capable of implementing our platform solutions with our own staff.
 - i. KPMG: KPMG is Sirion's preferred Alliance Partner in the public sector space
 - ii. Nitor Partners:

4. Organizational Chart (pg. 15 and 'SirionLabs Organization Chart.pdf' doc)

- The provided org charts are corporate charts, not for a project implementation. So cannot assess.

5. Litigation

- "There is not a pending matterh that c ould or would materially impact or affect our ability to deliver our services considered in this proposal". This statement implies that there may be some litigation. RFP requirement was to list "all", not just those that would impact their proposal.

6. Financial Viability

- No financial information provided.
- "As a private company, we are unable to share written financial information at this stage". However they are willing to "organize a teleconference with our CFO".

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Sirioin
CATEGORY #(s): 3
DATE: 12/27/2021
SME NAME: Robert Sievert
SME DEPARTMENT/STATE: NASPO

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements *NOTE: the responses to this section are the same as Cat 2 KPMG-Sirion*

Key Solution Functionality Elements, pg. 5-10:

- **Single Point of Entry** (pg. 5):
 - o "integrates with SSO and can integrate with an entities procurement, ERP, CRM, services desk, etc. systems".
 - o Users are taken to a single, role-based screen w/dashboards.
- **Smart Routing** (pg. 5):
 - o "delivers an advanced workflow engine that supports high configurability"
- **Compliance:** No response provided
- **Portal** (pg. 6):
 - o "provides an integrated portal for suppliers/vendors to collaborate throughout the life of the contract"
 - o External Parties - STRENGTH
 - "Multiple users in parallel can edit parts of the contract... system automatically reconciles and consolidates" changes into single version.
 - "provides collaborative chat functionality within MS Word environment".
 - "use @ to tag another user" which sends an email to that user
 - "using # user can assign clauses within the contract to other user". "will navigate the user to the actual clause position the requires review".
 - Sirion MS Outlook plug-in will automatically capture email notifications to external users and their responses using "# code methodology". Appends "in the comments and attachments section of the" contract record.
- **Open Marketplace Environment** (pg. 6/7): N/A. Proposal isn't including Catalog functionality. The narrative response in this section describes the Contract Search functionality instead.
- **Integration** (pg. 7):
 - o "provides two-way integration" via REST API-based integration interfaces.
 - o STRENGTH, includes OOTB "integration adapters" 'such as ERP, P2P, IT Service Management (ITSM), Governance Risk & Compliance (GRC) and CRM systems'.
 - P2P: Ariba, Coupa, Ivalua
 - CRM: MS Dynamics, Salesforce, Oracle
 - ITSM: ServiceNow, Remedy
 - ERP: Oracle, SAP
 - Contingent Workforce Mgmt Systems: Beeline, SAP Fieldglass, Workday
 - GRC: D&B, RSA Archer, MetricStream

STATE OF MAINE INDIVIDUAL SME NOTES

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SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- **Workflow** (pg. 7/8), STRENGTH: “provides an advanced engine that supports highly configurable workflows”. “can be conditional, and made contingent on key attributes of the contract”
 - o “unlimited steps, views, permissions, conditional steps”
 - o “Multi-party workflows involving client and their supplier users”
 - o “access controlled” to limit user capabilities for their workflow step
 - o “Ability to configure probes in a workflow to measure lead times, aging, cycle time, etc.”
- **Document Management** (pg. 8):
 - o “tracks all contracts, related attachments, and amendments”.
 - o “no storage limit on contract and related document storage”
 - o “access rights can be configured”
- **Reporting, Dashboards & Data Visualization** (pg. 8/9):
 - o “over 250 reports and dashboards” OOTB.
 - o Allows users to “create and save customer reports and dashboards”
 - o “dashboards are interactive and exportable”
- **Configurable** (pg. 10):
 - o “user access management provides granular rule, role and instance-based access, with an unlimited variety of combinations”
 - o “allows simple configurations of multi-geography, multi-business unit teams”
 - o Role-Based (pg. 10):
 - “Role Based Access Control (RBAC) whereby users may be assigned access rights”
 - **User role groups:** Access templates containing a predefined set of operations a user assigned to **this templates may perform**”
 - **“Entity stakeholders”:** “platform contains multiple entity types such as counterparty, obligations, actions, etc.” and each “entity type contains a set of stakeholders with assigned permissions”
 - STRENGTH, **“Individual user access:** Each user has a profile and can be assigned custom permissions to perform system operations and access data”
- **Transparency** (pg. 10): “simple integration with third-party applications, enabling real-time data transfer and can further work to review” needs for contract visibility to existing or new portals”. CONCERN/POTENTIAL WEAKNESS, system does not have public access capabilities OOTB.

User Experience, pg. 10-:

- **Personalization** (pg. 10/11): “provides user-based views to be saved based on role, need, or use case”
- **Intuitive Navigation** (pg. 11): “navigate with a pop-out menu and functional areas can be access via dashboards”.
- **Wizard-driven** (pg. 12-14):
 - o “online help manual” that is “full-text searchable, enabling user to find succinct answers”.
 - o “also offers an FAQ section”
 - o “guided navigation with pop-up help and next step guidance for users”
 - o “provides users with the ability to respond to an intuitive questionnaire to answer the type of contract required”. Based on the “values provided”, system “prompts best match templates from the configured template library” to “start the contract creation process”.
- **Portal** (pg. 14): “users can see their actions from their dashboard, while managers can see workloads for reassignment”

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirion

CATEGORY #(s): 3

DATE: 12/27/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- **Mobile access and use** (pg. 14/15): “utilizes a web design that can be accessed on any web-enabled device”. NOTE: “a dedicated mobile app is slated for release later in 2021” which will “allow users to customize dashboards, view/act on requests, conduct advanced search and can open documents via Sirion document viewer”. CLARIFICATION, did this mobile app get released and what are the details of it’s functionality?
- **Workload Mgmt** (pg. 15/16): “provides review & reports of workload, and resassignments are managed within the platform”

Bidder Best Practices and Roadmap, pg. 16-18 :

- “multi-tenant SaaS-based application, built for scale and security”
- “has a quarterly release cycle”
- “Sirion was founded by legal and contract practitioners” and with KPMG the “combined approach should help ensure consistent practices and processes”
- “conducts monthly governance meetings and quarterly business reviews with customers to obtain feedback” on support and product enhancements”

Innovations and Value-Added Features/Services, pg. 18: Did not offer anything additional, just promoted their tool.

- “Sirion offers automated obligation and services level management functionality”

Customizations/Extensions, pg. 18: NOTE, did not commit to incorporate changes required by the Contract into the solution however as they have defined their SaaS, any changes are part of the base system.

- “upgrades are backward compatible”
- Pg. 17: “As a SaaS solution, Sirion is always updated to the latest version automatically with every release”

Alternative Funding Models, No response provided.

Contract Transition and Flexibility, pg. 18:

- “Sirion is committed to discussing mutually agreed terms”

Functional Requirements – pg. 19- *NOTE: the responses to this section are the same as Cat 2 KPMG-Sirion*

General Functionality: There are req’ts that they should have responded to in this section that are relevant to their proposed modules (e.g. GEN-1, GEN-8, GEN-10, GEN-11)

Supplier Portal: N/A

Supplier Enablement/Management: N/A

Buyer Portal: N/A

Need Identification: N/A

Request through Pay: N/A

**STATE OF MAINE
INDIVIDUAL SME NOTES**

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RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirioin

CATEGORY #(s): 3

DATE: 12/27/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

Catalog Capability: N/A

Sourcing/Bid Management: N/A

Contract Management, pg. 19/20: Very mature and comprehensive tool.

- STRENGTH, Template Library (pg. 13 & 19)
 - o “configurable “ clause/definition libraries (pg. 13)
 - Can load “several variations of the same clause/definition”
 - “Capture standard and custom attributes for each clause/definition”
 - “Specify position for each clause/definition variation” (“preferred, fall back and walkaway”)
 - “Easy identification of required clauses/definitions”
 - Assemble templates by “dragging and dropping clauses”
 - “Templates maintenance process... informs template owners of any updates made to the clauses”
 - “Each clause identifies the related templates”
 - o “Comprehensive clause and template libraries with smart tags” (pg. 19)
 - o “Autosuggestion of templates and wizard” for “draft assembly”
 - o “Risk scores assigned at the clause level” to calculate “overall risk score”
 - o “Configurable workflows”
 - o STRENGTH, 3rd Party Paper: AI will extract meta data from an uploaded document and identify the clause sections of the 3rd party paper to standard clauses in the Template and compares automatically to standard clauses in the system to highlight differences. (pg. 20 & Video)
- Collaboration/External Parties – STRENGTH (pg. 6 & 19/20)
 - o “Multiple users in parallel can edit parts of the contract... system automatically reconciles and consolidates” changes into single version.
 - o “provides collaborative chat functionality within MS Word environment”.
 - “use @ to tag another user” which sends an email to that user
 - “using # user can assign clauses within the contract to other user”. “will navigate the user to the actual clause position the requires review”.
 - o Sirion MS Outlook plug-in will automatically capture email notifications to external users and their responses using “# code methodology”. Appends “in the comments and attachments section of the” contract record.
 - o Collaborative Mode (Video) – multiple editors of the Word doc where only one person can edit a clause section but other users can see the changes that are happening at the same time. Effectively user is checking-out a Clause Section.
- “Hierarchical contract repository” (pg. 19)
- “Alerts and advance notifications for upcoming contract renewals/expiration” (pg. 19)
- Reports/Dashboards (pg. 8 & 20)
 - o “Personalized dashboard configuration for different user roles” (pg. 20)
 - o Users can set up a Schedule for a report to be sent out in email to other users. (Video)
 - o from Pg. 8:
 - “over 250 reports and dashboards” OOTB.
 - Allows users to “create and save customer reports and dashboards”.
 - “dashboards are interactive and exportable”

**STATE OF MAINE
INDIVIDUAL SME NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirioin

CATEGORY #(s): 3

DATE: 12/27/2021

SME NAME: Robert Sievert

SME DEPARTMENT/STATE: NASPO

- From Video

- For reviewing/approving Contracts, each document is routed based on rules.
 - **STRENGTH:** has Sirion action Bar within Word to make Sirions Contract records and actions available within Word.
 - Directly look at Clause options from Library that could be pulled in to insert or replace existing clauses.
 - "Save to Sirion" to version doc in Sirion. Save has Comment field to explain what's changed and will prompt you to update the Workflow step the doc is at.
 - Can Share drafted Word Doc via email to anyone, not just Sirion user. If that user makes changes, this will go back to Sirion automatically.
 - **STRENGTH:** Sirion is embedded in Outlook with direct access to Sirion feature of Contract Requests.... So you can initiate a Request from Outlook and access existing Sirion in-process Contract Requests... can drag/drop attached docs in email to the Contract Request record.
- Review of edited/changed doc will show specific Clause changes.
- **STRENGTH:** Routing document for review/editing: can route only specific clauses to specific users for review/editing instead of the entire document.
- Master Agreement Type contracts will let you do child contracts/agreements in a hierarchy and will inherit the detailed Meta data from the Parent MSA
- **STRENGTH.... SEARCH-** all documents are indexed for full content search and can filter searches to reduce results.
 - For document content matches has a link in the results that will open a Viewer to show directly where that search content exists.

RTM

- **STRENGTH, CNT-7:** Co-authoring functionality allows for check-out of specific clauses in a document that is being edited by other users at the same time.
- **WEAKNESS, CNT-10:** Maximum file size for "support document" attachments is 200MB.
- **STRENGTH, CNT-23:** Document authoring capabilities and integration with MS Office products is very mature, robust.
- **STRENGTH, CNT-25:** Document authoring capabilities and integration with MS Office products is very mature, robust.
- **WEAKNESS, CNG-32:** Maximum size for each attached document is 200 MB.
- **CONCERN, CNT-38:** The described means of capturing Sub-contractors/Re-sellers describes defining suppliers related to each other as long term relationships like a corporate structure, not as a Prime/Sub relationship for a single contract.
- **POTENTIAL WEAKNESS, CNG-45:** System does not have a public posting capability. Must integrate with another system or website.
- **POTENTIAL WEAKNESS, CNG-51 through 66:** System does not have a public posting capability. Must integrate with another system or website.
- No req'ts need clarification.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: SirionLabs

CATEGORY #(s): 3

DATE: 9/27/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Contract lifecycle management module (CLM)
 - Global project footprint
 - Can integrate with ERPs
 - Detailed improvements in platform vs. older CLMs. Noted standardization improvements and integrations with other tools; contract analytics; mixed technology environment; contract repository.
2. Previous Projects
 - Georgia Technology Authority
 - Toronto (Canada Airport)
 -
3. Subcontractors
 - Optional: KPMG (preferred deployment sub) or Nitor Partners
 -
 -
4. Organizational Chart
 - Corporate individual/title list
 - Account management – title chart
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B not provided. (private company) Request only.
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirion Labs

CATEGORY #(s): 3

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Contract Lifecycle Management tool only

General Principal and Requirements – **No General Functionality RTM submitted**

- Key Solution Functionality Elements – Single sign on – integrates with ERP, CRM.
 - Draft contracts – multiple users can input in parallel. Folders show contract documents and note versions.
 - Integrated document viewer.
 - Price sheet can be uploaded or entered into the contract design/template.
 - OCR conversion of non-searchable documents.
 - Rule-based approval workflow with email notifications and reminders.
 - Dashboard with 250 standard reports.
 - Various role- or rule-based accesses.
 - Compare third party and internal documents in review process. AI can flag variations.
- User Experience – intuitive questionnaire to get to contract type; training program; online help/FAQs.
 - Templates — legal and non legal — for contract drafting. Two versions can be compared and tracked using Word plugin.
 - Audit trail
 - Mobile responsive design. (Mobile app planned for 2021)
- Bidder Best Practices and Roadmap – automatic latest version releases – matches – maximum one daily; minor enhancements max1 every two weeks; quarterly major releases.
- Innovations and Value-Added Features/Services – N/A
- Customizations/Extensions normal updates.
- Alternative Funding Models N/A
- Contract transition – may be doable.

Functional Requirements – **Functional RTMs submitted for Contract Management and Vendor Performance only. All are either A, INT or CF.**

- General Functionality
- Supplier Portal
- Supplier Enablement/Management
- Buyer Portal
- Need Identification
- Request through Pay
- Catalog Capability
- Sourcing/Bid Management

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirion Labs

CATEGORY #(s): 3

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Contract Management – Contract repository – change management, renewals and expirations; notifications.
 - Analytics; invoice management; collaboration tools.
- Vendor Performance – supplier uploads. Kpis for vendors. Performance management. Visibility into contract drafts.
- Purchasing/Data Analytics

Technical Requirements

- Availability – target uptime is 99.8%. Actual is 99.5% Runs on AWS. Daily backups. Environments sync every 30 minutes.
 - 3 severity levels. Response 1 90% in 2 hours. Up to 3 90% in 1 day.
 - 24/7 support (ticketing and email); 24/7 phone support optional.
- Accessibility Requirements -WCAG 2.0
- Audit Trail and History – strong feature/ P27 – full annotation of version changes.
 - Audit trail and audit log – metadata-level change history. Log can't be edited by users.
- Browsers Supported – Standard browsers.
- User Accounts and Administration – exhaustive library of roles. Multiple role configs, and role-based access controls.
 - Documents can be tagged as financial, compliance, others – access controlled by tags.
- User Authentication – form-based user authentication. IDP can integrate, e.g. SAML 2.0 and 2MFA.
- Federated Identity Management – See previous.
- Data Conversion – legacy data can be uploaded. AI-powered auto extraction to OCR documents and load.
 - SirionAE tool may be required. (Cost)
 - Recommendation to move legacy contracts to a data warehouse for access via Rest API – reduces the migration timeline.
 - Digitizing legacy documents for searching.
- Interface and Integration – 3 user categories. – Task Owner, Manager, CXO.
- Integrations – connectors to ERPs, services now, SAP, Peoplesoft, Salesforce etc.; email; file systems; web services; document management hosts (Box, Sharepoint); GRC such as RSA Archer for risk and regulatory information.
- Office Automation Integration – out of the box office plugins; PDFs can be sent with lock function.
- Mobile Device Support – Accessible on mobile devices.
- Mobile Applications – App in 2021. – no additional cost. Functional limitations to approvals and status reviews.
- Data Ownership and Access – Sirion does not own customer data. P34 data exported to secure FTP at contract end. Sirion provides transition at no additional cost.
 - Data disposed 30 days after contract termination.
 - Only authorized individuals have access to customer data.
- Date Retention, Archive and Purge Considerations – See previous.
- Disaster Recovery Plan – RTO – 120 minutes; RPO – 30 minutes. Full daily backup of customer data. AWS mirrors productions instances in geographically diverse location – no single point of failure.
- Solution Environments – Sandbox environments with workflow for testing and training. Available post prod go-live.
 - No prod data in sandbox for security reasons.
- Solution Technical Architecture – Multi-tenant SAAS application -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sirion Labs

CATEGORY #(s): 3

DATE: 1/20/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Solution Network Architecture – AWS scalable. Tech changes common across customers.
- System Development Methodology – SLDC
 - Customer changes go through development, review and approval – QA.
- Service Level Agreement – See availability entry.

Security Requirements

- Cloud Security Alliance (CSA) Compliance – CAIQ provided. AWS common.
- Security and Privacy Controls – GDPR compliant; data privacy plan.
- Security Certifications – See p39. SOC 1, 2, 3, Fedramp. PCI compliant.
- Annual Security Plan – All data in Sirion application.
- Secure Application and Network Environment – AWS. – no Bluetooth or USB allowed on laptops in environment.
- Secure Application and Network Access – AWS/
- Data Security – P 41 web Firewall, DNS protection. GDPR>.
- Personally Identifiable Information Protection
- Security/Privacy Issue Occurrence / PII Data Actual/Attempted Access or Disclosure – ISO 27001:3013 certified. Data encryption at rest and in transit.
- Security Breach Reporting.

Video Demonstrations

- Part 1-4 – walkthrough of contract construction, document management; AI data retrieval from contract docs. – identifies components in 3rd party and matches to own documents.
- Parts 5-8 – vendor performance demo – audio quality poor. Hard to follow

CATEGORY 4 – Services Only

INDIVIDUAL EVALUATION NOTES (Evaluation Team Members)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4

DATE: 8/30/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Est. 1950s. Large business.
- Services it can provide are end-to-end for eprocurement on the Strategy and consulting side (page 2)
- Govt experience.

2. Previous Projects

5 projects given. The projects and/or case studies meet Category 4.

- State of NC. Implemented and maintained statewide eProcurement solution using the SAP Ariba Buyer module along with migrating it to the cloud.
- State of CA. Designed, developed, and implemented the fiscal portion of ERP system for CA to replace aging legacy apps .
- Baker Hughes. Created a business case for a source to pay platform to streamline business process functions.
- Govt. of Alberta. Case study of how to use technology advances to achieve efficiencies across the enterprise.
- State of FL. Case Study and solution to provide outsourcing services for a web-based e-Procurement system, strategic sourcing, procurement performance optimization, and maintenance and operations.

3. Subcontractors

- Vendor states there are no subcontractors.

4. Organizational Chart

- Yes, a project organization chart is provided along with job descriptions.

5. Litigation

- Yes – Many. Very large company. Company does not disclose who, but does give federal link to look at Accenture's filings. However, the links information is difficult to ascertain without drilling into each line to find the company.

6. Financial Viability

- Provided an Accenture annual report with 3 fiscal years listed and a DnB report with a risk rating of moderate to low/moderate in most areas.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4

DATE: 1/24/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- Ariba

A. General Principal and Requirements: - N/A

B. Functional Requirements: - N/A

C. Technical Requirements: - N/A

D. Security Requirements: - N/A

E. Implementation Services Requirements:

1. Project Management

- Accenture Delivery Methods (ADM), for managing projects globally.
- ADM focuses on providing deliverables (e.g., process flows, job designs, business applications, and reporting systems) through the balanced management of scope, quality, effort, risk, and schedule while also supporting the project teams as they determine priorities, assign responsibilities, and establish timetables.
- Has incorporated into their methodologies:
 - International Standards for Organization (ISO®)
 - Capability Maturity Model (CMM®) standards
 - adopter of Capability Maturity Model Integrated (CMMI®)
 - adopter of eSourcing Capability Model for Service Providers (eSCM-SP).
- They offer a Project Lead name and background – Page 5.
- Page 17: Roles and Responsibilities listed for State, Accenture, and Ariba given.

2. Project Implementation Methodology - Page 26

- Hybrid Agile development methodology
- Page 27: Gave an example of a timeline for a large project. – 13 months total.
- Master Data clean up to align the UNSPSC and the Material Grouping.
- Plan
 - Plan and Analyze
 - Iterative Prototyping (Iterate)
 - Test
 - Deploy

3. Catalog Support Services - Page 43

- *Accenture recommends keeping the assessment of developing a catalog strategy outside of the implementation scope and timeline*

- *'As a pre-project, Accenture can work with the Participating Entity to identify suppliers able to provide client hosted catalogs and suppliers able to provide punch-out catalogs.*
- Catalogs can be one of the below three types:
 - Static hosted catalogs
 - Network Catalogs or Punchouts
 - Extended PunchOuts or Refined Catalogs
- *For catalogs loaded by the customer they will follow a standard flow within Ariba in order to be activated. This can be either auto-approved or manually approved depending on the needs of the customer. A sample process below is displayed below to represent this process*
- Page 47: Diagram provided – workflow and catalog activation
- *SAP Ariba provides the Participating Entity access to the Spot Buy solution in order to access multiple marketplaces. SAP has a three-tier supplier vetting process that helps to make sure that the suppliers meet compliance standards.*

4. Data Conversion Services

- Page 50: 2 flavors
 - Master data
 - Transactional data
- Do an assessment
- Step by step guide to perform extraction, transformation, load of data.
- Internal and external interfaces

5. Interface/Integration Development Services

- Do an assessment
- Step by step guide to perform extraction, transformation, load of data.
- Internal and external interfaces
- Internal and external interfaces

6. Organizational Change Management (OCM Services)

- Page 63:
- Yes a mature OCM process.

7. Training Services

- Stakeholder training
- Mature training – all different kinds of modules to fit everyone.
- Articulate 360 video was good.

8. Help Desk Services - Tab 6 IMPL 1 – 5: page 92

- Level 1 – State responsible
- Level 2 – Contractor will handle
- Level 3 – escalate to technical team
- Will use what is there
- Level 4 – SAP Arib

9. On-Site System Stabilization Support

- HyperCare – 1 month and extended care 2 to 3 months.

F. Managed Services Requirements:

1. Solution Support

- Page 99
- 1 hour response – level 1 phone or web
- 24/7 web support via portal
- Ariba does not guarantee resolution during response period but there will be a response.

2. Organizational Change Management (OCM Services)

- Same as OCM above but will consistently updated in this phase.

3. Training Services

- Same as Training above but will consistently updated in this phase.

4. Catalog Support Services

- Provide maintenance of item prices, vendor information to support catalog.
- Timely updates and deletions

5. Help Desk Services

- Same as above.

6. Transition Out Assistance Services

G. Other Available Services: p page 106: RTM: Tab 7 MNGD-1

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- *Accenture will create a knowledge transfer plan that would be reviewed with the participating entity and/or designated service provider.*

H. Video Demonstrations:

- Page 131. Yes.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Accenture LLP)

CATEGORY #(s): 4

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- All 3 Preliminary docs, Professional Liability insurance includes cyber liability, the limits are as follows: Each claim \$10,000,000 and Aggregate \$10,000,000
- #1 largest **SAP Ariba** eProcurement services provider
- Gartner, IDC, Forrester - ranked us a leader in application management and implementation of SAP, Oracle, Microsoft, Salesforce, software test automation, application outsourcing, cloud, IT consulting, information security consulting, systems integration

2. Previous Projects

- State of North Carolina, Department of Administration – eProcurement solution using the SAP Ariba Buyer module with customizations
- State of California - prime contractor for the FI\$Cal project responsible for designing, developing, and implementing a world-class ERP solution to meet the State's accounting, budgeting, and procurement needs
- Baker Hughes - source to pay platform due to divestiture and also for the simplification of the indirect procurement and accounts payable landscape.
- Government of Alberta - •SAP Ariba Sourcing•SAP Ariba Contract•SAP Ariba Buying & Invoicing•SAP Ariba Commerce Automation•OpenText Vendor Invoice Management•S/4HANA Material Management
- State of Florida - provide outsourcing services including the development and implementation of a web-based e-Procurement system, strategic sourcing (spend analysis, commodity segmentation, and sourcing select commodities), procurement performance optimization (FTE baseline and State & DMS Purchasing re-organization), and maintenance and operations of the e-Procurement and Sourcing applications, including a Help Desk that supports both buyers and vendors. This program is known as MyFloridaMarketPlace. Supported by a 1% fee paid by vendors doing business with the State

•

3. Subcontractors

- none

•

4. Organizational Chart

- Combined org chart – state, SAP Ariba, Accenture Onshore and Offshore
- Roles defined

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Accenture LLP)

CATEGORY #(s): 4

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

- RACI chart
5. Litigation
- Any significant legal proceedings involving Accenture would be disclosed in our filings (10Ks, 10Qs, and Annual Reports) with the Securities and Exchange Commission – link provided
 -
 -
6. Financial Viability
- attached our Annual Financial Statement –“Accenture-Fiscal-2020-Annual-Report” link provided
 - D&B live report dated 4/2021

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **Accenture**
CATEGORY #(s): 4
DATE: **1/8/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements **Accenture proposes to implement SAP ARIBA**

Key Solution Functionality Elements
User Experience
Bidder Best Practices and Roadmap
Innovations and Value-Added Features/Services
Customizations/Extensions
Alternative Funding Models
Contract Transition and Flexibility

Functional Requirements **Accenture proposes to implement SAP ARIBA**

General Functionality
Supplier Portal -
Supplier Enablement/Management
Buyer Portal
Need Identification
Request through Pay
Catalog Capability
Sourcing/Bid Management
Contract Management
Vendor Performance
Purchasing/Data Analytics

Technical Requirements **Accenture proposes to implement SAP ARIBA**

Availability
Accessibility Requirements
Audit Trail and History
Browsers Supported
User Accounts and Administration
User Authentication
Federated Identity Management
Data Conversion
Interface and Integration
Office Automation Integration
Mobile Device Support
Mobile Applications
Data Ownership and Access
Data Retention, Archive and Purge Considerations

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **Accenture**
CATEGORY #(s): 4
DATE: **1/8/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

Disaster Recovery Plan
Solution Environments
Solution Technical Architecture
Solution Network Architecture
System Development Methodology
Service Level Agreement

Security Requirements **Accenture proposes to implement SAP ARIBA**

Cloud Security Alliance (CSA) Compliance
Security and Privacy Controls
Security Certifications
Annual Security Plan
Secure Application and Network Environment
Secure Application and Network Access
Data Security
Personally Identifiable Information Protection
Security/Privacy Issue Occurrence
PII Data Actual/Attempted Access or Disclosure
Security Breach Reporting

Implementation Services Requirements

Project Management Sample implementation plan includes project activities and deliverables to be completed throughout the project. **indicative** profile of Project Lead who lead an implementation(Large-state implementation), We do not hire simply for specific contracts;we develop resources for lifelong careers with Accenture. We staff client projects with people who have acquired enhanced skills and relevant experience from previous engagements, and **Provide** training credits for SAP Ariba Certifications, PMP, CISSP, and other certifications. Key roles and responsibilities outlined for the participating entity, SAP areba, Accenture onshore and Accenture offshore. RACI table provided. Project Implementation Methodology methodology, called the Accenture Delivery Methods (ADM), for managing projects. key project management activities: Quality management, project management, cost and performance management, scope management, status reporting and communication, organizational change management, risk and issue management, delivery management, resource management. incorporated International Standards for Organization (ISO®) and Capability Maturity Model (CMM®) standards into our methodologies. Early adopter of eSourcing Capability Model for Service Providers (eSCM-SP). ADM is defined to help enable compliance with key industry standards, including CMMI®, eSCM-SP, ISO® 9001:2008, Lean Six Sigma and Information Technology Infrastructure Library (ITIL®). Accenture uses the Key Design Decision process to help bring attention and review design decisions that have significant impact on the build of the system. project manager uses RAID (Risk, Actions, Issues, Decisions) for tracking and key design decisions to manage decisions. Key Design Decisions(KDDs) will be captured. Accenture uses the Key Design Decision process to help bring attention and review design decisions that have significant impact on the build of the system. The testing lead defines the process for tracking testing issues in agreement with the client as they build the testing approach (strategy). Reports on risk management, issue management, action management, decision management. Each major work product or deliverable created for a project will undergo a series of reviews from different sources and levels of the project. These include peer reviews, reviews from a solution architect, and final signoff reviews from the stakeholder, Such as business process designs, functional designs, technical designs, code modules, test scripts. governance framework will establish an overarching Program Office across the workstream towers that provides program integration, rigor, and standards; promotes consistency; and reduces risk. We will use Accenture's Delivery Methods (ADM) for Program and Project Management

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4

DATE: 1/8/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

(PPM). The Accenture governance model is 3 tiered starting with the executive sponsor and committee, steering committee, design committee, project committee, and workstream meetings. To varying degrees these areas are from the bottom operational, tactical, strategic. Hybrid Agile development methodology. Before go-live, we will create detailed instructions for a deployment plan in a Cutover document, which will include:

- A schedule of when deployment tasks will be executed and dependencies
- Key groups and contacts information

•Communication schedule with internal and external notification checkpoints
Knowledge Transfer(KT) involves the Department/ Participating Entity team members responsible for administering the system early in the implementation. Change control will be incorporated into our regular meetings with the Department/ Participating Entity. We will use the change control methodology to confirm any changes to requirements and scope follow the approved procedures.

Catalog Support Services Accenture recommends keeping the assessment of developing a catalog strategy outside of the implementation scope and timeline. consulting practice can offer a catalog assessment and work with the Participating Entity to construct a holistic approach starting with the Sourcing & Contracting process. Ideally this work would happen **six months to a year prior to the kick-off** of an implementation. Catalog Management, Catalog Workflows and Activation, Mapping to Commodity Codes, project team will take the output of the catalog assessment and work to contact suppliers in order to understand their capabilities and whether they have utilized the Ariba Network previously. Suppliers will be prioritized into waves based on several factors including, but not limited to, volume, spend amount, invoicing impact, and ease of enablement. The Entity's staff will be taken through the Catalog wave strategy, business design documents, the Ariba Network and how to load catalogs (punch-out and static) as part of KT.

Data Conversion Services data that is to be converted can be broadly divided into two categories:

- Master Data(supplier, account codes, etc.)
 - Transactional Data(purchase order, contract, receipt, invoice, etc.)
- the Conversion Procedures (assessment) are used to document how to convert application data from an existing environment to the target environment. It covers:
- The step by step guide to perform the extraction / transformation / load / validation of data.
 - The tools to use, the detailed procedure of using the tools and the verification checks.
 - Verifications: When verifications are performed, the Conversion Procedure documents how they are performed and where the outcomes are recorded

Our data conversion approach:

- Start early: We begin data conversion activities early in the schedule.
- Test the data migration often: We test the data conversion processes frequently to validate the extract, transform, and load procedures work.
- Test with migrated data: We test with migrated data during system testing.
- Flexible automation: We use automated methods where feasible and use manual processes for low volume data sets.
- Limit legacy data: We would typically migrate relevant master data, active contracts, contract terms, billing and collections, and vendor performance tracking data. We will work with the participating entities to identify the exact requirements.
- Protect data: We use standard security protocols to protect the client's data in transit to new systems. Methodology includes design migrations, build and test migrations, mock migrations, deploy migrations. Accenture has the capability to execute Data Cleansing projects, however for this response, we have not included Data Cleansing in scope. **Participating Entity would typically be responsible for data cleansing activities for source data.**

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4

DATE: 1/8/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Data Migration Tools: Data comparison manager SAP arriba, arriba import requisition web service, SAP areba integration toolkit.

Interface/Integration Development Services Gather inputs(as-is architecture) technical assessment, Design, Build & Unit Test. Integration Tools: Areba integration toolkit, direct connectivity integration, mediated connectivity integration, cloud integration gateway, legacy integration through API.

Organizational Change Management (OCM Services For a successful and sustainable transformation, **people must be the focus of change**. Based on our experience in complex transformation programs, we do this key workstreams of our approach that will be part of the end-to-end implementation and cultural changeover. Change management strategy development; focus on the people who will do the work, drive business value, combining the new with the tried and true, Co creation and joint ownership, interventions based on data. Impact Assessment, Readiness Assessments (Organizational and Staff), Resistance Assessment.

Training Services We base the proposed training curriculum on stakeholder needs according to how they use the system and how they are impacted by changes. Our resources are user-centric and meet stakeholders where they are, whether they need training that is instructor-led (in person or online), self-paced online, written documentation, or on-demand training. purpose of the Training Plan is to lay the foundation for the stakeholder training program. Training needs analysis change impact analysis, stakeholder analysis, training strategy document. The training plan includes scope, curricula, timeline, development procedures, assessment process, train the trainer procedures. Materials that may be developed to support learning; instructor guides, presentations, learner guides, practical exercises, video tutorials, job aids and manuals. Sample training plan and materials, and training included. Sample Training video powered by Articulate 360.

Help Desk Services Accenture proposed help desk approach supports a model where the Participating Entity be responsible for Level1 support while Accenture manages Level2 and Level3 escalations. It is generally the most cost-effective option to use the Participating Entity's existing infrastructure. Level 2 provides analysis and solutions to those incidents which do not require configuration or code changes. Level 3 provides deep level analysis of incidents escalated by the level two team and applies work around where needed. Level 4 is manned by SAP areba and is responsible for managing the product as well as implementing the solution that has been raised by Level 3 team which requires code changes. Level2 and Level3 support is generally managed out of the Accenture Manila service center working during the Participating Entity's normal business hours. Our Manila center has experienced SAP Ariba practitioners and has been supporting the platform for over 15years. Level2 and 3 support could also be managed out of our Nashville Advanced Technology Center (ATC). The pricing we have provided in our response assumes the Manila location. RTM responses all Biz Process with low LOE.

On-Site System Stabilization Support Hypercare(month 1)and Extended Care(months 2 and 3).

Managed Services Requirements

Solution Support From an application support perspective, SAP Ariba provides a one (1) hour response commitment for all severity level one issues submitted by phone or web portal during the applicable service hours, excluding holidays. Ariba does not guarantee resolution to issues within the response period, only response to initial calls. Software application management, functionality changes to the system, services testing and installation, participating entity testing, automated testing tool test strips, collaboration with other agencies and vendors, roles for application maintenance services, raci chart identifies responsibilities for participating entity Accenture and SAP arriba application maintenance services. Continuous improvement, managing security functions, management and monitoring, client data protection,.

Organizational Change Management (OCM Services Same as above

Training Services Same as above

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4

DATE: 1/8/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Help Desk Services Same as above

Transition Out Assistance Services Accenture will strive to make any transition a straightforward and collaborative process. The ultimate objective is to efficiently transition knowledge to the Participating Entity or new service provider for high-quality, uninterrupted system operations and end-user support. If the agreement with Accenture is terminated or not renewed, Accenture would create a knowledge transfer plan that would be reviewed with the participating entity and/or designated service provider.

Other Available Resources end-to-end assessment, roadmap, design and transformation. Value levers; transparency of operations, centralized organization, predictive analytics and dynamic price benchmarking, streamline customer interactions, transactional to automated or digitized. Rapid procurement assessment , digital procurement operating model, procurement organizational model, closed loop spend management, supplier relationship management , procurement analytics. Pre-Project Assessments

Accenture will have an opportunity to work together in a spirit of cooperation to discuss, clarify and agree upon the specific scope of services, responsibilities between the parties, assumptions, and contract terms applicable to the proposed services. Specifically, if selected, Accenture looks forward to negotiating a mutually acceptable agreement with the Department based upon these terms, subject to obtaining greater clarity and mutual agreement on the terms of the standard terms and conditions as they will apply specifically to this scope of work. Accenture looks forward to the Department considering the **inclusion of discreet modified terms and conditions including, for example and without limitation, specific terms associated with limitation of liability.**

Video Demonstrations

- Testamonial from NC CPO
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4 – Services Only

DATE: 9/8/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - SAP Provider (Ariba)
 - End to End products, only bid for services
 - Can support applications of all types in any combination
 - Is bid limited to only category 4, appears for full solution
2. Previous Projects
 - Projects are examples of implementing SAP Ariba
 - Bid ids for consulting other products
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Project management org chart, general in nature
 - Org Chart are SAP resources
 -
5. Litigation
 - Miniscule in relation, is avoidance to the request
 - Declaration of results confidential
 - Would not consider responsive to the requirements
6. Financial Viability
 - D&B provided
 - Secure finances
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): Cat 4 Services, Stage 2 Proposed Services

DATE: 1/17/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- Reference to implementing SAP Ariba
- Narrative response deferred to RTM

Functional Requirements

- Narrative response deferred to RTM

Data Conversion Services

- Added as a separate section in proposal response
- Distinction between master data and transactional data
- Participating entity responsible for cleansing data
- Data migration tools identified as additional cost
-

Technical Requirements

- Narrative response deferred to RTM

Security Requirements

- Narrative response deferred to RTM
- Leverages Ariba security functions
- Manila service center, data residing outside US a concern

Implementation Services Requirements

- Project Management description provided
- Accenture Delivery Methods (ADM) process
- Automation is part of the process
- Very detailed project management process
- Unsure level of experience with eProcurement specifically
- Detailed change management description
- Detailed description of train plan, various modality is good
- #1 Ariba partner for last 5 years

Managed Services Requirements

- Manila service center, data residing outside US a concern

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): Cat 4 Services, Stage 2 Proposed Services

DATE: 1/17/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Video Demonstrations

- SAP Ariba Implementation
- 6 Proprietary Apps
- People friendly company
- Committed

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME:

CATEGORY #(s): Stage 1 cat 4

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - SAP Ariba
 -
 -
2. Previous Projects
 - State of North Carolina
 - State of California
 - Baker Hughes
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Org chart and key roles
 -
 -
5. Litigation
 - Confidential – disclosed in filings
 -
 -
6. Financial Viability
 - Financial statement
 - D & B
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Services Only

Project Plan

1	In this time, we have developed a systematic and comprehensive methodology, called the Accenture Delivery Methods (ADM), for managing projects globally. We would apply our strong project management discipline to this eProcurement engagement to help enable end-to-end accountability for services delivered as well as to help align project focus towards meeting schedule, scope, cost, and quality requirements. Figure 1 shows the key project management activities which are supported. ADM focuses on providing deliverables (e.g., process flows, job designs, business applications, and reporting systems) through the balanced management of scope, quality, effort, risk, and schedule while also supporting the project teams as they determine priorities, assign responsibilities, and establish timetables. It also monitors the ongoing management of dependencies between projects, the assessment and control of overall program risks, the collection and dissemination of information, and the allocation of resources among teams.	
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Implementation Services Requirements

Project Management and Project Implementation Methodology

26	Accenture recommends a Hybrid Agile development methodology which has been successfully used in our SAP Ariba projects. This methodology would provide the Participating Entities with the best of waterfall and agile development methodologies and would enable a smooth transition to agile	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	development, wherever applicable. The hybrid agile approach provides standard documentation and processes for each phase of the project.	
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Catalog Support Services

43	Accenture recommends keeping the assessment of developing a catalog strategy outside of the implementation scope and timeline. Implementations usually have a shorter duration than the time needed for assessing, contacting suppliers, updating contracts, and beginning the building process. Through our consulting practice we can offer a catalog assessment and work with the Participating Entity to construct a holistic approach starting with the Sourcing & Contracting process. Ideally this work would happen six months to a year prior to the kick-off of an implementation. The implementation of a catalog assessment outcome is typically dependent on the timeline	
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Data Conversion Services

50	When considering data conversion, the data that is to be converted can be broadly divided into two categories: • Master Data (supplier, account codes, etc.) • Transactional Data (purchase order, contract, receipt, invoice, etc.)	
----	--	--

Interface/Integration Development Services

55	Accenture has completed numerous full-suite applications for clients ranging from simple single ERP integrations to over a 100+ ERPs (including newer modules like SLPs, Risks). In the table below, we have presented a snapshot of some of the implementations (worldwide). Our SAP Ariba projects have Results: Accenture performed a rapid migration of the company's upstream sourcing and procurement functions, powered by Ariba, in just nine months, followed by one month of post-go-live support. The solution went live with 40,000 users. User adoption has been excellent, in part due to the change management and training services provided by Accenture during the project. In the first five months of operations, the company moved more than \$1 billion in spend through SAP Ariba—almost twice the original baseline. The company also doubled the number of suppliers that could interact electronically. Naturally, the number of non-po invoices transactions dropped while the contract compliance metrics improved substantially. The company has successfully moved from a fragmented, distributed source-to-pay architecture to a fully integrated, source-to-pay ecosystem with greater efficiency and lower run costs. The solution drives improved compliance because of a more intuitive user interface through guided buying, and additional tools for managing	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	contract spend. Transactional procurement functions are now seamlessly integrated with the client's current tax platform (Vertex). The company is now well positioned to scale the sourcing and procurement solution to other operating units across the global enterprise, and Accenture has been asked to assist with the planning and execution of the remaining deployments. State of Maine eProcurement Solutions and Services RFP 202102021 Accenture 58 Copyright© 2021 Accenture. All Rights Reserved. integrated to many different legacy systems. As an example, one of our recent public sector clients implemented SAP Ariba and integrated into over 100 ERP systems.	
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Organizational Change Management (OCM Services)

63	Fundamental changes to buying behaviors require top-down sponsorship, and successful sponsorship begins on day one and requires good planning and communication upfront to obtain ongoing commitment	
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Training Services

75	The Accenture Team brings a rich repository of resources and tools to guide and expedite the change management and learning journey for stakeholders. We are successful when these resources and tools are matched with the Participating Entity's resources and vision to create. We will work with you to plan, design, and deliver training and communications by evaluating and reimagining any existing resources and capitalizing on design thinking to create new content, where needed.	
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Help Desk Services

98	<p>In the event that help desk support is transitioned fully to the Participating Entity, Accenture would create a knowledge transfer plan that would be reviewed with the participating entity</p> <p>Accenture proposed help desk approach supports a model where the Participating Entity be responsible for Level 1 support while Accenture manages Level 2 and Level 3 escalations. It is generally the most cost-effective option to use the Participating Entity's existing infrastructure. Accenture Level 2 & 3 resolvers will leverage the existing ticketing system to avoid duplication or costly integrations. The Accenture support team will also work with Level 4 support from SAP Ariba to prioritize, add context and help them replicate and resolve issues.</p>	
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

On-Site System Stabilization Support

98	Accenture has taken into consideration the requirement to support the stabilization period of 3 months post go-live	
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Managed Services Requirements

Solution Support

113	Starting with role-based access control, Accenture can help design the functional roles with the concept of Least Privilege and Segregation of Duties in mind to ensure users only access data that is appropriate for their specified business function, avoid any conflicts of interest, and reduce the likelihood of fraud.	
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Organizational Change Management (OCM Services)

115	<p>In the Managed Services phase, the Change Management and Training deliverables developed by Accenture during the System Implementation phase will be constantly updated based on the enhancements and changes developed during the Managed Services phase.</p> <p>It is assumed that the development team will have access to the client system implementation team and the business teams on a regular basis for content reviews and query resolution</p>	
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Catalog Support Service

116	Accenture will provide maintenance of items, prices, and vendor contract information for catalogs to allow eligible users to purchase from statewide agreements. We will deliver high quality and timely catalog additions, updates, and deletions in accordance with the Scope of Services and SLA that we agree with the Participating Entity. We will continue to use our effective and proven methodologies to work with vendors in gathering appropriate catalog data,	
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

	<p>normalizing, implementing the catalog/establishing connectivity to the punch-out, staging and testing the catalog for completeness and accuracy, and making it available for use.</p> <p>Our Change Lead in coordination with our Catalog Management Team, will create and deliver training to State Purchasing and Vendors regarding the processes for eInvoicing and catalog enablement. We will also communicate with vendors that are awarded a contract(s) by the State on the recommended catalog solution. Our catalog management solution will always focus both on maximizing catalogs availability and on supporting increased utilization by agency customers of the catalogs available in the SAP Ariba solution</p>	
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Training Services

116	<p>In the Managed Services phase, the Training deliverables developed by Accenture during the System Implementation phase will be constantly updated based on the enhancements and changes developed during the Managed Services phase. The approach and methodology for training is same as described in response to section 1.7 Training Services.</p>	
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Help Desk Services

117	<p>Accenture proposed help desk approach supports a model where the Participating Entity be responsible for Level 1 support while Accenture manages Level 2 and Level 3 escalations.</p>	
-----	--	--

Transition Out Assistance Services

	<p>Accenture will strive to make any transition a straightforward and collaborative process. The ultimate objective is to efficiently transition knowledge to the Participating Entity or new service provider for highquality, uninterrupted system operations and end-user support. If the agreement with Accenture is terminated or not renewed, Accenture would create a knowledge transfer plan that would be reviewed with the participating entity and/or designated service provider¹²⁴</p>	
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Video Demonstrations

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-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

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Individual Evaluator Comments: Consultant and System Integrator

Organization Qualifications and Experience

1. Overview of the Organization
 - In business for 60 years
 - Extensive experience in the public sector
 - Massive information supplied of services offered
2. Previous Projects – **Marked Confidential**
 - State governments as clients
 - Supplied required information along with benefits and results
 -
3. Subcontractors
 - Stated that no contractors will be used
 -
 -
4. Organizational Chart
 - Supplied chart for state, solution and their company organizational chart
 - Defined roles and responsibilities
 - Security controls and privacy policies
5. Litigation
 - This is confidential but provided link to financial statement to view any filings
 -
 -
6. Financial Viability
 - DUNS report is its own separate file
 - Submitted a 106 page annual report
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Accenture
CATEGORY #(s): Stage 2 Category 4 – Services Only
DATE: 12/30/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

SAP Ariba is the solution name supported. PDF Page 9 Last Bullet

Individual SME Comments: This supplier's response clearly shows the experience and ability to offer the services noted in their response. The information submitted was in a format that a user could understand and seemed to flow process to process.

General Principal and Requirements – N/A - Supplier submitted a response to this section on the RTM but was not reviewed as it is not required for this category

Key Solution Functionality Elements
User Experience
Bidder Best Practices and Roadmap
Innovations and Value-Added Features/Services
Customizations/Extensions
Alternative Funding Models

Functional Requirements - N/A

General Functionality
Supplier Portal
Supplier Enablement/Management
Buyer Portal
Need Identification
Request through Pay
Catalog Capability
Sourcing/Bid Management
Contract Management
Vendor Performance
Purchasing/Data Analytics

Technical Requirements - N/A

Availability
Accessibility Requirements
Audit Trail and History
Browsers Supported
User Accounts and Administration
User Authentication
Federated Identity Management
Data Conversion
Interface and Integration
Office Automation Integration

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Accenture
CATEGORY #(s): Stage 2 Category 4 – Services Only
DATE: 12/30/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Mobile Device Support

Mobile Applications
Data Ownership and Access
Date Retention, Archive and Purge Considerations
Disaster Recovery Plan
Solution Environments
Solution Technical Architecture
Solution Network Architecture
System Development Methodology
Service Level Agreement

Security Requirements - N/A

Cloud Security Alliance (CSA) Compliance
Security and Privacy Controls
Security Certifications
Annual Security Plan
Secure Application and Network Environment
Secure Application and Network Access
Data Security
Personally Identifiable Information Protection
Security/Privacy Issue Occurrence
PII Data Actual/Attempted Access or Disclosure
Security Breach Reporting

Implementation Services Requirements – PDF Page 5

Project Management – PDF Page 5

- 30 years of Service
- Accenture Delivery Methods is the name of method used
- Figure 1 shows the key project management activities supported. Very good information supplied here. PDF Page 6
- Figure 2. Project Management tools and methods enable teams to govern, manage and measure program progress effectively. PDF Page 7
- Supplied Project Plan key tasks on PDF Page 8
- Referenced Sample Implementation Plan Document attached to this response. 7 page document that contains tasks and the duration of each task. Project Management Software
- Project Leadership - Provided responsibilities for this role and the person from Accenture team, listed his knowledge and experience and his relevant experience.
- Metrics and reporting – report status of project. PDF Page 11
- Workshops will be held to document progress and conduct lessons learned.
- Used Key Design Decision – bring attention and review design decisions. Provided example on PDF Page 12
- Uses a 3-tier governance model Figure 9. Tactical, operational, and strategic
- Risk management workflow provided on PDF Page 13
- Uses RAID, - Risk, Actions, Issues, Decisions to manage decisions
- Quality Management framework in Figure 6 PDF Page 15
- Deliverable Management Table 1 PDF Page 16
- Example provided for the State of Florida PDF Page 17

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Staff Management table 2 PDF Page 18
- Summary of deliverables Table 3. PDF Page 19
- Staffing model in figure 7. PDF Page 20
- Provided roles and responsibilities for Accenture staff on PDF Page 21 thru 24
- Participating Entity roles and responsibilities supplied on PDF Pages 24 Table 5
- Table 6 provides the RACI process which is the distribution of responsibilities. PDF Page 25 – 27
- Figure 8 on PDF Page 28 show the governance principles of the project
- Figure 9 on PDF Page 29 shows the three-tier model mentioned above

Project Implementation Methodology – PDF Page 30

- Hybrid Agile Approach - a structured method to keep project implementation under control and an Agile Design and Configure stage to stay user-centric. Figure 10 PDF Page 30
- Pre-Work – Entity responsible for data gathering
- Figure 11 PDF Page 31 – Realistic timeline are used
- Plan and Analyze- Figure 12 PDF Page 32
- Figure 13. Design and Configure phase activities. PDF Page 33
- Figure 14. Testing phase activities. PDF Page 34
- Average number of tests for full suite is 1300-2200.
- Figure 15. An illustration of the various testing phases and the artifacts in the Plan & Analyze phase that are verified and validated at each stage. PDF Page 35
- Figure 16. Typical testing issues resolution process flow. PDF Page 36
- Testing Pass Strategy – provided objectives on PDF Page 36
- Deployment - Figure 17. Deployment phase activities. PDF Page 37
- Knowledge Transfer plan provided on PDF Page 38. Figure 18 shows screenshot.
- Configuration/change process scopes are listed on PDF Page 39
- Resolving problems – Processes listed on PDF Pages 39 – 42
- Figure 20. Issue Management screenshot. PDF Page 43. Example – State of North Carolina PDF Page 44
- Other Examples listed on PDF Pages 45, 46 and 47

Catalog Support Services – PDF Page 47

- Catalog Strategy - Accenture recommends keeping the assessment of developing a catalog strategy outside of the implementation scope and timeline PDF Page 47
- Figure 21. The general enablement process for suppliers will consist of three main phases: Supplier Data Preparation, Supplier Recruiting & Education, and Supplier Onboarding & Master Data Integration. PDF Page 48
- Catalog Management - Hosted, Punchouts (Level 1) and Extended (Level 2) .
- Table 8. Available Catalog formats. PDF Page 49
- Provided guidelines on what catalogs to select on PDF Page 49
- Table 9. Catalog Standard features. PDF Page 50
- Figure 22. Workflow and Catalog Activation. PDF Page 51
- Should map commodity codes to products on catalogs
- Quality Assurance – Provide test scripts
- Suggests SAP Ariba Spot Buy Marketplace – search across catalogs
- Will offer onboarding of suppliers to prepare them to manage catalog content.
- Offers Supplier Engagement, Enablement Content Development and Enablement
- Will train entity staff – PDF Page 53

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Data Conversion Services - PDF Page 54

- Listed key factors that influence the data conversions on PDF Page 54
- There is Master Data and Transactional data
- A conversion procedure will need to be compiled. The information is supplied on PDF Page 55
- Data conversion approach provided on PDF Page 55 – 56
- Figure 23. Our approach to data migration uses tested procedures to minimize disruption to operations. PDF Page 56
- Explained each data migration process on PDF Pages 56 – 57
- Figure 24. Our ETL methods help us migrate quality data that is free of errors and redundancies. PDF Page 58
- Explained ETL methodology PDF Pages 58 – 59
- Table 10. Our data migration strategy and approach are supported by data migration tools. PDF Page 59 – 60
- Client example provided on PDF Page 60 – 61

Interface/Integration Development Services – PDF Page 61

- Table 11. We have completed numerous full-suite applications for clients all ranging from simple single ERP integrations to over a 100+ERPs. PDF Page 62
- The approach to integrations. Figure 25. Hybrid Agile Approach - a structured method to keep project implementation under control and an Agile Design and Configure stage to stay user-centric. PDF Page 63
- Process is Plan and Analyze – Gather Inputs, Iterative Prototyping – Design, Build and Unit Test, Formal Testing, and Deployment
- Key Areas of Analysis – Consists of Master Data Integration and Transactional Data Integrations.
- Integration tools provided on PDF Page 65
- Example provided on PDF Page 66

Organizational Change Management (OCM Services) - PDF Page 67

- Figure 26. Change management journey starting from project kick-off to support.
- People must be the focus of change
- Figure 27. The key components of Accenture's change management approach facilitate alignment across the organization. PDF Page 69
- Step 1 – Change Management Strategy Development. PDF Page 69
- Step 2 Stakeholder Management
- Step 3 Organizational Impact. PDF Page 73
- Figure 29. We will use a readiness scorecard to track key readiness activities and maintain open communication and transparency. PDF Page 74
- Step 4 Trainings
- Figure 30. Our training approach will prepare our stakeholders to use the system, maximize buy-in and engagement, and minimize hesitations to adopt. PDF Page 75
- Step 5 Communications and Culture
- Figure 31. Illustrative Communication approach. PDF Page 76
- Step 6 Measuring Adoption and Outcomes. PDF Page 77

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Figure 32. Adoption is the bottom-line indicator of success for any change management strategy. PDF Page 77

Training Services - PDF Page 79

- Provided Guiding Principles of Training and Communications
- 1. Tailor training and communications based on role
- 2. Meet stakeholders where they are
- 3. Make the learner's experience matter
- 4. Support decisions with data
- Figure 33. Our guiding principles, powered by design thinking, are used to implement a training methodology which provides stakeholders with the platform and support for learning new skills while they quickly adopt the new system. PDF Page 82
- Table 12. Key deliverables from the Analyze phase allow us to identify training needs and develop a learner-centered training program. PDF Page 82
- Table 13. We use Training Plan components to define how training will be delivered to the Participating Entity. PDF Page 83
- Table 14. The team will develop a variety of training materials to educate and prepare stakeholders for the eProcurement solution. PDF Page 84
- Table 15. A blended approach to training delivery helps address varying learning needs and preferences. PDF Pages 85 – 86
- Training staffing approach. Table 16. Typical team structure for a training team. PDF Page 87
- Post implementation. Table 17. Trainers need certain skills and qualities to effectively teach others. PDF Page 89
- Sample Training Plan - Figure 34. Illustration - training needs analysis template gives an end-to-end view of the impacted processes and stakeholders. PDF Page 90
- Figure 35. The training plan will be developed collaboratively with the Participating Entity using the principles of Design Thinking.
- Figure 36. Training materials like this, created using power point is useful for trainers to present and provide an overview during the instructor led trainings.
- Figure 37. The material focuses on making the session as interactive and simple as possible to increase audience engagement and learning.
- Figure 38. Scenario and role-based examples paired with pop-up quizzes helps the audience understand the new system better and retain the knowledge effectively.
- Provided links of examples of web-based training PDF Page 94
- Provided links to step-by-step procedures and directions on PDF Page 94

Help Desk Services - PDF Page 95

- Figure 40. Intelligent Application maintenance services – Support Model illustrating the scope of Level 2 and Level 3 support services. PDF Page 96
- Figure 41. High-level roles and responsibilities across different levels of support. PDF Page 97
- Figure 42. Description of scope of services. PDF Page 98
- Entity responsible for level 1 support
- Listed tools available on PDF Page 99

On-Site System Stabilization Support - PDF Page 102

- 3-months post go live

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- HyperCare – month 1 and Extended Car months 2 and 3

Managed Services Requirements - PDF Page 103

Solution Support - PDF Page 104

- Listed Solution Support Services
- Provided information on application maintenance. Software Application Management
- Testing Tool scripts – Provided the benefits of testing on PDF Page 106 – 107
- Collaboration with Other Agencies and Vendors
- Figure 43. Typical project team structure for Managed Services/Application Maintenance Services. PDF Page 108
- Table 18: Roles and Responsibilities of the team in a Managed Services engagement. PDF Pages 108-110
- Table 19: RACI –illustrating the typical responsibilities between the Participating Entity, Accenture, and SAP Ariba for Application Maintenance Services. PDF Pages 110 – 115
- Managing Security functions. PDF Page 117
- Security protocols in place on PDF Page 118
-

Organizational Change Management (OCM Services) - PDF Page 119

- Our proposed organizational change management approach is detailed in section 1.6 Organizational Change Management,

Training Services - PDF Page 119

- detailed Training Approach is described in response to question 1.7 Training Services.

Help Desk Services - PDF Page 121

- The approach and methodology for training is same as described in response to section 1.7 Training Services. PDF Page 120
- The RTM requirements are all noted as “Business Process”

Transition Out Assistance Services - PDF Page 127

- Listed plan objectives on PDF Page 128

Other Available Services - PDF Page 129

- Listed other Services on PDF Pages 129 - 132

Video Demonstrations

The video supplied to this response was a little over 4 minutes and appeared to me as a “sales” approach to their solution. Integrate with any ERP and focusing on change management and training. Offer customer testimonials on why they would choose Accenture and their integration partner. North Carolina. Also asked about this supplier and their partnership and communication.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic Initiative

CATEGORY #(s): 4

DATE: 8/30/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Est. 2010s. Created by public procurement practitioners.
- Services they can provide are: Acquisition support, strategic procurement transformation, an procurement automation success. (page 3)
- Govt experience.

2. Previous Projects

5 projects given. The projects and/or case studies meet Category 4.

- State of MO. Provided project management and testing for a full suite eprocurement solution through implementation.
- State of CT. Provided project management and testing lead in support of their full suite eProcurement solution implementation.
- State of RI. Provided project management and testing lead in support of their full suite eProcurement solution implementation.
- Four references listed as "multiple projects"- State of MO, RI, CT, and AL.

3. Subcontractors

- Vendor states there are no subcontractors currently, but may engage some if needed for projects.

4. Organizational Chart

- Yes, a project organization chart is provided along with job descriptions.

5. Litigation

- The vendor states they have never been involved in any litigation.

6. Financial Viability

- Provided a DnB snapshot with a risk rating of low in most areas.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic Initiatives

CATEGORY #(s): 4

DATE: 1/24/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

•

A. General Principal and Requirements N/A

B. Functional Requirements: N/A

C. Technical Requirements: N/A

D. Security Requirements: N/A

E. Implementation Services Requirements:

1. Project Management

- PMBOK
- Establish PM office with a team
- Gave a list of roles
- Civic Initiatives uses four (4) technologies to engage Client interaction whether onsite or remote: Smartsheet, Zoom, GroupMap, and LucidCharts.

2. Project Implementation Methodology

- Testing types used are Development Testing, Unit Testing, Performance Testing, Integration Testing, and User Acceptance Testing (Go-live) where applicable and subject to the testing phase maturity.
- Assist client to and solution provider to gather clients

3. Catalog Support Services

- Will develop a guide to teach buyers to identify good catalogs, understand key contract attributes, and incorporate catalog requirements in the procurement process
- Example of Implementation catalog provided.

4. Data Conversion Services

- Develop a strategy and plan with client to convert from legacy to new system
- Perform quality assurance to ensure cleansed operational data is transferred to new solution.

5. Interface/Integration Development Services

- N/A

6. Organizational Change Management (OCM Services)

- Yes, Mature.
- Our OCM Services Team assesses, designs, develops, and delivers solutions that are tailored to the unique operations and cultures of each Client.

7. Training Services

- Will provide a GAP analysis *“Training Services Team’s strategy focuses on identifying competency gaps between a Client’s current state versus future state by developing a framework to deliver a multi-modal user experience for training delivery”*
- Provided a sample development schedule

8. Help Desk Services - Tab 6 IMPL 1 – 5

- N/A

9. On-Site System Stabilization Support

- *“Civic Initiatives will deliver system stabilization support, providing on-site and remote capacity, as needed, and as specified by the Client.”*
- *3-months – yes*

F. Managed Services Requirements:

1. Solution Support

- N/A

2. Organizational Change Management (OCM Services)

- *Same as above. “Civic Initiatives will develop and deploy an effective Organizational Change Management (OCM) framework for managing the effect, adoption, and impact of new business processes, changes in organizational structure, new technical applications, and cultural changes within an enterprise or organization.”*

3. Training Services

- Same as above

4. Catalog Support Services

- Same as above

5. Help Desk Services

- N/A

6. Transition Out Assistance Services

- N/A

G. Other Available Services: RTM: Tab 7 MNGD-1

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

- N/A

H. Video Demonstrations:

- Yes – provided. Page 104

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Civic Initiatives LLC)

CATEGORY #(s): 4

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- All 3 Preliminary docs, no cyber liability insurance
- 130 years of combined public service serving in public procurement
- Acquisition Support Services - "Instant on" Staff Extension: •Workload and Backlog Analysis•Group/Individual Staff Training: •Category Market Assessments: •Full Solicitation Management:
- Strategic Procurement Transformation - Program Benchmarking, Contract Portfolio & Spend Analysis, Policy/Process Redesign, Training & Certification Models, Contract/Grant Management Programs
- Procurement Automation Success - Automation Readiness Assessments, Solution Definition/Platform Selection, Implementation Planning/Execution, Marketplace Creation/Maintenance, Change Management & Onboarding

2. Previous Projects

- State of Missouri – Project and change management support developed and implemented project plan define solution phases identified methodology for rolling out the system reviewed proposals for system changes provided independent system testing and validation
- State of Connecticut - provided project and change management support developed independent requirement traceability processes to validate implementation was meeting project scoped and requirements develop performance measures to enable the state to track and demonstrate system value develop system training for users
- State of Rhode Island .-manage the overall project and resources developed and implemented project plan identified methodology for rolling out the system reviewed proposals for system changes provided independent system testing
- None of these projects listed the product implements - +Agnostic -Depth of knowledge on products

3. Subcontractors

- In the course of responding to an individual Client Scope of Work Civic Initiatives may seek to engage subcontractors to augment its own staff to provide services detailed in our response depending on the size of the project. Civic Initiatives does not at this time have specified subcontractors to list in this proposal; however, Civic Initiatives is prepared to meet all subcontracting requirements and provide the specified details for subcontractors to the State of Maine and NASPO as may be required once a specific

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Civic Initiatives LLC)

CATEGORY #(s): 4

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

subcontractor is identified and will be utilized in the delivery of services under the ensuing contract.

4. Organizational Chart

- basic org chart
- Roles not defined
- Bios for each consultant
- Small company

5. Litigation

- Civic Initiatives is not and has never been involved in any litigation.
-
-

6. Financial Viability

- D&B snapshot dated 3/2021
-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **Civic Initiatives**
CATEGORY #(s): 4
DATE: **1/9/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements **Civic Initiatives proposes to implement CLIENT SELECTED SOLUTION**

Key Solution Functionality Elements
User Experience
Bidder Best Practices and Roadmap
Innovations and Value-Added Features/Services
Customizations/Extensions
Alternative Funding Models
Contract Transition and Flexibility

Functional Requirements **Civic Initiatives proposes to implement CLIENT SELECTED SOLUTION**

General Functionality
Supplier Portal -
Supplier Enablement/Management
Buyer Portal
Need Identification
Request through Pay
Catalog Capability
Sourcing/Bid Management
Contract Management
Vendor Performance
Purchasing/Data Analytics

Technical Requirements **Civic Initiatives proposes to implement CLIENT SELECTED SOLUTION**

Availability
Accessibility Requirements
Audit Trail and History
Browsers Supported
User Accounts and Administration
User Authentication
Federated Identity Management
Data Conversion
Interface and Integration
Office Automation Integration
Mobile Device Support
Mobile Applications
Data Ownership and Access

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **Civic Initiatives**
CATEGORY #(s): 4
DATE: **1/9/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

Date Retention, Archive and Purge Considerations

Disaster Recovery Plan

Solution Environments

Solution Technical Architecture

Solution Network Architecture

System Development Methodology

Service Level Agreement

Security Requirements **Civic Initiatives proposes to implement CLIENT SELECTED SOLUTION**

Cloud Security Alliance (CSA) Compliance

Security and Privacy Controls

Security Certifications

Annual Security Plan

Secure Application and Network Environment

Secure Application and Network Access

Data Security

Personally Identifiable Information Protection

Security/Privacy Issue Occurrence

PII Data Actual/Attempted Access or Disclosure

Security Breach Reporting

Implementation Services Requirements

Project Management **Project team listed, certifications? Example project plan provided with deliverables.**

Project Implementation Methodology **Civic Initiatives practice leads are guided by the principles and practices described in the Project Management Institute's Project Management Body of Knowledge (PMBOK) including the Capability Maturity Model® Integration for Acquisition (CMMI-ACQ), Lean, Six Sigma, and Theory of Constraints. Phase one conception and initiation , charter initiation. Phase two definition and planning; scope budget WBS schedule communication plan risk management plan. Phase three launch or execution; status tracking and reporting KP IS quality forecasts. Phase four performance and control; objectives quality deliverables performance management. Phase five project close; lessons learned and reporting. Civic Initiatives uses four (4) technologies to engage Client interaction whether onsite or remote: Smartsheet, Zoom, GroupMap, and LucidCharts. Testing plans included.**

Catalog Support Services **Civic Initiatives will deliver comprehensive catalog support services to support the creation, loading, management, and maintenance of hosted catalogs and punch-out sites. Five stages:**

1 project orientation

2 contract portfolio review and contract selection stage

3 marketplace implementation stage

4 supplier on boarding stage

5 marketplace training

Data Conversion Services **Data Conversion Services Team will work with the Client's project team and Solution Provider to develop a strategy and plan for data conversion from the legacy system(s) to the new eProcurement Solution, including data objects, rationale, and sequence. data conversion plan includes interface strategy, design interface programs, develop data interface programs, data reconciliation, test data for testing data interface programs during test cycles. Assess legacy data and cleanse. perform a thorough data scrubbing exercise on the Master Supplier Record (MSR), work with the Solution Provider**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: **Civic Initiatives**

CATEGORY #(s): 4

DATE: **1/9/2022**

SME/EVALUATOR NAME: **Joe Zrioka**

DEPARTMENT/STATE: **Maine**

to manage processes, including testing, that support the Solution Provider's tools for converting and loading state legacy data.

Interface/Integration Development Services **N/A – Not in Civic Initiatives' Proposal**

Organizational Change Management (OCM Services will develop and deploy an effective Organizational Change Management (OCM) framework for managing the effect, adoption, and impact of new business processes, changes in organizational structure, new technical applications, and cultural changes within an enterprise or organization. Phase one: assess organizational change readiness phase two: develop organizational change management plan phase three: deploy organizational change management plan. Deliverables: OCM readiness assessment review, OCM plan,

Training Services Training Services Team's strategy focuses on identifying competency gaps between a Client's current state versus future state by developing a framework to deliver a multi-modal user experience for training delivery. Needs assessment , training plan development and implementation.

Training plan includes stage one gather and validate, stage two prototype, stage three create, stage four deliver. Sample development schedule provided sample development tracking and reporting provided training method activities identify roles and appropriate training deliverables deliverable is ayroles mapping with associated coursework . Designed the curriculum deliverable is a curriculum model. Create course materials deliverable is course material in training dex videos reference guides and job aids. Work with the client organization to build training within their training environment learning management system website access etc the deliverable is inventory of training materials. Sample end user training experience provided sample training plan provided. Training delivery methods on site instructor lead computer based classroom training web based instructor LED training web based self service on demand training web based instructor LED training via zoom or Ms teams web based on demand training including PowerPoint presentations and videos instructor LED classroom training as needed

Help Desk Services **N/A – Not in Civic Initiatives' Proposal**

On-Site System Stabilization Support will deliver system stabilization support, providing on-site and remote capacity, as needed. deliver post-implementation support throughout the 3-month stabilization period of the full solution implementation. deliver services consistent with those described under E.1, Project Management, E.2, Project Implementation Methodology, E.3, Catalog Support Services, E.6, Organization Change Management Services, and E.7, Training Services. Post-Implementation Support Services Team will continue to provide health status reporting to the Client Project Sponsor and Stakeholders to ensure they are informed. The OCM Services Team will issue customer surveys and conduct interview with key stakeholders and end user to gauge satisfaction.

Managed Services Requirements

Solution Support **N/A – Not in Civic Initiatives' Proposal**

Organizational Change Management (OCM Services Same as above

Training Services Same as above

Help Desk Services **N/A – Not in Civic Initiatives' Proposal**

Transition Out Assistance Services **N/A – Not in Civic Initiatives' Proposal**

Other Available Resources **N/A – Not in Civic Initiatives' Proposal**

Video Demonstrations

- Certified Public Procurement Officer
- Relationship with NASPO – PASS
- MO, RI, CT, OH, AL, VT
- Niche procurement services
- Can act as buffer/gateway with vendors

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic Initiatives

CATEGORY #(s): 4

DATE: 1/9/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

- We are focused on public procurement only
- Rates are 70% of big implementors

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic Initiatives

CATEGORY #(s): 4 – Services Only

DATE: 9/9/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Implementation and procurement automation support
 - Fit-gap analysis is a valuable service
 - Public Procurement professionals on team
2. Previous Projects
 - State of Missouri ePro solution
 - Connecticut sourcing and contract engagement
 - Rhode Island ePro solution
 - Great examples of statewide projects at the scope level of this RFP
 - Results are not very definitive for ROI
3. Subcontractors
 - None currently but reserves right
 -
 -
4. Organizational Chart
 - Several CPPB and CPPO certified resources
 - Lacks description how efforts will be directed to NASPO requirements
 -
5. Litigation
 - None. Ever.
 -
 -
6. Financial Viability
 - Low credit recommendation, \$45,000
 - Unsure of income statement, balance sheet information.
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic Initiatives

CATEGORY #(s): Cat 4 Services, Stage 2 Proposed Services

DATE: 1/17/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- Not providing services related to general requirements

Functional Requirements

- Not responding to functional requirements

Technical Requirements

- Not responding to requirements

Security Requirements

- Not responding to requirements

Implementation Services Requirements

- Project management services
- Description pr project management methodology provided
- Five phases identified and described in generality
- Interesting the Zoom is the identified communication platform
- Using smart sheet for project implementation tracking?
- Change management plan is very general in nature

Managed Services Requirements

- No help desk services

Video Demonstrations

- Company began in 2010
- Public procurement consulting centered
- 34 states
- NASPO eProcurement consulting contract
- Video for procurement for procurement automation
- Led project management with 6 states

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civicinitiatives

CATEGORY #(s): Stage 1 cat 4

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 2010
 - Acquisition Support Services, Strategic Procurement Transformation, Procurement automation Success
 -
2. Previous Projects
 - State of Missouri
 - State of Connecticut
 - State of Rhode Island
3. Subcontractors
 - Not sure yet
 -
 -
4. Organizational Chart
 - Project Team and Roles
 -
 -
5. Litigation
 - Is not and has never been involved in any litigation
 -
 -
6. Financial Viability
 - D & B snapshot provided
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Services Only

General Principal and Requirements

Key Solution Functionality Elements

3	N/A	
---	-----	--

User Experience

3	N/A	
---	-----	--

Bidder Best Practices and Roadmap

4	N/A	
---	-----	--

Innovations and Value-Added Features/Services

4	Not in proposal	
---	-----------------	--

Customizations/Extensions

4	N/A	
---	-----	--

Alternative Funding Models

6	N/A	
---	-----	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Contract Transition and Flexibility

6	N/A	
---	-----	--

Functional Requirements

General Functionality

7	N/A	
---	-----	--

Supplier Portal

8	N/A	
---	-----	--

Supplier Enablement/Management

8	N/A	
---	-----	--

Buyer Portal

9	N/A	
---	-----	--

Need Identification

9	N/A	
---	-----	--

Request through Pay

11	N/A	
----	-----	--

Catalog Capability

11	N/A	
----	-----	--

Sourcing/Bid Management

12	N/A	
----	-----	--

Contract Management

12	N/A	
----	-----	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Vendor Performance

13	N/A	
----	-----	--

Purchasing/Data Analytics

14	N/A	
----	-----	--

Technical Requirements

Availability

14	N/A	
----	-----	--

Accessibility Requirements

14	N/A	
----	-----	--

Audit Trail and History

15	N/A	
----	-----	--

Browsers Supported

15	N/A	
----	-----	--

User Accounts and Administration

16	N/A	
----	-----	--

User Authentication and Federated Id management

16	N/A	
----	-----	--

Data Conversion

17	N/A	
----	-----	--

Interface and Integration

17	N/A	
----	-----	--

Office Automation Integration

18	N/A	
----	-----	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Mobile Device Support

19	N/A	
----	-----	--

Mobile Applications

19	N/A	
----	-----	--

Data Ownership and Access

19	N/A	
----	-----	--

Date Retention, Archive and Purge Considerations

20	N/A	
----	-----	--

Disaster Recovery Plan

22	N/A	
----	-----	--

Solution Environments

22	N/A	
----	-----	--

Solution Technical Architecture

22	N/A	
----	-----	--

Solution Network Architecture

22	N/A	
----	-----	--

System Development Methodology

22	N/A	
----	-----	--

Service Level Agreement

22	N/A	
----	-----	--

Security Requirements

Cloud Security Alliance (CSA) Compliance

23	N/A	
----	-----	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Security and Privacy Controls

24	N/A	
----	-----	--

Security Certifications

24	N/A	
----	-----	--

Annual Security Plan

24	N/A	
----	-----	--

Secure Application and Network Environment

27	N/A	
----	-----	--

Secure Application and Network Access

28	N/A	
----	-----	--

Data Security

29	N/A	
----	-----	--

Personally, Identifiable Information Protection

30	N/A	
----	-----	--

Security/Privacy Issue Occurrence

31	N/A	
----	-----	--

Security Breach Reporting

32	N/A	
----	-----	--

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic Initiatives

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 130 combined years of service
 - Explained each level of support services
 -
2. Previous Projects
 - State, county and university clients
 - Offered service in 5 different categories
 - Supplied contact information
3. Subcontractors
 - Could use subcontractors and is dependent on the size of the project
 - Can supply this information to NASPO once the subcontractor is identified
 -
4. Organizational Chart
 - Supplied the company org chart with contact information
 - Supplied role names and descriptions along with experience
 -
5. Litigation
 - Stated no litigation to report
 -
 -
6. Financial Viability
 - Supplied snapshot of DUNS report
 - Low to moderate risk
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Civic Initiatives
CATEGORY #(s): Stage 2 Category 4 – Services Only
DATE: 01/02/2022
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

This supplier stated in their video that they have relationships with ALL the major software providers. They will be offering the project management practices to effectively meet the goals of an eProcurement Solution Implementation project

Individual SME Comments: This supplier noted in the video that they will support all the major software applications and have done them in the past. This submitted response clearly shows the experience and ability for this vendor to support implementation services for solutions. They stated these services are mostly offered at the state government level and they do not plan on expanding to the federal level. Their staff are former government employees and that is very beneficial. I was impressed that their response showed "examples" on some of the processes used.

This supplier did not supply any information on the RTM submitted with their response. Some of the same content submitted in Implementation Services was supplied in the Managed Services section and that is noted below.

General Principal and Requirements - N/A – Non-services

Key Solution Functionality Elements
User Experience
Bidder Best Practices and Roadmap
Innovations and Value-Added Features/Services
Customizations/Extensions
Alternative Funding Models

Functional Requirements - N/A – Non-services

General Functionality
Supplier Portal
Supplier Enablement/Management
Buyer Portal
Need Identification
Request through Pay
Catalog Capability
Sourcing/Bid Management
Contract Management
Vendor Performance
Purchasing/Data Analytics

Technical Requirements - N/A – Non-services

Availability
Accessibility Requirements
Audit Trail and History

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Civic Initiatives
CATEGORY #(s): Stage 2 Category 4 – Services Only
DATE: 01/02/2022
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Browsers Supported
User Accounts and Administration
User Authentication
Federated Identity Management
Data Conversion
Interface and Integration
Office Automation Integration
Mobile Device Support
Mobile Applications
Data Ownership and Access
Date Retention, Archive and Purge Considerations
Disaster Recovery Plan
Solution Environments
Solution Technical Architecture
Solution Network Architecture
System Development Methodology
Service Level Agreement

Security Requirements - N/A – Non-services

Cloud Security Alliance (CSA) Compliance
Security and Privacy Controls
Security Certifications
Annual Security Plan
Secure Application and Network Environment
Secure Application and Network Access
Data Security
Personally Identifiable Information Protection
Security/Privacy Issue Occurrence
PII Data Actual/Attempted Access or Disclosure
Security Breach Reporting

Implementation Services Requirements – Page 32

Project Management – Page 32

- “Civic Initiatives will work with the Participating Entity (Client), Solution Provider, and Implementation Services Teams to establish and implement project management practices to effectively meet the goals of an eProcurement Solution implementation project. “
- Starts with an accepted Project Work Plan
- Uses the PMBOK process and the 5 stages are supplied on Page 33
- Phase 1 – Conception & Initiation – Page 34 – “The purpose of this phase is to establish a partnership with the Client, which will serve to represent the Client’s needs throughout the life of the project.”
- Provide and assign roles and responsibilities in a kick-off meeting. Provided screen shot of process on Page 35
- Will use a deliverable expectation document (DED) – helps understand each deliverable.
- Phase 2 Definition & Planning – “The purpose of this phase is to define the project scope and plan an eProcurement implementation strategy by workstream and develop and formalize a

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic Initiatives

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 01/02/2022

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

project work plan and schedule that will guide the eProcurement implementation activities throughout the life of the project."

- Assessment of current state processes and a gap analysis of the eProcurement Solution.
- Listed all the responsibilities of the PMO. Pages 36 – 37
- Phase 3 – Launch or Execution – "Civic Initiatives' project management team will formally launch implementation of the eProcurement Solution using the established project management tools and processes." Page 38
- Listed responsibilities of the project manager in collaboration with the implementation team. Page 38
- Phase 4 – Performance & Control – "The objective of Performance and Control is to assess if the project is meeting Client objectives within the established schedule and budget parameters."
- State this project management team will use a suite of project management tools and methods to gauge performance. List of process to manage provided on Page 39
- Phase 5 - Project Close – "The project management team, in coordination with the Client Project Sponsor, core project team, and Implementation Services Teams will systematically manage close-out tasks; transitioning project artifacts and performing close-out activities to ensure all contractual obligations are fulfilled."
- Supplier can work on-site or remote. Listed 4 technologies to engage client. Smartsheet, Zoom, GroupMap, and Lucid Charts. Information was supplied on each tool. Pages 40 – 42
- Provided Project Management experience and those activities and techniques they can manage. Page 43. List of staff with title and role supplied on Pages 43 - 44
- **Supplied Example Implementation Plan** Page 44 – 45

Project Implementation Methodology – Page 46

- "Civic Initiatives will deliver Project Implementation Services that provide project, contract and change management support which will culminate in the successful configuration, testing, and initial go-live of procurement-related solution functionality and achievement of steady state operations."
- Provided Scope of Services Page 46 – 47
- Initiation and Planning Phases – this is strategy tailored to the Scope of Work
- Quality Assurance Phases mentioned on Page 48
- Execution and Control Phases – Page 50 – Lists the tasks the implementation team will accomplish.
- Testing Methodology & Strategy – Pages 51 – 52 – **Provided example testing plan** on Pages 53 - 54
- Project Close Out – Will provide lessons learned.

Catalog Support Services – Page 55

- "Civic Initiatives will deliver comprehensive catalog support services to support the creation, loading, management, and maintenance of hosted catalogs and punch-out sites. Our Catalog Support Services for a Participating Entity (Client) includes five stages."
- Stage 1: – Project Orientation – Provided list of tasks performed in this stage – Page 55
- Stage 2: Contract Portfolio Review and Contract Selection - Provided list of tasks performed in this stage – Page 56
- Stage 3: Marketplace Implementation - Provided list of tasks performed in this stage – Page 57
- Stage 4: Supplier Onboarding – Provided list of tasks performed in this stage – Page 57
- Stage 5: Marketplace Training – **Provided example Implementation plan for catalogs** 58 – 60

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): 4

DATE: 8/30/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Over 50 years of experience in the public sector industry. Large business.
- Services it can provide are: Consulting, assessing, and implementing eProcurement solutions.
- Partner with SAP Ariba and SAP

2. Previous Projects

3 projects given. The projects meet Category 4.

- City of Ottawa, Canada. Implemented Source to Pay Solution encompassing Buying and Invoicing, and Invoice Conversion Services
- Hewlett Packard. Applied hybrid Agile methodology to facilitate and accommodate client's aggressive timeline and complex business requirements.
- The Health and Hospital Corporation of Marion County. Streamline the Strategic Sourcing and Contract Management processes through the implementation of SAP Ariba Sourcing and SAP Ariba Contract Management.

Found it interesting there were not State projects listed, from the introduction given it sounded as though there would be plenty to use as examples.

3. Subcontractors

- Vendor states there are no subcontractors.

4. Organizational Chart

- Yes, a project organization chart is provided along with job descriptions.

5. Litigation

- Yes. They list three.

6. Financial Viability

- Provided a DnB report with a risk rating of moderate to low/moderate in most areas.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): 4

DATE: 1/24/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- SAP Ariba Implementation and Managed Services
- Global Partner

A. General Principal and Requirements N/A – they completed but not applicable for this category

B. Functional Requirements N/A - they completed but not applicable for this category

C. Technical Requirements N/A - they completed but not applicable for this category

D. Security Requirements N/A - they completed but not applicable for this category

E. Implementation Services Requirements:

1. Project Management

- Uses EVD (Enterprise Value Delivery) methodology which is built upon SAP's Activate methodology.
- Both go-lives will be followed by Hypercare phase
- 12 month - Implementation timeline for sourcing contract and buying /invoicing
- Page 136: lists possible people assigned to the project.
- Page 136" List of typical PM deliverables.
- Page 136 – 137: typical roles are outlined

2. Project Implementation Methodology

- Page 140: Diagram provided on Project Implementation Methodology steps
- Seems to meet the requirements
- Have added a value add of Deloitte's methodology developed work products, used to accelerate the implementation.

3. Catalog Support Services

- Page 145: component of SAP Ariba Buying and Invoicing and combines consumer-like shopping
- Page 145 - 147: Deloitte will provide services of:
 - Strategy and planning
 - Launch Activities
 - Execution
 - Release
 - On-going Activities
 - Supplier Off Boarding

4. Data Conversion Services

- They state they want the participating entity to cleanse the data and the reason for it is because they know the PE knows the data best.
- Page 148 – Diagram with data conversion steps.

5. Interface/Integration Development Services

- The SAP Ariba Buying & Invoicing solution integrated with ERP system allows administrators to import master data and export transactional data from ERP system to the SAP Ariba Buying & Invoicing solution.
- The SAP Ariba integration toolkit is a Java-based tool

6. Organizational Change Management (OCM Services)

- OCM based on Deloitte's EVD method.
- OCM activities include five areas of focus / sub-disciplines:
 - Change Preparation
 - Organization Alignment
 - Communications
 - Capability Transfer
 - End-User Training
- Their OCM process is thorough and covers the OCM areas well.

7. Training Services

- Page 166 – Training diagram.
- The Deloitte Team's training checklist and training plan will address each of requirement identified in the RFP, including:
 - End Users
 - Train-the-Trainers
 - Suppliers
 - System Administrators
 - Participating Entity Help Desk staff
 - Functional training prior to Go-Live
 - Technical training, including developer training prior to Go-Live
 - Tool for trainers to create training guides
 - System administration
 - Security administration
 - Posting the contractor's training materials on publicly accessible websites.
 -

8. Help Desk Services - Tab 6 IMPL 1 – 5

- Page 168: Will work with SAP to provide Hypercare
- Seems to meet RTM IMPL 1 - 5:

9. On-Site System Stabilization Support

- Page 168: Post "Hypercare" period - project will be given to the Managed services/M&O contract team for further ongoing support

F. Managed Services Requirements: Page 170

1. Solution Support

- EVD Methodology
 - Plan and Define
 - Transition
 - Stabilize
 - Optimize/Innovate

2. Organizational Change Management (OCM Services)

- Page 181: Deloitte's EVD method is the foundation of our Organizational Change Management (OCM) approach.

- Refer to Section E.6

3. Training Services

- *Deloitte will follow similar training approach for managed services that includes objectives, guiding principles, critical success factors, assumptions, learning approach, training delivery and deployment strategies, roles and responsibilities, timeline, and key milestones based on Deloitte's EVD Methodology as stated in Section E.7 – Training Services.*

4. Catalog Support Services

- *Deloitte Team has read and acknowledges the Participating Entity requirements for Catalog services requirements, as part of managed services we will follow the similarly approach for creation/support of the new catalog as mentioned in Section E.3 – Catalog Support Services.*

5. Help Desk Services

- *Page 182: A global delivery model that utilizes a mixed-shore approach, demonstrated methodologies, processes, tools and a transition plan that will integrate our services into your organization.*
- *Help Desk Institute (HDI) customer service principles as well as ITIL-based IT Service Management (ITSM) processes.*
- *Geographically distributed delivery centers, the US-based Delivery Centers, located in Orlando, FL, Mechanicsburg, PA, and Gilbert, AZ are able to successfully achieve a virtual approach to the customer experience.*
- *24/7 model, support internal and external shared services with Tier 1, 2, and 3 skillsets, and support multichannel capabilities (phone, chat, email, fax and internet forms).*
- *Responsible Help Desk ("L1" end-user) services. (services laid out on page 184).*
- *Deloitte employs regular day shift on-site at the US Delivery facility with two off-site shifts, often offshore sites.*
- *Each shift will have a minimum one hour overlap for communication and shift handover with one or more other shifts, which provides round-the-clock coverage model. These shifts will also be staffed to provide dedicated 24/7 on-call availability of consultants for critical and high priority problem resolution. Our flexible support coverage model can be modified to cater to the needs of Participating Entity.*
- *Five9 is the cloud-based tool that we use to route calls to the appropriate team member.*

6. Transition Out Assistance Services

- *Page 193: Transition-out Manager will be responsible for coordinating Transition-out across support towers.*
- *Begin the Transition-out process one year prior to the contract end by continuously updating our SOPs, making sure that the Participating Entity officials are fully aware of our processes and schedule, and actively tracking and managing risks.*
- *We will execute a phased approach for Transition-Out which will continue for a period of up to six (6) months.*

G. Other Available Services: - N/A

H. Video Demonstrations:

- [Page 203](#)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Deloitte Consulting LLP)

CATEGORY #(s): 4

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, no cyber liability
 - valid for a period of not less than 180calendar days from date of submittal
 - SAP Ariba eProcurement solution
 - #1 global partner of SAP Ariba and SAP
 - more than 240 SAP Ariba projects with 26,000 SAP practitioners
 - Deloitte is SAP's #1 state and local government delivery partner – **see projects**
2. Previous Projects
 - City of Ottawa, Canada - Implemented source to pay solution encompassing buying and invoicing and invoice conversion services
 - Hewlett Packard enterprise - applied its hybrid agile methodology - 60,000 procurement users, 13,000 suppliers, deployed broader SAP Ariba, implemented SAP Ariba cloud modules including buying and invoicing, guided buying, dynamic discounting and supply chain collaboration
 - The Health and Hospital Corporation (HHC) of Marion County - Implemented SAP Ariba sourcing and SAP Ariba contract management
 - Where is SAP's #1 state and local government delivery partner experience?
3. Subcontractors
 - N/A
 -
 -
4. Organizational Chart
 - Combined entity and Deloitte Org chart
 - roles defined
5. Litigation
 - 3 legal actions in past five years
 -
6. Financial Viability
 - D&B dated 3/2021
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **Deloitte**
CATEGORY #(s): 4
DATE: **1/10/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements **Deloitte proposes to implement SAP ARIBA**

Key Solution Functionality Elements
User Experience
Bidder Best Practices and Roadmap
Innovations and Value-Added Features/Services
Customizations/Extensions
Alternative Funding Models
Contract Transition and Flexibility

Functional Requirements **Deloitte proposes to implement SAP ARIBA**

General Functionality
Supplier Portal -
Supplier Enablement/Management
Buyer Portal
Need Identification
Request through Pay
Catalog Capability
Sourcing/Bid Management
Contract Management
Vendor Performance
Purchasing/Data Analytics

Technical Requirements **Deloitte proposes to implement SAP ARIBA**

Availability
Accessibility Requirements
Audit Trail and History
Browsers Supported
User Accounts and Administration
User Authentication
Federated Identity Management
Data Conversion
Interface and Integration
Office Automation Integration
Mobile Device Support
Mobile Applications
Data Ownership and Access
Data Retention, Archive and Purge Considerations

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Deloitte
CATEGORY #(s): 4
DATE: 1/10/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Disaster Recovery Plan
Solution Environments
Solution Technical Architecture
Solution Network Architecture
System Development Methodology
Service Level Agreement

Security Requirements Deloitte proposes to implement SAP ARIBA

Cloud Security Alliance (CSA) Compliance
Security and Privacy Controls
Security Certifications
Annual Security Plan
Secure Application and Network Environment
Secure Application and Network Access
Data Security
Personally Identifiable Information Protection
Security/Privacy Issue Occurrence
PII Data Actual/Attempted Access or Disclosure
Security Breach Reporting

Implementation Services Requirements

Project Management dedicated Project Manager ; Project deliverables; project plan , project governance plan , pre assessment findings, business requirements document, functional specification document, technical requirements document, integrated test plan, testing results documentation, cutover plan, hypercare support, post assessment findings. Bidder and Participating entity staff roles and skills provided

Project Implementation Methodology EVD (Enterprise Value Delivery) methodology which is built upon SAP's Activate methodology. Key project activities: master project plan project governance structure business process design data migration strategy configuration and unit testing data integration and user testing data readiness and validation monitor live environment communication campaign design workshop schedule project template standards and procedures design review sessions technical architecture integration test cycle user acceptance testing go nogo evaluation cutover execution production go-live final transition

Catalog Support Services details on creation of hosted catalogs, Setup/configuration of punchout sites, retail online marketplaces are provided in response to Functional Requirements →Catalog Capability(B.7). Supplier on-boarding?

Data Conversion Services approach aligns the data conversion activities to the Explore, Realize, Test and Deploy phases and execution timeline. Step one legacy systems step two data profiling step three data extraction step four data mapping Step 5 business rule analysis step six data remediation step seven data load step eight data conversion and validation

Interface/Integration Development Services The SAP Ariba Buying & Invoicing solution integrated with ERP system allows administrators to import master data and export transactional data from ERP system to the SAP Ariba Buying & Invoicing solution seamlessly. The SAP Ariba integration toolkit is a Java-based tool that SAP Ariba provides to upload master data or download transactional data. This tool reads the CSV files in ERP system, zips them, and sends them as MIME messages using the HTTP post to the SAP Ariba Buying & Invoicing solution. For more information, see the Ariba On Demand Solutions Integration Toolkit Guide.

Organizational Change Management (OCM Services Our organizational change management approach is based on the Organizational Change Management (OCM) discipline of Deloitte's EVD

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): 4

DATE: 1/10/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

method. OCM activities include efforts in five areas of focus, or sub-disciplines as follows: Change preparation , organizational alignment, communications, capability transfer, and user training.

Training Services Deloitte Change Vision to Value (DCV) methodology includes activities designed to promote learning throughout the project lifecycle. Leveraging a combination of traditional training tools like job aids and user guides with new tools like short animated videos, personas, journey maps, Augmented Reality (AR) materials, simulations, and “You Tube” style training instructions, the Deloitte Team is committed to helping Participating Entity users build the knowledge and skills to be successful. Step one define purpose step two design for impact step three develop capability step four drive through performance

Help Desk Services Deloitte and Participating Entity will work jointly to address help desk tickets and provide additional support to Participating Entity users in areas where we see recurring issues. Hypercare Support involves a series of support activities performed as needed to address post go-live issues such as fixing the issue, working with SAP to resolve product issues, creating help documents and more.

Detailed Help Desk Services provided by Deloitte addressing the above requirements are covered in Section F.5 Managed services Requirements–Help Desk Services.

On-Site System Stabilization Support 3months immediately post go-live as “Hyper-care” support period.

Managed Services Requirements

Solution Support Deloitte’s Enterprise Value Delivery for Application Management Services provides a detailed approach to establishing an application management service delivery operation focused on driving sustained value. EVD for AMS includes leading practices in Information Technology Infrastructure Library (ITIL), IT Service Management (ITSM), and Capability Maturity Model Integration (CMMi) for services, in addition to other functions as illustrated methodology disciplines are implemented through three phases and then continuous, iterative value generation occurs in the fourth phase. delivery of Operate/Maintenanceservices in terms of a “stack” of activities:

Organizational Change Management (OCM Services Same as above

Training Services Same as above

Catalog Support Services Same as above

Help Desk Services Deloitte leverages an array of geographically distributed delivery centers connected through a globally standard set of tools, frameworks and methodologies. We pride ourselves in the fact that our US-based Delivery Centers, located in Orlando, FL, Mechanicsburg, PA, and Gilbert, AZ are able to successfully achieve a virtual approach to the customer experience. Our delivery centers are geographically distributed facilities connected through a standard set of tools, frameworks, and methodologies used to address the fluctuations in demand for specific skillsets and resource levels (language, security, or time zone sensitive). Our delivery center personnel include supporting roles, supervisors, and contact center management professionals. We operate on a 24/7 model, support internal and external shared services with Tier 1, 2, and 3 skillsets, and support multichannel capabilities (phone, chat, email, fax and internet **forms**).

Transition Out Assistance Services Transition-out Manager will be responsible for coordinating Transition-out across support towers. We will begin the Transition-out process one year prior to the contract end by continuously updating our SOPs, making sure that the Participating Entity officials are fully aware of our processes and schedule, and actively tracking and managing risks. We will execute a phased approach for Transition-Out which will continue for a period of up to six (6) months. This plan is focused on the last several months, where we will be conducting knowledge transfer with the Participating Entity or the new Participating Entity Provider.

Other Available Resources N/A – **Not in Deloitte’ Proposal**

Video Demonstrations

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): 4

DATE: 1/10/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

- Deloitte methodology
- Deloitte approach
- Deloitte experience and qualifications
- SAP ARIBA demo by Deloitte
- Data Conversion and Integration methodology and approach
- Security segment by Deloitte
- OCM segment by Deloitte

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): 4 – Services Only

DATE: 9/9/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Product agnostic
 - Breadth and depth
 - SAP and SAP Ariba (not product agnostic)
2. Previous Projects
 - Canada Project
 - HP was SAP solution
 - Marion County was SAP solution
3. Subcontractors
 - Not applicable
 - How is SAP involved? Purchased from another provider?
 -
4. Organizational Chart
 - Note significant effort by state entity
 - Details on job responsibilities, not specific to NASPO requirements
 -
5. Litigation
 - Three legal actions
 - No legal actions against Deloitte
 -
6. Financial Viability
 - High credit recommendation, \$5.3M
 - 2 Liens. Nondescript as to why one is open since 2015.
 - Financial reports not provided through D&B or otherwise

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): Cat 4 Services, Stage 2 Proposed Services

DATE: 1/17/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- SAP Ariba solution
- Single point of entry
- Dashboard and Mobile App

Functional Requirements

- SAP workstream Concept model
- Role based access
- Supplier Portal
- Supplier enablement
- Buyer Portal
- Ariba Guided Buying
- Request through Pay
- Sourcing/Bid Management
- Contract Management
- Vendor Performance
- Data Analytics
- SAP has very small fonts

Technical Requirements

- Audit Train and History
- Business roles dictate access to system
- Data conversion Deloitte enablers are additional services?
- MS Office integration

Security Requirements

- 2 factor authentication/SSO
- SAP identified security certificates
- No HIPAA data

Implementation Services Requirements

- Deloitte Enterprise Value Delivery (EVD)
- Standard project implementation methodology
- Catalog Support Services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): Cat 4 Services, Stage 2 Proposed Services

DATE: 1/17/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- Data Conversion Services
- Interface/Integration Development Services
- Change Management
- Training Services
- Help Desk Services
- On Site stabilization support-Hypercare

Managed Services Requirements

- Plan and Define
- Transition
- Stabilization
- Optimize and Innovate
- Operational and Organizational Change Management
- Transition out
-

Video Demonstrations

- Capability to search hosted catalogs and across punchout catalogs
- Services on platform as well materials
- Attributes within catalogs (OSD business, etc.)
- Can set order lists to repurchase of stock frequent items
- Approval workflows both individuals and teams
- Shows PO changes/edits when made
- RFQ can include T&Cs
- Is vendor list limited to only those in Coupa community?
- Contract management templates are very functional
- Interesting can export to Word to negotiate then being back in for signature
- Customizable fields
- Reporting seems intuitive

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): Stage 1 cat 4

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - SAP Ariba implementation
 - 240 SAP Ariba Projects
 -
2. Previous Projects
 - City of Ottawa, Canada
 - Hewlett Packard Enterprise
 - The health and Hospital Association of Marion County
3. Subcontractors
 - N/A
 -
 -
4. Organizational Chart
 - Org chart and list of functions
 -
 -
5. Litigation
 - Levi Strauss
 - Illinois Municipal Retirement Fund
 - Avnet
6. Financial Viability
 - D & B provided
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Services Only SAP Ariba

General Principal and Requirements

Key Solution Functionality Elements

11	Deloitte has proposed services to implement SAP Ariba to meet the functional requirements put forth within this RFP. About SAP Ariba: SAP Ariba is a cloud-based innovative solution that allows suppliers and buyers to connect and do business on a single platform. It improves overall vendor management system of an organization by providing less costly ways of procurement and making business simple. Ariba acts as supply chain, procurement service to do business globally. SAP Ariba digitally transforms your supply chain, procurement and contract management process.	
----	---	--

User Experience

15	Each module has configurable dashboards, which can be personalized to meet each of the different type of user's needs. The Dashboard is a tabbed screen on which users can organize and access key tasks, actions and information from each application that is available to the company. Rather	
	SAP Ariba uses the approval queue concept for workload management. This feature prevents multiple users from acting on the same approval request. The group corresponding to an approval queue is called the member group. Only one user in the member group can act on an approval request in the queue at given time.	

Bidder Best Practices and Roadmap

21	Quarterly Releases – Releases are delivered every quarter in February, May, August, and November each year. Individual products may be released on any or all the quarterly dates. You should expect to receive advance communication of features and should allow time to prepare for impactful changes to your systems.	
	Monthly Feature Deliveries – Major SAP products may have an optional, no-impact release on harmonized monthly feature delivery weekends. As with the quarterly releases, each product has the option to release during these windows.	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Innovations and Value-Added Features/Services

18	Use of Deloitte work products at no cost	
----	--	--

Customizations/Extensions

23	Advise the Participating Entity of out of the box or configured functionalities that could be used in lieu of customizations/extensions to meet requirements and identify necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.	
----	---	--

Alternative Funding Models

20	Identify opportunities for savings	
----	------------------------------------	--

Contract Transition and Flexibility

23	Deloitte agrees that we have the ability to transition existing contracts to the NASPO Master Agreement and Participating Addendum, so long as both the scope and labor categories of the existing contracts and NASPO Maser Agreement are consistent.	Cost?
----	--	-------

Functional Requirements

General Functionality

25	SAP Ariba is a cloud-based innovative solution that allows suppliers and buyers to connect and do business on a single platform. It improves overall vendor management system of an organization by providing less costly ways of procurement and making business simple. Ariba acts as supply chain, procurement service to do business globally. SAP Ariba digitally transforms supply chain, procurement and contract management process.	
GEN 3	Award notices can be sent to 3rd party to publish	weakness
GEN 5	Contract Management must integrate on state site – may require separate integration	
Gen 11	Attachments limited to 100MB	weakness
Gen 14	Features like spell check and grammar are available	Cost?
GEN 18	Different Header information available based on requirement	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Supplier Portal

28-29	The State desires to provide a single point of entry (front door) for supplier facing functions associated with the electronic procurement solution. We propose the State use the SAP Ariba Business Network (SBN). The SBN will allow suppliers to manage a complete choreography of business collaboration with their customers. The SBN delivers an intuitive user experience that supports self-service supplier registration and maintenance, onboarding, solicitation/bid management, contract lifecycle management, and e-procurement and payables (PO, OC, ASN, Inv. etc.).	
SPR 3	Supplier can register account but will not be able to obtain a full account until a customer approves the relationship	

Supplier Enablement/Management

34	SAP Ariba Supplier Lifecycle and Performance (SLP) is a solution that supports 4 key processes: 1. Creating Supplier Requests 2. Supplier Registration 3. Supplier Qualification 4. Identification of Preferred Suppliers	
	Suppliers need to register and fill out a questionnaire	

Buyer Portal

36	The State envisions a single point of entry to procurement processes via a "Front Door." SAP Ariba has for many years and continues to provide an integrated source to settle platform that will provide users a single place to interact and complete the source to settle functions. Historically, the SAP Ariba "Front Door" opened and users regardless of role/job (persona) would land in the application and view a dashboard.	
	Casual users can be directed elsewhere on login	

Need Identification

44	Each Power Users landing page will be a configurable and personalized dashboard that contains relevant reports, to-do lists, actions to support the users job function.	
----	---	--

Request through Pay

46	Automation of the source to settle process is critical to achieving contract compliance, realizing sourced savings and delivering value to the State. Built on robust and highly-scalable architecture, SAP Ariba Buying and Invoicing provides full source to settle functionality for users and commodities so you can quickly locate and collaborate with suppliers for goods and services and process every purchase from requisition to reconciliation. Through SAP Ariba Buying and Invoicing, the State can automate, improve, control and monitor procurement to realize immediate process efficiencies and cost savings.	
PRD 11	Does not support reoccurring PO's	weakness

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte Consulting

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Providing SAP Ariba Implementations and Managed Services -only good for 180 days
 - Seems to be full suite and stated experience is the public sector
 -
2. Previous Projects
 - Counties, hospitals and IT business listed as clients
 - One implementation was sourcing and contract management
 -
3. Subcontractors
 - Stated not contractors will be used.
 -
 -
4. Organizational Chart
 - Stated both Deloitte and Ariba personnel will be used
 - Response shows Deloitte and Participating entity role names and job descriptions
 -
5. Litigation – **Marked Confidential**
 - No judgements in the last 5 years.
 - Have 3 legal actions filed with all of them dismissed. The latest in May 2021
 -
6. Financial Viability -**Marked Confidential**
 - Duns & Bradstreet submitted
 - Low to moderate risk
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Deloitte
CATEGORY #(s): Stage 2 Category 4 – Services Only
DATE: 12/30/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

This supplier has stated they will be supporting the SAP Ariba solution and states will provide SAP Ariba Implementation and Managed Services in this response. This response has 152 different figures contained in the response and 3 Pages of Glossary Terms.

Individual SME Comments: The vides supplied to this response again showed the solution supported rather than the services that Deloitte can offer. Also spent lots of time trying to figure out the State's long-term goals.

The response showed me that they have the knowledge and experienced needed to provide the implementation and managed services required in the RFP. The response was very detailed at times and offered enough information for me to be confident in their ability to provide what is stated in their response.

Some of their response referenced back to other sections and thought it would be beneficial to supply the information again. One reference is to the "State of Michigan"?

General Principal and Requirements – Supplier submitted a response to this section which is not required for Category 4 – Services Only. This section was not reviewed by me.

Key Solution Functionality Elements
User Experience
Bidder Best Practices and Roadmap
Innovations and Value-Added Features/Services
Customizations/Extensions
Alternative Funding Models

Functional Requirements – PDF Page 30 - Supplier submitted a response to this section which is not required for Category 4 – Services Only. This section was not reviewed by me.

General Functionality
Supplier Portal
Supplier Enablement/Management
Buyer Portal
Need Identification
Request through Pay
Catalog Capability
Sourcing/Bid Management
Contract Management
Vendor Performance
Purchasing/Data Analytics

Technical Requirements – PDF Page 62 - Supplier submitted a response to this section which is not required for Category 4 – Services Only. This section was not reviewed by me.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Deloitte
CATEGORY #(s): Stage 2 Category 4 – Services Only
DATE: 12/30/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Availability
Accessibility Requirements
Audit Trail and History
Browsers Supported
User Accounts and Administration
User Authentication
Federated Identity Management
Data Conversion
Interface and Integration
Office Automation Integration
Mobile Device Support
Mobile Applications
Data Ownership and Access
Date Retention, Archive and Purge Considerations
Disaster Recovery Plan
Solution Environments
Solution Technical Architecture
Solution Network Architecture
System Development Methodology
Service Level Agreement

Security Requirements – PDF Page 123 - Supplier submitted a response to this section which is not required for Category 4 – Services Only. This section was not reviewed by me.

Cloud Security Alliance (CSA) Compliance
Security and Privacy Controls
Security Certifications
Annual Security Plan
Secure Application and Network Environment
Secure Application and Network Access
Data Security
Personally Identifiable Information Protection
Security/Privacy Issue Occurrence
PII Data Actual/Attempted Access or Disclosure
Security Breach Reporting

Implementation Services Requirements - – PDF Page 142

Project Management – PDF Page 142

- Uses EVD (Enterprise Value Delivery) methodology built upon SAP's Activate methodology
- Takes a staggered approach because of the 2 different workstreams on SAP
- Figure 104 PDF Page 143 shows implementation approach.
- Figure 105 PDF Page 144 shows the organization chart for the Ariba Implementation
- Figure 106 PDF Page 144 – 145 shows the project deliverables.
- Supplier has provided table of key roles, entity, personnel, and description on PDF Pages 145 thru 148

Project Implementation Methodology – PDF Page 148

- Explains the implementation methodology in Figure 108 on PDF Page 148

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- This implementation is done in phases – Prepare, Explore, Realize – Build and Test, Deploy and Run
- Prepare Phase deliverables in figure 109 on PDF Page 149
- Explore Phase deliverables in figure 110 on PDF Page 149
- Realize - Build Phase deliverables in figure 111 on PDF Page 149 – 150
- Realize – Test - Phase deliverables in figure 112 on PDF Page 150
- Deploy Phase deliverables in figure 113 on PDF Page 150
- Run Phase deliverables in figure 114 on PDF Page 151
- Testing happens at different levels with Unit testing first, followed by Integration and Interface testing, regression testing and finally user acceptance testing.
- Listed 5 steps on PDF Page 152 for change control.
- Supplier provides periodic independent project risk review.
- Uses accelerators to speed up the implementation. Figure 115 PDF Page 152 – 153

Catalog Support Services – PDF Page 153

- 1. Strategy and Planning – Define catalog requirements
- 2. Launch Activities – Establish help desk and gather supplier information.
- 3. Execution – Set up and manage catalogs
- 4. Release – Pilot testing and monitoring
- 5. On Going Activities – Resolve post release issues.
- Supplied supplier off boarding process on PDF Page 155

Data Conversion Services – PDF Page 155

- Figure 116 - Data Conversion Services PDF Page 156
- Step 1 –Data Profiling – Obtain a deeper understanding of legacy data sources
- Step 2 –Data Extraction – This process contains 6 steps that have been outlined on PDF Page 157
- Step 3 –Business Rule Analysis - This process step involves analyzing business rules for data migration and form processing rules.
- Step 4 –Data Mapping – Mapped to target data fields to be used by SAP
- Step 5 –Data Remediation – Could require a manual remediation effort
- Step 6 –Data Conversion Validation – Confirming record data is captured.
- Supplier suggests the implementation and use of mock conversions. PDF Page 159

Interface/Integration Development Services - PDF Page 159

- “The SAP Ariba Buying & Invoicing solution integrated with ERP system allows administrators to import master data and export transactional data from ERP system to the SAP Ariba Buying & Invoicing solution seamlessly.”
- Can enable the integration of data using the methods listed on PDF Page 160
- Two types – Master or Transactional data.
- Transactional data uses File channel or Web services Each explained on PDF Page 160 and 161
- “File-based integration enables you to import master data and transactional data using the Data Transfer Tool” Master data - Figure 117 PDF Page 161
- Transactional Data – Figure 118 on PDF Page 162
- Integration with ERP in Figure 119 on PDF Page 162
- “For the development of interfaces Deloitte highly recommends, SAP Ariba Cloud Integration Gateway simplifies and accelerates the integration.” Figure 120 PDF Page 165

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Advantages listed on PDF Page 166

Organizational Change Management (OCM Services) - PDF Page 167

- This approach includes efforts in five areas of focus listed on PDF Page 167
- The response explains each of these efforts in their response.
- Stakeholders' engagement approach – Figure 124 on PDF Page 169
- Supplier performs readiness assessments.
- Provided explanation of communications plan with a summary provided on PDF Page 171
- A coaching plan is used for employees to ask supervisors about the change management process.
- Resistance is going to happen, and this supplier uses resistance assessments.
- Managing resistance is done in phases listed on PDF Pages 172 and 173

Training Services - PDF Page 173

- Figure 125 on PDF Page 174 shows the list of key activities Deloitte will use for trainings.
- Provided the training checklist on PDF Pages 174 – 175
- **Weakness** - Given the importance of getting the “people” side of this transformation right for the **State of Michigan**, Deloitte will apply the following three guiding principles to the development of our training plan.” **Listed the State of Michigan?** PDF Page 175
- Figure 126 on PDF Page 176 shows the training formats this supplier will use.

Help Desk Services - PDF Page 176

- “Hypercare Support involves a series of support activities performed as needed to address post go-live issues”
- **Refers ahead to section F.5 Managed Services section to Help Desk Services**

On-Site System Stabilization Support - PDF Page 177

- Hyper care support period is 3 months
- Ongoing supports is handed to the Managed services team.

Managed Services Requirements

Solution Support - PDF Page 179

- The approach is shown in Figure 127 on PDF Page 180
- The phases of this approach shown in Figure 128 on PDF Page 128
- Phase 1: Plan & Define – “This phase involves planning activities that are required for knowledge and resource transfer (application transition) and support process definition (services transition)”
- Figure 129 – Plan and Define on PDF Page 181
- Phase 2: Transition – “Transition is a critical phase of our approach, and a detailed plan is required to coordinate tasks between the implementation and AMS teams”
- Figure 130 – Transition - On PDF Page 182
- Phase 3: Stabilization – “Stabilization begins once the Participating Entity signs off on completion of transition”.
- Figure 131 on PDF Page 183 lists the stabilization activities and deliverables.
- Phase 4: Optimize and innovate – “During this phase we deploy a support model oriented to your business processes and enabled by technology centers of excellence (CoEs).”
- AMS model – Figure 132 on PDF Page 184. Figure 133 shows deliverables.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- System Maintenance Approach – Figure 134 on PDF Page 185 shows the Post-Go-Live Support Model.
- Mentions ITIL on PDF Page 186
- System maintenance approach listed in Figure 135 on PDF Page 186
- Each activity listed above is explained in detail on PDF Pages 186 – 188
- Operations Change Management – “Deloitte will provide and utilize an ITIL-based structured change management methodology to support the addition, movement, change, and/or deletion of all managed System and Software”
- “. As manufacturers release new versions, Deloitte will go through the Change Management process and test upgrades in non-production environments prior to installing such upgrades in the Production environment. Deloitte will also facilitate that necessary testing will be performed before commencing the change.” PDF Page 189
- Change Advisory Board (CAB) – “Deloitte will integrate with the Participating Entity's CAB and provide oversight based on ITIL best practices.”
- Handles the change request process.
- Oversees new releases to the Production environment.

Organizational Change Management (OCM Services) - PDF Page 190

- “Please refer to section E.6—Implementation Requirements Organizational Change Management (OCM) Services for details on the OCM strategy, Stakeholder Analysis, Impact Assessment, Readiness Assessments and Communications plan.”

Training Services - PDF Page 191

- References Section E.7 - Training Services

Catalog Support Services - PDF Page 191

- References Section E. 3 – Catalog Support Services

Help Desk Services - PDF Page 191

- Figure 136 - Help Desk Benefits – PDF Page 192
- Process is ITIL based.
- Responsibilities and staffing listed on PDF Page 193
- Figure 137 – Certify to serve Participating Entity on PDF Page 194
- Figure 138 – Help desk model capabilities.
- Figure 139 – Customer support times on PDF Page 195
- Lists systems and tools used for support on PDF Page 196-197
- Uses perform metrics and reporting. Example report listed in Figure 142 on PDF Page 198
- Help Desk tracking tools in Figure 143 on PDF Page 199
- Figure 144 – Service Request Resolution Process – PDF Page 200
- Figure 145 – Prioritization Matrix
- Figure 146 - Transition Timeline. PDF Page 201

Transition Out Assistance Services - PDF Page 202

- Meets the requirements. Provided extensive information on the process from PDF Page 200 thru Page 210.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Effution

CATEGORY #(s): 4

DATE: 8/30/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Est 2018 (small business); however, it seems they are including staff at effution LLC and using that name. joined with a two-decade old (est 2000) company (CostXpert AG).
Need clarification here.
- Service = Cost estimation business. They list several tools they use including their own "AI-driven tool, success 2.0".

2. Previous Projects

- Only one project given (startup business). Determine a should-cost for a new model embedded system. I do not believe this project meets Category 4. **More clarification may be needed to know for sure, as this section is confusing and limited.**

3. Subcontractors

- Vendor states there are no subcontractors. **See first bullet in number 1 as I am a bit confused.**

4. Organizational Chart

- **No, an org. chart and job descriptions were not provided.** They did provide a short list of individuals at the company.

5. Litigation

- Vendor states there are no litigation.

6. Financial Viability

- Provided DnB, **but unsure of financial status based on what they provided.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Effution LLC)

CATEGORY #(s): 4

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, no cyber liability insurance
 - software cost engineering calculation services - proprietary methodology
 - enables customers to perform their own software cost estimation calculations
2. Previous Projects
 - Honda of Ohio - should-cost for a new model embedded-system for one of their software-driven dashboard elements.
 - New startup – not willing to share more projects at this time
3. Subcontractors
 - none
 -
4. Organizational Chart
 - Only provided brief profiles of the 2 owners
 - A separate file was submitted with a more detailed company profile
5. Litigation
 - There is no litigation in progress against effution LLC or effution GmbH
 -
 -
6. Financial Viability
 - D&B profile dated 8/2019
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Effution

CATEGORY #(s): 4– Services Only

DATE: 9/8/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Appears strongest as a consulting provider
 - Software cost estimation
2. Previous Projects
 - Software driven dashboard project with Honda
 - New startup
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - One employee at Effution LLC.
 - Unclear of different between Effution GmbH and Effution LLC
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - DUNS report provide does not provide adequate financial information
 - Would consider nonresponsive for this section
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Effution

CATEGORY #(s): Stage 1 cat 4

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Software cost estimation
 - Germany and US
 - 20 years
2. Previous Projects
 - Honda
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Thomas Gielnik, 5 engineers and 8 developers
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B report
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Effution

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Provide tools to clients attempting to implement software. Software cost automation.
 - Cost – Value Calculation tool, Benchmarking, Reverse Engineering and Digitalization
 - Provided 5 principles used by their company
2. Previous Projects
 - Listed some testimonials
 - Showed some company icons. Gave a major automaker as an example.
 -
3. Subcontractors
 - No subcontractors mentioned.
 -
 -
4. Organizational Chart
 - No organizational chart was provided.
 - Only mentioned 2 employees
 -
5. Litigation
 - Stated none to report.
 -
 -
6. Financial Viability
 - A file was attached but I was unable to open it
 - Separate file submitted had very limited information on DUNS.
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 1

DATE: 8/25/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Yes. States 20 years of end-to-end procurement and supply chain expertise.
 - Seem to cover all areas of eprocurement.
2. Previous Projects
 - 5 listed. Four private entities and one university. They all fit Category 1.
 - Viatrix. Improved transparency across company with their system.
 - UCAL. Implemented S2C technology (spend analysis, sourcing, contract management, supplier mgt.) and a public bid site.
 - Chevron. Unified their online system with a mobile system.
 - LDS Church. Implement Contract and Supplier Management solution.
 - UMASS. Developed S2P processes, policies and workflows.
3. Subcontractors
 - Vendor states none.
4. Organizational Chart
 - Provided along with job descriptions.
5. Litigation
 - Vendor states none.
6. Financial Viability
 - D&B provided. Low risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 4

DATE: 11/15/2021

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- Product is GEP Software Source-to-Pay process.
- Note: NB Ventures Inc. dba Global eProcure (GEP)
- Product is cloud platform. SaaS.
- The technical proposal begin with small portions of information and I was unsure if they were meeting the mark, but once I was able to dig into the matrix it helped further see what they can do.
- Overall, it looks like much configuration can take place for any State entity. While this is great, I question how this would affect updates to the software (Clarification).
- Matrix - I like seeing that the level complexity is not all "L". It shows GEP put thought into each for each item.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 14)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

1. Product is GEP Software Source-to-Pay process. With modules of sourcing, savings tracking, category management, contract management, supplier management, and procure-to-pay.

- Single point of entry – yes – a centralized intake form. When I think Single point of entry- I do not think intake form.
- Smart routing – yes – GEP combined this bullet point with Compliance and Workflow. They state the platform can be configured to meet specific compliance policies/rules. GEP gives examples of Guided Buying, Robust Rule Engine, and Category Playbook.
- Compliance – refer to the second bullet.
- Portal – yes – buyers and suppliers have access to dedicated home page portal

- Open marketplace environment – yes – **Configure** hosted catalogs/punchouts.
- Integration – yes – has out of the box integration tool kit and use JSON protocols for document exchange.
- Workflow – yes – refer to the second bullet.
- Document management – yes – stored in centralized repository and accessed per user role.
- Reporting, dashboards and data visualization – yes – in-house cross-functional reporting framework.
- Configurable – yes – GEP Software cloud platform is a preconfigured application. GEP states they will use agile approach to preconfigure sandbox to align to State specific cases / requirements.
- Transparency – Yes – and mention track status on documents.

2. User Experience - pages 14 - 16

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.

2. GEP discusses their intuitive user interface built by using feedback from Fortune 500 costumers, user group requirements, industry standard practices, etc. **I have concerns with the Fortune 500 customers because we want a system that is more relatable to Govt/State business.**

- Initial Screen – yes, mention users can mark initial screen as landing page – **not sure this is what is meant in this section.**
- Intuitive Navigation – yes, GEP combines this bullet with “Wizard-driven capabilities” addresses few clicks, **but doesn't really address wizard capabilities.**
- Wizard-driven capabilities – Refer to second bullet.
- Informative Portal – Yes
- Mobile Optimization – yes, they call it Mobile App – IOS and Android.
- Workload Mgt Functionality – Yes they call it Work Management, addressed; however, **unsure if it contains the same intention of abilities as wanted in the RFP.**
- Role-Based Functionality – Yes, addressed.

3. Bidder Best Practices and Roadmap – pages 16 - 21

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

3. GEP introduced 4 best practices and roadmap: (1) Unified Source-to-Pay Platform, (2) Agile Methodology for Software Development, (3) Software Release and Update Cycles, and (4) Customer Success: Providing a High Touch Support Experience Throughout Engagement.

- Latest Technology – No – don't address any. Address their process as in number 3 above.
- Timely updates – yes – Quarterly and biweekly; however, **it's a bit confusing as they use words such as “generally available” Would like to see a more definite timeframe and surety.**
- Alternative Best Practices – yes see below bullet.

- Cost Reduction – Yes – Claim price compression will save 4% – 7% average realized savings, spend compliance 10%-50% reduction of noncompliant spend, productivity 40%-60% reduction in non-value added work, and working capital 10-20% extension in pay terms and 5-30% Increase in early pay discounts.
- Product Roadmap and Cont. Improvement. – Yes – see number 3 above.

4. Innovations and Value-Added Features/Services – pages 21 - 22

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

4. Yes - Completed section. They list Level (1) Organization Maturity Assessment, (2) Opportunity Assessment (3) Market Intelligence (4) Category Management. Explained further below.

- GEP illustrates their Assessment Approach in a 4 graphs and explains they would work with State to create a plan to outline desired outcomes by looking at various pieces of procurement operating models and identifying areas of improvement along with other types of analysis. **This reminds me of a BPM.**
- GEP illustrates in 3 graphs how they can analyze procurement spend to identify savings opportunities using GEP benchmarks, SME inputs, and industry best practices.
- GEP illustrates in 5 graphs how leveraging GEP's extensive network of SMEs and researchers could elevate the knowledge and awareness of State's procurement.
- GEP illustrates in 2 graphs a process for end-to-end category management across categories for sustainable outcomes

5. Customizations/Extensions – pages 22 - 23

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

They provide preconfigured application deployed as a standard configuration. They suggest using the standard out of the box software, but will configure as necessary per the requirements of the State.

6. Alternative Funding Models – Pages 23 - 27

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outlined above for each recommended funding model.

GEP does not have alternate funding models. They refer to Exhibit 3. Cost Proposal and other revisions of cost proposal.

7. Contract Transition and Flexibility – page 27

GEP complies with the contract review process and transition if negotiate terms. I feel they misunderstood the point of this question.

B. Functional Requirements: pages 28 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40. Matrix completed. 5 – High (21, 26, 27, 28, 39), 3 – Medium (9, 25, 36), rest are all “L” Low level of complexity, 3 – “CF Configuration Items (3, 5, 25), 1 – “C Customization/Extension” (39), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Request through Pay Software, GEP Sourcing/Bid Management Software, Contract Management, Procure-to-Pay.
 - For most of the items in 1 – 7 GPE offers use of their system, but these questions are about being able to integrate with other eProcurement Workstreams. In areas where GEP does do this they suggest links or to CF.
 - I do like seeing that the level complexity is not all “L”. It shows GEP put thought into each for each item.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
 - #36 GEP has their own built in electronic signature solution instead of a partnership like docusign, or adobe sign
 - #38 For number of licenses – sounds like gave cost based on what was provided in proposal; however, they confirm licensing is unlimited for business and supplier users. This may be deceiving, might want to confirm again that it's unlimited also for “State users”
2. Supplier Portal. Tab 3, SPR-1 through SPR-23. Matrix was completed. 1 – High (19), 1 – Medium (6), rest are all “L” Low level of complexity, 1 – “INT - Integration/Interface”(19), 1- “CF-Configuration Item” (6), and the rest “A – Available”. Solutions/Tools/Modules covered – Supplier Enablement / Management Software, GEP Core Platform, Contract Management, Request through Pay.
 - #13 I find it interesting that GEP has their own OCR in-house system. Nice to know, if State did not want to use or integrate theirs.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
3. Supplier Enablement Management Workstream. Tab 3, VDR-1 through VDR-43 Matrix – was completed. 1 – Medium (36), rest all “L” Low level of complexity, 1- “CF-Configuration Item”, and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement / Management, Core Platform.
 - The “A” fields seem to be satisfactorily answered and their solution meets the standards.
 - For the INT items 19-27. GEP has a partnership with Global Risk Management Solutions (GRMS), Rapid Ratings and with TinCheck that provides most of these services. GEP Software will enable a link to these partners to allow users to view. My concern here would be the risk of leaving their system (if any), what security measures are in place?
4. Buyer Portal. Tab 3, BPRT-1 through BPRT-15. Matrix completed. 1 – Medium (9), rest are all “L” Low level of complexity. 1- “CF-Configuration Item”(9), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Request through Pay Software, GEP Supplier Enablement / Management.
 - The “A” fields seem to be satisfactorily answered.
 - The C and CF items do not seem to pose a problem. Other items seem to be standard within the software.
5. Need Identification. Tab 3, NEED-1 through NEED-7 Matrix completed. All “L” Low level of complexity. 1-“CF-Configuration Item”(5), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Sourcing Bid Management, Contract Management, and Request through Pay Software.

- The CF item does not seem to pose a problem. Other items seem to be standard within the software.
6. Request through Pay Workstream. Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11. Matrix completed. 1–High (PRD28), 5–Medium (PRD11, PRD56, WRK13, PO16, PC1-3, PC5-8, PC10-15, PC17-PC19, and PC21, RC4), rest are all “L” Low level of complexity, 17 – “IN - in development” (PC1-3, PC5-8, PC10-15, PC17-PC19, and PC21), 1- “CF-Configuration Item” (RC21), and the rest “A – Available”. Solutions/Tools/Modules covered–GEP Request through Pay Software, Contract Management.
 - For PRD (Purchase Request Development): No issues with this section. GEP’s responses meet the standards and our requests.
 - WRK (Workflow Management): All requirements in this section are sufficiently answered.
 - PO (Purchase Order Generation & Management): All requirements in this section are sufficiently answered.
 - PC (Payment Card Functionality): Much of the complexity is medium and the availability is “in development”. This is concerning if a State is counting on this service.
 - RC (Receiving): All requirements in this section are sufficiently answered.
 - INV (Invoicing): All requirements in this section are sufficiently answered.
 7. Catalog Capability - Tab 3, CAT-1 through CAT-40. Matrix completed. 1–High (19), 5–Medium (4,21,25,32,33) and the rest all “L” Low level of complexity, 4–“CF Configuration Item” (31-34), 1 – “ID - in development” (38), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Request through Pay Software, Contract Management.
 - Missing 38 – “The eProcurement Catalog functionality should provide the ability for catalogs to be accessible and searchable without requiring the user to login (e.g. public access for read/search only access). State must be able to specify any fields that will not be publicly visible (e.g. Tax ID).” GEP says “ID” and will work with State to have.
 - Other than 38 - All requirements in this section are sufficiently answered.
 8. Sourcing/Bid Management Workstream. Tab 3, SRC-1 through SRC-151. Matrix completed. 1–High (151), 5–Medium (31,77,78,83,138) and the rest all “L” Low level of complexity, 7–“CF Configuration Item” (17,18,73,76,102,138,147), 1–“ID - in development”(109), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Core Platform, GEP Sourcing/Bid Management Software, Contract Management.
 - Items 15 and 16 – GEP says they can handle a surplus sealed bid and IFQC, but then say they would further like to discuss the requirement in detail with State as we move ahead in this process. Clarify – can they handle this type of procurement?
 - In some areas they offer multiple ways to tackle a situation – for example SRC72. This is seen throughout the Matrix.
 - Rest of requirements in this section are sufficiently answered.
 9. Contract Management. Tab 3, CNT-1 through CNT-88. Matrix completed. 3–High(30,71,72), 4–Medium (38,41,45,70) and the rest all “L” Low level of complexity, 8–“CF Configuration Item”(20,34,45,51,65,66,71,72), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement/Management, Request through Pay Software, Contract Management.
 - Items 71 and 72 – GEP says they can track suppliers admin fees , but then say they would further like to discuss the requirement in detail with State and understand the logic behind the calculation.
 - Rest of requirements in this section are sufficiently answered.
 10. Vendor Performance Tab 3, VPE-1 through VPE-25. Matrix completed. 1–High(14), and the rest all “L” Low level of complexity, 1–“CF Configuration Item”(15), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Supplier Enablement/Management, Request through Pay Software, Contract Management.
 - Requirements in this section are sufficiently answered.
 11. Purchasing/Data Analytics Tab 3, PDA-1 through PDA-37. Matrix completed. 2–High(32,33) and the rest all “L” Low level of complexity, 1–“CF Configuration Item”(37), and the rest “A – Available”. Solutions/Tools/Modules covered – GEP Platform.

- Question #37 – where GEP can offer comparison of punchout item to non contract item. They state yes as long as the supplier is ok exposing themselves to GEP web crawlers. Even if they are ok with this, is there enough security for State and any other web crawlers?
- Rest of requirements in this section are sufficiently answered.

C. **Technical Requirements: pages 49 - 74**

1. **Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.
 - Maintains a 99.8% uptime with a 24x7 availability.
 - Use Microsoft Azure (for backup)
2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
 - Short 3 sentence slide that gives confirmations that GEP: Observes ADA compliance standards, follows WCAG2.1 level AA guidelines, and will provide ACR.
3. **Audit Trail and History RTM:** Tab 4, TECH-1 through TECH-5. Matrix completed. 1–Medium(5) and the rest all “L” Low level of complexity, All “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - Audit logs are retained until end of contract life.
 - Mentions backup policies and use of Microsoft Azure backup.
 - Much crossover between slide in technical proposal and matrix. No concerns.
4. **Browsers Supported**
 - The general web browsers are supported (Microsoft Internet Explorer, M Edge, Chrome, Firefox, and Safari). No concerns.
5. **User Accounts and Administration RTM:** Tab 4, TECH-6 through TECH-20. Matrix completed. 1–Medium(12) and the rest all “L” Low level of complexity. 1–“CF Configuration Item”(16), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - No concerns. Meets requirements.
6. **User Authentication RTM:** Tab 4, TECH-21 through TECH-25. Matrix completed. 1–High(24) and the rest all “L” Low level of complexity, 1–“ID In Development”(25), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - #21 – Like the fact that they use Microsoft Active Directory for Single Sign on.
7. **Federated Identity Management –** No concerns. Meets requirements.
8. **Data Conversion RTM:** Tab 4, TECH-26 through TECH-34. Matrix completed. 1–High(28), 1–Medium(30), and the rest all “L” Low level of complexity. With all “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform, Software Implementation services for Supplier Enablement Management, Services for Software Implementation, Services for Spend Analysis, Services for Sourcing/Bid Management, and Services for Request through Pay.*
 - Seem flexible in their approach to converting data and working with the State. A couple assumptions, but they are reasonable.
 - GEP provided many slides with graphs and pics laying out the conversion process. – I found this helpful.
9. **Interface and Integration RTM:** Tab 4, TECH-35 through TECH-60. Matrix completed. 1–Medium(60) and the rest all “L” Low level of complexity, 1–“ID In Development”(55), and the rest “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform, Request through pay software, contract management, supplier enablement management.*
 - Met all requirements besides the Pcard #55 which is ID.
 - They list many ERP systems they have or currently integrate with (SAP, Oracle, PeopleSoft, JD Edwards, MS Dynamics, CGI Advantage, etc.) and provide options of how to integrate.

10. Office Automation Integration
 - Yes, GEP integrates with Microsoft products listed and others.
11. Mobile Device Support RTM: Tab 4, TECH-62. Matrix completed. "L" Low level of complexity, "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - Yes it can be accessed Mobily
12. Mobile Applications - Nothing add here.
13. Data Ownership and Access
 - State will retain all ownership of data.
14. Date Retention, Archive and Purge Considerations RTM: Tab 4, TECH-63. Matrix completed. 1– "L" Low level of complexity, "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - Met all requirements. No concerns.
15. Disaster Recovery Plan
 - Coupa.
16. Solution Environments RTM: Tab 4, TECH-64 through TECH-67. Matrix completed "L" Low level of complexity, "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - State would receive four environments Development, Quality Control/User Acceptance Testing, Training, and Production.
 - Graphs of each environment are provided and at what point in the process they are used.
17. Solution Technical Architecture
 - Met all requirements. No concerns.
 - Graphs and tools that will be used are provided in the tech. proposal.
18. Solution Network Architecture
 - Again – great graphs listing the software used and when scans, patching, etc. are done.
19. System Development Methodology
 - Normal PM with much explanation and tables/graphs.
20. Service Level Agreement
 - GEP notes they want to discuss and finalize SLA requirements with State and refers us to the GEP SLA.

D. Security Requirements: pages 75 - 94

1. Cloud Security Alliance (CSA) Compliance
 - GEP supplied a CAIQ in file 3; I will rely on my more experienced SMEs to help evaluate the CAIQ.
2. Security and Privacy Controls
 - No Concerns based on data in the proposal.
3. Security Certifications
 - No Concerns based on data in the proposal.
4. Annual Security Plan
 - GEP details out their annual security plan.
 - GEP notes that they understand NASPO has asked for any additional documents and to see refer to GEP Appendix 2' which is their Information Security Policy. This will need to be reviewed when negotiating.
5. Secure Application and Network Environment
 - refer to GEP Appendix 3' which is their SMART Application Architecture & Security Overview.
6. Secure Application and Network Access – Tab 5, SEC-1 through SEC-6. Matrix completed. 2– Medium(1,2) and the rest all "L" Low level of complexity, 1–"CF Configuration Item"(2), 1–"ID In Development"(3), and the rest "A – Available". Solutions/Tools/Modules covered – GEP Core Platform.
 - Mentions backup policies and use of Microsoft Azure backup.
 - GEP meets some of the requirements in this section but need to customize or develop others.
7. Data Security – nothing to add.
8. Personally Identifiable Information Protection – nothing to add.
9. Security/Privacy Issue Occurrence – nothing to add.
10. PII Data Actual/Attempted Access or Disclosure – nothing to add.
11. Security Breach Reporting – nothing to add.

E. Implementation Services Requirements: pages 95 - 127

- Matrix completed. 1–High(5) and rest “L” Low level of complexity and all “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
 - Seems to have many options for finding help and solutions for customers.
1. Project Management
 - GEP recommends AGILE implementation methodology with sprints and multiple workstreams.
 - They provide graphs and timelines.
 2. Project Implementation Methodology –
 - Reference bullets in #1 above.
 - Roles of both side are explained well.
 - Typical challenges are outlined.
 - The rest is fairly basic project knowledge or definitions of such.
 3. Catalog Support Services
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 4. Data Conversion Services
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 5. Interface/Integration Development Services
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 6. Organizational Change Management (OCM Services)
 - Change Management is nice to have as an option. GEP would be performing this. The approach they offer is standard.
 7. Training Services
 - good, maybe a bit more.
 8. Help Desk Services – good.
 - #3 – GEP provides a dedicated team of resources (helpdesk) for users and providers to call 24x5 via phone or email. This is a nice plus.
 - Great.
 9. On-Site System Stabilization Support – nothing to add.

F. Managed Services Requirements: pages 128 - 136

- Matrix completed. All “L” Low level of complexity and “A – Available”. *Solutions/Tools/Modules covered – GEP Core Platform.*
1. Solution Support
 - Lay out roles in GEP and what each role will be responsible for after the implementation.
 - Lay out graphs of how the system is supported as well.
 2. Organizational Change Management (OCM Services) – see section E comments above, but also a nice graph on explaining ADKAR of Change Management.
 3. Training Services – see section E comments above.
 4. Help Desk Services – see section E comments above.
 5. Transition Out Assistance Services
 - GEP says they will be flexible when transitioning out and believes 4-6 months is optimized timeline for transitioning out.

G. Other Available Services: pages 137 - 139

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

- RTM: Tab 7, MNGD-1
- Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).
- Points to slides 18-37. Which is their Innovations and Value-Added Services Section.

H. Video Demonstrations: pages 140 - Page 140 of their technical proposal – a link

- Yes provided. Detailed and covered all of their 45 min.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 4

DATE: 09/22/2021

EVALUATOR NAME: Joe Zrioka

EVALUATOR DEPARTMENT/STATE: State of Maine - Division of Procurement Services

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - GEP Smart Unified Source to Pay software
 - GEP NEXXE Cognitive Supply Nexus
 -
2. Previous Projects
 - Viatris – implemented direct and indirect buying and accounts payable
 - UCAL – Spend Analysis, Sourcing, Contract Management, Supplier Management
 - Chevron – eProcurement not present in project
 - LDS Church – Contract and Supplier Management
 - UMASS – no evidence of eProcurement
 - Reference calls should be coordinated through GEP
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Combined state and GEP org chart specific to the project
 - Roles defined
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B report 10/19/2020
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 4
DATE: 12/16/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements **YES**

User Experience **YES**

Bidder Best Practices and Roadmap **AGILE, Maintenance Release/testing tight window for bug fixes, minor/low impact enhancements, manage commercials?**

Innovations and Value-Added Features/Services **Organizational Maturity Assessment – IT Procurement not identified, spend analysis, Market Intelligence. How is category management providing more value than the solution itself? I expect increased spend visibility, contract compliance, improved Supplier Performance – Is this innovation or additional cost?**

Customizations/Extensions **YES**

Alternative Funding Models **"GEP does not have any alternate funding models."**

Contract Transition and Flexibility **"GEP is able to comply with the contract review process and transition to a state's current contract terms"**

Functional Requirements

General Functionality **YES - 1 Customized, 3 configurations w/one medium effort, and 36 out of the box.**

Supplier Portal - **1 configuration w/medium effort, 1 integration w/high effort, and 21 out of the box**

Supplier Enablement/Management **9 integrations w/low effort and 34 out of the box.**

Buyer Portal **1 configurations w/medium effort, and 14 out of the box**

Need Identification **1 configurations w/low effort, and 6 out of the box**

Request through Pay **62 out of the box – Purch Req, 28 out of the box for Wrkflw mgt, 29 out of the box for PO gen and mgt, 17 in devp and all w/medium effort and 4 out of box for Pcard, 1 configuration w/low effort, and 20 out of the box for Receiving, 11 out of the box for invoicing.**

Catalog Capability **4 configurations w/medium (2) and low (2) LOE, 1 in devp w/low LOE, 34 OOBX**

Sourcing/Bid Management **7 configurations w/medium (1) and low (6) LOE, 1 in devp w/low LOE, 141 OOBX**

Contract Management **8 configurations w/medium (1) and low (5) and high (2) LOE, 80 OOBX**

Vendor Performance **1 configuration w/low LOE, 24 OOBX**

Purchasing/Data Analytics **1 configuration w/low LOE, 36 OOBX**

Technical Requirements

Availability **7 days/week twenty-four hours/day excluding scheduled maintenance and outages**

Accessibility Requirements **WCAG2.1 and Accessibility Conformance Report (based off a VPAT)**

Audit Trail and History **not sure minimum was met for user identifier, date/time stamp, field that was changed and the change that was made.**

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 4
DATE: 12/16/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Browsers Supported YES Microsoft Edge (Version 70.0 and above), Google Chrome (Version 70.0 and above), Firefox and MacOS Safari
User Accounts and Administration RBAC
User Authentication SAML
Federated Identity Management– SSO MFA
Data Conversion ETL, Cleanse and Standardize addresses (Country, Region, City & Street), “Harmonize”
Interface and Integration CGI Advantage (example) 2 options for integration
Office Automation Integration hosted on Microsoft Azure and integrates with Microsoft Office products
Mobile Device Support GEP Software is a mobile-native procurement platform
Mobile Applications GEPSMART mobile app on Apple App Store and Google PlayStore
Data Ownership and Access Missing?
Data Retention, Archive and Purge Considerations Yes but what standard?
Disaster Recovery Plan Annual test does it include clients, is this Azure's DR test?
Solution Environments Development/Quality Control, UAT, Training, Production Environments, multi-tenant mode
Solution Technical Architecture YES
Solution Network Architecture YES
System Development Methodology Agile development life cycle using Azure Dev Ops development tools, Functional, SIT, UAT, Regression/Automation, performance testing. Change Request Governance Process.
Service Level Agreement GEP would like to discuss and finalize the SLA requirements

Security Requirements

Cloud Security Alliance (CSA) Compliance CAIQ
Security and Privacy Controls Did not answer NIST 800-53 question
Security Certifications SOC1 Type II and SOC2 Type II, ISO 27018, PCI DSS v1.1, FedRAMP High, CJIS, IRS Publication 1075, HIPAA
Annual Security Plan No
Secure Application and Network Environment YES
Secure Application and Network Access YES
Data Security YES
Personally Identifiable Information Protection GDPR compliance
Security/Privacy Issue Occurrence reports any high severity security breach within 4 hrs – define high
PII Data Actual/Attempted Access or Disclosure YES
Security Breach Reporting 2 hour and 24 hour notification cannot be met

Implementation Services Requirements

Project Management AGILE, roles/responsibilities defined
Project Implementation Methodology Sm Med Lrg, Risk/Mitigation strategies, Configuration/change control, Issue Tracking/Management,
Catalog Support Services hosted and punchout catalogs
Data Conversion Services Data centralization, Standardization, enrichment, and optimization
Interface/Integration Development Services YES
Organizational Change Management (OCM) Services Human Centric Change Management
Training Services Train the trainer approach no training plan example
Help Desk Services global, severity levels
On-Site System Stabilization Support On site is on call

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): 4
DATE: 12/16/2021
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Managed Services Requirements

Solution Support **YES**
Organizational Change Management (OCM Services **YES**
Training Services **YES**
Help Desk Services **YES**
Transition Out Assistance Services **robust**

Video Demonstrations

- **Dashboard**
- **Templates**
- **Clause repository which can link to contracts**
- **Contract wizard**
- **Supplier enablement**
- **Vendor performance scorecards**
- **IT Procurement**
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 4 – Services Only

DATE: 8/22/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Heavy marketing visuals in presentation
 - Overuse of market buzzwords
 - Underwhelmingly curious if they perform in all capacities the proposal identifies
2. Previous Projects
 - Results are buzz word driven. No savings identified worthy of expense beyond process efficiencies
 - Results achieved are just marketing focused, with vague points
 -
3. Subcontractors
 - GEP is full-service (why also submitting proposals with subcontractors?)
 -
4. Organizational Chart
 - Separate Org Chart from other GEP proposals.
 - Personnel role responsibilities are general in nature.
 - Different titles of employees from other proposals
5. Litigation
 - No litigation identified
 -
 -
6. Financial Viability
 - D&B results not showing concern
 - Unsure about their subcontract KPMG
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): Cat 4, Stage 2 Proposed Services

DATE: 11/02/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- (Page 5) Centralized platform. Is this all or none, integration with other platforms?
- (8) Do suppliers have access outside of the portal?
- (10) High levels of functionality
- (13) Non-Value-added work reduction 40-60% is valuable
- (14) Agile no customization to cloud, unclear any potential impact to existing processes
- (15) Bi-Weekly maintenance releases seem overly frequent
- (23) Good gap analysis linking to reporting capabilities
- (24) Would like to see F2F workshops offered as well as virtual
- (30) How does Supplier database incorporate local and OSD vendors?

Functional Requirements

- (48) Interesting how the document process moves from one action to the next
- (46) Show good functionality across different workflows, very robust
- (60) Unsure if catalog search includes both hosted and punchouts including level 2
- (65) Concerned about the "Preferred Supplier" and what makes them chosen over others.
- (70) alludes to level 2 punchouts (searchable in the platform) but only if suppliers allow. How many suppliers allow this?
- (73) Sourcing seems very intuitive
- (79) Vendor Performance is good in the way it creates scorecard type data
- (82) Purchasing data has lots of functionality, would like to better understand if it is perhaps too much
- (RTM Tab 3, line 11, EPROC-SPR-7). Allow supplier access to solicitations, both invited and all others. Response did not meet the requirement. Did not address access to suppliers that have not been invited.

Technical Requirements

- (86) Availability should consider maintenance both planned and unplanned. The method identified is only identifying unexpected events relative to the vendor. The customer is inclusive of all events of any form where the service is unavailable. Their method is providing questionable percentages.
- (97) Single Sign on is preferred
- (102) Good data normalization
- (107) ERP integration is important as most states have existing solutions they will not abandon

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): Cat 4, Stage 2 Proposed Services

DATE: 11/02/2021

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Security Requirements

- (CAIQ line 135) Does not support BYOD. Would Single Sign On at state level allow this?
- (CAIQ line 207) Unsure if test environments are available
- (CAIQ lines 216-219) Unsure of liability relationship with GEP and MSFT using Azure. GEP reference to MSFT portal only raise concerns with data breaches or problems and who is liable.
- (CAIQ line 245) No BYOD support, how will this impact states that do not provide state owned laptops/mobile devices to all employees?
- (160) Breach does not include any credit monitoring by vendor or liability acknowledgement

Implementation Services Requirements

- (163+) Project Implementation Methodology is robust
- (167) Projected time periods are not discussed, only unspecified milestones
- (192) How does future state design consider state needs

Managed Services Requirements

- (234) MSFT Intune is MSFT service, GEP does not manage.
- (215) Are training options varied (virtual/In-Person)

Video Demonstrations

- Dashboard formatting is hard on the eyes
- Can create solicitations within the platform
- Scoring within platform with weighted percentages or formulas
- Can invite suppliers, can suppliers invite themselves?
- Evaluators score within
- Interesting Parent-Child relationships
- Unknown if shopping search looks at punchout catalogs
- Results show non-contracted items. Where are they coming from?
- Where do accounting details come from?
- Can reject line items in requisitions or only entire request?
- Does this work with Peoplesoft?
- Supplier management is manual process for data entry?
- Does supplier profile integrate with Oracle or other platforms?
- Arbitrary supplier scorecard?
- Reporting seems intuitive

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 4

DATE: 08/23/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - End to end procurement and supply chain
 - 20 years
 - Woman and minority owned
2. Previous Projects
 - Viatris, UCAL, Chevron and LDS Church
 -
 -
3. Subcontractors
 - Global Organization of independent professional services firms.
 -
 -
4. Organizational Chart
 - Org chart is combination of Client, KMPG and GEP
 -
 -
5. Litigation
 - No material or significant claims, litigation or regulatory actions in the past 5 years
 - No law suits
 -
6. Financial Viability
 - D & B Low risk
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

Key Solution Functionality Elements

7	Single point of entry for all procurement activity based on their needs or use of the solution	
7	Smart Routing – Wizard driven capabilities	Positive
7	Portal – informs users and supports user work management	

User Experience

8	Wizard driven capabilities	Positive
8	Mobile app has access to many areas. Catalogs, create requisitions, approvals and to view dashboard.	Strength
8	User sets up the look of the dashboard and it stays that way for next login	

Bidder Best Practices and Roadmap

14	Approach to implementation is based on progress made and not timeline	Positive
15	Quarterly general release sent to UAT for a week and then to production. It is sent to production in Default Off mode	Weakness
15	Maintenance release every 2 weeks to fix bugs. Handle like quarterly release – sent to UAT for 1 week first. “the participating entity is not obligated to accept and implement any recommendations.”	Weakness

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Innovations and Value-Added Features/Services

18-37	<p>These are optional</p> <ol style="list-style-type: none"> 1. Organizational Maturity Assessment – 16 weeks – a lot of time and a lot of people involved to get current state assessment. 2. Opportunity Assessment -spend analysis on current practices. 3. Market Intelligence 2-3 days for off the shelf report. 2.5 weeks for detailed reports 4. Category Management 	1.Concern- we do know pricing - depends on scope, level of detail, and timing
-------	---	---

Customizations/Extensions

39	Customizations are done with the help of a user's group call PAG. Based on the feedback given, GAP prepares its product roadmap for all of the solutions.	
----	---	--

Alternative Funding Models

41	GEP does not have any alternate funding models.	
----	---	--

Contract Transition and Flexibility

43	Able to comply with the contract review process an transition to a state's current ter4ms.	
----	--	--

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Functional Requirements

General Functionality

GEN 1	Cloud Based. SAAS Solution. Yes	
GEN 2	Yes	
GEN 3	Requires vendor to register through a form	Weakness
GEN 4	Yes	
GEN 5	Configuration items – 3 ways to set up	Weakness
GEN 6	Yes	
GEN 7	Yes	
GEN 8	Yes	
GEN 9	Yes	
GEN 10	Yes	
GEN 11	Yes – can upload 5 docs at a time. Limit of 30MB per document but the size can be increased or decreased per state's requirements	Positive
GEN 12	Yes – able to search across transactions/documents	Positive
GEN 13	Yes	
GEN 14	Yes	
GEN 15	Yes	
GEN 16	Yes	
GEN 17	Yes	
GEN 18	Yes	
GEN 19	Yes	
GEN 20	Yes	
GEN 21	Yes – High level 181-500 Hours	Concern

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 4

DATE: 08/19/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - 20 + years experience. Formed in 1999
 - Minority and Women owned
 -
 -
2. Previous Projects
 - University client
 - Church client
 - Large Gas Company
 -
3. Subcontractors
 - No Subcontractors for this response
 - GEP would provide software, implementation and value added services
 -
4. Organizational Chart
 - Supplied extensive organizational chart
 - Supplied roles and definitions for GEP team
 - Supplied roles and definitions for entity team
5. Litigation
 - Bidder stated none to report
 -
 -
6. Financial Viability
 - Supplied Duns & Bradstreet report.
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: GEP
CATEGORY #(s): Stage 2, Category 4
DATE: 11/08/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

One of my major concerns with this response is the vendor has requested many times that they would like further discussion on some of the requirements listed. This response also has many concerns where the entire requirement listed was not addressed in their response.

I believe the concerns would need to be addressed (i.e., PCard functionality) in order for their solution could be offered. I think some of the "clarifications" need be addressed for me to feel comfortable with their solution offering.

General Principal and Requirements

Key Solution Functionality Elements

- PDF Page 5 – Need form completed to be taken to proper module. Page 6 -Will configure catalogs and punchouts. Restrict access to documents. STRENGTH – Cross Functional reporting. Will configure to state specific cases.

User Experience

- STRENGTH Page 8 PDF – User personalization and access tasks from landing page
- Mobile Capability

Bidder Best Practices and Roadmap

- PDF Page 13 – STRENGTH – Best Practices. PAGE 15 – Default OFF Releases!

Innovations and Value-Added Features/Services

- PDF Page 19 – Organizational and Opportunity Assessment, Market Intelligence and Category Management. Lots of information and informational charts!

Customizations/Extensions

- PDF Page 39 – Highly configurable and lays out customer roadmap

Alternative Funding Models

- CONCERN – No alternative funding models available.

Contract Transition and Flexibility

- This vendor complies to this statement.

Functional Requirements

General Functionality

- STRENGTH EPROC-GEN-5 – Multiple options for posting data.
- WEAKNESS -EPROC-GEN-7 – Fill form to gain access?
- WEAKNESS -EPROC-GEN-8 – Can search by commodity code?
- STRENGTH - EPROC-GEN-11 – Can increase the file limit of 30MB.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): Stage 2, Category 4

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- STRENGTH - EPROC-GEN-17 – Nice to be able to have new release data in the OFF by default mode.
- WEAKNESS - EPROC-GEN-25 – Does not allow email domain change to state email domain on emails sent from the system.
- CONCERN - EPROC-GEN-26 – Need to integrate with ERP to track administrative fees.
- STRENGTH - EPROC-GEN-36 – System has its own “built in” signature process but can integrate as well.

Supplier Portal

- STRENGTH - EPROC-SPR-13- Multiple ways for supplier to submit invoices.
- CONCERN - EPROC-SPR-15 – Did not mention if the SUPPLIER could not get to the historical data in the supplier portal?
- CONCERN - EPROC-SPR-19- Must submit administrative fees via an integration.
- CONCERN - EPROC-SPR-20 – Response seems to be on the user side rather than the supplier portal side?
- CONCERN - EPROC-SPR-23 – Response seems to be on the user side rather than on the supplier side?

Supplier Enablement/Management

- STRENGTH - EPROC-VDR-6 – Each contact can have their own log in to the supplier portal.
- CONCERN - EPROC-VDR-13 – Response did not address the foreign suppliers designation?
- STRENGTH - EPROC-VDR-16 - Triggers expire notifications on certificates
- CONCERN - EPROC-VDR-20 thru EPROC-VDR-27 – These responses ALL refer to the response in EPROC-VDR-19 which provides “link” to a management service solution. We need to ask for clarification on these requirements.

Buyer Portal-

- CONCERN -EPROC-BPRT-6 – System admin might have to run reports on behalf of the user?
- STRENGTH - EPROC-BPRT-10 – Can perform a “system-wide” search from the buyer landing page.
- **CONCERN - EPROC-BPRT-14 -Need to discuss further specific integration requirements? Needs to be addressed at implementation.**
- CONCERN - EPROC-BPRT-15 – Did not state if communication would default to user email address?

Need Identification

- PDF PAGE 62 - The need starts with a request form user needs to fill out.
- Meets all other requirements

Request through Pay

- PDF PAGE 66 – Core Features list is pretty extensive
- STRENGTH - EPROC-PRD-8 – Collated purchase requests into one centralized dashboard.
- CONCERN - EPROC-PRD-24 – Can you limit the user access to the form?
- CONCERN - EPROC-PRD-46 – Did not address the political subdivision unique chart?
- CONCERN - EPROC-PRD-47 – Can you control fields availability based on the agency?
- CONCERN - EPROC-PRD-56 – Vendor response states wants further discussion. Not sure they can meet this requirement.
- CONCERN - EPROC-PRD-59 – Did not submit information of calendar functionality.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): Stage 2, Category 4

DATE: 11/08/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-WRK-9 and EPROC-WRK-10 – Did not state if the user could enter a reason for workflow by pass?
- WEAKNESS - EPROC-WRK-22 – Referenced a previous requirement as their response to this requirement.
- CONCERN - EPROC-PO-2 – Supplier wants further discussion.
- CONCERN - EPROC-PO-15 – Did not state if they could print in groups?
- CONCERN - EPROC-PC-1 thru EPROC-PC-3, EPROC-PC-5 thru PC – 8, PC-10 thru PC – 15, PC -17 thru PC -19 and PC - 20 – Pcard functionality in development.

Catalog Capability

- PDF Page 69 – Has 3 catalog options with the Internal Catalog being new to me.
- CONCERN - EPROC-CAT-11 – Supplier has requested further discussion on ability to obtain quotes.
- CONCERN - EPROC-CAT-20 - Concern - Response is quick quote process where I thought we were looking for the ability to enter a quote in the punch out catalog?
- CONCERN - EPROC-CAT-38 – Search catalogs without logging in is in development.

Sourcing/Bid Management –

- PDF Page 74 – Comprehensive Automatic Scoring.
- CONCERN - EPROC-SRC-15 and SRC – 16- Supplier would like further discussions of IFQC and IFQP
- CONCERN - EPROC-SRC-19 thru EPROC-SRC-21 – Supplier response did not address if these event types could be done in the system?
- CONCERN - EPROC-SRC-28 – Response was directed at the supplier side and not for participants on the buyer side (solicitation participants).
- CONCERN - EPROC-SRC-37 – Need ability to update templates automatically but this supplier does not recommend.
- CONCERN - EPROC-SRC-83 – Did not address if recording of pre-proposal conference could be stored as part of the event?
- CONCERN - EPROC-SRC-102 – Response is NOT an electronic signature process.
- CONCERN - EPROC-SRC-109 – The ability to enter paper responses in under development and will aligned with entity's go live date.
- CONCERN - EPROC-SRC-130- Supplier wants further discussion on online collaboration.

Contract Management

- PDF – Page 76 – Key Highlights to their Contract Management Solution.
- The contract request form goes directly to creation of a contract avoiding the need for a bid.
- STRENGTH - EPROC-CNT-8 – Mass update to contracts that have the same contract clause that has been updated.
- STRENGTH - EPROC-CNT-12- Built in electronic signature process but can also integrate.
- CONCERN - EPROC-CNT-18 – Supplier response does not address the sharing of responsibility of the contract record.
- CONCERN - EPROC-CNT-20 - This response does not address the contract number being the same as the solicitation number.
- CONCERN - EPROC-CNT-38- Supplier wants further discussion on the ability to capture subcontractor information.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 4

DATE: 8/30/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 1911.
 - IBM delivers: Deployment of SAP Ariba
2. Previous Projects
 - 4 projects provided. All four are private firms and seem to fit category 4.
 - Lilly. Transformed procurement processes. Moved from SAP ECC SRM to Ariba solution.
 - Pfizer. Transitioned from SAP Ariba online to a cloud based Ariba suite.
 - Lumen. Transitioned from SAP ECC SRM solution to an Ariba solution.
 - IBM.
3. Subcontractors
 - Vendor states no subcontractors.
4. Organizational Chart
 - Provides an organizational chart. **However, it seems very small for the work that could be coming their way. No job descriptions are provided.**
5. Litigation
 - Page 12, yes say they have several; **however, they do not provide any other information other than saying they disclose on a quarterly basis to the SEC which reports any significant litigation in its annual report. Including the annual report would have been helpful.**
6. Financial Viability
 - DnB provided. Low to Low/Moderate risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 4

DATE: 1/10/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Product is SAP Ariba Cloud Services and is SaaS and is hosted by SAP and provided as a subscription based offering.
- Because of the above they state no software to install or additional maintenance or support costs and **no need to hire consultants** or tech specialist to run the baselined system.
- The full matrix was not completed – did not complete tabs 5 (security requirements) and 6 (Implementation requirements)
- The Redline of the NASPO ValuePOINT Master Agreement T and C's #14.3 (page 22) Assignment/Subcontracts, they add 14.3.3 and essentially state will be transferring portion of business operations responsible for some of the services provided the Contract to Kyndri, Inc. **This is concerning, since Kyndri inc. was vetted and did not make it through the initial evaluation phase.**
- Overall – this system seems more user friendly for a Supplier.
- Demonstration: Many items in the matrix were stated as “supported” “configurable” “standard functionality”; **without any details on how the tool/solution will meet the requirement it's hard to assess. Was hoping to find in demo, but when reached that portion, it was not accessible.**
- Side note: Many typos and formatting errors throughout the submitted proposal. Possible reflection on work to come.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 14)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

1. Product is SAP Ariba and is SaaS and is hosted by SAP and provided as a subscription based offering.

- Single point of entry – yes – Single Sign on

- Smart routing – Maybe? – They discuss the State maintain workflows using the dynamic configurable workflow engine. **Is that the State's engine, IBM's, or Ariba's? May know more as I read.**
- Compliance – yes – state industry standards and annual or semiannual audits.
- Portal – yes – single point of access.
- Open Marketplace Environment. - yes
- Integration – yes holistic integration approach.
- Workflow – yes
- Document management – yes.
- Reporting, dashboards and data visualization – yes – native reporting analytics.
- Configurable – yes – they state their system is.
- Transparency – Yes

2. User Experience - pages 14 - 16

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.

2. IBM discusses Ariba's innovative Guided Buying capabilities. **This is section does not follow the bullets laid out below well, have tried to capture if they meet them within their proposal paragraphs.**

- Capability – initial screen: – **Do not see addressed in this section.**
- Intuitive Navigation – yes, address this by using a tile based structure.
- Wizard-driven capabilities – possibly – the visual workflows, reminders, and notifications could fall into this.
- Informative Portal – Maybe – I believe this is what they are eluding to in their dashboard.
- Mobile Optimization – yes, they have a mobile App. **It would be nice to know if they can do both IOS and Android.**
- Workload Mgt Functionality – Yes, addressed.
- Role-Based Functionality – Yes, addressed.

3. Bidder Best Practices and Roadmap – pages 16 - 21

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

3. IBM didn't introduce anything new, instead relied on the explaining the functional enhancements, etc. of Ariba.

- Quarterly Releases – They explain products may be released quarterly.
- Timely updates – yes – Quarterly Releases – They explain products may be released quarterly.
- Alternative Best Practices – yes have a best practice center that is part of the subscription.
- Road Map: **To see the Road Map we must register on SAP's site; therefore, not able to score as was not provided.**

4. Innovations and Value-Added Features/Services – pages 21 - 22

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

4. Yes - Completed section.

- Ariba developed APIs which is no cost to State to access nor is the developer portal.
- SAP FieldGlass is another solution that is of cost (not in the cost proposal) that helps find the right type of workers/staff.
- SAP Ariba Supplier Risk Management is another solution that helps buyers make smarter decisions with less risk.

5. Customizations/Extensions – pages 22 - 23

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- IBM feels at this time (looking at the Matrix) the requirements can be met with configurations and customizations are not necessary.
- Pages 12-14 list Apps and Partners that are not included in the SAP Ariba solution and price at this time. IBM feels these could help the State. In a quick review of some of the Apps they seem like they are some of the areas that are requirements of this RFP. So the question then is, Is this for the mobile app and we need to purchase all of these for that OR is this a different option than what Ariba has? I think we need **to CLARIFY** this.

6. Alternative Funding Models – Pages 23 - 27

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

IBM does not have alternate funding models. They suggest looking at each State's financial structure and helping address the funding then.

7. Contract Transition and Flexibility – page 27

IBM has many contingencies and given the high likelihood that IBM has an agreement with most States, it is very likely this area will pose a problem for States and maybe NASPO Contractually.

B. Functional Requirements: pages 28 – 48

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

1. **General Functionality.** Tab 2, GEN-1 through GEN-40. 2 – Medium (3,5), 1 – “N/A”(38), rest are “L” Low level of complexity. 2-“INT-Integration/interface”(5,14), 1-“partial”(3), 1 – “N/A”(38), and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba Buying and Sourcing, Sourcing, Buying and Contacts, Contracts, Cloud Analytics, Full Suite.
 - #3 is marked as “partial”, which is not a choice in the codes. Based on the notes it looks like they do not have the ability to integrate to post on the State’s procurement website.
 - #38 is marked N/A, which is not a choice in the codes. After reading the reply – it seems the answer is “N” as they do not comply with this.
 - For most of the items in 1 – 7 GPE offers use of their system, but these questions are about being able
 - Many of the Comments state “Standard Functionality” (there are 22 of these). As a nonuser of ASP Ariba’s system, I do not know what is “standard functionality” for that particular requirement. I believe that is why the instructions outline to “describe how the identified tools/solution will meet the requirement. Include benefits or limitations.” Based on the vagueness and essentially a guess on my part, these lines won’t be evaluated.
 - Use Native Integration for integration of purchase requests.
 - Supports all types of files and mentions a “really robust search engine” in many of the comments.
2. **Supplier Portal.** Tab 3, SPR-1 through SPR-23. 1 – Medium (7), rest are all “L” Low level of complexity, 1 – “INT - Integration/Interface”(7), 1- “BP-BusinessProcess”(18), and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Supplier LifeCycle, Network, Sourcing, Full Suite, Buying, Invoicing, and Contracts.
 - 10 comments that state “Standard Functionality” without further description. As a nonuser of ASP Ariba’s system, I do not know what is “standard functionality” for that particular requirement. I believe that is why the instructions outline to “describe how the identified tools/solution will meet the requirement. Include benefits or limitations.” Based on the vagueness and essentially a guess on my part, these lines won’t be evaluated.
 - Ariba seems to have a good handle on the Supplier portal side and a understanding of what the suppliers need.
 - #3 states suppliers can integrate their financial systems to Ariba Network. While the State will want supplier spend reports, I am not certain about connecting to the system – for security reasons the State would want to look into this.
 - #7, 8, where allow supplier to access solicitations and to submit proposals... IBM responds that State APIs are available to post but suppliers will need to be directed to an external State website. This is concerning – as this is a requirement of the eprocurement system.
3. **Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43. 9–Medium (19-27), rest all “L” Low level of complexity, 9-“INT-Integration/Interface(19-27)”, and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Supplier LifeCycle.
 - 6 comments that state “Standard Functionality” without further description. As a nonuser of ASP Ariba’s system, I do not know what is “standard functionality” for that particular requirement. I believe that is why the instructions outline to “describe how the identified tools/solution will meet the requirement. Include benefits or limitations.” Based on the vagueness and essentially a guess on my part, these lines won’t be evaluated.
 - Suppliers are able to self register and meet requirements 1 – 10
 - It’s not clear if the system accepts commodity codes, as the answers given to the questions are not straightforward.
 - #18 - #27 are marked as “INT” and the State asks that the verification of the supplier items be done. IBM’s answer is they can validate the format, I am unsure if this will meet the requirement.
4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15. All “L” Low level of complexity. and “A – Available”. Solutions/Tools/Modules covered – SAP Buying, Invoicing.
 - 7 comments that state “Standard Functionality or Configurable or both of these” without further description. As a nonuser of ASP Ariba’s system, I do not know what is “standard functionality / configurable” for that particular requirement. I believe that is why the

- instructions outline to “describe how the identified tools/solution will meet the requirement. Include benefits or limitations.” Based on the vagueness and essentially a guess on my part, these lines won’t be evaluated.
- The answer to #11 is of concern. The State can download any account information (data) as long as subscribed, but only within the functionality of their application. It doesn’t answer the question if we can get the minimum items that are asked for in the requirement.
5. **Need Identification.** Tab 3, NEED-1 through NEED-7. All “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Guided Buying.
- The CF item does not seem to pose a problem. Other items seem to be standard within the software.
6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11. All “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Ariba Buying, Invoicing, Network, Risk Management.
- All the requirements in this section were answered with the same generic answer “Standard Functionality. This is a generally available feature within the Solution and is currently leveraged by multiple customers across multiple industries”. I do not feel this section was completed as they did not describe or go into any type of detail of “how, etc.”
 - PRD 4 – Doesn’t seem to answer the Role question. They answer it with groups, but not by role.
 - PRD 15 and 16, WRK12, PO11 and 12 – Limit attachments to 100MB size limit, but can support any type of attachment.
 - PRD49 – Ariba uses UNSPSC (United Nations Standard Products and Services Code) – it seems much configuration will need to be done to work in State’s chart of accounts.
 - PRD59 – is essentially **not answered**. Gives “Standard Functionality supported and configurable”.
 - WRK28 – only one user in Que at a time.
 - PC 6 – Comment that it’s not supported; however, they list as “Available”.
7. **Catalog Capability** - Tab 3, CAT-1 through CAT-40. All “L” Low level of complexity. 1-“N-Not Available”(19) and rest “A – Available”. Solutions/Tools/Modules covered – SAP Buying.
- 9 comments that state “Standard Functionality” without further description. As a nonuser of ASP Ariba’s system, I do not know what is “standard functionality” for that particular requirement. I believe that is why the instructions outline to “describe how the identified tools/solution will meet the requirement. Include benefits or limitations.” Based on the vagueness and essentially a guess on my part, these lines won’t be evaluated.
 - #3 - 3 channels that catalogs can be updated from: (1) Loaded directly by customer via CSV or CIF format, (2) Loaded by us acting as the catalog management service to the customer, (3) Self- loaded by the supplier via the Ariba Network.
 - #6 and 7. Catalogs are limited to 5,000 catalogs and there is a limit to 500,000 items in a catalog.
 - #19 – To enter Items of negative values is not an option.
8. **Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151. 1 – Medium (71), 2 – “N/A”, rest are “L” Low level of complexity. 1-“partial”(109), 2 – “N/A”(76, 138), and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba Sourcing, Supplier Life Cycle.
- 5 comments that state “Standard Functionality or Configurable or both of these” without further description. As a nonuser of ASP Ariba’s system, I do not know what is “standard functionality / configurable” for that particular requirement. I believe that is why the instructions outline to “describe how the identified tools/solution will meet the requirement. Include benefits or limitations.” Based on the vagueness and essentially a guess on my part, these lines won’t be evaluated.
 - #2 – System has several solicitation templates to use; however, most all State’s will want to use their AG approved templates and forms. Some such as the RFI are delivered out of the box, unsure if can configure.
 - #36, 52, 63, 70 – limited to 100MB

- #76 – Ariba’s system doesn’t provide ability to post solicitation documentation unless **manually done**.
 - #138 – Ariba’s system does not post award results to State’s procurement website. It must be **done manually**.
9. **Contract Management.** Tab 3, CNT-1 through CNT-88. 1 – Medium (64), 12 – “N/A”, rest are “L” Low level of complexity. 2-“partial”(65,66), 12 – “N/A”(45, 52-62), and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba Contract Management, Buying, Supplier Lifecycle and Performance Management.
- #45 – **Ariba’s system doesn’t support read only** format with redaction properties.
 - #52 through #62 – **Ariba’s system doesn’t support** posting of various items to State’s public Contracts website. The State must manually post.
10. **Vendor Performance** Tab 3, VPE-1 through VPE-25. All “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Supplier Lifecycle & Performance.
- VPE 1 – 11, 15 states “supported and configurable” and rate as an “A”, **but gives no comments on how or detail**.
 - VPE 21 – **CLARIFY** that the system provides this requirement as IBM says it does, because they comment that the best way is through scorecards, which in my mind is paper or a simple excel form. Maybe scorecards is a name of one of their forms. **If not, this does not meet the requirement**.
 - VPE 25 – **File size limit 100MB per attachment. – does not meet requirement**.
11. **Purchasing/Data Analytics** Tab 3, PDA-1 through PDA-37. All “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Ariba Analytics Solutions.
- PDA 1 – Ariba solutions comes with 250 pre-packaged reports.
 - **PDA 34 – “Standard Functionality” no Detail.**

C. Technical Requirements: pages 49 - 74

1. **Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*
- Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider’s (ISP’s) should also be in place.*
- SAP offers a 99.5% system availability percentage during each month for production versions, with exception of **regularly scheduled and emergency maintenance**. **CLARIFY –** How often is regular maintenance and during what hours and days. Additionally, how often in the past has SAP had emergency maintenance (example of how many times in one year?).
2. **Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
- Page 45. They state they will provide accessibility to customers upon request. **It seems the software does not come with accessibility requirements.**
3. **Audit Trail and History** RTM: Tab 4, TECH-1 through TECH-5. All “L” Low level of complexity. 3 - “INT-Integration/interface”(3,4,5) and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba.
- TECH 3 – 5 are “INT”; however, they repeat TECH 1 and do not explain/detail out how or why integration or interface is needed.
4. **Browsers Supported**
- The general web browsers are supported (Microsoft Internet Explorer, M Edge, M Edge Chromium, G Chrome, Firefox, and Safari). Microsoft Internet Explorer compatibility mode is not supported. No concerns.
5. **User Accounts and Administration** RTM: Tab 4, TECH-6 through TECH-20 – 2 – Medium (10,11), rest are “L” Low level of complexity. 3 -“INT-Integration/interface”(11,14,17), and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba.

- **TECH 12 – Does not meet requirement.**
 - 6. **User Authentication** RTM: Tab 4, TECH-21 through TECH-25. All “L” Low level of complexity. 1- “INT-Integration/interface”(22,25), the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba.
 - 7. **Federated Identity Management** – Pages 49 – 50. **Unsure that their response answers / meets the requirement.**
 - 8. **Data Conversion** RTM: Tab 4, TECH-26 through TECH-34. ALL – High and all “INT-Integration/interface”. Solutions/Tools/Modules covered – SAP Ariba.
 - SAP plans to use “SAP’s Activate Methodology”
 - Integration of legacy systems are extra cost.
 - 9. **Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60. 20 – Medium (many), rest are “L” Low level of complexity. 20-“INT-Integration/interface”(many), 1-“not completed”(40), 1 – “CF” configuration item (60), and the rest “A – Available”. Solutions/Tools/Modules covered – SAP Ariba.
 - **TECH 57 – I believe they misunderstood this requirement.** This requirement is not solely about tracking the credits of this Contract. It’s about tracking credits within all Contracts held by/with the State.
 - 10. **Office Automation Integration**
 - Yes, they integrate with Microsoft products listed and others.
 - 11. **Mobile Device Support** RTM: Tab 4, TECH-62. “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Ariba.
 - Yes it can be accessed Mobily
 - 12. **Mobile Applications** - Nothing add here. – TECH 62.
 - 13. **Data Ownership and Access**
 - SAP Ariba retains data for duration of the subscription unless required by law, but State will retains ownership of data. – They send us to their URL. (page 54)
 - 14. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63. “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Ariba..
 - SAP Ariba retains data for duration of the subscription unless required by law, but State will retains ownership of data. – They send us to their URL. (page 54)
 - **Concern with a URL.**
 - 15. **Disaster Recovery Plan**
 - *Page 55. “Every SAP Cloud Line of Business (LoB) participates in disaster recovery planning (DRP) and business continuity planning (BCP). The scope of DRP and BCP obligations generally follow these lines: SAP Ariba maintains one or more disaster recovery plans (DR Plan) to protect production instances at data centers when the recovery solution is more than restoration from backups. SAP Ariba discloses to eligible customers, upon request annually, one or more DR Plans relating to the recovery of cloud products and services used by a customer.”*
 - 16. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67. “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Ariba..
 - State would receive two environments by default: Test and Production.
 - Additional environments (i.e. Development, Quality Control/User Acceptance, Training) are additional charges.
 - 17. **Solution Technical Architecture**
 - Diagram not provided.
 - They described some tools and gave some “various” options for exchanging data between SAP Ariba and external system.
 - 18. **Solution Network Architecture**
 - Diagram on page 59.
 - SAP Ariba solutions are offered and delivered in a true subscription-based model
 - 19. **System Development Methodology**
 - Based upon Agile Scrum Development methodology.
 - 20. **Service Level Agreement**
 - **IBM refers State to their SLA attachment. They do not mention anything about reviewing or indicating compliance with our SLA.**
- D. Security Requirements: pages 75 - 94**

1. **Cloud Security Alliance (CSA) Compliance**
 - SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines.
2. **Security and Privacy Controls**
3. **Security Certifications**
4. **Annual Security Plan**
5. **Secure Application and Network Environment**
6. **Secure Application and Network Access** – Tab 5, SEC-1 through SEC-6. . “L” Low level of complexity and “A – Available”. Solutions/Tools/Modules covered – SAP Ariba..
 - Mentions backup policies.
7. **Data Security** – nothing to add.
8. **Personally Identifiable Information Protection** – nothing to add.
9. **Security/Privacy Issue Occurrence** – nothing to add.
10. **PII Data Actual/Attempted Access or Disclosure** – nothing to add.
11. **Security Breach Reporting** – nothing to add.

E. Implementation Services Requirements: pages 95 - 127

- Three of the Matrix Columns (Bidder Approach/Comments, Availability, and Level of Complexity) were not completed. Only the “Bidder Proposed Tools and Solution” was completed.
1. **Project Management**
 - “IBM believes that successful collaboration and teaming is such a critical success factor for complex projects like this, we recommend a 3-tiered governance model that includes The State and its two partners in the program...”
 - They provide graphs and timelines page 80 - 85
 2. **Project Implementation Methodology –**
 - Reference the use of SAP IMPACT through the use of their BlueworksLive process design modeler.
 - IBM uses hybrid agile delivery methodology.
 3. **Catalog Support Services**
 - Table and graphs show how the process will work. Seems like it will meet requirements.
 4. **Data Conversion Services**
 5. **Interface/Integration Development Services**
 - They list out how their standard process works.
 6. **Organizational Change Management (OCM Services)**
 - Change Management is discussed in graphs and overall looks like it will meet requirements.
 7. **Training Services**
 - IBM/SAP IMPACT is discussed again here and the use of “WalkMe” software.
 8. **Help Desk Services – good.**
 - IBM describes it in section F below.
 9. **On-Site System Stabilization Support**

F. Managed Services Requirements: pages 128 - 136

- Matrix was not completed – left blank.
1. **Solution Support**
 - IBM proposes:
 - Transition support. \$\$\$
 - Tier 2 service Desk
 -
 2. **Organizational Change Management (OCM Services)** – see section E6 comments above, .
 3. **Training Services**
 - “As a part of Organization Change Management activities, training services (Train-the-Trainer for State functions and for Supplier Enablement) will be provided during the Implementation Phase for the modules and functions in scope for SAP Ariba implementation. IBM’s Tier-2 Help Desk services (described in Question #5 below) will be available to respond to How-to questions once implementation is complete. In addition to self-help documentation and Tier-2 Help-Desk services, if required, IBM can provide additional training (onsite or remote) for requested SAP

Ariba modules and functions using rates established in the rate card. This will be handled as a Project Change Request”

4. **Catalog Support Services**
 - SAP Ariba doesn't support catalog enablement in Ariba Buying & Invoicing.
5. **Help Desk Services** – Refer to section F1
6. **Transition Out Assistance Services**

G. Other Available Services: pages 137 - 139

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

- A sentence that IBM provides consulting, implementation, and managed services and more info. can be provided upon specific request.

H. Video Demonstrations: pages 140 - Page 140 of their technical proposal – a link

- Unable to download. Did finally get to a screen – wanted email to register – therefore cannot score.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (IBM)

CATEGORY #(s): 4

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 preliminary docs, cyber liability of 10 mil
 - E-procurement cloud solutions SAP Ariba
 - highest number of Ariba certified professionals (no data to confirm)
 - SOC 1, 2, and 3.FedRAMP, ISO, GDPR certifications
 - To assess, measure, manage and report on the project health - the Seven Keys Framework
2. Previous Projects
 - Lilly- Ariba Source to Pay Capabilities
 - Pfizer - Ariba Suite Capabilities: Guided Buying, Invoice Management, Supplier Management, Sourcing, Contracts Management
 - Lumen - Ariba Capabilities: Guided Buying, Invoice Management, Procurement Operations Desk, Sourcing, Contracts
 - IBM – From legacy to Ariba Source to Pay
 -
3. Subcontractors
 - SAP
 -
 -
4. Organizational Chart
 - Executive Org Chart
 - Roles not defined
 - SAP driven
 -
5. Litigation
 - variety of ongoing claims
 -
 -
6. Financial Viability
 - D&B Report dated 5/2021
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 4

DATE: 1/11/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements **IBM proposes to implement SAP ARIBA**

Key Solution Functionality Elements
User Experience
Bidder Best Practices and Roadmap
Innovations and Value-Added Features/Services
Customizations/Extensions
Alternative Funding Models
Contract Transition and Flexibility

Functional Requirements **IBM proposes to implement SAP ARIBA**

General Functionality
Supplier Portal -
Supplier Enablement/Management
Buyer Portal
Need Identification
Request through Pay
Catalog Capability
Sourcing/Bid Management
Contract Management
Vendor Performance
Purchasing/Data Analytics

Technical Requirements **IBM proposes to implement SAP ARIBA**

Availability
Accessibility Requirements
Audit Trail and History
Browsers Supported
User Accounts and Administration
User Authentication
Federated Identity Management
Data Conversion
Interface and Integration
Office Automation Integration
Mobile Device Support
Mobile Applications
Data Ownership and Access
Data Retention, Archive and Purge Considerations

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 4

DATE: 1/11/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Disaster Recovery Plan

Solution Environments

Solution Technical Architecture

Solution Network Architecture

System Development Methodology

Service Level Agreement

Security Requirements IBM proposes to implement SAP ARIBA

Cloud Security Alliance (CSA) Compliance

Security and Privacy Controls

Security Certifications

Annual Security Plan

Secure Application and Network Environment

Secure Application and Network Access

Data Security

Personally Identifiable Information Protection

Security/Privacy Issue Occurrence

PII Data Actual/Attempted Access or Disclosure

Security Breach Reporting

Implementation Services Requirements

Project Management Three tiered governance model includes the state and the two partners in the project IBM and SAP arriba includes roles and responsibilities.

Project Implementation Methodology SAP impact solution. One size fits all.

Catalog Support Services Heavy focus on supplier enablement

Data Conversion Services Methodology includes source , assessment , extract transform which includes data cleansing, validate , target system

Interface/Integration Development Services Minimum detail provided

Organizational Change Management (OCM Services Methodology is IBM's digital change. OCM phases are prepare, explore, realize, deploy, sustain

Training Services Some of the training is covered by OCM and the training plan will be developed with the state. Appears short on methodology.

Help Desk Services described in Section F1?

On-Site System Stabilization Support Hypercare and managed services

Managed Services Requirements

Solution Support Same as above in various sections.

Organizational Change Management (OCM Services Same as above

Training Services Same as above

Catalog Support Services Same as above

Help Desk Services Same as above

Transition Out Assistance Services standard operating procedures

Other Available Resources provides consulting, implementation and managed services "is" almost all industries

Video Demonstrations

- This shared file or folder link has been removed or is unavailable to you.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 4 – Services Only

DATE: 9/8/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Deploying Ariba
 - Experience
 - Developed implementation process stated
2. Previous Projects
 - Lilly example was transition from one SAP to another in Ariba, no end results demonstrated except changeover
 - Pfizer transitioned from Ariba On-Prem to cloud, results only identified changeover within IBM solutions
 - Lumen from one SAP product to another, results do not show ROI
 - IBM project is their own transition from on-prem to cloud?
 - Would have expected more state procurement project examples if they are available and new enablement, not just transition from one IBM solution to another
 - Projects do not show capability of IBM to implement state procurement solutions
3. Subcontractors
 - No subcontractors
 -
 -
4. Organizational Chart
 - Only provided 4 team members.
 - Not shown how they would develop a team for a statewide implementation
 -
5. Litigation
 - Response does not identify litigation pending only that there is
 - Question on responsiveness to this section
 -
6. Financial Viability
 - Moderate Risk overall unexpected
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Cat 4 Services, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- SAP Ariba Solution
- POSITIVE (p.3) SAP Ariba Solution, SaaS
- POSITIVE (p.3) SAP manages infrastructure
- QUESTIONING (p.5)- Spot buy catalog avenue to encourage off contract purchases.
- POSITIVE (p.5)- mobile platform focus
- POSITIVE (p.7)- end to end system, task management functions
- QUESTIONING (p.8)- Monthly feature deliveries, what is state resource demand for these?
- INTERESTING (p.8-9)- API open access developer portal
- NEGATIVE (p.8)-Many value-added services, why not included in base products
- INTERESTING (p.11)-Does IBM support customized or is the configurable system the proposed option. States may be in a situation where configuration limitations do not meet compliance requirements.
- QUESTIONING (p.12)-Extension partners for functionality what is relationship and liability
- QUESTIONING (p.15)- Does IBM have current NVP contract for eProcurement
- QUESTIONING RTM line 9, EPROC-GEN-5, access to contracts only to licensed users

Functional Requirements

- INTERESTING (p.16) Ariba provided less costly ways of procurement. Would like to see ROI data.
- POSITIVE (p.17) fully automated source to pay
 - SAP Ariba Buying& Invoicing (including Guided Buying)
 - SAP Ariba Sourcing
 - SAP Ariba Contracts
 - SAP Ariba Supplier Lifecycle & Performance Management
 - SAP Ariba Network
 - SAP Fieldglass
- QUESTIONING (p.17) How does SAP synch with other ERP software, cost and effort involved
- POSITIVE (p.17) increases touchless invoicing
- POSITIVE (p.19) Business network well established
- POSITIVE (p.26) Role based user dashboard
- QUESTIONING (p.29) Does guided buying allow for weighted criteria (OSD, local, USA, etc.)

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Cat 4 Services, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- INTERESTING (p.31) Buying and Invoicing reconciles all purchases. How is integration from existing solutions considered.
- POSITIVE (p.33) Catalog searches across hosted and punchout (level 2)
- POSITIVE (p.34) Ariba sourcing most widely adopted in marketplace (vendor familiarity)
- POSITIVE (p.34) Solicitation template management, historical library, electronic solicitation
- POSITIVE (p.34) Proposal side by side evaluation
- QUESTIONING (p.37) Contract documents versioning related to negotiating activities
- QUESTIONING (p.40) Public access API website details
- QUESTIONING (p.42) Reporting limitations to customize or export not clarified very well

Technical Requirements

- QUESTIONING (p.45) accessibility limitations are very broad
- NEGATIVE (p.45) Audit logs retained only with active account (3-5 years typical requirement)
- NEGATIVE (p.47) Roles do not appear to have a buyer/shopper type category
- POSITIVE (p.48) Single Sign On consistent with Ariba
- POSITIVE (p.50) Deep level of experience with data conversion and SAP projects
- POSITIVE (p. 51) Integration with ERP Oracle and PeopleSoft
-

Security Requirements

- POSITIVE (p.63) credit card security standards met
- QUESTIONING (p.76) SAP does not handle HIPAA data, possible concern?
- NEGATIVE (p.88) IBM will specify charges for investigating changes?
- POSITIVE (p.100) Good change manage processes identified

Implementation Services Requirements

- NEGATIVE (p.88) IBM will specify charges for investigating changes?
- POSITIVE (p.100) Good change manage processes identified

Managed Services Requirements

- POSITIVE (p.108) various levels of support identified

Video Demonstrations

- NEGATIVE Inaccessible using link provided.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Cat 1 Stage 1

DATE: 08/24/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - \$80 billion enterprise SAP Ariba goes back to founding of SAP
 - Project Management Method
 -
2. Previous Projects
 - Lilly
 - Pfizer
 - Lumen
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - 3 main parties. NASPO Member, E-procurement solution provider and consulting partner.
 -
 -
5. Litigation
 - Involved in a variety of ongoing claims, demands and suits
 -
 -
6. Financial Viability
 - Low-moderate risk
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 4 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual SME Comments:

Overall

SAP Ariba is the solution

General Principal and Requirements

Key Solution Functionality Elements

3	Ariba is the solution they are proposing	
3	There is no software to install and no hardware to buy.	
3	Subscription includes system maintenance, automatic upgrades, base product enhancements and application of service packs	
4	Single point of entry	
4	Open marketplace environment	

User Experience

5	Guided buying.	
5	Each module has configurable dashboards. Users can create multiple dashboards	
6	Ariba also provides mobile app.	

Bidder Best Practices and Roadmap

7-8	Quarterly releases	
	Optional monthly features.	
	Best practice Center – access to solution experts.	

Innovations and Value-Added Features/Services

9-11	API's – currently no cost for this	
	SAP Fieldglass – vendor management system that helps organizations to find, engage and manage their external workforce and services procurement resources.	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 4 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

12	Ariba Application Extension partners - - solutions that help meet innovate and streamline – there would be a cost to this.	
----	--	--

Customizations/Extensions

11	IBM feels this can be done with just configurations and customization of their product is not needed	

Alternative Funding Models

14	SAP Ariba SaaS solution is be proposed. Monthly usage charge after initial implementation and stabilization.	
14	IBM offers to work with us on a flexible financial strategy	

Contract Transition and Flexibility

--	--	--

Functional Requirements

General Functionality

GEN 1	Yes	
GEN 2	Yes	
GEN 3	State worker must post any response evaluation or notices to the state's website	weakness
GEN 4	State worker must post a copy of a solicitation to the state's website	weakness
GEN 5	Yes, but only available to licensed users	weakness
GEN 6	Yes	
GEN 7	Yes	
GEN 8	Yes	
GEN 9	Yes – Says the State of Main can map commodity codes	
GEN 10	Yes	
GEN 11	Yes	
GEN 12	Yes	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 4 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

GEN 13	Yes – you can view what is important or you can reassign duties??	?
GEN 14	This is an add on	Add on?
GEN 15	Yes	
GEN 16	Yes	
GEN 17	Yes	
GEN 18	Yes	
GEN 19	Yes	
GEN 20	Yes	
GEN 21	Yes	
GEN 22	Yes	
GEN 23	Yes	
GEN 24	Yes	
GEN 25	Yes	
GEN 26	Yes	
GEN 27	Yes	
GEN 28	Yes	
GEN 29	Yes	
GEN 30	Yes	
GEN 31	Yes	
GEN 32	23 languages	
GEN 33	Yes	
GEN 34	Yes	
GEN 35	Yes	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - In business for some time lots of employees
 - Leading implementer of SAP Ariba
 - Project Management Framework – 7 keys to Success
2. Previous Projects
 - Listed drug companies and IT companies as previous projects
 -
 -
3. Subcontractors
 - Stated no subcontractors would be used.
 -
 -
4. Organizational Chart
 - Small organizational chart in main document.
 -
 -
5. Litigation
 - None listed. Stated they disclose to the SEC about more significant legal matters.
 -
 -
6. Financial Viability
 - DUNS – Printed on 05/21/2021
 - Moderate Risk
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: IBM
CATEGORY #(s): Stage 2 Category 4 – Services Only
DATE: 12/30/2021
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

The response for this Category 4 Services Only is the same response submitted for the Full Solution. I have copied over the notes from Full Solution to this Category 4 Services Only and have highlighted the sections that I have added to these notes. The note below is from the SME on the evaluation notes:

For Category 4 it should just be the Implementation Services, Managed Services and Other Services.

They were supposed to identify which software they would do the Services for with the idea that a State may pick a system in Category 3 and pick from the various Service offerors that identified that particular system.

So for those that included everything I would just note the name of that system.

Individual SME Comments: Video link has been removed or is no longer available. Not able to watch video demonstration.

Concern that some of the standard responses in the comment section of the RTM is "Standard Functionality"

Provided attachment (REDLINE) to NASPO ValuePoint Terms and Conditions but I cannot designate changes Did NOT supply a copy of their SLA originally, but NASPO found it and uploaded it for review. Some responses stated a "reference" to another section for their response but could of easily just copied and pasted the response.

SAP Ariba is the solution that IBM supports.

This response meets the bare minimum as far as information submitted. I do not argue that this supplier could provide the services only requirements, but I would have liked to see more detailed information in their response.

General Principal and Requirements

Key Solution Functionality Elements – Page 4

- PDF Page 4 – Proposing SAP Ariba as the solution.
- PDF Page 5 – Guided Buying used as SSO.

User Experience – PDF Page 6

- Add items to a personal dashboard to monitor and gain access.
- Can access most of tasks required using the mobile application.

Bidder Best Practices and Roadmap – PDF Page 8

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Quarterly releases (4 times a year)
- Offer Road Map support.
- State can offer strategic guidance to SAP solution experts
- Registered to view RoadMap at this link <https://roadmaps.sap.com/welcom>. Provided roadmaps on all their products

Innovations and Value-Added Features/Services – PDF Page 9

- State has access to APIs at no additional cost
- New Innovations “SAP FieldGlass” and “SAP Ariba Supplier Risk Management” are available with an ADDITIONALCOST.

Customizations/Extensions – PDF Page 12

- States system is configurable, and customizations are not necessary at this time.
- Recommends not deviating from standard configurations.
- Can use SAP Ariba Partner Apps but are not included in the solution or price at this time.
- Provides list of SAP Ariba App Extensions and Partners on PDF Page 13 – **Not included in solution or price!**

Alternative Funding Models – PDF Page 15

- State will incur a monthly usage-based subscription cost after initial implementation.
- Do NOT offer a custom payment plan and will require further discussions.

Contract Transition and Flexibility – PDF Page 16

- If State wants to move to this agreement from current one, contingent factors apply – Page 16

Functional Requirements

General Functionality – PDF Page 17

- PDF Page 18 – Suppliers are in the Ariba Network
- PDF Page 18 – Solution is Guiding Buying, Sourcing, Contracts, Supplier Lifecycle, Ariba Network and Fieldglass.
- PDF Page 19- Personal Dashboards
- PDF Page 19- Can import data from external systems.
-
- CONCERN - EPROC-GEN-5 – Line 9 – This will require an integration
- CONCERN - EPROC-GEN-11 – Line 15 – Do we assume there is no file size limit?
- CONCERN - EPROC-GEN-13 – Line 17 – Response does not address the ability to reassign work?

Supplier Portal – PDF Page 20

- SAP Ariba Business Network is the Supplier Portal SBN
- Ariba offers Open, Smart and Simple Networks for suppliers PDF Page 22.
- Offers Supplier Portal assistance.
- Suppliers have access to dashboard for transactional details
- CONCERN - EPROC-SPR-18 – Line 22 - Vendor Complaints are handled outside of system

Supplier Enablement/Management – PDF Page 26

- Unlimited number of suppliers – Page 26

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Supplier Enablement Team
- Supplier account allows for access to perform multiple processes.
- CONCERN - EPROC-VDR-19 – Line 48 – The question is for TIN, but response talks about “addresses”
- CONCERN - EPROC-VDR-26 – Line 55 and EPROC-VDR-27 – Line 56- These talk about OFAC and SOS certifications, but the response talks about “addresses”

Buyer Portal – PDF Page 26

- Users use same “Front Door” and land in the system and view a dashboard
- Or users can use “Guided Buying” as the landing page
- Contact Managers would use the SAP Ariba’s Homepage Dashboard
- Dashboards have drill down functionality – PDF Page 29
- CONCERN - EPROC-BPRT-3 – Line 77 – Why is not the user information, ID, first and last name, etc. available under the user profile? Response states API needed?
- CONCERN - EPROC-BPRT-9 and EPROC-BPRT-10 Lines 83 and 84 – The requirements are for online access to records and ability to search for suppliers, but the response references alerts and notifications?
- CONCERN - EPROC-BPRT-15 – Line 89 – Requirement talks about notifications but response talks about searching and reporting?

Need Identification – PDF Page 30

- Guided Buying is the solution name for this requirement
- It has redirect ability to other solutions.
- Need Guidance tile is also an option – PDF Page 31
- CONCERN – Most all responses of this section of the RTM are **Standard Functionality. This is a generally available feature within the Solution and is currently leveraged by multiple customers across multiple industries**

Request through Pay- PDF Page 32

- SAP Ariba Buying and Invoicing is the solution name integrated with the Ariba Network
- Process starts with purchase requisition and ends with invoice via SAP Ariba Business Network.
- CONCERN - EPROC-PRD-16 – Line 117 - The **file size limit is 100MB**
- CONCERN - EPROC-PRD-28 – Line 129 – Negative value for trade in not supported.
- CONCERN - EPROC-WRK-14 – Line 179 – States workflow will NOT be retrIGGERED!
- CONCERN - EPROC-PO-3 – Line 198 – Needs more discussion on encumbering funds function
- CONCERN - EPROC-PO-5 – Line 200 – Cannot handle different PO types. Handles this through workflow
- CONCERN - EPROC-PO-8 – Line 203 – Did not address the attachment requirement.
- CONCERN - EPROC-PO-16 – Line 211 – Cannot electronically sign Purchase Orders
- CONCERN - EPROC-PC-6 – Line 232 – Currently does not support maintaining PCard as part of the user profile.
- CONCERN - EPROC-RC-4 – Line 253 – Cannot record a receipt without a PO reference.

Catalog Capability – PDF Page 34

- SAP Ariba Catalog is the solution name with cross-catalog search functionality
- Level 2 Punchout catalogs
- Also has Spot Buy catalog solution to buy non-sourced goods

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-CAT-6 -Line 291 – Unlimited catalogs not supported, 5000 is limit
- CONCERN - EPROC-CAT-7 -Line 292 – Unlimited catalog items not supported, 500,000 is limit
- CONCERN - EPROC-CAT-19 – Line 304 – Negative Dollar Value not supported.
- CONCERN - EPROC-CAT-39 – Line 324 – Response does NOT address publish announcement within system about new or updated catalogs.

Sourcing/Bid Management – PDF Page 35

- SAP Ariba Sourcing is the name of the solution
- Integration to SAP Ariba Contacts
- Has supporting solutions like Solicitation Project Management and Supplier Proposal Review
- CONCERN - EPROC-SRC-63 – Line 390 – The event is limited to 100 supplier participants
- CONCERN - EPROC-SRC-76 – Line 403- To post solicitation to State public website is a “manual” process
- CONCERN - EPROC-SRC-102 – Line 429 – Supplier’s ability to sign event not supported in the Sourcing module offered.
- CONCERN - EPROC-SRC-109 – Line 436 – Cannot post “proxy” bids to online public site.
- CONCERN - EPROC-SRC-130 – Line 457 – The response does not address the evaluation panel members communication tool.
- CONCERN - EPROC-SRC-138 -Line 465 – Cannot support posting award to state website.
- CONCERN - EPROC-SRC-143 – Line 470 – Response does not address the ability to “Unaward” and event and award to a different supplier.
- CONCERN - EPROC-SRC-147 -Line 474 – Posting a cancelation of an event to a state’s public website is not supported.
-

Contract Management – PDF Page 37

- SAP Ariba Contract Management is the solution name.
- Contains Contract Management and Administration
- Contract can be published in the SAP Ariba Buying and Invoicing solution to track spend
- Guided buying to easily purchase from the contract.
- CONCERN - EPROC-CNT-23 – Line 503 – Response does not address the check out, check in process
- CONCERN - EPROC-CNT-45 – Line 525 – Electronic file viewed publicly not supported
- CONCERN - EPROC-CNT-52 thru EPROC-CNT-62 – Lines 532 thru 542 – The ability to post contract information to the State’s public site is not supported.
- CONCERN - EPROC-CNT-65 – Line 545 – Cannot support posting to State’s public website
- CONCERN - EPROC-CNT-66 – Line 546 – Cannot support posting to State’s public website
- CONCERN - EPROC-CNT-70 – Line 550 – Supplier cannot submit reports via their account (portal)
- CONCERN - EPROC-CNT-71 – Line 551 – Response did not address the administrative fee requirement but only pricing terms.
- CONCERN - EPROC-CNT-72 – Line – 552 - Response did not address the administrative fee requirement but only invoice reporting

Vendor Performance – PDF Page 40

- SAP Ariba Supplier Lifecycle and Performance is the solution name.
- Need to set up APIs to display data to public site.
- Ability to set up supplier dashboards and surveys

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Purchasing/Data Analytics – PDF Page 42

- SAP Ariba Reporting is the solution name
- Reports can be displayed on individual dashboards
- Solution has pre-packaged reports
- Ad hoc report creation.
-

Technical Requirements – PDF Page 45

Availability – PDF Page 45

- Offers 99.5% availability during each month for production.
-

Accessibility Requirements – PDF Page 46

- System teams target Web Content Accessibility Guidelines Level A and AA
- Links provided for more information

Audit Trail and History – PDF Page 45

- Viewable by customer administrator
- CONCERN – TAB 4 – LINES 5, 7 and 9 have the very same vendor response

Browsers Supported – PDF Page 47

- Listed browsers that are supported which contains those most widely used.

User Accounts and Administration – PDF Page 48

- Provided list of roles and the access associated with them.
- Based on permissions and assignments to a group
- Users can log in and act as user that delegated the user.
- CONCERN - EPROC-TECH-12 – TAB 4 Line 16 – Does not support buyer and supplier accounts from one log in.
- CONCERN - EPROC-TECH-15 – TAB 4 Line 19- Response does not clarify if terminating user access will remove access to data?
- CONCERN - EPROC-TECH-16 – TAB 4 Line 20 – Deactivating user accounts is NOT automatic and is a manual process. Does not clarify if terminating users access removes the data?
- CONCERN - EPROC-TECH-17 – TAB 4 Line 21 – Does not address the displaying of user information. Solution does not provide a user profile?
- CONCERN - EPROC-TECH-18 – TAB 4 Line 22 - Response does not address changes to user account but changes to events or records!
- CONCERN - EPROC-TECH-20 – TAB 4 Line 24 - Response does not address the searchable reference, but only password functionality?
-

User Authentication -PDF Page 49

- 2 possible logins – Regular user and SSO
- Password policies listed in SSO is not used

Federated Identity Management – PDF Page 50

- 2 types of SSO – Identity Provider and Service Provider

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Data Conversion – PDF Page 51

- SAP's Activate Methodology Is the solution tool name
- CONCERN - EPROC-TECH-26 Tab 4 line 30 - Extract cost for legacy integration.
- CONCERN - EPROC-TECH-28 thru EPROC-TECH-33 – Lines 32 thru 37 – Referred to response listed on line 31.

Interface and Integration – PDF Page 52

- Use CSV, Web Services and REST API's
- CONCERN - EPROC-TECH-39 thru EPROC-TECH-52 – Line 43 thru line 56 – All of these responses refer to EPROC-TECH-38 on line 42.
- CONCERN - EPROC-TECH-55 – Line 59 – Refer to response on line 42
- STRENGTH - EPROC-TECH-56 – Line 60 – Payments against a contract are accumulated from “child” contract to parent.
- CONCERN - EPROC-TECH-57 – Line 61 – The response submitted is for SLA between state and vendor. We are asking about failed SLA entered in the system by user?

Office Automation Integration – PDF Page 52

- Meets requirements

Mobile Device Support – PDF Page 53

- Meets requirements

Mobile Applications – PDF Page 54

- Meets requirements

Data Ownership and Access – PDF Page 55

- Meets requirements

Date Retention, Archive and Purge Considerations – PDF Page 55

- Supplied URL to Data Policy and Privacy Statement

Disaster Recovery Plan – PDF Page 56

- SAP Cloud Line of Business is the solution referenced.
- Meets requirements

Solution Environments – PDF Page 57

- CONCERN - EPROC-TECH-65 thru EPROC-TECH-67 – Lines 69 thru 71 – Response refers to EPROC-TECH-64 on line 68

Solution Technical Architecture – PDF Page 58

- CONCERN – Did not provide any pictorial view of the application modules.

Solution Network Architecture – PDF Page 59

- Meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM - Kyndryl

CATEGORY #(s): 4

DATE: 10/29/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- IBM - Est. 1911.
- IBM – infrastructure services for hybrid cloud, enterprise application management, business resiliency, network, digital workplace, and technology support.
- Kyndryl (page 6) is an IBM company. Says they are going to be launched later in 2021. This is somewhat concerning. But on the next page says they have been doing this for 30 years. Unsure here.
- I believe services to meet category 4 are certainly shown, but concerns about Kyndryl providing the service if they are just starting up.

2. Previous Projects

3 projects provided. Kyndryl is mentioned nowhere in the references. No State examples given. Two are not eprocurement end to end. Only one Ariba reference, but done by an IBM subcontractor.

- PayPal Giving Fund – project is still ongoing since 2011. IBM migrated PPGF's ERP platform to SAP Cloud.
- Shared Services Canada – project ongoing. It says the reference is mandated to consolidate and modernize the Government of Canada's IT infrastructure. It discusses Experis (subcontractor) and IBM provide technical support.
- Santander Group Ongoing project – ManpowerGroup's IT brand "Experis" delivering E-procurement solution – "SAP Ariba"

3. Subcontractors

- Yes. Experis, ManpowerGroup, Jefferson Wells, Amick Brown

4. Organizational Chart

- Provides a high-level organizational chart with subcontractors underneath it and a layout of job titles under that.

5. Litigation

- Page 18, yes, they list they have several; however, they do not list any.

6. Financial Viability

- DnB provided. Low – Moderate risk. For IBM only.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (IBM-Kyndryl)

CATEGORY #(s): 4

DATE: (11/01/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Cloud solutions
 - Infrastructure services
 - SAP Ariba eProcurement suite
2. Previous Projects
 - PayPal Giving Fund - Donations
 - Shared Services Canada - delivery of email, data center and telecommunication services
 - Santander Group - procurement operations modernization
 - details lacking on eProcurement experience
3. Subcontractors
 - Amick Brown
 - ManpowerGroup (Experis, Manpower, Jefferson Wells, ManpowerGroup Solutions)
4. Organizational Chart
 - Executive and project Org Chart
 - Roles not defined
 -
 -
5. Litigation
 - variety of ongoing claims
 -
 -
6. Financial Viability
 - D&B Report dated 5/2021
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM-Kyndryl

CATEGORY #(s): 4-Services Only

DATE: 10/29/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Deploying Ariba
 - New company in 2021?
 - Developed implementation process stated
2. Previous Projects
 - Unconvincing previous projects
 - Projects do not show capability of IBM to implement state procurement solutions
3. Subcontractors
 - Amick Brown as consultants
 - Manpower Group – are they going to provide a staffing resource for the states? Not clear on what their role will be performing in this contract scope.
 - Experis – Resources for implementing?
 - Jefferson Wells – Consultants?
4. Organizational Chart
 - Seems very diluted with numerous subcontractors as project leads
 - Unclear what role Kyndryl or IBM has in the process
 -
5. Litigation
 - Response does not identify litigation pending only that there is
 - Question on responsiveness to this section
 -
6. Financial Viability
 - IBM D&B is good, unknown for Kyndryl of numerous Subcontractors identified.
 - Noteworthy that IBM is moderate risk
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM and Kyndryl

CATEGORY #(s): Cat 4 Stage 1

DATE: 10/27/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: *Cover Letter – Yes, Debarment Statement – yes, Cert of Insurance - yes*

Organization Qualifications and Experience

1. Overview of the Organization

- 30 Years of Infrastructure
- IBM and Kyndryl will launch later in 2021 as a spin off company
- What Kyndryl brings –
 - Hybrid Cloud Services
 - Security & Resiliency Services
 - Application Environment Management Services
 - Data Management Services
 - Enterprise Infrastructure Services

2. Previous Projects

- PayPal Giving Fund
- Shared Services Canada – consolidate and modernize the Government of Canada's IT infrastructure
- Santander Group – SAP and Ariba

3. Subcontractors

- Amick Brown – Cloud, SAP and Business Insights and Analytics
- Manpower Amick Brown -Sourcing, assessing and developing and managing the talent
-

4. Organizational Chart

- Provided with Project roles
-
-

5. Litigation

- Involved in a variety of ongoing claims, demands and suits
-
-

6. Financial Viability

- Low-moderate risk
-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM - Kyndryl

CATEGORY #(s): Stage 1, Category 4 – Services Only

DATE: 10/27/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: Submitted response is the same as response for Category 1 and 3. They do mention lots of services they provide along with the reference to SAP Ariba.

Organization Qualifications and Experience

1. Overview of the Organization
 - Providing link to website
 - Kyndryl is an IBM company will be launched later in 2021
 - Spin off company- Recognized by Gartner, IDC, HFS Research, and Everest Group
 - Combined team with Manpower Group and Amick Brown
 - Cloud Management, Security, Migration, Managed SAP & Oracle Services, Data Management and Cloud Infrastructure
 - Proposing SAP Ariba to integrate with on prem Oracle Peoplesoft. Uses Cloud Exchange for virtual network
 - Supplied table on page 7
2. Previous Projects
 - Canada project- modernize the IT structure of the Government of Canada
 - Pay Pal project is to update their ERP system to handle more load.
 - Bank project – mentioned this contained “procurement transactions”
 - No government client examples with eProcurement experience.
3. Subcontractors
 - Amick Brown – ISO certified and an SAP partner. Consultant services for SAP. Provided Link
 - ManpowerGroup- staffing brands, Manpower and Experis. Hold State contracts. Seems to be a recruiter for businesses. Provided link
 - Experis – Professional Resourcing – Provided link
 - Jefferson Wells – offers help with Business Optimization Risk & Compliance, Finance & Accounting and Tax Services
4. Organizational Chart
 - Only provided company org chart with some names and titles. Did not provide job descriptions
 - Did not provide the org chart for the client, nor job titles or descriptions
 -
5. Litigation
 - State they have been involved in litigation as plaintiff or defendant but did not offer specific information.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM - Kyndryl

CATEGORY #(s): Stage 1, Category 4 – Services Only

DATE: 10/27/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

6. Financial Viability

- Provided a DUNS & Bradstreet -
- Low- Moderate Risk
- Dated 05/26/2021

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: JeffersonWells

CATEGORY #(s): 4

DATE: 8/30/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Est. 1995. Formerly Audit Force. ManpowerGroup acquired Jefferson Wells.
- Services it can provide fall under Business issues: Risk and compliance (cyber risk), finance and accounting, business optimization, and tax services (page 2)
- Do not see much Govt experience.

2. Previous Projects

3 projects given. The projects and/or case studies may meet Category 4. *I would like to clarify where their services would be used in an eProcurement solution and if they ever have.*

- Movement Mortgage. Performed a comprehensive cyber risk assessment.
- New Jersey Transit. Performed a comprehensive ransomware review. Identified control gaps and reduced risks.
- 9/11 Memorial and Museum at the World Trade Center. Performed a risk assessment addressing management's risk which resulted in an audit plan. This audit plan was outsourced for internal audit dept. to Jefferson Wells for the last 12 years.

3. Subcontractors

- Vendor states there are no subcontractors.

4. Organizational Chart

- Although not requested, a business organization chart was provided with names; however, *a project organization chart was not provided nor were job descriptions.*

5. Litigation

- The vendor states they have no litigations *that will have a material effect on the finances or operations or affect the ability to provide services.*

6. Financial Viability

- *No. A link to DnB's website was provided for Maine to look up Jefferson Wells' parent company ManpowerGroup's financials. They did provide the DnB number.*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Jefferson Wells)

CATEGORY #(s): 4

DATE: (10/3/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, no cyber liability insurance
 - July 2001, ManpowerGroup acquired Jefferson Wells
 - April 2011, ManpowerGroup announced the rebranding of the organization that comprised Jefferson Wells, Manpower Professional, and COMSYS. The new brand, Experis Finance
 - 2020, Experis Finance rebranded to become Jefferson Wells again
2. Previous Projects
 - Movement Mortgage – Performed a comprehensive cyber risk assessment based on NIST cybersecurity framework
 - New Jersey Transit . - performed a review to assess their risk of a cyber attack
 - 9/11 memorial and museum at the World Trade Center performed risk assessment to address management's risks which resulted in an audit plan for the organization
 - eProcurement experience not present in projects
3. Subcontractors
 - All services will be provided by Jefferson wells and will not require the use of subcontractors
4. Organizational Chart
 - org chart for Jefferson Wells only
 - Roles not defined
 - Bios for key personnel provided
5. Litigation
 - Jefferson Wells is not a party to any litigation or other legal proceedings that will have a material effect on our finances or operations or affect our ability to provide services to the State of Maine.
6. Financial Viability
 - Unaudited condensed balance sheets provided from 2020 - 2018
 - Jefferson Wells' parent company ManpowerGroup cannot release a report as part of our agreement with Dun and Bradstreet. The State of Maine can obtain a report from <https://www.dnb.com/>. ManpowerGroup's Dun and Bradstreet number is 78-201-5911 and our score is consistently in the top tier. Financially, our performance rating as established by Dun and Bradstreet is 5A2, and our bond ratings are Baa3 by Moody's, and BBB by S&P.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Jefferson Wells

CATEGORY #(s): 4 – Services Only

DATE: 9/9/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - General business and risk consulting
 - History of being acquired
 - Strong business knowledge (auditing, accounting, etc.)
2. Previous Projects
 - Cyber Risk example
 - Information Security Risk example
 - Internal Controls example
 - No examples for procurement process or states
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Very general org chart
 - Nothing specific to how resources will be allocated to NASPO
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - No report given, directed Maine to request one from DNB
 - RFP requested to provide
 - Considered nonresponsive to this section

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Jefferson Wells

CATEGORY #(s): Stage 1 cat 4

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Project management, Risk, finance and Accounting
 -
 -
2. Previous Projects
 - Movement Mortgage
 - New Jersey Transit
 - 9/11 Memorial and Museum
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Org Chart provided 6 titles and Job descriptions
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Part of Parent company Manpower and cannot release D & B
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Jefferson Wells

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Offering finance and accounting solutions that compliment eProcurement solutions.
 - Can offer project management services. Ver highly experienced. Key Differentiators
 - Seems to be project management based.
2. Previous Projects
 - Mortgage company, transit and memorial and museum clients mentioned
 - Projects were for cyber risk, Information security and internal controls
 -
3. Subcontractors
 - Stated no subcontractors will be used.
 -
 -
4. Organizational Chart
 - Only listed company chart
 - Listed names, roles and responsibilities
 -
5. Litigation
 - Reported none
 -
 -
6. Financial Viability
 - Did not submit a report. Stated their stated company cannot release a report as part of an agreement. Supplied a link.
 - Supplied some information about the report, DUNS number and score is top tier.
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 4

DATE: 8/30/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - KPMG, LLC over 120 old.
 - Touts that they are the government and procurement transformation leader.
 - Much experience in source-to-pay.
2. Previous Projects
 - 5 projects listed, all State. The projects listed fit Category 4.
 - State of Ohio. Interfaced both inbound and outbound with the State's PeopleSoft ERP.
 - State of Arizona. Integrated and interfaced both between CGI Advantage ERP, Tririga, and Ivalua.
 - State of Alabama. Integrated and interfaced both between CGI Advantage ERP and Ivalua.
 - State of Texas (TRS). Interfaced both inbound and outbound with the State's PeopleSoft ERP.
 - California Dept. of Transportation. Migrated contracts from legacy system to Ivalua.
3. Subcontractors
 - None listed, but notes that they will subcontract with the right vendor that meets State's requirements.
4. Organizational Chart
 - Yes – both org. chart and job descriptions.
5. Litigation
 - Vendor states they have no pending litigation that **will materially affect** the firm's operations or ability to perform services for us.
6. Financial Viability
 - Yes. Provided unaudited balance sheets and further descriptive information.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 4 – Services only

DATE: 1/18/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- Providing Implementation Services for the following eProcurement platforms: (Pag1)
 - Ivalua
 - Coupa
 - GEP
 - Oracle
 - SirionLabs
- Have numerous concerns with the number of assumptions they take.
- Many of these assumptions (page 181 – 187) are contractual terms and conditions in nature versus an assumption.
- Some assumptions may be deal breakers for the Contract.
- Concerns with the numerous exceptions (pages 189-221) they take and that many States could not agree with.

A. General Principal and Requirements

- N/A

B. Functional Requirements:

- N/A

C. Technical Requirements:

- N/A

D. Security Requirements:

- N/A

E. Implementation Services Requirements: pages 2 - 72

- **Project Management**
 - KPMG will provide a dedicated senior PM.
 - They mention similar projects in Alabama, AZ, Ohio, and Vermont.
 - Key PM tasks KPMG commits to:
 - Establish PM Office and Project Governance
 - Scope Management
 - Schedule Management
 - Budget Management
 - Quality Management
 - Resource Management
 - Communication Management
 - Risk Management

- Issue Management
 - Set up program logistics
 - Align on project templates for status reporting
 - Establish and execute program meeting and communication plan
 - Execute program and governance management processes
 - Execute progress status reporting
 - Perform ongoing risk mitigations and issue tracking
 - Execute project change control and escalation process
 - Setup processes for and conduct Steering Committee updates per your organization's structure
 - Coordinate with eProcurement solution provider CSM
 - Manage all dependencies are accounted for across all parts of the implementation.
- **Project Implementation Methodology**
 - KPMG calls their implementation methodology “Powered Procurement” and label it as a proprietary and accelerated Enterprise Business Transformation approach for Ivalua and other cloud-base solutions. Additionally, they claim acceleration through proprietary tools and templates. *The tools mentioned are all very familiar PM tools, unsure how proprietary they are.*
 - KPMG describes the following approach/methods for implementation to accelerate their process:
 - Vision
 - Validate
 - Construct
 - Deploy
 - Evolve
 - Supplier Enablement
 - Change Management
 - Learning and Development
- **Catalog Support Services**
 - Ivalua has a robust catalog capability for items within the system.
 - They feel most states fall in either the punchout or hosted catalog category – *Concern – as State's may have others*
 - KPMG addresses how they handle these two categories - page 33
 - For items outside the system, KPMG offers to deliver and support a marketplace solution.
- **Data Conversion Services**
 - *Any precleansing of data must be completed by the State. KPMG doesn't help with this.*
 - KPMG will work with the State to define the data conversion strategy and convert in three steps:
 - Extract
 - Transform and load
 - Data reconciliation
- **Interface/Integration Development Services**
 - KPMG will help perform for the State with the assumption (page 128) that there will be *middleware solution or adapter to manage the integration of data between Ivalua, your ERP, and any optional applications.*
- **Organizational Change Management (OCM Services)**
 - KPMG describes their OCM methodology as proprietary and calls it “Make It” methodology; *however, it's typical OCM.*
- **Training Services**
 - Will provide all training as requested / required.
- **Help Desk Services - Tab 6 IMPL 1 – 5**
 - *IMPL 3 and 4 – noted as Not Available – Doesn't meet requirement. “ Help Desk contact information can be added into all screens of the eProcurement solution to ensure users have easy access to the help they need. However, all eProcurement solutions do not currently have a live chat feature from the eProcurement Solution to connect to the Help Desk via on screen chat. Help desk personnel can be reached via phone or email. As live chat features become available in the eProcurement solution platform, we will work with your organization to enable and*

implement the feature. Chat feature will be available to Help Desk staff interacting on the ticketing platform.”

- **IMPL 5 – requires configuration at a Medium level.** Help desk system integrating with ticketing component of the State’s system.
- KPMG will develop the appropriate support strategy. They will train all help desk staff to prepare for ongoing post implementation support. They offer to provide level/tier 2.
 - Tier 1 is to be provided by the “Client”
 - Tier 2 is to be provided by KPMG
 - Tier 3 is to be provided by Ivalua or Client, depending on whether the issue is with the Ivalua system or the Client-side integration/interface.
- **On-Site System Stabilization Support**
 - Meets some of the onsite system stabilization support. – Handles it through level /tier 2. negotiation suggested

F. Managed Services Requirements: 73 - 85

1. **Solution Support –**
 - KPMG provides what they call Powered Evolution services to help sustain the State’s investment.
2. **Organizational Change Management (OCM Services) – p. 159 - 160**
 - Yes, see above, meets requirements.
3. **Training Services**
 - Yes, see above, meets requirements.
4. **Catalog Support Services**
 - Yes, see above, meets requirements.
5. **Help Desk Services**
 - Partially meets req’ts. It is unclear whether KPMG would provide Tier 1 support or if the Participating Entity must provide that level. Note that in the Support Services section on pg. 155 the Table list “Base Services” refers to L2 and L3 support which implies that the Participating Entity is providing L1 (Tier 1) support
6. **Transition Out Assistance Services**
 - They provide a complete transition out assistance service plan.

G. Other Available Services: RTM: Tab 7 MNGD-1 pages 86- 95

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

- **MNGD – 1 – “*The production instance(s) will be continuously monitored and common metrics like simultaneous users, hit rate, response times across various pages of the application, overall response time, errors etc. reported. With all the reported statistics, calculation of average response time is one of the key features of the application. These monthly response times are reported along with the monthly SLA report. This report reflects whether the application is meeting the agreed upon SLA thresholds.*”**
- **Strategic Sourcing:** Provide “strategic sourcing process entails spend analysis, market analysis, demand research, go-to market strategy development, bid document creation, bid evaluation and analysis, supplier negotiations, and contract awards.”
- **Should-Cost Modeling:** Provide cost modeling using “Data Engineering, External Market Data Library, Granular Economic Modeling, Advanced Root Cause Analysis”.
- **Contract Performance Management (CPM):** Provide contract management for the State/Entity, identifying contract leakage and taking corrective action.
- **Localization Support:** “help onboard the remaining agencies as a part of the post implementation activities”... “loading data, training end users, and deploying the solution”.

H. Video Demonstrations:

- Yes

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (KPMG LLP)

CATEGORY #(s): 4

DATE: (10/4/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- All 3 Preliminary docs provided, no cyber liability insurance
- **Various eProcurement solutions**
- Full-scale procurement transformation solutions; help optimize "Source-to-Pay" processes
- 300+ eProcurement implementations
- Powered Enterprise approach, pre-configured, eProcurement solution, providing a set of leading practices as a starting point to map requirements
- Challenges and trends for government procurement
- Factors shaping the future of procurement

2. Previous Projects

- State of Ohio – eMarketplace, Supplier Management, Procure-to-Pay. Source-to-Contract - **Ivalua**
- State of AZ - Vendor Management, Requisitions, Purchase Orders, Receipts, Invoices, Master Data, and Inventory - **Ivalua**
- State of Alabama - Master Data (Suppliers, Chart of Account Elements)—Budget Validation—Purchase Orders—Invoices - **Ivalua**
- Teachers Retirement System of Texas - Source-to-Pay implementation, including general platform, supplier management, purchase request/intake, sourcing, contract authoring and management, KPMG proprietary tool cognitive contract management (CCM), purchase/change order, invoicing, payment, and reporting - **Ivalua**
- CalTRANS - Supplier Information (internal facing only) and Contracts modules - **Ivalua**
- Projects do not reflect various **eProcurement solutions**

•

3. Subcontractors

- committed to supporting small and minority businesses with all of our projects per state requirements

•

4. Organizational Chart

- Combined state, KPMG, and eProcurement solution proposed org chart
- Roles defined

•

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (KPMG LLP)

CATEGORY #(s): 4

DATE: (10/4/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

5. Litigation

- no pending litigation that would materially affect KPMG's operations or ability to perform services for this RFP

-

-

6. Financial Viability

- Unaudited condensed balance sheets provided from 2020 - 2018

-

-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 4

DATE: 1/12/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements **KPMG proposes to implement Ivalua, Coupa, GEP, Oracle, or SirionLabs**

Key Solution Functionality Elements
User Experience
Bidder Best Practices and Roadmap
Innovations and Value-Added Features/Services
Customizations/Extensions
Alternative Funding Models
Contract Transition and Flexibility

Functional Requirements **KPMG proposes to implement Ivalua, Coupa, GEP, Oracle, or SirionLabs**

General Functionality
Supplier Portal -
Supplier Enablement/Management
Buyer Portal
Need Identification
Request through Pay
Catalog Capability
Sourcing/Bid Management
Contract Management
Vendor Performance
Purchasing/Data Analytics

Technical Requirements **KPMG proposes to implement Ivalua, Coupa, GEP, Oracle, or SirionLabs**

Availability
Accessibility Requirements
Audit Trail and History
Browsers Supported
User Accounts and Administration
User Authentication
Federated Identity Management
Data Conversion
Interface and Integration
Office Automation Integration
Mobile Device Support
Mobile Applications
Data Ownership and Access

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: KPMG
CATEGORY #(s): 4
DATE: 1/12/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Date Retention, Archive and Purge Considerations
Disaster Recovery Plan
Solution Environments
Solution Technical Architecture
Solution Network Architecture
System Development Methodology
Service Level Agreement

Security Requirements KPMG proposes to implement Ivalua, Coupa, GEP, Oracle, or SirionLabs

Cloud Security Alliance (CSA) Compliance
Security and Privacy Controls
Security Certifications
Annual Security Plan
Secure Application and Network Environment
Secure Application and Network Access
Data Security
Personally Identifiable Information Protection
Security/Privacy Issue Occurrence
PII Data Actual/Attempted Access or Disclosure
Security Breach Reporting

Implementation Services Requirements

Project Management KPMG project management methodology an approach includes APP M overview toolkit and governance model which includes scope, schedule, budget , quality, resource, communications, risk, and issue management. Robust offering.

Project Implementation Methodology __ KPMG's Powered Procurement is a proprietary and accelerated Enterprise Business Transformation approach

Catalog Support Services Punch out catalogs and hosted catalogs. Provided use cases for other catalogs such as contract backed web form, free text web form, blanket PO, invoice against contract, invoice only, P card and T&E card. To identify which suppliers to enable, we will execute a spend analysis to match spend categories to the platform buying channels; this will balance the cost of processing the transaction with control and visibility. A sub-optimized buying channel design can lead to inefficiencies in processing, lack of control over purchases, and ineffective contract compliance. To enable the correct catalogs within your new eProcurement solution, KPMG takes a methodical approach to identify a good fit for a supplier (i.e., punch-out catalogs versus internal/hosted catalogs).

Data Conversion Services Since eProcurement solutions such as Ivalua, Coupa, GEP and others include integrated modules in the platform, we don't need any third-party services for data conversion. The overall migration process from your legacy system to the eProcurement solution consists of the following steps: Extract data from the legacy source in provision to an agreed template, build the actual program extract transform load or leverage a standard bulk upload utility, reconcile converted data with data from the legacy source system. Data will be classified into three categories 1 direct mapping 2 conversion migration only fields and tables three do not migrate. Mock data extract. Data cleansing and harmonization transform and load process quality assurance and reconciliation data load templates artificial intelligence capabilities

Interface/Integration Development Services various ERP/ financial solutions including CGI Advantage, PeopleSoft, Oracle, SAP. experience integrating ERP with eProcurement applications such as Coupa, Ivalua, Oracle, SirionLabs, and GEP. Key activities initiate and analyze, validate or design , construct or build configure and test, deploy or cutover train moved to production, evolve post implementation hypercare. Key activities responsibility chart for KPMG and participating entity.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 4

DATE: 1/12/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Organizational Change Management (OCM Services) KPMG's approach to Organizational Change Management and Training (OCMT) is centered around engaging the right people, at the right time, with the right information. At your organization, we will leverage the experience and lessons gained from multiple State and Local Government (SLG) eProcurement transformations of varying sizes and complexities. KPMG approach empowers all levels of an organization by empowering leadership, strong and engaging managers, supportive and dynamic change networks, staff with change capacity and capability. Make it methodology focuses on outcomes not just deliverables. Stakeholder Analysis/Assessment. Transformation readiness insights platform trip assesses change readiness. Change impact assessment helps develop understanding of how the epicure mint solution will impact positively or negatively stakeholder groups across the organization. Communication plan provides the approach for critical program messaging and engagement activities Have built coaching plans. Plan methodology identifies resistant audiences.

Training Services Our approach to training your organization's end users, system administrators, help desk staff, and suppliers to use Ivalua is centered on several key components; for instance: —An integrated organizational change management and training approach and methodology that drives adoption and aligns to the phases of the transformation —A Target Learning Model which builds on our experience and a robust Training Needs Assessment to deliver a robust approach to training—A collaborative approach to work with your organization and its project members to provide a strong and sustainable training solution—A blended learning approach for both internal and external stakeholder groups that helps raise end user confidence and reinforces increased retention and adoption—A comprehensive Train-the-Trainer (TTT) program to train your identified trainers, change agents, and super users so they are ready and able to deliver end user training to their colleagues—An emphasis on internal staff preparation via Ivalua Academy and knowledge transfer sessions to help enable a Post-Implementation Transition Plan that builds lasting knowledge of the Ivalua platform. KPMG approach aligns with our implementation plan.

Help Desk Services The KPMG Service Desk will augment existing Help Desk capability by providing Case Management support for client Power Users via tickets raised through KPMG's ServiceNow ticketing system. Tickets will be assigned to Tier 1/Level 1 (L1) Support (Client i.e. your organization), Tier 2/Level 2 (L2) Support (KPMG), or Tier 3/Level 3 (L3) Support (eProcurement solution provider or Client IT Support) as applicable. KPMG/KPMG subcontractor can provide Tier 1/Level 1 support as well, which would be contracted by your organization. Defect resolution will include a root-cause analysis, solution explanation, testing, and deployment.

On-Site System Stabilization Support post go-live, post-implementation support/Hypercare will be provided to your organization by KPMG to address defects and transition to steady state run and operate mode for a period of three months. Post-implementation support will be a blend of on-site (implementation project team members) and off-site resources (KPMG Service Center for Help Desk Support).

Managed Services Requirements

Solution Support KPMG's Powered Evolution services help sustain your investment in the Target Operating Model (TOM) by keeping it refreshed and maintained after the post-implementation stabilization phase. This helps ensure that your processes continuously improve and extend capabilities and capacity as your business evolves. triaging functional issues, assisting with the usage and navigation of features and functions, troubleshooting technical issues, assisting with data quality efforts, coordinating with third-party support organizations to resolve incidents impeding business operations, update support and planning, regression testing, maintaining configuration documentation, maintaining standard operating procedures, report writing, data load support, configuration changes, up-taking new functionality, governance, management reporting and change management.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 4

DATE: 1/12/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Organizational Change Management (OCM Services Post implementation, our Organizational Change Management & Training (OCMT) practitioners help create a sense of consistency as technical changes arise. We do this by working with the implementation team to help maintain stability as the solution reaches a larger audience and as testing is conducted. Our OCM team works with Manage Services throughout the duration of Hypercare, standard and/or enhanced support, Optional Service Packs or T&M. Stakeholder analysis and assessment communication plan change agent network resistance assessment and management plan.

Training Services KPMG will devise and implement a training program that will incorporate your organization's evolving policy and procedures changes and allow help desk staff, administrative users, and general users to remain current and compliant with these policy and procedures, as related to the solution.

Catalog Support Services For ongoing catalog enablement support services, we can continue to refine and maintain the existing catalogs enabled in production as well as continue to identify which new suppliers to enable via a hosted or punch-out catalog depending on the category and type of spend/purchases that arise. We will continue to match spend categories to the platform buying channels to balance the cost of processing the transaction with control and visibility.

Help Desk Services The KPMG Service Desk will augment client existing Help Desk capability by providing Case Management support for client Power Users via tickets raised through KPMG's ServiceNow ticketing system. Tickets will then be assigned to Tier 1 Support (Client or KPMG), Tier 2 Support (KPMG), or Tier 3 Support (eProcurement Solution Provider) as applicable. Defect resolution will include a root-cause analysis, solution explanation, testing, and deployment.

Transition Out Assistance Services The Powered Evolution Managed Service Termination Framework provides the structure for termination of an active client engagement. The framework addresses the governance and oversight of the people, processes, and technology workstreams during the mobilization and transition process. When a client terminates their contract and KPMG is no longer responsible for delivering managed services, the KPMG transition team will manage and oversee the execution of tasks required to remove any client users from our systems, as well as any client information. If in client environment, the KPMG team will execute protocols to help ensure all KPMG personnel is off boarded in accordance with contract guidelines. Manage service termination framework initiation and planning one to two weeks execute and validate two to four weeks transition one to four weeks stabilize roles and responsibilities identified for participating in it and KPMG robust

Other Available Resources Strategic sourcing contract development cost modeling contract performance management localization support

Video Demonstrations

- Good overview of eProcurement and the parts and pieces of it.
- Incorporated lessons learned and leading practices into our methodology
- VISION detailed project plan, roles and responsibilities, jointly created
- OCM – engage leaders and stakeholders
- VALIDATE workshops to identify target operating model, cleansing activities of legacy data
- CONSTRUCT conduct SIT and UAT
- DEPLOY cutover, mover to production and training – go/no go checklist, go live communication
- EVOLVE hypercare period, KT,

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 4-Services Only

DATE: 9/8/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Large company; good representation of 4 states and 3 local government initiatives
- Called out implementing Ivalua 7 out of past 9 projects
- Unsure if KPMG is consulting only
- Preconfigured solutions; do not allow unique procurement laws to be included
- Jargon with solutions, not very specific

2. Previous Projects

- Ohio is complete solution; no ROI identified
- Alabama very limited implementation primarily financial activities; too early to validate (go live 6/28/2021)
- Teachers retirement system of Texas is very limited in scope compared to statewide scope required, hasn't gone live yet still in implementation

•

3. Subcontractors

- Ivalua is new to full solution implementation (2013) previously source to pay since 2000.

•

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4. Organizational Chart

- KPMG acting as project manager; significant customer requirement
- Implementation of Ivalua solution
- General descriptions, not specific to NASPO

5. Litigation

- Non Answer.
- Appears they are declining to disclose as requested

•

6. Financial Viability

- Did not provide D&B financial data but references a good credit rating from them. What is in the B&B report that is unfavorable that KPMG does not provide is as requested.
- Financial reports are not audited, brings accuracy into question; overly condensed and only for short period; high debt to partners.

•

•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): Cat 4 Services, Stage 2 Proposed Services

DATE: 1/17/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

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Individual SME Comments:

General Principal and Requirements

- Proposal response not for this section

Functional Requirements

- Proposal response not for this section

Technical Requirements

- Proposal response not for this section

Security Requirements

- Proposal response not for this section

Implementation Services Requirements

- Unknown value of KPMG implementing.
- Noted on time and within original budget
- Strong project management response
- different levels and types of training identified
- Selecting which vendors to implement catalogs typically require a contract award
- 90% of tickets level one and solved within 1 hour
- Imbalance of customer resources to lvalua resources.
- very general process information. What percentage of clients achieve implementation on time and within original budget?
- different levels and types of training identified

Managed Services Requirements

-

Video Demonstrations

- 3 states, some cities, municipalities
- Modernize
- Various ERP can implement
- Various modules to provide benefit
- 5 phase implementation methodology
- Maximize stakeholder involvement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): Stage 1 cat 4

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Work with state and local government.
 -
 -
2. Previous Projects
 - State of Ohio
 - State of Alabama
 - Teachers Retirement System Texas
3. Subcontractors
 - Yes
 -
 -
4. Organizational Chart
 - Org chart with roles identified
 -
 -
5. Litigation
 - Yes
 -
 -
6. Financial Viability
 - Unaudited balance sheets
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual SME Comments:

Services Only

Overall

Exceptions to the following:

Exhibit B Pages 108-140

122-143 details of the exceptions.

Implementation Services Requirements

Project Management and Project Implementation Methodology

25	Meets Requirements	
----	--------------------	--

Catalog Support Services

34	Meets requirements	
----	--------------------	--

Data Conversion Services

36	No need for third party if using Ivalua, Coupa, GEP	
----	---	--

**STATE OF MAINE
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CATEGORY #(s): 4 Stage 2

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SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Interface/Integration Development Services

45	Experience with CGI, Advantage, SAP, and PeopleSoft	
----	---	--

Organizational Change Management (OCM Services

50	Meets the requirements	
----	------------------------	--

Training Services

64	Meets the requirements. Right training, right people at the right time	
----	--	--

Help Desk Services

69	Meets requirements	
----	--------------------	--

On-Site System Stabilization Support

71	Provided to transition to the state run helpdesk	
----	--	--

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Managed Services Requirements

Solution Support

	Generally meets the requirements	
--	----------------------------------	--

Organizational Change Management (OCM Services

81	Meets requirements	
----	--------------------	--

Training Services

82	Meets requirements	
----	--------------------	--

Help Desk Services

85	Participating entity provides and KPMG augments client helpdesk	
----	---	--

Transition Out Assistance Services

86	Meet requirements however shorter then RFP of 6 months. Done according to contract guidelines	
----	---	--

Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Response is consistently the same as all of the other responses.
 - Mentioned factors shaping the future of procurement
 -
2. Previous Projects – **Marked Confidential**
 - Same response as previous responses
 - Have state clients
 -
3. Subcontractors
 - Stated will contract with a subcontract based on the requirements of each state.
 -
 -
4. Organizational Chart
 - Chart contains Client, KPMG and Solution roles
 - No contact names supplied, but defines role names and responsibilities
 -
5. Litigation
 - Did not list any examples but stated they have been named as defendants in lawsuits
 -
 -
6. Financial Viability – **Marked Confidential**
 - Supplied condensed balance sheets for 2020 and 2019
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **KPMG**
CATEGORY #(s): **Stage 2 Category 4 – Services Only**
DATE: 12/30/2021
SME/EVALUATOR NAME: **Tom Hastings**
DEPARTMENT/STATE: **State of Montana**

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

This response is the same as the response submitted for the Full Solution with the only exception is the reference to Ivalua is REMOVED from the Category 4 submission. I have copied over the notes from CATEGORY 1 to this response which is CATEGORY 4. I have highlighted sections in these notes that apply to Category 4. The notes below are from the SME.

For Category 4 it should just be the Implementation Services, Managed Services and Other Services.

They were supposed to identify which software they would do the Services for with the idea that a State may pick a system in Category 3 and pick from the various Service offerors that identified that particular system.

So, for those that included everything I would just note the name of that system.

Individual SME Comments: **The video demonstration for KPMG is the SAME as offered in the Ivalua response. The video shows the Ivalua solution, so I have copied the video notes over from the Ivalua response.**

The narrative for this response is in a different FONT than the Ivalua response, but the CONTENT in some of the response sections is the same!

The Implementation Services Requirements section moving forward (Pages 85 thru 233) is different than the Ivalua response. These sections contain much more detailed information than the Ivalua response. The RTM for this response is the same response as Ivalua.

For Services only category, this supplier supports Ivalua, Coupa, GEP, Oracle, and Sirion Labs.

The Category 4 response is very detailed, and this supplier submitted lots of information. I feel confident that they can offer the requirements needed for a successful implementation of the services they provide.

General Principal and Requirements

Key Solution Functionality Elements – PDF Page 4 thru PDF Page 7

- Single point of entry with landing page displaying profile information. Can search from this page.
- Offers workflow routing known as Smart Routing – PDF Page 5 has sample workflow chart.
- Can tailor the system to match each organizations compliance requirements.
- Offers portal to all users external and internal that will display dashboards to manage the tasks needing to be addressed.
- Marketplace can house hosted and punch out catalogs with searching across all catalogs

**STATE OF MAINE
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CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Powerful Integration toolbox
- Workflow is highly configurable containing over 50 different controls. PDF Page 6
- Document management with reporting capabilities across all modules
- Public portal is offered to view the source to pay activities without an account.

User Experience – PDF Page 8

- User has configurable homepage landing which helps the user in deciding what needs to be done. PDF Page 8 shows sample homepage
- User's access is role based and tied to "authorizations. Can delegate workflows. PDF Page 9 shows delegate functionality screenshot.

Bidder Best Practices and Roadmap – PDF Page 9 thru PDF Page 11 – Same as Ivalua response notes copied over.

- Releases are performed twice a year and allows the client to choose which version and when to apply upgrades. Customers are in control of the upgrades
- Constant communication with customers to stay up to speed with new technologies.
- Work closely with customers to learn their best practices
- 60% roadmap comes from clients with 20% reserved for innovation and 20% for market trends.
- Areas of significant investment are Mobile, Invoicing, Contract Management, Supplier Risk and Security. PDF Page 10
- Leveraging new AI technologies. PDF Page 11
- Automated obligation tracking and management is being enhanced.
-

Innovations and Value-Added Features/Services – PDF Page 11 thru PDF Page 13 – Same response as the Ivalua response. Notes copied over.

- Offers Help Desk support. PDF Page 12
- 90% of tickets solved in an hour. PDF Page 11
- Advanced Services Procurement - Improvements to contingent labor PDF Page 12
- Expenses – Capture PCard transactions. PDF Page 12
- Vendor Master Management – Better manage vendor data. PDF Page 13
-

Customizations/Extensions – PDF Page 13 - Same response as the Ivalua response. Notes copied over.

- Client is responsible for when they go through an upgrade cycle.
- The platform relies on configuration not custom code.

Alternative Funding Models – PDF Page 11 thru PDF Page 15 –

- Offering 2 options for this section and numbers presented are representational only.
- Option 1 - Hybrid fixed fee plus transaction-based model. Fixed fee payment and/or transaction fee of 1-3%. PDF Page 14
- Option 2 – Value Based Funding Model – Self-Funding model. Table of examples provided on PDF Page 14 and 15

Contract Transition and Flexibility – PDF Page 15

- State this process is complicated and will work with our entities based on the terms in the awarded Master Agreement.

Functional Requirements – PDF Page 16

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General Functionality – PDF Page 17 - Same response as the Ivalua response. Notes copied over.

- Full Source to Pay Solution – PDF Page 17
- Automated notifications
- Single Platform and configurable solution – PDF Page 17
- Offers native public site for posting – RTM line 7
- CONCERN - EPROC-GEN-6 – TAB 2 Line 10 – Can the system be integrated based on this response?
- CONCERN - EPROC-GEN-11 -TAB 2 Line 15 - Has a limit on a file type (executables) and states size limits do exist?
- CONCERN - EPROC-GEN-15 – TAB 2 Line 19 - PO is the only printing format that is printable?

Supplier Portal – PDF Page 17 - Same response as the Ivalua response. Notes copied over.

- Unlimited suppliers with free supplier portal.
- After establishing an account, the supplier portal has a one stop shop on their homepage. PDF Page 18
- Self-manage users with roles when they set them up in the system. Account has system admin to manage supplier's account.
- CONCERN - EPROC-SPR-5 – TAB 3 Line 9 – Does the system notification get sent via email, or does supplier just have to monitor notifications on their supplier dashboard?

Supplier Enablement/Management – PDF Page 19 thru PDF Page 25 - Same response as the Ivalua response. Notes copied over.

- Enablement is 2 parts, public facing page to create an account, and “full enrollment” used to be fully onboarded –
- Sample supplier registration PDF Page 20
- Supplier Full Enrollment happens after workflow approval. The information required here is banking information and W9 documents. PDF Page 21
- Integrations can be designed to verify real-time profile information. PDF Page 21
- Can create their own user contacts. PDF Page 22
- Supplier accounts have document storage and tracking. PDF Page 22 and PDF Page 23
- Solution has supplier workflow. PDF Page 23
- Internal users (Buyers) can have access to search for suppliers. PDF Page 24
- Access to view the supplier record. PDF Page 24
- Suppliers maintain their own profiles, but changes can be put into workflow for approval by internal users.
- STRENGTH - Ability to have “changes” done on a registration get put into workflow.
- CONCERN - EPROC-VDR-32 – Line 61 – Supplier's response leads me to believe they did not understand the requirement. We asked if other agencies be put into workflow, not have data passed into other state systems?
- CONCERN - EPROC-VDR-36 – Line 65 – Need to release an RFI to reminder suppliers to log in and update their registration?

Buyer Portal – PDF Page 25 - Same response as the Ivalua response. Notes copied over.

- This is the access point for procurement activities. Homepage Dashboard – PDF Page 26
- SSO can be a login and each user's dashboard are based on their user roles

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- User roles are tied to authorizations and the user is assigned a “perimeter”. PDF Page 26
- CONCERN - EPROC-BPRT-7 – Line 81 – The requirement is for the Buyer Portal, but the response received is for the “vendor” portal?
- CONCERN - EPROC-BPRT-8 – Line 82 – Does not support daily summaries of buyer notifications.
- CONCERN - EPROC-BPRT-9 - Line 83 – Cannot provide link to external users due to security
- CONCERN - EPROC-BPRT-15 – Line 89 - Supplier notification needs to be handled through the RFI module?

Need Identification – PDF Page 27 - Same response as the Ivalua response. Notes copied over

- The solution has a single point of entry and can manage a request in several ways via “requests”.
- Options include request form, purchase, or exemption request, create a sourcing event or contract, or gather quotes. PDF Page 27

Request through Pay – PDF Page 28 thru PDF Page 32 - Same response as the Ivalua response. Notes copied over

- Process starts with a “request” that will populate relevant requisition details. PDF Page 28
- Exceeding contracted amount could be triggered by the allocations grid. PDF Page 29
- Requisitions are submitted to workflow. PDF Page 29
- Once approved, the requisition is flipped to a purchase order. PDF Page 29
- CONCERN – Page 29 – “At the same time, the order is transmitted to the supplier through their email, including a PDF version of the order”. No other way to send order to supplier.
- Can flip purchase orders into receipts. Page 30
- Receipts are shown on the receipt page (PDF Page 31) and then the receipt is submitted to workflow. PDF Page 31
- Invoice will be created (PDF Page 32), and then payment can be applied to the invoice. PDF Page 32
- CONCERN - EPROC-PRD-1 – Line 102 - Response refers to Sourcing event from the requisition, but requirement is asking for need identification to Purchase Request?
- CONCERN - EPROC-PRD-15 – Line 116 – Does not support executables file type
- CONCERN - EPROC-PRD-37 – Line 138 – Capturing noncontract price for later analysis is not supported.
- CONCERN - EPROC-WRK-24 Line 189 – Can the PO, PR or change request be re-submitted after it was changed?
- CONCERN - EPROC-PO-17 – Line 212 – eFax submission of orders is not supported.
- CONCERN - EPROC-PO-26 – Line 221 - Additional configuration will be required for facilitate fiscal year end.
- CONCERN - EPROC-PC-1 thru EPROC-PC-4 – Lines 227 thru 230 – These PCard requirements are in the process of being developed.
- CONCERN - EPROC-PC-5 – Line 231 - Full administration of PCards is not available in the system
- CONCERN - EPROC-PC-6 – Line 232 – Pcard maintenance is not currently available but is anticipated for release in 2022.
- CONCERN - EPROC-PC-7 – Line 233 – Ghosted cards are not currently available but is expected to be released mid to late 2022
- CONCERN - EPROC-PC-8 thru EPROC-PC-21 – Lines 234 thru 247 – These requirements will require some kind of customization, configurable item, or integration.

**STATE OF MAINE
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DEPARTMENT/STATE: State of Montana

-
Catalog Capability – PDF Page 33 - - Same response as the Ivalua response. Notes copied over

- Ability to view catalogs are limited to the user's organization scope
- Search results landing screen – PDF Page 33
- Can shop via hosted or punch out catalogs. PDF Page 33
- Hosted catalog process can be done by supplier. Internal user can compare catalog versions PDF Page 34
- Users can use the search functionality to search and filter results. PDF Page 34
- Item tags to find preferred items
- Search punchout and hosted in the same search. PDF Page 35
- CONCERN - EPROC-CAT-32 – Line 317 – The ability to compare catalog item search results in NOT supported.
- CONCERN - EPROC-CAT-34 – Line 319 – Additional functionality is required to compare items and will be based on number of punchouts required.

Sourcing/Bid Management – PDF Page 35 – KPMG uses “vendor” where Ivalua uses “supplier”. Same response as the Ivalua response. Notes copied over

- Wizard solicitation set up – PDF Page 36
- Supplier can be added several ways (commodity code selection, public site, etc.) – PDF Page 37
- Has Sealed Bid functionality
- Conditionality can be applied to questions.
- Item grid (pricing) has multiple set up options.
- Notifications to supplier about event and has access to public portal
- Suggest posting information to client's website and provide link to public portal to view full solicitation.
- Suppliers need to add open solicitations to their account to create a response. PDF Page 41
- Supplier can Management of Responses. PDF Page 42
- Users can monitor suppliers' activity and award events
- Can notify suppliers and create a contract from the solicitation. PDF Page 44
- CONCERN - EPROC-SRC-3 thru EPROC-SRC-9 and EPROC-SRC-11 – Lines 330 thru 336 and 338 – Responses to these requirements refers back to EPROC-SRC-2, Line 329 which did NOT require a response? **Attention to detail!**
- CONCERN - EPROC-SRC-14 thru EPROC-SRC-21 – Lines 341 thru 348 - Responses to these requirements refers back to EPROC-SRC-2, Line 329 which did NOT require a response? **Attention to detail!**
- CONCERN - EPROC-SRC-22 -Line 349 – The response talks about envelope bidding, but requirement talks about separate Cost and Technical sections?
- STRENGTH - Has no limit on number of suppliers being invited to an event.
- CONCERN - EPROC-SRC-68 – Line 395 – eFax is not supported
- CONCERN - EPROC-SRC-70 – Line 397 – This response does not address the requirement that states the eProcurement file of the event needs to be “complete” to meet public records laws. SRC 71 has this same response which meets that requirement.
- CONCERN - EPROC-SRC-83 – Line 410 – System does not support web conferences, but supplier offered the ability to upload the recorded conference. Do they support that file type?
- STRENGTH – Size limitations can be set up by system administrator
- CONCERN - EPROC-SRC-143 – Line 470 - Must start a new solicitation instead of cancelling award on bid and move to the next highest bidder?

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Contract Management – PDF Page 45 - Same response as the Ivalua response. Notes copied over

- Wizard driven entry. PDF Page 45
- Information brought over from the contract header
- Alerts on documents uploaded to the document section – PDF Page 46
- Native authoring (Word) – PDF Page 46
- Subcontractors can be added.
- Can integrate with multiple eSignature tools. PDF Page 48
- CONCERN - EPROC-CNT-16 – Line 496 – Loading of external price list for contracts will need to be worked out to identify data elements. Additional cost possible?
- CONCERN - EPROC-CNT-52 thru EPROC-CNT-63 – Line 532 thru line 543 – The supplier has used the same response for all of these requirements, but the response does not mention the requirement? Also see lines 555 and beyond as an example. These responses are duplicate but at least start with “this information”.
- CONCERN - EPROC-CNT-66 – Line 546 – Response states alert could be posted to public portal, but requirement asks if it can be posted to state’s procurement website.
- CONCERN - EPROC-CNT-67 – Line 547 – The response does not address the email notification listed in the requirement?

Vendor Performance – PDF Page 48 - Same response as the Ivalua response. Notes copied over

- System has supplier performance dashboard. PDF Page 48
- Allows ability to track a supplier’s performance.
- Improvement plans provide a collaboration tool to help improve the supplier performance. PDF Page 49
- CONCERN - EPROC-VPE-3 thru EPROC-VPE-11 – Line 573 thru line 581 – The response to each of these requirements refers back to the response on line 572 which states vendor performance needs to be handled by a questionnaire.
-

Purchasing/Data Analytics – PDF Page 50 - Same response as the Ivalua response. Notes copied over

- System has 3 different types of reporting, Ad Hoc, Queries and Analysis
- Reports are compiled by running a search and exporting data to Excel.
- Analysis reports can be put on dashboard for view of any user.
- Offers 100 standard reports
- CONCERN - EPROC-PDA-5 thru EPROC-PDA-16 – Line 602 thru line 613 – A duplicate response was used to answer all of these requirements, but the response does not reference the reporting requirement? Can this supplier supply reports based on the listed requirement?
- CONCERN - EPROC-PDA-20 and EPROC-PDA-21 - Line 617 and 618 – This supplier currently does not have PCard functionality.
- CONCERN - EPROC-PDA-36 – Line 633 – This supplier currently does not have PCard functionality.

Technical Requirements – PDF Page 54 - Same response as the Ivalua response. Notes copied over.

KPMG provided screenshots where Ivalua did not in this section.

Availability – PDF Page 55

- Meets requirements

Accessibility Requirements – PDF Page 55

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN – States they are committed to being Section 508-compliant as soon as possible.

Audit Trail and History - PDF Page 55

- Meets requirements

Browsers Supported – PDF Page 56

- Supports the most update browser versions

User Accounts and Administration – PDF Page 56 – 57 – Narrative response is different

- Supplied multiple authentication options. PDF Page 57
- Access is controlled by authentication. Pages in the system are controlled by user's roles and permissions.
- Supplied screen shot of authorization functionality. PDF Page 58
- Organization hierarchy supplied on PDF Page 59
- Workflow can be applied and is highly configurable.

User Authentication – PDF Page 59 – 60 - Narrative response is different

- Supports multiple authentications and password rules are fully customizable.

Federated Identity Management – PDF Page 60 - Same response as the Ivalua response. Notes copied over

- Meets requirements

Data Conversion – PDF Page 61 – Narrative is different, but matrix response is the same.

- Meets requirements.
- CONCERN - EPROC-TECH-28 -Line 32 – Solicitation data conversion is NOT supported.
- CONCERN - EPROC-TECH-30 -Line 34 – Vendor performance data conversion is NOT supported.

Interface and Integration – PDF Page 61 – 62 - Narrative is different but matrix response is the same.

- Provided communication protocols and data formats that are supported.
- CONCERN – Did NOT identify all finance system/ERP's where their solution has existing interface/integration capabilities in the narrative.

Office Automation Integration – PDF Page 63 - Same response as the Ivalua response. Notes copied

- STRENGTH – Can import Word documents in the contract tool and break them into clauses
- Supports Word, Excel, and PDF

Mobile Device Support – PDF Page 63 - Same response as the Ivalua response. Notes copied

- Meets requirements although response not very informative

Mobile Applications PDF Page 63 - Same response as the Ivalua response. Notes copied

- Based on a mobile web solution rather than a mobile application

Data Ownership and Access – PDF Page 64 - Same response as the Ivalua response. Notes copied

- Meets requirements

Date Retention, Archive and Purge Considerations – PDF Page 64

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CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

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DEPARTMENT/STATE: State of Montana

- Should be discussed at implementation.

Disaster Recovery Plan – PDF Page 64 – 65 - Same response as the Ivalua response. Notes copied

- Notification of data breach is 72 hours.
- CONCERN – Could have supplied more detailed information about this requirement

Solution Environments – PDF Page 65 - Same response as the Ivalua response. Notes copied

- CONCERN – Could have supplied more detailed information in the narrative but did list 3 environments that are offered with some offered at additional maintenance fees.

Solution Technical Architecture – PDF Page 65 - Same response as the Ivalua response. Notes copied

- Supplied application and environment architecture. PDF Page 66
- Application Architecture. PDF Page 66
- Supplied Database Architecture. PDF Page 67
-

Solution Network Architecture – PDF Page 67 - Same response as the Ivalua response. Notes copied

- Provided Ivalua Network Architecture. PDF Page 67
- Supplied data center locations. PDF Page 68
- Mentioned briefly monitoring and maintenance. PDF Page 68
- Can compare KPI's with SLA's

System Development Methodology – PDF Page 68 – 69 - Same response as the Ivalua response. Notes copied

- Defer to subject matter experts

Service Level Agreement – PDF Page 69

- Did not provide a copy of their SLA

Security Requirements – PDF Page 70

Cloud Security Alliance (CSA) Compliance – PDF Page 71

- Supplied the CAIQ as an attachment to their response.

Security and Privacy Controls – PDF Page 71

- CONCERN -Stated they are currently in the process of validating controls and safeguards

Security Certifications – PDF Page 71 - Same response as the Ivalua response. Notes copied

- CONCERN - Not currently audited for PCI-DSS compliance. Page 70
- Defer rest of response to Security SME.

Annual Security Plan – PDF Page 71 – Same response as the Ivalua response. Notes copied

- Uses Role Based Access Control, Secure Customer Data
- Mentioned Physical Security.
- Defer comments to Security SME

Secure Application and Network Environment – PDF Page 76 - Same response as the Ivalua response. Notes copied

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DEPARTMENT/STATE: State of Montana

- Supports 2 factor authentication
- Defer comments to security SME

Secure Application and Network Access – PDF Page 79 - Same response as the Ivalua response. Notes copied

- Lists Encryption and Protocols.
- Defer comments to security SME

Data Security – PDF Page 81 - Same response as the Ivalua response. Notes copied

- Secure Customer Data
- Network and Physical Security
- Applies single data classification to customer data
- Offers Ivalua Access Control and Applicable Laws
- Data is encrypted and upon contract termination is destroyed.
- Defer to security SME

Personally Identifiable Information Protection – PDF Page 83 – Content same as Ivalua but in different order. Notes copied over.

- Meets requirements but will defer to Security SME

Security/Privacy Issue Occurrence – PDF Page 83 - Same response as the Ivalua response. Notes copied

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

PII Data Actual/Attempted Access or Disclosure - PDF Page 83 - Same response as the Ivalua response. Notes copied

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

Security Breach Reporting - PDF Page 83 - Same response as the Ivalua response. Notes copied

- Requirements are set forth in the customer's contract.
- Will be notified no later than 72 hours. Our requirement states 2 hours

Implementation Services Requirements – PDF Page 84 – THIS SECTION IS DIFFERENT FROM IVALUA RESPONSE.

Project Management – PDF Page 85 thru PDF Page 103

- Program and Project Management Methodology is the tool that the KPMG team uses.
- PPM Framework chart on PDF page 85
- Listed Key Project Management Tasks PDF Page 86
- Provide both Scope and Schedule Management PDF Page 86
- Implementation Plan Development will help manage requested services.
- Provide a sample implementation plan PDF Page 94 thru PDF Page 103
- Offers Budget and Quality Management PDF Page 88

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Will team up with state entities using deliverables management
- Offers Resource, Staff and Communications Management tools. PDF Page 89
- Provide periodic status meetings and share status reports.
- Risk Management will be implemented to reduce risk
- Mitigation is key and they supplied list of topics to approach risk Management. PDF Page 91
- Issue Management is used to help solve issues quickly. PDF Page 92
- Project Management Deliverables were listed, and they use a Project Manager to manage project

Project Implementation Methodology – PDF Page 103 thru PDF Page 114

- Uses the Vision, Validate, Construct, Deploy, and Evolve phases. PDF Page 104
- State experience in procurement enablement mention on PDF Page 105
- They described in detail each phase of the implementation mentioned above.
- Provided testing approach on PDF Page 109

Catalog Support Services – PDF PAGE 114 thru PDF Page 117

- Provided shopping screenshot on PDF Page 115
- Stated they support Punch out or hosted catalogs
- Suppliers can upload the catalogs from the portal. Files can be compared before approved.
- The 360 search is used to search across catalogs
- Uses the Vision, Validate, Construct, Deploy, and Evolve phases to identify the correct suppliers fit for a catalog in the system.

Data Conversion Services – PDF Page 117 thru PDF Page 125

- Initial Data Extract PDF Page 117
- Mock Data Extract PDF Page 118
- Production Data Extract PDF PAGE118
- Provide data cleansing and harmonization
- Transform and Load Process
- Quality Assurance and Reconciliation
- Provided roles and responsibilities. PDF Page 119
- Data Load Templates. PDF Page 122

Interface/Integration Development Services - PDF Page 125 thru PDF Page 130

- Provided table of each phase of an integration that included a description.
- Provided table of integration activities with the KPMG and the state entity responsibilities. PDF Page 127
- Provide list of integrations and Interfaces. PDF Page 128
-

Organizational Change Management (OCM Services) - PDF Page 130 thru PDF Page 140

- KPMG's "Make it" Methodology. PDF Page 132
- Supplied benefits of using above methods. PDF Page 133
- Provided a comprehensive view of the OCM services. PDF Page 133 – thru 138
- Offers TRIP – A tool used to analyze the readiness of an organization. PDF Page 138
- Listed additional optional tools PDF Page 139 and 140

Training Services - PDF Page 140 thru PDF Page 150

- Provided chart that explains their approach to training. PDF Page 141

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 12/30/2021

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Target Learning Model, (TLM). PDF Page 142
- Collaborative approach as implementations requires process changes. PDF Page 143. First Paragraph
- Provided Training Plan for each Impacted Stakeholder. PDF Page 144
- Procurement Training Overview table on PDF Page 145
- Stakeholders Training table on PDF Page 146
- Train-the-trainer. PDF Page 147
- System Administrator training PDF Page 148
- Help desk and supplier training.
-

Help Desk Services - PDF Page 150 thru PDF Page 152

- 3 tier Help Desk Support Model. PDF Page 150
- Uses ServiceNow to enter tickets

On-Site System Stabilization Support - PDF Page 152 thru PDF Page 155

- Contains post implementation support combined with off-site resources.
- Exit criteria supplied on PDF Page 153
-

Managed Services Requirements - PDF Page 155

Solution Support - PDF Page 156 thru PDF Page 161

- Extensive information supplied by this supplier to this section of their response.
- Provided table of priority levels with a description of each PDF Page 160

Organizational Change Management (OCM Services) - PDF Page 161 thru PDF Page 162

- Provided a "Change Agent Network (CAN) screen shot on PDF Page 162

Training Services - PDF Page 162 thru PDF Page 164

- Service center change monitoring process. PDF Page 163
- Provided examples of training models. PDF Page 163 bottom of page

Catalog Support Services – PDF Page 164

- Offers hosted and punch out catalogs support

Help Desk Services - PDF Page 165

- Provided table of process on PDF Page 165
- CONCERN - EPROC-IMPL-3 thru EPROC-IMPL-5 – Tab 6 Line 6 thru line 8 – These requirements for help desk services are not available

Transition Out Assistance Services - PDF Page 165 thru PDF Page 167

- Provided "Power Evolution managed service termination framework" chart and table with explanation on PDF Page 166

Other Available Services - PDF Page 168 thru PDF Page 177

- Listed quite a few optional available services

Appendix A; Assumptions – PDF Page 182 thru PDF Page 189

Appendix B; Exceptions – PDF Page 190 thru PDF Page 223 – Red lining of NASPO documents.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 4

DATE: 8/30/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- “Implementation and Development Services” Gold Partner of SAP (Ariba)
- “Reseller” of SAP software.
- LSI is an Invenio Company
- LSI provides: Consulting, supplier relationship management, product design, training design and delivery, organizational change management, and implementation consulting services for SAP customers.

2. Previous Projects

5 listed. One university. One private. Three State or public entity. All fit within Category 4.

- San Diego County, CA. Implemented Ariba public sector supplier and Contract mgt. and integrated it with Oracle.
- University of Kentucky. Implemented SAP HCM, Finance, SAP Student Lifecycle Management, BW,SRM/PPS 7.0 and Analytics.
- Sempra Energy. Implemented Ariba Contract mgt. and integrated to MS Dynamics ERP.
- City of San Diego, CA. Implemented SAP Ariba procurement platform.
- CA Dept. of Healthcare Services. Deployed SAP Ariba procurement platform.

3. Subcontractors

- Vendor states it will not be utilizing subcontractors for this engagement.

4. Organizational Chart

- Yes, Org. chart provided along with job descriptions

5. Litigation

- Vendor states no litigation.

6. Financial Viability

- DnB provided. Low to Moderate risk.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): 4

DATE: 1/11/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Comments:

Overall/General

- Hybrid Cloud Solution.
- Product is SAP Ariba. Cloud Services with technical architecture of SaaS
- LSI Consulting is a Gold Partner and is submitting proposal as a part of the Partner Managed Cloud (PMC) who is offering the professional services portion of the proposal (implementation, long-term support, etc)
- Really touts the Spend Management portion of SAP Ariba.
- LSI takes seven exceptions (pages 142 – 145), These will want to be reviewed carefully and negotiated should this offeror be in negotiations.
- There are 34 items in the “Assumptions” (page 140 – 141) that require CLARIFICATION or negotiation where many or most States could or would not agree. Examples are: #4 State must follow the LSI provided methodology to implement software, #6 – can’t revisit deliverables once they have been closed, #18 – Postponements and delays of scheduled events due to lack of State staff availability will likely result in an extended project schedule and/or additional fees, #12 –in case of sickness or vacation, the key State decision-makers will have an alternate assigned.

A. General Principal and Requirements

1. Key Solution Functionality Elements (pages 8 – 21)

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and real-time with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

1. Product/Solution components: pages 8 - 10

a. SAP Ariba Cloud-based. For eProcurement solution (Sourcing, Contracts, Procure to Pay, etc.)

- Single point of entry. Yes – Single Sign on.
- Smart routing. Yes

- Compliance. Yes
- Portal. Yes . “SAP Portal product portfolio”. Can obtain as:
 - as “SAP Enterprise Portal (on-premise)
 - on SAP BTP as SAP cloud Portal service
 - (portal-like) sap Launchpad service
- Open Marketplace Environment. Yes – uses the SAP Ariba Business Network (SBN) for business-to-business network (B2B) and use Spot Buy as the catalog solution.
- Integration. Yes. With the use of integration with out-of-the-box SAP's intelligent suite along with end-to-end business process.
- Workflow. Yes. “SAP Business Workflow enables the design and execution of business processes”
- Document management. Yes. “SAP Ariba Contract Management module can track, manage, and store documents”.
- Reporting, dashboards and data visualization. Yes. “SAP Ariba is delivered with native reporting and analytics, including numerous pre-packaged reports.”
- Configurable. Yes. “Configurable workflows to document templates” with “the flexibility to reflect state-wide or agency-specific rule-sets and processes
- Transparency. Yes - “Vendor Portal” built on SAP's Portal Services. “The offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data.” .

2. User Experience - pages 10 - 12

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.
- **Do not cover all the characteristics in the user experience explanation, but they do offer that “The interface has been designed with special attention to:**
 - Minimizing clicks and number of steps
 - Seamless transition from mobile app to desktop with "follow-me" process from one another
 - Community help
 - Visual workflows, reminders and notifications
 - Bulk actions over many items (i.e. bulk receive purchase orders)
 - Integrations to facilitate multiple catalog search (items in the material master, inventoried items, MRO Supplies and contracted supplier catalogs), cost accounting and more”

3. Bidder Best Practices and Roadmap – pages 12 - 13

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.
- Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

- [“Quarterly Releases](#) – Releases are delivered every quarter in February, May, August, and November each year. Individual products may be released on any or all of the quarterly dates. You should expect to receive advance communication of features and should allow time to prepare for impactful changes to your systems. “
- [“Monthly Feature Deliveries](#) – Major products may have an optional, no-impact release on harmonized monthly feature delivery weekends. As with the quarterly releases, each product has the option to release during any or all these windows. You should not need to prepare for or take action for the monthly feature deliveries. Changes delivered in a feature delivery should be virtually invisible to the end users. Many of our largest cloud products follow a harmonized release calendar.”
- [Road Map](#) is provided in an attachment.

4. Innovations and Value-Added Features/Services – pages 13 - 16

In addition to the stated requirement(s), the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

• Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference “Innov, Value-Adds, Addl Svc” Tab).

Yes . they give some past and present innovations.

- SAP Ariba has:
 - Launched the first online catalog for procurement.
 - Developed the first software to conduct reverse auctions.
 - Created the Ariba Network, the first business network that today is the largest, most global on the planet, with more than 2 million companies transacting nearly \$1 trillion in commerce on an annual basis.
 - Went live with Ariba Discovery, the first business matching service that like Match.com, connects buyers with needs to sellers who can fulfill them.
 - Ariba Spot Buy
- SAP FieldGlass.
- SAP Ariba Supplier Risk Management.

5. Customizations/Extensions – pages 17 - 20

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder’s base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder’s product roadmap submitted with the proposal.

• Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

- SAP Ariba Application Extension Partners and Applications
- Help deliver new and innovative applications that augment SAP Ariba solutions. List of SAP Ariba App Extensions and our Partners:
 - **Spotline Inc.** Chatbot
 - **Seal Software.** Helps organizations gain visibility, control, mitigate risk and better manage their contracts o Seal Contract Discovery and Analytics helps organizations gain visibility, control, mitigate risk and better manage their contracts in conjunction with various SAP products including SAP Ariba. Seal’s AI powered engine extracts many types of data elements, and presents that data in an intuitive user experience. Seal integrates to SAP Ariba to load contracts and metadata directly into Ariba leveraging APIs. New and existing SAP

Ariba contract workspaces can be sent to Seal to clean up existing content and for many high-value use cases such as regulatory, risk, M&A, audit, etc.

- **CloudTrade** - Optimize your PDF Invoicing channel
- ISMS Applications. Provide compliance to suppliers for a healthy supply chain
- Keelvar Sourcing. The Keelvar Sourcing Optimizer Connector to send event data (suppliers & item master data) from SAP Ariba to Keelvar Sourcing Optimizer. Run, analyze and award complex or large events in Keelvar Sourcing Optimizer, then send awarded supplier data back to SAP Ariba Contracts.
- AppZen AI. Real-time accounts payable fraud and non-compliance detection
- Cordis.
 - Procure-to-Pay integration between SAP Ariba and Oracle
 - Add a layer of protection to personally identifiable information .
 - Digitize your supplier invoices into a single compliant e-invoice process o Intelligent Invoice Express (IIE) allows you to automatically capture and register purchase invoices in one application for verification, validation and efficient processing in Ariba Invoicing or ERP Accounts Payable, even for suppliers who are not yet on the Ariba Network (AN).
 - A prebuilt analytical dashboard for procurement using SAP Ariba and SAP ERP data o Category Manager Dashboard provides valuable insights and reporting, plus the ability to integrate aggregated data across Sourcing, Contracts, Spend, Performance and Risk. It provides a status for each project to manage the category of spend, including a display of all associated business documents.
 - Combine your catalog and non-catalog requests into the e-procurement process, Intelligent Content Capture.
- Fairmarkit.
 - Automatically get quotes for purchase requests from your existing suppliers.
 - Empower end users to competitively bid their purchases
- Vertex - Tax calculation during purchase requisition and invoice reconciliation o Vertex provides automated tax calculation during requisition & invoice reconciliation. During requisition, purchasing managers can view tax implications when approving or rejecting a purchase request and during invoice reconciliation.
- • Accenture - Intelligent chatbot for a simplified buying experience o Paula is an intelligent chatbot designed to modernize user's experience through a simple and intuitive process allowing organization to transform their tasks into value-added work..
- • EcoVadis - Sustainability ratings for procurement - Manage supplier risk and performance.
- • D&B- Proactively identify vendor financial stress to mitigate supply chain disruption.
- • APOS Systems - Live mode data connectivity for SAP Ariba o Live Data Gateway for SAP Ariba provides virtualized data connectivity to SAP Ariba data from SAP Analytics Cloud. Live Data Gateway can also serve data to SAP Data Warehouse Cloud, SAP HANA, and many others.
- • Nitor Relish Xbridge – Seamless SAP Ariba & Qualtrics XM for suppliers integration.
- Nitor Relish DATA ASSURE - Fully automatic supplier data validation in one step, without human interaction.
- • iCertis AI - AI from Icertis turns contracts into live documents connected to your business o Icertis is enabling SAP users to address previously intractable contract challenges. This includes digitizing legacy contracts and importing third-party contracts at scale, analyzing past negotiation history to gain insights for improvement, and deep data visualization.
- • Globality - Seamlessly Integrate Globality's Platform with SAP Fieldglass o Globality's AI Platform transforms sourcing of high-value, complex services by automating the demand creation, supplier identification, tendering, proposal evaluation, and SoW creation process through a self-serve, consumer-like solution. SoW data are automatically sent to SAP Fieldglass

6. Alternative Funding Models – Pages 20

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and

be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
 - Explain how each model would work;
 - Identify the benefits that Participating Entities and their suppliers would realize; and
 - Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

They do not offer any alternative funding models, but do recommend SAP Fieldglass app.

7. Contract Transition and Flexibility – page 20 - 21

LSI possesses an extremely high level of flexibility to transition from a state's current contract to a new contract or amendment".

B. Functional Requirements: pages 22 – 46

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

General F: The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The **electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model**

1. General Functionality. Tab 2, GEN-1 through GEN-40. **Currently the following applications are widely deployed and support the procurement functions of Ariba customers:**

- SAP Ariba Buying& Invoicing
- SAP Ariba Sourcing
- SAP Ariba Contracts
- SAP Ariba Supplier Lifecycle & Performance Management
- SAP Ariba Network
- SAP Fieldglass

- Uses Native Integration for integration of purchase requests.
- Supports all types of files and mentions a “really robust search engine” in many of the comments.
- “A super user will be granted broader access to the solution by assigning multiple roles” to access functionality across the solution and “provide administration capabilities across the solution or for specific functional areas”. Except for Guided Buying.
- #3 is marked as “partial”, which is not a choice in the codes. **Based on the notes it looks like they do not have the ability to integrate to post on the State's procurement website.**
- #38 is marked N/A, which is not a choice in the codes. **After reading the reply – it seems the answer is “N” as they do not comply with this.**
- For most of the items in 1 – 7 GPE offers use of their system, but these questions are about being able
- Many of the Comments state **“Standard Functionality”** (there are 22 of these). As a nonuser of ASP Ariba's system, I do not know what is “standard functionality” for that particular requirement. I believe that is why the instructions outline to *“describe how the identified tools/solution will meet the requirement. Include benefits or limitations.”* **Based on the vagueness and essentially a guess on my part, these lines won't be evaluated.**

2. Supplier Portal. Tab 3, SPR-1 through SPR-23.

- Ariba seems to have a good handle on the Supplier portal side and a understanding of what the suppliers need.
- SAP Ariba Business Network (SBN) for the supplier portal includes:
 - Ariba Business Network (aka Ariba Network, Ariba Supplier Network)
 - Ariba “Supplier Enablement Services” for the Network are included
 - Supplier Portal functionality across all customers, not specific to a State/Entity using Ariba
- #3 states suppliers can integrate their financial systems to Ariba Network. While the State will want supplier spend reports, **I am not certain about connecting to the system – for security reasons the State would want to look into this.**

- #7, 8, where allow supplier to access solicitations and to submit proposals... IBM responds that State APIs are available to post but suppliers will need to be directed to an external State website. **This is concerning – as this is a requirement of the eprocurement system.**
3. **Supplier Enablement Management Workstream.** Tab 3, VDR-1 through VDR-43.
 - SAP Supplier Enablement Team will “design and develop the most effective enablement strategy” based on their “profile, PO and invoice volume, and spend”. Segment the “State’s vendor master data to effectively target/onboard suppliers in tiered waves”.
 - Provides IRS TIN/Name “verification capabilities”
 - For the Ariba Network, offers suppliers “user guides, FAQs, technical documentation, and free online seminars”.
 - Can have “account specific information” via a “supplier information portal embedded in the Ariba Network”.
 - Suppliers are able to self register and meet requirements 1 – 10
 - **It's not clear if the system accepts commodity codes**, as the answers given to the questions are not straightforward.
 - #18 - #27 are marked as “INT” and the State asks that the verification of the supplier items be done. **IBM's answer is they can validate the format, I am unsure if this will meet the requirement.**
 4. **Buyer Portal.** Tab 3, BPRT-1 through BPRT-15.
 - The answer to #11 is of concern. The State can download any account information (data) as long as subscribed, but only within the functionality of their application. It doesn't answer the question if we can get the minimum items that are asked for in the requirement.
 5. **Need Identification.** Tab 3, NEED-1 through NEED-7.
 - The CF item does not seem to pose a problem. Other items seem to be standard within the software.
 6. **Request through Pay Workstream.** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11.
 - **PRD 4 – Doesn't seem to answer the Role question. They answer it with groups, but not by role.**
 - **PRD 15 and 16, WRK12, PO11 and 12 – Limit attachments to 100MB size limit, but can support any type of attachment.**
 - **PRD49 – Ariba uses UNSPSC (United Nations Standard Products and Services Code) – it seems much configuration will need to be done to work in State's chart of accounts.**
 - **PRD59 – is essentially not answered.** Gives “Standard Functionality supported and configurable”.
 - **WRK28 – only one user in Que at a time.**
 - **PC 6 – Comment that it's not supported; however, they list as “Available”.**
 7. **Catalog Capability -** Tab 3, CAT-1 through CAT-40.
 - **#3 - 3 channels that catalogs can be updated from: (1) Loaded directly by customer via CSV or CIF format, (2) Loaded by us acting as the catalog management service to the customer, (3) Self-loaded by the supplier via the Ariba Network.**
 - **#6 and 7. Catalogs are limited to 5,000 catalogs and there is a limit to 500,000 items in a catalog.**
 - **#19 – To enter Items of negative values is not an option.**
 8. **Sourcing/Bid Management Workstream.** Tab 3, SRC-1 through SRC-151.
 - **#2 – System has several solicitation templates to use; however, most all State's will want to use their AG approved templates and forms. Some such as the RFI are delivered out of the box, unsure if can configure.**
 - **#36, 52, 63, 70 – limited to 100MB**
 - **#76 – Ariba's system doesn't provide ability to post solicitation documentation unless manually done.**
 - **#138 – Ariba's system does not post award results to State's procurement website. It must be done manually.**
 9. **Contract Management.** Tab 3, CNT-1 through CNT-88.
 - **#45 – Ariba's system doesn't support read only format with redaction properties.**

- #52 through #62 – Ariba's system doesn't support posting of various items to State's public Contracts website. The State must manually post
- 10. Vendor Performance** Tab 3, VPE-1 through VPE-25.
- VPE 21 – **CLARIFY** that the system provides this requirement as IBM says it does, because they comment that the best way is through scorecards, which in my mind is paper or a simple excel form. Maybe scorecards is a name of one of their forms. **If not, this does not meet the requirement.**
 - VPE 25 – **File size limit 100MB per attachment. – does not meet requirement.**
- 11. Purchasing/Data Analytics** Tab 3, PDA-1 through PDA-37.
- PDA 1 – Ariba solutions comes with 250 pre-packaged reports.

C. Technical Requirements: pages 47 - 59

- 1. Availability.** *The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.*
- Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.*
- SAP offers a 99.5% system availability percentage during each month for production versions, with exception of **regularly scheduled and emergency maintenance. CLARIFY – How often is regular maintenance and during what hours and days. Additionally, how often in the past has SAP had emergency maintenance (example of how many times in one year?).**
- 2. Accessibility Requirements.** *The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.*
- Page 45. They state they will provide accessibility to customers upon request. **It seems the software does not come with accessibility requirements.**
- 3. Audit Trail and History** RTM: Tab 4, TECH-1 through TECH-5.
- TECH 3 – 5 are “INT”; however, they repeat TECH 1 and do not explain/detail out how or why integration or interface is needed.
- 4. Browsers Supported**
- The general web browsers are supported (Microsoft Internet Explorer, M Edge, M Edge Chromium, G Chrome, Firefox, and Safari). Microsoft Internet Explorer compatibility mode is not supported. No concerns.
- 5. User Accounts and Administration** RTM: Tab 4, TECH-6 through TECH-20.
- TECH 12 – **Does not meet requirement.**
- 6. User Authentication** RTM: Tab 4, TECH-21 through TECH-25.
- 7. Federated Identity Management**
- Refers to a link. Page 50
- 8. Data Conversion** RTM: Tab 4, TECH-26 through TECH-34.
- SAP plans to use “SAP's Activate Methodology”
 - Integration of legacy systems are extra cost 10
- 9. Interface and Integration** RTM: Tab 4, TECH-35 through TECH-60.
- “integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems.”
 - Real-time and/or batch integration
 - HTTPS using CSV interface
 - SAP Web services
 - REST APIs
- 10. Office Automation Integration**
- Yes, they integrate with Microsoft products listed and others.

11. **Mobile Device Support** RTM: Tab 4, TECH-61.
 - Yes it can be accessed Mobily
12. **Mobile Applications** - TECH 62.
 - Nothing to add here..
13. **Data Ownership and Access**
 - State owns the data.
14. **Date Retention, Archive and Purge Considerations** RTM: Tab 4, TECH-63.
 - Data retention is governed by the active contract.
15. **Disaster Recovery Plan**
 - Meets requirements.
16. **Solution Environments** RTM: Tab 4, TECH-64 through TECH-67.
 - State would receive two environments by default: Test and Production.
 - Additional environments (i.e. Development, Quality Control/User Acceptance, Training) are additional charges.
17. **Solution Technical Architecture**
 - They described some tools and gave some “various” options for exchanging data between SAP Ariba and external system.
18. **Solution Network Architecture**
 - Diagram on page 57.
 - SAP Ariba solutions are offered and delivered in a true subscription-based model
19. **System Development Methodology**
 - Based upon Agile Scrum Development methodology.
20. **Service Level Agreement**
 - UNABLE to open embedded document.
- D. **Security Requirements:** pages 60 - 72
 1. **Cloud Security Alliance (CSA) Compliance**
 - SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines.
 2. **Security and Privacy Controls**
 3. **Security Certifications**
 4. **Annual Security Plan**
 5. **Secure Application and Network Environment**
 6. **Secure Application and Network Access** – Tab 5, SEC-1 through SEC-6.
 - Mentions backup policies.
 7. **Data Security** – nothing to add.
 8. **Personally Identifiable Information Protection** – nothing to add.
 9. **Security/Privacy Issue Occurrence** – nothing to add.
 10. **PII Data Actual/Attempted Access or Disclosure** – nothing to add.
 11. **Security Breach Reporting** – nothing to add.
- E. **Implementation Services Requirements:** pages 73 - 126
 1. **Project Management**
 - LSI provides a basic PM layout diagram on page 73 explanation of PM.
 - Very prescriptive in nature, almost regulatory.
 - Do not see a timeline
 - Does not address most of PM section in RFP.
 2. **Project Implementation Methodology**
 - Very prescriptive in nature, almost regulatory.
 - LSI would like that most SAP cloud implementations use the SAP Activate Cloud methodology. The SAP Activate Cloud methodology follows Agile principles and is well suited to cloud software implementation.
 - Sample role assignment charts are provided for deliverables (pages 79 – 81 and 83 and 88 – 90 and 93). Will want to review these for negotiations if are awarded a contract.
 - **Note:** There are many PM areas that should be reviewed in the Assumptions section (pages 140 – 141) of this proposal.
 3. **Catalog Support Services**

- Uses SAP Ariba Catalog management services or Spot Buy.
- The supplier is responsible for uploading catalogs on Ariba Network.
- Suppliers hosting content on their sites provide a catalog feed with links to their content as authenticated by Ariba Network. Both Level 1 PunchOut (Site and Aisle/category level) as well as Level 2 PunchOut (Aisle, Shelf, and Item level for cross-PunchOut search experience) are supported. SAP Ariba catalog management services manage the enabled catalogs including validation, cleansing, catalog activation and any subsequent refreshes. The catalog set-up includes setting up a catalog hierarchy. Enablement of Punch Out catalogs are available as an optional item for additional charges – Clarify charges.
- Doesn't address training staff or suppliers on catalog management roles.

4. Data Conversion Services

- 6 activities make up the conversion project:
 - Strategy
 - Analyze
 - Design
 - Build
 - Test/Implement
 - Deploy

5. Interface/Integration Development Services

- Pages 98-99 - *“LSI will recommend, design and deploy interfaces based on the best practices and the latest tools available with the SAP environment. In addition to technical assessment, we develop an **Interface Strategy document** that includes the general architecture of the Current and Future Landscape, describes various Interface types, file transfer and process of interface design and implementation.”*

6. Organizational Change Management (OCM Services)

- Explains their OCM method well and with diagrams. They seem to have done OCM before.
- Meets requirements.

7. Training Services

- Training is divided into two different but critical areas:
 - Project Team Training
 - End User Training

8. Help Desk Services – good.

- Page 117 - *“LSI will provide post implementation support / SAP Application Management Services (“AMS”) Services.”*
- Confusion on what LSI is providing and what SAP might be providing or if LSI is providing all.

9. On-Site System Stabilization Support

- LSI explains post go-live stabilization support and some of the help desk again, but don't seem to commit to the 3-month post go-live coverage requirement.

F. Managed Services Requirements: pages 127 - 131

1. Solution Support

- Yes seems to meet requirements

2. Organizational Change Management (OCM Services)

- They offer an hourly rate in their cost proposal, but do not offer any description of services. Unable to evaluate.

3. Training Services

- Meets requirements – point to Section E for description of services.

4. Catalog Support Services

- Provided at an hourly rate but separate from services from proposal. No description of services offered. Unable to evaluate.

5. Help Desk Services

- Meets requirements. – point to Section E for description of services.

6. Transition Out Assistance Services

- Sample transition plan offered. Would like to see a description of how they help transition out. Does not meet requirement.

G. Other Available Services: pages 131 - 138

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

- RTM: Tab 7, MNGD-1

- Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- SAP S/4 Financials Assessment.
- SAP Fieldglass

H. Video Demonstrations: page 139

- 44 minute demo.
- Some areas the author kept saying they would show more at the demo. Which is confusing since this is the demo.
- Looks very user friendly for Catalog purchasing of items.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (LSI Consulting)

CATEGORY #(s): 4

DATE: (10/4/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, cert of ins SAMPLE but appeared to be completed with 5 mil cyber
 - Gold Partner of SAP Software including SAP Ariba
 - Partner Managed Cloud Model – Choice of cloud?
2. Previous Projects
 - San Diego County - Ariba Supplier Lifecycle and Performance and Contracts Management - **integration and deployment services**
 - University of Kentucky - Ariba Contracts - **full implementation**
 - Sempra Energy - SAP Ariba Contracts Management **partnered with SAP Ariba and LSI to integrate**
 - City of San Diego - implemented the SAP Ariba procurement platform to modernize their legacy procurement processes – **purchase only?**
 - Washington DC government - SAP Ariba On-Premise Software strategic move to the cloud with Ariba - **purchase only?**
 - California Department of Healthcare Services - Ariba procurement platform, including strategic sourcing and buying & invoicing solutions - **purchase only?**
 - Reference contact information facilitated through LSI...but did provide info
3. Subcontractors
 - None listed
 -
4. Organizational Chart
 - Combined State and LSI project specific org chart
 - Roles defined
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B report dated 7/2021
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: LSI Consulting
CATEGORY #(s): 4
DATE: 1/14/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

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Individual SME Comments:

General Principal and Requirements LSI Consulting proposes_SAP ARIBA

Key Solution Functionality Elements
User Experience
Bidder Best Practices and Roadmap
Innovations and Value-Added Features/Services
Customizations/Extensions
Alternative Funding Models
Contract Transition and Flexibility

Functional Requirements LSI Consulting proposes_SAP ARIBA

General Functionality
Supplier Portal
Supplier Enablement/Management
Buyer Portal
Need Identification
Request through Pay
Catalog Capability
Sourcing/Bid Management
Contract Management
Vendor Performance
Purchasing/Data Analytics

Technical Requirements LSI Consulting proposes_SAP ARIBA

Availability
Accessibility Requirements
Audit Trail and History
Browsers Supported
User Accounts and Administration
User Authentication
Federated Identity Management
Data Conversion
Interface and Integration
Office Automation Integration
Mobile Device Support
Mobile Applications
Data Ownership and Access

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: LSI Consulting
CATEGORY #(s): 4
DATE: 1/14/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Date Retention, Archive and Purge Considerations
Disaster Recovery Plan
Solution Environments
Solution Technical Architecture
Solution Network Architecture
System Development Methodology
Service Level Agreement

Security Requirements LSI Consulting proposes SAP ARIBA

Cloud Security Alliance (CSA) Compliance
Security and Privacy Controls
Security Certifications
Annual Security Plan
Secure Application and Network Environment
Secure Application and Network Access
Data Security
Personally Identifiable Information Protection
Security/Privacy Issue Occurrence
PII Data Actual/Attempted Access or Disclosure
Security Breach Reporting

Implementation Services Requirements

Project Management **LSI CONSULTING** will have leadership provided by the Program Sponsor, Engagement Lead and Project Manager who share responsibility for the successful delivery of the State implementation. •Clearly define project scope, responsibilities, and authority via the project charter and responsibilities matrix. •Finalize the project team resources and organizational chart •Implement the toolset and procedures for scope, risk and issue management •Establish communication protocols including status reporting and issue reporting •Create the project requirements traceability matrix framework •Prepare a Kick Off presentation to communicate PMO standards and expectations to the project team.

Project Implementation Methodology **LSI CONSULTING** will use the SAP Activate Cloud methodology. Extensive detail on this methodology.

Catalog Support Services **LSI CONSULTING** takes will use SAP Ariba catalog management service is a complete, end-to-end combination of proven technology, extensive domain expertise and expert services. Elements include: Supplier Road Mapping, Project Management, Electronic Catalog Enablement, Catalog Maintenance, PunchOut Catalog Enablement, Punch-Out Catalog Maintenance, and State & Supplier Helpdesk Support.

Data Conversion Services **LSI CONSULTING** data conversion project plan is broken down into six activities, which mirror the project phases; Strategy, analyze, design, build, test implement, deploy. Data cleansing appears to be the sole responsibility of the state because no tools were mentioned.

Interface/Integration Development Services **LSI CONSULTING** will develop and implement interfaces and integrations with legacy systems. **LSI** will recommend, design and deploy interfaces based on the best practices and the latest tools available with the **SAP environment**. **LSI will develop an Interface Strategy document** that includes the general architecture mn of the Current and Future Landscape, describes various Interface types, file transfer and process of interface design and implementation.

Organizational Change Management (OCM Services **LSI consulting** has a robust organizational change management road map. It has five phases; prepare, explore, realise, deploy, run post go live. A comprehensive strategy and communication plan will be created to drive the creation and delivery of

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

effective messaging. This plan is a dynamic, living, and breathing document. It will be updated periodically to ensure the right communication is getting to the right stakeholders at the right time. The following principles lay the foundation for effective communication: •Message redundancy is related to message retention. •The use of several communication channels is more effective than the use of one single medium to convey a message. •Face-to-face communication is a preferred medium for providing a forum of dialogue with constituents. •The existing organization structure is oftentimes the best channel for disseminating information about the implementation. •Direct supervision is the expected and most effective source of organizationally sanctioned information. •Opinion leaders, who may not necessarily be organizational leaders, are effective change agents. •Information that is consistent and reinforces basic values and beliefs is effective in changing opinions and attitudes. •Personally relevant information is better retained than abstract, unfamiliar or general information

Training Services LSI CONSULTING Training is divided into two different but critical areas: 1. Project Team Training 2. End User Training approach aligns with our implementation plan. **LSI CONSULTING will leverage online** SAP Services courses. **LSI** will train State personnel with business expertise to conduct instructor led classroom training, virtual learning classrooms or deskside coaching for fellow employees. **LSI** will train State trainers in best practice training principles and familiarize them with the training content to be used by conducting tailored train-the-trainer workshops for each applicable area.

Help Desk Services The LSI CONSULTING These services were designed to complement our customers in house support team. Our service is easily adapted to integrate with State's support provider. **LSI's** Application Support Services offers application support across all modules. Support is made available at a predetermined rate, with guaranteed response time. End-users simply call a dedicated toll-free number, or enter their problem tickets over the web to receive direct access to consulting resources. Application Helpdesk support covers Level II Application Critical Support, and Level III Application Enhancement Support. Level III or Enhancement Support is designed for customers who want to expand the functionality of their current systems. Level III (Tier Three) support must be approved by Customer's Support Manager. The intention of Level III is to give Customer flexible and cost-effective access to consulting resources to continually improve Customer's SAP systems. Each level III request is **priced separately** and will be evaluated, quoted on a case by case basis, and must be approved by the customer. JIRA Work Management for Customer Care system

On-Site System Stabilization Support LSI CONSULTING will run Hypercare for 3-months post go-live. On site not clear.

Managed Services Requirements

Solution Support All of our Ariba customers run the latest release of our products. As part of our SaaS deployment model, we handle all maintenance packs, services packs, and product upgrades. Customers automatically receive patches and upgrades when they become generally available for no additional cost. We schedule releases during off-peak hours and weekends to minimize the impact of downtime. Many of our largest cloud products follow a harmonized release calendar. Maintenance windows for cloud solutions are documented in the SAP Support Portal. **LSI** operates its Cloud Management Services, which involves an Information Technology Infrastructure Library (ITIL)-based Information Technology Service Management (ITSM) support model.

Organizational Change Management (OCM Services LSI can support the Organizational Change Management (OCM) Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. These OCM services can be provided at an hourly rate as detailed in our FILE 4 Cost Proposal.

Training Services LSI can support the Training Services, as described in Section E. 7 Training Services separate from services proposed in the Implementation section of this RFP for all of the

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): 4

DATE: 1/14/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

eProcurement solutions. These training services can be provided at an hourly rate as detailed in our FILE 4 Cost Proposal.

Help Desk Services LSI can support the Help Desk Services as described in Section E. 8 Help Desk Services separate from services proposed in the Implementation section of this RFP for all of the eProcurement solutions. Please also see our response to 1. Solution Support, above, for more detail on these services..

Transition Out Assistance Services LSI can support Transition Out Assistance Services. Please see our confidential and proprietary sample transition plan, Transition Plan Sample_Confidential_LSI.pdf, embedded within this pdf response document as an attachment.

Other Available Resources SAP S/4 Financials Assessment, SAP Fieldglass (**why not part of standard offering?**)

Video Demonstrations

- Guided buying used laptop as an example
- Request → Approval → Order → Status → Receipt → Invoice → Payment → Financing
- Sourcing events – expiring contracts...templates
- Analyze → Plan → Source → Risk → RFx → Quality → Contract
- Contract wizard
- Supplier mgt through analytics
- Any state with SAP financials would find this product an easier integration

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): 4 – Services Only

DATE: 9/9/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Installing Ariba SAP
 - LSI is consulting role
 - Partner managed cloud; should consider liability and data security terms
 - Gateway to full SAP saturation
2. Previous Projects
 - Large list of clients; all but a few are municipalities/cities or smaller entities than full statewide scope
 - Provide examples, but no reference to ROI; provides limited value to spend the money for the services
 -
3. Subcontractors
 - No subcontractors; should be identifying SAP?
 -
 -
4. Organizational Chart
 - All work aside from highest level is done by Ariba and SAP resources
 - Job descriptions show limited responsibilities of LSI. Majority of work appears by States
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Research needed if LSI absorbs risk to project or defers to SAP or others. States should be aware of liability limits for prime vendors when acting as project managers but do not own solution
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Cat 4 Services, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

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Individual SME Comments:

General Principal and Requirements

- SAP Ariba Solution
- POSITIVE SAP Ariba Solution, SaaS
- POSITIVE SAP manages infrastructure
- QUESTIONING Spot buy catalog avenue to encourage off contract purchases.
- POSITIVE mobile platform focus
- POSITIVE End to end system, task management functions
- NEGATIVE Many value-added services, why not included in base products
- QUESTIONING Extension partners for functionality what is relationship and liability
- POSITIVE – Gold Partner for SAP
- QUESTIONING – GovOne Accelerator template benefits or restriction
- POSITIVE – SAP is widely used throughout the industry
- POSITIVE – Modules are beneficial to choose which are best
- QUESTIONING – Is vendor portal a barrier to entry for technology challenged small business
- QUESTIONING – SAP Fieldglass and Supplier Risk Management, using LSI as a third party to implement, and various application extension partners demonstrates a complex fragmented solution.

Functional Requirements

- POSITIVE – separate modules
- POSITIVE – Use of UNSPSC codes is preferred
- POSITIVE – Ariba is far reaching
- QUESTIONING – how simple is the network considering the size and effort needed to implement
- POSITIVE – Resources on page 30 seems interesting
- QUESTIONING – mention of approval workflows
- QUESTIONING – page 34 references guided buying, how does this influence the buyer
- INTERESTING – Need guidance seem very manipulative
- POSITIVE – Catalog features and attribute designations are good
- QUESTIONING – How do technologically challenged vendors submit a bid response?

Technical Requirements

- QUESTIONING – accessibility for differently-abled?

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Cat 4 Services, Stage 2 Proposed Services

DATE: 1/13/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

- QUESTIONING – Has lack of browser compatibility mode created problems for customers?
- POSITIVE – Single sign-on and 2 factor is good and appears standard
- QUESTIONING - Organizational change management details are deferred in response
- POSITIVE – Mobile App has basic functionality of solution
- QUESTIONING – Is response page 53, mobile applications dated? iPhone should work on phones above 6s.

Security Requirements

- QUESTIONING – Mobile app does not work if MDM platform?
- NEGATIVE – continuous referral to sap policies for compliance is difficult to determine clear response
- POSITIVE – limited access to data is appropriate
- QUESTIONING (p.76) SAP does not handle HIPAA data, possible concern?
- POSITIVE – Secure systems in place

Implementation Services Requirements

- POSITIVE Good overview of project plan processes
- QUESTIONING – How is responsibility clarified with LSI and State for implementing. LSI places many obligations on the State in the proposal.
- POSITIVE Level 2 punchout is a very good attribute

Managed Services Requirements

- QUESTIONING – quarterly hours for monitoring, what is more are needed?
- NEGATIVE – Training at hourly rate
- NEGATIVE – Catalog Support Services at hourly rate
- NEGATIVE – Help desk services at additional cost
- QUESTIONING – Additional costs may challenge end user ROI

Video Demonstrations

- POSITIVE – SAP is large solution end to end
- QUESTIONING – Is guided buying only view available to buyers, would not like to be overly restrictive
- QUESTIONING – Is there a training session available for new users, solution appears complex
- POSITIVE Dashboard seems beneficial
- QUESTIONING – Data appears a great advantage to power users, can be overwhelming to casual users.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): CAT4 STAGE1

DATE: 08/24/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Reseller of SAP Software SAP Ariba
 - Uses partner managed cloud
 -
2. Previous Projects
 - Listed approx. 40
 - Government, Schools and Medical Centers
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - 5 major teams
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 4 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Overall

Exception to #7 of NASPO T' & C's

General Principal and Requirements

Key Solution Functionality Elements

8-10	Ariba is the solution	
	Single point of entry	
	Smart routing – dynamic workflow engine	
	Compliance – SAP s/4 HANA – you can manage regulations, track registrations and substance volumes, classify products and create compliance documents	
	Portal – SAP portal product	
	Open Marketplace Environment – users choose to have access to all of the available catalogs or just their own. Also has spot buy catalog solution available	
	Integration – holistic integration application	
	Document Management – module can track, manage and store documents that can help digitize the contracting process.	
	Reporting, dashboard, and data virtualization. – native reporting and analytics including-packaged reports	
	Configurable – highly configurable solution	
	Transparency – Vendor Portal streamline operations and engagement with your vendor community.	

User Experience

10-12	Guided buying	
	Multiple platforms. Designed to deliver a fast and ergonomic user experience.	
	Interface designed to minimize clicks, seamless transition from mobile to desktop app, visual workflows, bulk actions, and integration s to facilitate multiple catalog searches	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 4 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Bidder Best Practices and Roadmap

12-13	Quarterly releases advanced communication	
	Monthly features deliverable – virtually invisible to the end user	

Innovations and Value-Added Features/Services

13-16	SAP Fieldglass – External talent management, services procurement, worker profile management	
	SAP Ariba supplier Risk Management	

Customizations/Extensions

17	System cannot be customized but there are many extension partners available.	
----	--	--

Alternative Funding Models

20	Fieldglass option listed previously	
----	-------------------------------------	--

Contract Transition and Flexibility

20	High flexibility to transition from a state contract to a new contract.	
----	---	--

Functional Requirements

General Functionality

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 4 Stage 2

DATE: 12/20/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

GEN	Same as IBM pg. 22-46	
	General functionality pg 22-24 meets requirements	
	Uses UNSPSC would need to crosswalk to users commodity code set	concern
GEN 4	Need to manually post solicitations to the state website	concern
GEN 5	Contracts are put on state's website through a link and only registered users would have access	concern

Supplier Portal

24-30	SBN Ariba Business Network. – Allows the state to load only contracts they want or those are members of the network. Ariba Supplier enablement. Supplier portal functionality across all users. Self service hosted creation and self-service hosted catalogs. Dashboard to manage catalog activity. Self service administration to define suppliers' rules. Link multiple accounts to a parent account. Mobile application to access orders, invoices, notifications, order/invoice graphs and can confirm customer orders.	
SPR 1-8	Yes	
SPR 9-10	Does not provide details.	concern
SPR 18	Response on to State partners	concern
SPR 19	Not supported partners. No detailed response to allow suppliers to submit admin fee payments.	concern

Supplier Enablement/Management

30	Meets requirements	
	SAP will design and develop the most effective enablement strategy based on profile, PO and invoice volume and spend. Provides IRS TIN/Name verification certification. Offers user guides, FAQ's, technical documentation and free online seminars.	
VDR 1-90	Yes	
VDR 11	Commodity codes would need a crosswalk	concern
VDR 12-18	Yes	
VDR 19	Doesn't address IRS/TIN but it is covered previously in the proposal	
VCR 20	Validates format only not addresses	concern

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Same response as submitted for Category 3
 - Value Added Reseller of SAP Ariba
 -
2. Previous Projects – **Marked Confidential**
 - City, county and state projects
 - University, and medical examples
 -
3. Subcontractors
 - Stated no subcontractors will be used.
 -
 -
4. Organizational Chart
 - Listed role names and responsibility for entity and company
 -
 -
5. Litigation
 - Stated none to report
 -
 -
6. Financial Viability
 - Supplies DUNS report
 - Low to moderate risk
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: LSI Consulting
CATEGORY #(s): Stage 2 Category 4 -Services Only
DATE: 12/30/21
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

This response is the same response as for the Full Solution. The notes below show what sections that are to be evaluated for this category. I have copied over notes from Stage 2 Category 1 Full Solution to this Category 4. The sections highlighted below are those sections evaluated for Category 4

For Category 4 it should just be the Implementation Services, Managed Services and Other Services.

They were supposed to identify which software they would do the Services for with the idea that a State may pick a system in Category 3 and pick from the various Service offerors that identified that particular system.

So, for those that included everything I would just note the name of that system.

Individual SME Comments: The video provided did show the functionality of the system, but at a very high level. It concentrated more on tips and lessons learned rather than getting deep into the functionality of the system. I got the impression this company wanted to provide a deeper explanation of the system when they offer a "demo" but not sure what that meant? – SAP Ariba is their solution.

Some of the responses in the RTM are completed by stating "standard functionality" which does not show me they understand the requirement and can state that their solution can perform the requirement. Another issue is the vendor's response comments state an integration will be needed, but the "availability" on the RTM is labeled "A" which means out of the box. See example on Tab 3 Line 198 on suppliers RTM.

I am confident that the system can be offered to state clients but would feel that the concerns listed in these notes would need to be addressed/verified so clients and this supplier are clear on any discrepancies.

General Principal and Requirements – Page 8

Key Solution Functionality Elements – Page 8

- Offers the SAP Ariba Guided Buying with SSO
- Smart Routing is workflow that can be configured.
- Compliance helps track registrations.
- Portal provides access for employees
- Have open marketplace functionality with Spot Buy catalog solution to aid buyers in finding goods.
- Offers integration, workflow, document management and configurable dashboards.
- The vendor portal helps with the transparency requirements.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Stage 2 Category 4 -Services Only

DATE: 12/30/21

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

User Experience – Page 10

- Each module has configurable dashboards - Page 11
- Allows for mobile use to save time.

Bidder Best Practices and Roadmap – Page 12

- Presents both Quarterly and Monthly releases.
- Supplied 2 attachments embedded in the response document showing their expected road maps. These documents contain good information and could be very useful
- Best Practices Center service provides access to knowledge of best practices

Innovations and Value-Added Features/Services – Page 13

- “Moving away from customized systems to configurable systems is the key to enable innovation” Page 14
- Offers SAP Ariba APIs.
- Does offer some other tools that would be advantageous to the State. SAP Fieldglass and SAP Ariba Supplier Risk Management. Page 15
- Supplied Link to YouTube video explaining that SAP Fieldglass aids to develop external workforces. Can submit a SOW and then work with the vendor. Can integrate with existing systems.
- Supplied YouTube link to explain Supplier Risk Management. I tried to access the video but received a warning stating this is a “private video” – Page 16

Customizations/Extensions – Page 17 thru Page 20

- Supplied a well define list of extensions and partners. Page 17
- Chat bots, pdf invoices, integrations with Oracle, supplier data validation are some examples. I am just curious if these are included or offered at an additional cost.

Alternative Funding Models – Page 20

- SAP Fieldglass is offered with an option to pay as you go and only pay for what you use at the end of the month.

Contract Transition and Flexibility – Page 20 – 21

- Partner Managed Cloud (PMC) is a tool to offer expedition the legal review process.
- Referred to document titled LSI Partner Managed Cloud attachment which provided information on the benefits for using this tool.

Functional Requirements – Page 22

General Functionality – Page 22 thru Page 24

- Single platform for supplier and buyers
- Buying & Invoicing, Sourcing, Contracts, Supplier Lifecycle and Performance, Ariba Network and Fieldglass are the solutions listed.
- Profiles can be set up via an integration.
- User should configure their own dashboards to simplify the user experience.
- CONCERN - EPROC-GEN-11 – Line 15 - Did not address the ability to Import/Export attachments
- CONCERN - EPROC-GEN-13 – Line 17 - Did not address the ability to re-assign work to another user?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Stage 2 Category 4 -Services Only

DATE: 12/30/21

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- CONCERN - EPROC-GEN-26 – Line 30 - The ability to track admin fees in not available with integration to state's ERP?

Supplier Portal – Page 24 thru Page 30

- Proposing the SAP Ariba Business Network (SBN) as the single point of entry.
- Landing page for all suppliers has access to all procurement related transactions.
- Offers Open, Smart, and Simple network services.
- Sourcing, contracts, catalogs, and invoice access for the suppliers.
- Supplier support with training tutorials and documentation.
- Has supplier mobile app functionality
- CONCERN - EPROC-SPR-9 and EPROC-SPR-10 – Lines 13 and 14 - The comment response of "Partner" is not familiar to me?
- CONCERN - EPROC-SPR-18 and EPROC-SPR-19 – Lines 22 and 23 – One line is not supported and the other line the comment response of "Partner" is not familiar to me?

Supplier Enablement/Management – Page 30

- Buyers can manage the entire purchasing process.
- Offers a supplier enablement team
- Offer supplier education and training materials
- Help manage data collection.
- CONCERN - EPROC-VDR-19 thru EPROC-VDR-27 – Line 48 thru line 56 – The responses here are labeled as needing an “integration”, but I am not clear what integration is required?
- CONCERN - EPROC-VDR-31 thru EPROC-VDR-39 – Lines 60 thru line 68 - Concern - This is a duplicate response from requirements in this section. Does the system offer this requirement?
- CONCERN - EPROC-VDR-43 - Concern - This is a duplicate response from requirements in this section. Does the system offer this requirement?

Buyer Portal – Page 31 thru Page 34

- Can have a configurable landing page with a dashboard, or have a user experience a guidance in buying.
- User will log in using the same portal and what they see can be set up within their roles.
- Casual users purchase, complete forms and be linked to other solutions like ServiceNow
- Power users can have dashboards, run reports, manage records, and post solicitations.
- Provided screen shots on pages 33 and 34

Need Identification – Page 34 thru Page 36

- Guided Buying provides access to catalogs and state contracts and the vendor thinks this is the perfect solution to Need Identification.
- Can trigger workflows that can be configured.
- Can configure a landing page dashboard containing widgets to guide the user in the buying process.

Request through Pay – Page 36

- The narrative response from this supplier is very limited on information.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s): Stage 2 Category 4 -Services Only

DATE: 12/30/21

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- Interpretation of Purchase Request – Could be a form or “request” that is filled out or could be the result of submitted a “shopping cart” that goes to a PR (purchase request or requisition) and then to a purchase order. See response in RTM line 106
- CONCERN - EPROC-PRD-15 – Line 116 - Attachment size limit is 100 MB per attachment
- CONCERN - EPROC-WRK-12 – Line 177 – Can you add comments, and can you control if comments go to the vendor?
- CONCERN - EPROC-WRK-14 – Line 179 - States the workflow will not be re-triggered. Would if we want workflow started again?
- CONCERN - EPROC-PO-3 – Line 198 – Response states requirement needs an integration, but “Availability” is marked with A which means out of box?
- CONCERN - EPROC-PO-6 – Line 201 – PO number is not configurable by the State.
- CONCERN - EPROC-PO-16 – Line 211 – Cannot electronically sign Purchase Orders
- CONCERN - EPROC-PC-6 – Line 232 – Pcard as part of the user’s profile is not supported.
- CONCERN - EPROC-PC-10 – Line 236 - Availability states out of the box, but wouldn't this require an integration? Loading data from the bank.
- CONCERN - EPROC-RC-4 – Line 253 – Cannot record a receipt without a reference to a PO.

Catalog Capability – Page 36 – 37

- Cross- catalog search among the catalogs.
- Spot Buy catalogs for those items not found in other catalogs.
- CONCERN - EPROC-CAT-6 – Line 291 – Does not have an unlimited number of catalogs. 5000
- CONCERN - EPROC-CAT-7 – Line 291 – Does not have an unlimited number of items. 500,000
- CONCERN - EPROC-CAT-10 – Line 295 - Supplier availability states out of box but response is talking about custom forms - Should be labeled C for customization?
- CONCERN - EPROC-CAT-11 – Line 296 - Supplier availability states out of box but response is talking about custom forms - Should be labeled C for customization?
- EPROC-CAT-19 – Line 304 - Items with negative dollar value not supported
- CONCERN - EPROC-CAT-39 – Line 324 - This response is the same requirement in line 323. Does not address the publish announcement about new catalog requirement.

Sourcing/Bid Management – Page 37 thru Page 40

- SAP Ariba Sourcing is the solution name.
- Ariba Discovery is the supporting public posting.
- Integrates with SAP Ariba Contracts solution
- Configurable templates allow for agency process variations
- Has project management process – Page 39
- Side by side comparison
- Offered links for more information on Public Posting which is also contained in Section 10 Vendor Performance of their response. Page 40
- CONCERN - EPROC-SRC-15 – Line 342 - This response shows the functionality of qualified vendor lists and not if the Sourcing module can handle this solicitation type.
- CONCERN - EPROC-SRC-39 - The system assigned number is not configurable by the State
- CONCERN - EPROC-SRC-41 - Does it support Adobe Acrobat?
- CONCERN - EPROC-SRC-63 – Line 390 - The system has a 100-supplier limit for events
- CONCERN - EPROC-SRC-76 – Line 403 - Response does not state what means this information is to be posted? Integration? Line 404 states integration with that requirement?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor

CATEGORY #(s): 4

DATE: 8/30/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Est. 2003. Small Business.
- Services it can provide seem to be Project Management for the entire project end-to-end. (page 2). Page 3 focuses on providing a full-service procurement consultancy across the entire Source-2-Pay spectrum.
- Govt experience.

2. Previous Projects

6 projects given. The projects and/or case studies meet Category 4.

- State of Maryland. Implementation and Go-Live of Ivalua Sourcing modules.
- US Foods. Implementation and Go-Live of Ivalua Sourcing modules.
- Buckeye Partners. Implementation and Go-Live of Coupa modules.
- Carnival Corporation PLC. Implementation and Go-Live of Coupa modules.
- McAfee. Implementation and Go-Live of Ariba modules.
- NewBalance. Implementation and Go-Live of Ariba modules.

3. Subcontractors

- Vendor states there are no subcontractors, but will be glad to use subcontractors to address any specific skillset the vendor team does not possess.

4. Organizational Chart

- Yes, a project organization chart is provided along with job descriptions.

5. Litigation

- Vendor states there is no current litigation.

6. Financial Viability

- Provided a DnB report with a risk rating of moderate to low/moderate in most areas.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor Partners

CATEGORY #(s): 4

DATE: 1/25/2022

EVALUATOR NAME: Angie Scherbenske

EVALUATOR DEPARTMENT/STATE: ND State Procurement Office

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Comments:

Overall/General

- Ariba / Coupa / Ivalua
- Nitor will provide the following Innovations and Value-Added Services to the:
 1. Working Capital Advisory (\$0.00 for first 2 years)
 2. Event Management Support (\$0.00)
 3. Invoice Channel Analysis (\$0.00 for first 2 years)
 4. Invoice Management within S2P platform (Ariba, Coupa & Ivalua)
 5. Contract Management Advisory
 6. State Self funding portal
 7. Transparency Portal
 8. Relish Data Assure
 9. Relish InvoiceAI

A. General Principal and Requirements: - N/A

B. Functional Requirements: - N/A

C. Technical Requirements: - N/A

D. Security Requirements: - N/A

E. Implementation Services Requirements:

1. Project Management – page 14

- Agile Methodology
- Lean six sigma
- Hybrid waterfall and agile methodology
- Discussed RACI but didn't provide RACI
- Staffing plan of percentages of Nitor and Entity

2. Project Implementation Methodology Page 32

- Nitor-S2P = Build and testing solution
- "Nitor team will collect all the requirements that are satisfied Out of the box and what requires configuration. Nitor will track all those requirements and document it in Functional design document. After the approval of the FDD, Nitor will identify the technical feasible solution and document it in technical design document. This includes and not limited to UI changes, Data changes, Tooltips, Workflow, Dependencies, custom & out of the box reports, drop down menus, additional integration required, etc."

3. Catalog Support Services – page 36

- Punch out and hosted catalogs
- Use 80/20 rule to analyze spend
-

4. Data Conversion Services

- The following is our approach for data migration:
 - With the participating entities, we will identify various business objects required to be migrated over i.e. Contracts, Vendors
 - The participating entities will identify the business rules for extraction of the data from the source systems.
 - Nitor will provide the migration templates & data transformation logic to the participating entity's IT team.
 - Participating entity's IT team will extract the data from the source systems & perform the data transformation (data migrations) according to template provided & place it into a secure or mutually agreed storage area.
 - Nitor will grab the files & load a smaller subset into Test environment to validate the file formats.
 - Nitor & participating entity will participate in data validation & rectifications together.
 - If any changes are required, respective parties will work together to resolve the issues.
 - The final version of the complete data files will be staged & loaded into Prod environment as determined by the timeline.
- No data cleansing provided.

5. Interface/Integration Development Services

- 3 data categories
 - 1) Master Data – Core application data like Suppliers, chart of accounts, ship to and bill addresses, users, etc. that are key building elements of the S2P transaction.
 - 2) Transactional Data – Data generated between application & needed for smooth operations like push Ok 2 Pay details, asset details, payment status, etc.
 - 3) One-time setup – Integrations with 3rd party applications like eSignature tools (i.e. DocuSign, VeriSign), D&B services, etc..

6. Organizational Change Management (OCM Services)

- Page 42: Yes. The Nitor OCM methodology is built on four (4) key workstreams:
 - Assessment to understand the culture and beliefs in place at the participating entity, as well as the factors that will support or hinder adoption of new technology and processes;
 - Communications to drive messaging and two-way dialogue with associates at all levels of the organization and encourage engagement;
 - Development to create a sustainable training and support framework for learning and growth; and,
 - Sustainment to ensure the organization is prepared to move forward effectively.

7. Training Services

- Many type of training listed
- Blended plan
- components of:
 - live classroom training,
 - self-paced training (aka, online), and
 - reference documentation (e.g., Quick Reference Guides).

8. Help Desk Services - Tab 6 IMPL 1 – 5

- Not addressed in technical proposal
- Don't cover – see RTM

9. On-Site System Stabilization Support

- Not addressed

F. Managed Services Requirements: Page 50

1. Solution Support

- Requires discussion with client to determine needs.

2. Organizational Change Management (OCM Services)

- Yes.

3. Training Services

- Yes, see above.

4. Catalog Support Services

- See above.

5. Help Desk Services

- Level 1 and 2 – Nitor supports.
- Will use the State's ticketing system
-

6. Transition Out Assistance Services

- produce a project transition plan document that layouts the task and activities to be performed to efficiently transition the project from the implementation phase to the long term maintenance phase.

G. Other Available Services: p page 106: RTM: Tab 7 MNGD-1

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

• RTM: Tab 7, MNGD-1

• Inline Narrative: If responding to this section, Bidders must provide a detailed narrative response that describes any other available Services. Bidders must indicate if any of the additional services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

- none

H. Video Demonstrations:

- Yes

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Nitor Partners LLC)

CATEGORY #(s): 4

DATE: (10/4/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- All 3 Preliminary docs, cyber liability insurance – 5 mil
- Nitor is a technology agnostic firm with years of relationship and experience in
 - a) Implementing SAP Ariba since 2003.
 - b) Implementing Ivalua since 2013.
 - c) Implementing Coupa since 2012.
- Nitor has product development relationship with SAP Ariba, Coupa and Ivalua to develop applications to enhance certain business operational needs

2. Previous Projects

- State of Maryland (Ivalua) – Sourcing, contracts management and DocuSign, supplier management, procure to pay, change management and training, migration of historic bids and contracts, manage vendor diversity, 88 compliance, integration with mainframe systems
- US Foods (Ivalua) - Sourcing, contracts management with DocuSign, supplier management, procure to pay, change management and training, migration of historic bids and contracts, integration with PeopleSoft
- Buckeye Partners L.P. (Coupa) - Supplier information management, analytics, AIC, sourcing optimization, contract life cycle management, integration with JD Edwards ERP
- Carnival Corporation PLC (Coupa) - Supplier information management, risk aware, analytics, hey I see, sourcing, integration with Oracle financials
- McAfee Corp (SAP Ariba) - Sourcing contracts optimization, supplier management, invoicing, sustainment support
- New Balance (SAP Ariba) - Sourcing, contracts, supplier management, buying and invoicing, change management and training, sustainment support

3. Subcontractors

- At this point, we are not considering using any subcontractor for this RFP response.
-
-

4. Organizational Chart

- Nitor project org chart
- Nitor Roles defined
-

5. Litigation

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Nitor Partners LLC)

CATEGORY #(s): 4

DATE: (10/4/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

- Nitor is currently not in any litigation or was in any litigation in the past 5 years.
 -
 -
6. Financial Viability
- D&B snapshot dated 8/2021
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **Nitor Partners**
CATEGORY #(s): 4
DATE: **1/17/2022**
SME/EVALUATOR NAME: **Joe Zrioka**
DEPARTMENT/STATE: **Maine**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements Nitor Partnersproposes_ARIBA, COUPA, AND IVALUA INVOICE MGT S2P

Key Solution Functionality Elements
User Experience
Bidder Best Practices and Roadmap
Innovations and Value-Added Features/Services
1. Working Capital Advisory (\$0.00 for first 2 years)
2. Event Management Support (\$0.00)
3. Invoice Channel Analysis (\$0.00 for first 2 years)
4. Invoice Management within S2P platform (Ariba, Coupa & Ivalua)
5. Contract Management Advisory
6. State Self funding portal
7. Transparency Portal
8. Relish Data Assure
9. Relish InvoiceAI
Customizations/Extensions
Alternative Funding Models
Contract Transition and Flexibility

Functional Requirements Nitor Partnersproposes_ARIBA, COUPA, AND IVALUA INVOICE MGT S2P

General Functionality
Supplier Portal
Supplier Enablement/Management
Buyer Portal
Need Identification
Request through Pay
Catalog Capability
Sourcing/Bid Management
Contract Management
Vendor Performance
Purchasing/Data Analytics

Technical Requirements Nitor Partnersproposes_ARIBA, COUPA, AND IVALUA INVOICE MGT S2P

Availability

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Nitor Partners
CATEGORY #(s): 4
DATE: 1/17/2022
SME/EVALUATOR NAME: Joe Zrioka
DEPARTMENT/STATE: Maine

Accessibility Requirements
Audit Trail and History
Browsers Supported
User Accounts and Administration
User Authentication
Federated Identity Management
Data Conversion
Interface and Integration
Office Automation Integration
Mobile Device Support
Mobile Applications
Data Ownership and Access
Data Retention, Archive and Purge Considerations
Disaster Recovery Plan
Solution Environments
Solution Technical Architecture
Solution Network Architecture
System Development Methodology
Service Level Agreement

Security Requirements Nitor Partners proposes ARIBA, COUPA, AND IVALUA INVOICE MGT S2P

Cloud Security Alliance (CSA) Compliance
Security and Privacy Controls
Security Certifications
Annual Security Plan
Secure Application and Network Environment
Secure Application and Network Access
Data Security
Personally Identifiable Information Protection
Security/Privacy Issue Occurrence
PII Data Actual/Attempted Access or Disclosure
Security Breach Reporting

Implementation Services Requirements

Project Management blend of Six-Sigma governance and tools with the speed and risk mitigation that comes from the Agile Methodology. Design and build phase are interactive and may be repeated based on readiness. Define phase deliverables; project charter, project plan, requirements, datalist, project estimates. Conceptual design phase deliverables; conceptual design, document FT, issues list, change plan, updated project plan. Bitter of design build phase deliverables; detailed design, document FT, conference room pilots , fully built application including interfaces. Supplier enablement phase deliverables; enable scope, on boarding, document marketplace, overview suppliers enabled in marketplace. Test phase deliverables test plan, test scripts, success criteria, training and reference materials. Deploy phase deliverables; day one plan day to plan cutover plan FA Q L1 support, application. Staffing plan includes partner from Nitor 20%, advisor night tour 40% **project manager Nitor 100%** upstream lead Nitor 75% upstream technically Nitor 75% downstream functional lead Nitor 75% downstream technically Nitor 45% S2P platform specific Configurator Nitor 100% integration analyst Nitor 100% supplier enablement lead Nitor 50% supplier enablement analyst Nitor 50% change lead Nitor 40% change communications and training Nitor 40% change analyst Nitor 50% supplier enablement change

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor Partners

CATEGORY #(s): 4

DATE: 1/17/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

coordinator nitor 50% engagement manager S2P software 10% customer value manager S 2P software 25% solution architect S2P software 25% integration architect S 2P software 20%. State rules include; steering committee 10% oversight PM 25% contract monitor 25% project manager 75% sourcing workstream primary category managers 50% contracts management lead 50% contracts SME 25% legal SM 10% heavy contract customers 15% business analyst 25% technical lead 50% it developer 50% it application architect 50% data management 25% QA tester 20% P2P workstream lead 50% procurement operations 50% heavy procurement users 15% supplier enablement lead 75% downstream business analyst 25% accounts payable workstream lead 25% payables lead 10% tax SNE 5% finance SM 20% treasury yes and 5% compliance 5% SIM workstream lead 50% supplier diversity management 25% vendor management SME 25% SRM workstream lead 50% supplier performance management 25% risk management SM E 50% change leader 50% trainers 15% communications SME 10% training SM 10%. proposed governance structure has 2 primary tiers:

The **organization tier** is to put the proper Program Oversight in place to ensure;

- a. Timely and consistent communication
- b. Communication sent to the right people at the right level with the right content
- c. Provide an environment to make decisions
- d. Keep key stakeholders engaged

QM Tier

This tier is the tactics and deliverables that will be created and pushed out to the Organization Tier. This includes 4 key components;

- a. Project Management
- b. Relationships
- b. Delivery Control
- c. Team Development

Steering committee and decision council meets for an hour every four to six weeks, project leadership meeting 30 minutes every week, core team status update one hour weekly state of SC internal superusers SME's as needed. High level sample project plan provided.

Project Implementation Methodology

1. Create Test Plan
2. Identify Test Cases
3. User Acceptance Testing
4. Supplier based Testing
5. Go/No Go Decision
6. Write and Receive Approval for Test Cases
7. Enter Test Cases into Web-Based Auditing Tool (if any)
8. Finalize Testing Phase Pass Criteria
9. Execute Testing
 - a. Unit Testing (Testing specific functionality based on requirements)
 - b. Integration Testing (Testing the integration events)
 - c. Full Unit Testing (Combining Unit and Integration Testing into full system tests)
 - d. Go/No Go from Testing (Based on pre-determined criteria)

Managing Risk of any program is based on

- Governance Structure
- Metric Based Outcomes/Measures
- Schedule
- Resource Plan
- Well defined Scope

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor Partners

CATEGORY #(s): 4

DATE: 1/17/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

RAID Program

following meta-data required to effectively manage risks:

- a) Identification, a unique ID for each risk
 - b) Category – for example functional or technical
 - c) Severity/Probability – resulting in a priority score
 - d) Mitigation – what can we do to manage or eliminate the risk
 - e) Accountability – identify who is leading resolution
 - f) Tracking – ensure progress is being made in managing each risk.
- Change control methodology not discussed in this section.

Catalog Support Services

I. Punchout – Nitor will collect punchout URLs, user name, password, data exchange protocols from the supplier and configure them in lvalua instance with the right supplier contact. These credentials have to be configured for Non Prod instance, testing and then, migration to Production instance.

II. Hosted – Nitor will send lvalua catalog templates with appropriate information to collect supplier catalog data. Typically, these catalog data has to be restructured (data formatting, file formats, etc) once received. All the feedback is provided back to the supplier to regenerate and send the up to date catalog data file.

- 1) Analyzing participating entity's spend by 80-20 rule – 80% of the transaction volume which is the 20% of the spend.
- 2) Sending Nitor's proprietary supplier enablement questionnaire to top 300 supplier and analyzing the supplier responses. We identify which top suppliers have the capability to be enabled quickly based upon their previous experiences with procurement solutions.

System Side

- § Load the supplier record to appropriate supplier
- § Set supplier with the correct parameters for PO, Invoice communication.
- § Associate the right communication protocol – cXML or OCI
- § Open firewalls (if needed)
- § Configure Punchout URLs with appropriate credentials
- § Test the connectivity & data transmission
- § Migrate the supplier setup to Production

Supplier Side

- § Supplier will create account for connectivity for the Punchout, create user credentials or provide credentials to manage hosted catalogs.
- § Share IP details to whitelist on the S2P platform side
- § Create Punchout site for the state approved items (if necessary)
- § Test the connectivity and PO electronic receipt
- § Generate electronic invoice and push it back to S2P platform
- § Train Suppliers by Quick reference guides & How to videos

Data Conversion Services

. The following is our approach for data migration:

- I. With the participating entities, we will identify various business objects required to be migrated over i.e. Contracts, Vendors,
- II. The participating entities will identify the business rules for extraction of the data from the source systems.
- III. Nitor will provide the migration templates & data transformation logic to the participating entity's IT team.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor Partners

CATEGORY #(s): 4

DATE: 1/17/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

IV. Participating entity's IT team will extract the data from the source systems & perform the data transformation (data migrations) according to template provided & place it into a secure or mutually agreed storage area.

V. Nitor will grab the files & load a smaller subset into Test environment to validate the file formats.

VI. Nitor & participating entity will participate in data validation & rectifications together.

VII. If any changes are required, respective parties will work together to resolve the issues.

VIII. The final version of the complete data files will be staged & loaded into Prod environment as determined by the timeline. Was there an assessment? Data cleansing?

Interface/Integration Development Services **Ivalua application** configuration & integration workstream of the S2P platform deployment. Integrations are identified, designed, config (build) & tested in an iterative/agile manner.

1) Master Data – Core application data like Suppliers, chart of accounts, ship to and bill addresses, users, etc. that are key building elements of the S2P transaction.

2) Transactional Data – Data generated between application & needed for smooth operations like push Ok 2 Pay details, asset details, payment status, etc.

3) One-time setup – Integrations with 3rd party applications like eSignature tools (i.e. DocuSign, VeriSign), D&B services, etc.

Requirements phase identify all integrations needed identify all application owners establish integration build and deployment time design phase identify field mapping details integration approach any damn data transformation needed find methods frequencies and integration methods build config phase an iterative build followed by conference room pilots and unit testing phase four test integration testing full unit testing into end testing phase five deploy and training integration deployment to production phase six hypercare monitor integrations during the hyper care. Provide L1L2 and L3 support. RACI chart

Organizational Change Management (OCM Services The Nitor OCM methodology is built on four (4) key workstreams:

- Assessment to understand the culture and beliefs in place at the participating entity, as well as the factors that will support or hinder adoption of new technology and processes; Deliverables are stakeholder assessment report, persona matrix , change impact log, change readiness assessment.
- Communications to drive messaging and two-way dialogue with associates at all levels of the organization and encourage engagement; Deliverables are Omni channel communication strategy , communications plan , branding, design of change agent network, design and execution of user portal.
- Development to create a sustainable training and support framework for learning and growth; Deliverables are development strategy, design delivery of train the trainer, design delivery of technical training, design delivery of helpdesk and in ministration training, design delivery of vendor and user training, blended learning approach, leverage S2P provider help and online Academy.
- Sustainment to ensure the organization is prepared to move forward effectively. Deliverables are key performance indicators, long term training strategy, operating model assessment, transition plan.

measure the effectiveness of each element of the Change Management Strategy, Nitor will capture two different data sets:

- Operational, which is analytical information that can be pulled from the S2P system to document adoption, such as number of users logging in, number of Purchase Orders created, percentage of suppliers invoicing electronically, etc...

- Experiential: measuring effectiveness through two-way feedback loops such as focus groups and surveys, to determine the impacted population's level of program awareness and thoughts on training delivery, what has been done well, what can be improved, etc...

Training Services Training appears to be blended with OCM but does not address training on the solution.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor Partners

CATEGORY #(s): 4

DATE: 1/17/2022

SME/EVALUATOR NAME: Joe Zrioka

DEPARTMENT/STATE: Maine

Help Desk Services **Not addressed in this section.**

On-Site System Stabilization Support **Not addressed in this section.**

Managed Services Requirements

Solution Support glad to educate on our Offerings

Organizational Change Management (OCM Services see OCM above

Training Services **see training services above**

Catalog Support Services **see our response in above Section 3. Catalog Support Services**

Help Desk Services no specific solution identified with their Help Desk Services.

Transition Out Assistance Services Nitor will produce a project transition plan document that layouts the task and activities to be performed to efficiently transition the project **from the implementation phase to the long term maintenance phase. No discussion of transition to a new solution.**

Other Available Resources not provided

Video Demonstrations

- Technology agnostic

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor Partners

CATEGORY #(s): 4 – Services Only

DATE: 9/9/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Gap analysis is a good service to provide
- Agile
- SAP Ariba, Coupa & Ivalua
- Shopping platforms

2. Previous Projects

- Maryland, pending implementation
- US Foods, seasoned implementation
- Buckeye Partners is a 2021 implementation, very new for a project example
- Unsure why vendor must communicate call to give notice first for projects given.

3. Subcontractors

- High level org chart and general job descriptions
-

4. Organizational Chart

- Unsure how resource job duties will be allocated to NASPO aside from the 60/40 identified
-
-

5. Litigation

- None
-
-

6. Financial Viability

- Low credit recommendation of \$13,000
- Not descriptive of financials
- Why is there a Lien?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor Partners

CATEGORY #(s): Cat 4 Services, Stage 2 Proposed Services

DATE: 1/17/2022

SME/EVALUATOR NAME: Michael Bacu

DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

General Principal and Requirements

- Provides a working capital assessment
- Event Management Support
- Invoice processing channel
- Contract Management Advisory
- Nitor Transparency Portal

Functional Requirements

-

Technical Requirements

-

Security Requirements

-

Implementation Services Requirements

- Nitor Project Management Approach
- Phased project approach, standard phases
- Resource obligation detailed and State heavy
- Implementing lvalua as proposed?
- Data integration provided
- Change management discussed
- Training resources provided

Managed Services Requirements

- Change management
- Training services
- Help desk services
- Transition plan

Video Demonstrations

- Founded in 2003
- S2P specialty

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Niter Partners

CATEGORY #(s): Stage 1 cat 4

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Services only
 - Provide support, experience and team
 - Established 2003
2. Previous Projects
 - State of Maryland
 - US Foods
 - Buckeye Partners
3. Subcontractors
 - None for this RFP
 -
 -
4. Organizational Chart
 - Org chart with resources provided
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B provided
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Services Only

Nitor will provide the following Innovations and Value-Added Services to the:

1. Working Capital Advisory (\$0.00 for first 2 years)
2. Event Management Support (\$0.00)
3. Invoice Channel Analysis (\$0.00 for first 2 years)
4. Invoice Management within S2P platform (Ariba, Coupa & Ivalua)
5. Contract Management Advisory
6. State Self-funding portal
7. Transparency Portal
8. Relish Data Assure
9. Relish Invoice A

Services only for annual cost.

As a value-added service, Nitor will provide a Working Capital Assessment, to determine the business case, to implement a formal and wide-ranging program for the participating entity to improve key metrics around Working Capital. The primary activities are the following:

- Conduct a deep dive working capital assessment by tower / spend area
- Build and agree with the participating entity on a segmentation model based on category / market, impact and supplier sensitivity
- Map potential payment method options to segmentation model
- Assess the implementation effort for solution to help support execution
- Develop implementation and communications plan

The participating entity has a unique opportunity given the significant invoice volume, a significant value proposition on how to pay suppliers and the methods in which to do this, based on Supplier segmentation;

- i. Extend Payment Terms, resulting in increased working capital for the participating entity.
- ii. Extend P-Card program to select suppliers – to earn share of interchange revenue annually.
- iii. Discounting, providing terms to suppliers such net 2% 10 days.

5

202102021 - eProcurement Solutions and Services

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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

iv. Supply Chain Finance, the ability to work directly with a bank to buy your payables shorter terms and pay the invoice in 60 days.

General Principal and Requirements

Key Solution Functionality Elements

4	Working Capital Advisory	
	Event Management Support	
	Invoice Channel Analysis	
	Invoice Management within S2P platform <ul style="list-style-type: none"> How do invoices get handled Analyzing invoices How are their entered – buyer or supplier portal 	
	Contract Management Advisory	
	<p>We understood from the Q&A that existing self-funded model is managed by the State's business operations personnel. It is not an automated system and State rely's on the contractors to report their sales on their contracts.</p> <p>Nitor is glad to work with the State to leverage an existing ongoing Nitor Apps platform that can take the feed from Financial systems for knowing the payments made against the State Term Contract and generate invoices to send to the Suppliers who owe State's fees because of an existing contract. Nitor App also has dashboard to provide visibility into 60 to 180 days</p>	
	Relish Data Assure	

Alternative Funding Models

12	we need your help in understanding the laws & code of conduct relevant to procurement and agency dynamics to propose a model that can work for the state.	
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Functional Requirements

General Functionality

12	Assumptions and ideas	
	Suppliers pay a fee	
	Suppliers pay to register with the state	
	Use of p-card rebate	
	User fee paid to participate in auctions	
	Charge fee for people to use contracts	

Project Management

	Nitor's project management methodology is a blend of Six-Sigma governance and tools with the speed and risk mitigation that comes from the Agile Methodology. Six-Sigma provides a framework that ensures all appropriate tasks are completed and reviewed in a Phase prior to moving too far into the next Phase.	
--	--	--

Planning phase

15-	Nitor will lead the Planning Phase of the project, which highlights the following activities leveraging Nitor's 8-Element Framework:	
-----	--	--

Governance Model

	This governance model is focused on the application configuration, promotion, environment moves and ultimately move to Production. Beyond the layers provided here, there is also consistent executive level conversations related to the above happening. Here is a sample of working with Ivalua software provider. There are similar models with Coupa & SAP Ariba	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Catalog support

36	There are 2 types of Catalogs and to enable catalogs I. Punchout – Nitor will collect punchout URLs, user name, password, data exchange protocols from the supplier and configure them in Ivalua instance with the right supplier contact. These credentials have to be configured for Non Prod instance, testing and then, migration to Production instance. II. Hosted – Nitor will send Ivalua catalog templates with appropriate information to collect supplier catalog data. Typically, these catalog data has to be restructured (data formatting, file formats, etc) once received. All the feedback is provided back to the supplier to regenerate and send the up to date catalog data file.	
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Organizational Change Management (OCM Services)

42	Nitor’s approach to change management is a structured process to guide people from the “current state” to the “future state.” The OCM methodology ensures the S2P technology (and any related new processes) will be understood, adopted and highly valued throughout the participating entity. The Nitor OCM methodology is built on four (4) key workstreams: Assessment to understand the culture and beliefs in place at the participating entity, as well as the factors that will support or hinder adoption of new technology and processes; Communications to drive messaging and two-way dialogue with associates at all levels of the organization and encourage engagement Development to create a sustainable training and support framework for learning and growth; and, Sustainment to ensure the organization is prepared to move forward effectively.	
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STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor

CATEGORY #(s): 4 Stage 2

DATE: 11/15/2021

SME/EVALUATOR NAME: Stacey Winter

DEPARTMENT/STATE: Purchasing North Dakota State University

Training Services

49	<p>From a strategic point of view, Nitor's Organizational Change Management's practice is focused on ensuring the SW provider solution is delivered to participating entities users with minimal disruption and increased adoption. Our guiding principle with enterprise change initiatives is that we go through change with the organization rather than forcing change on others</p> <ul style="list-style-type: none"> • Baseline learning • Content development • Measurable and certifiable 	
	Nitor will create custom training	Need moderate time to set up

Help Desk Services

51	<p>Following is our approach for Help Desk Services. § Nitor will be the level 1 & 2 support for any system relevant issues, questions & training issues arises. During sustainment, S2P Platform will provide Level 3 support. § This is also the period where we train state's staff to diagnose and answer any queries coming from the internal users or suppliers. § During the project, we will establish the appropriate response time based upon the severity of the issue and communication mechanism. § Nitor will use the ticketing system of the state to collect issues & track the progress to resolution. § Nitor resource assesses the tickets and determines scope and priority</p>	
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Video Demonstrations

-
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor Partners

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Helps with implementations of SAP Ariba, Coupa and Ivalua- Consultants
 - Started in 2003
 -
2. Previous Projects
 - Currently working with a state implementation
 - Listed a food distributor, cruise company, and IT as other clients
 -
3. Subcontractors
 - Not currently considering using subcontractors but will be glad to use them to address skillsets that Nitor does not possess.
 -
 -
4. Organizational Chart
 - Listed company chart and the IT solution software's roles
 - Supplied role names and responsibilities
 -
5. Litigation
 - State none to report
 -
 -
6. Financial Viability
 - Supplied DUNS report in separate file.
 - Low-moderate risk
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: **Nitor Partners**
CATEGORY #(s): **Stage 2 Category 4 – Services Only**
DATE: 01/03/2022
SME/EVALUATOR NAME: **Tom Hastings**
DEPARTMENT/STATE: **State of Montana**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments: *This supplier is offering services only for solutions Ariba, Coupa and Ivalua as stated on the very last page of their response. They missed some areas of the narrative, but it appears those sections did not apply to this category. I would have liked to see more descriptive information on some of the services provided like Help Desk Services section as I think this section lacked information.*

General Principal and Requirements – Page 4

Key Solution Functionality Elements – **Did not submit any narrative**

User Experience - **Did not submit any narrative**

Bidder Best Practices and Roadmap - **Did not submit any narrative**

Innovations and Value-Added Features/Services – Page 4

- Listed solutions they will provide:
- 1. Working Capital Advisory – This is to provide a deep dive working capital assessment. This also helps with paying suppliers.
- 2. Event Management Support - Nitor will assist the participating entity or organization in managing up to 5 sourcing events or max of 3 months whichever is lesser, post Sourcing module go live.
- 3. Invoice Channel Analysis - Nitor will provide a value-added service assessment and plan, for invoice processing.
- 4. Invoice Management within S2P platform – Will evaluate processes listed on Page 7 for improvements
- 5. Contract Management Advisory - Nitor will implement S2P platform's Contracts Management module, which will involve technical solution to handle various types of contracts. Will migrate up to 1,000 contracts and 50 hosted catalogs
- 6. Self-Funding Portal–For Innovation only - Nitor Apps platform that can take the feed from financial systems for knowing the payments made against the State Term Contract and generate invoices to send to the Suppliers who owe State's fees because of an existing contract
- 7. Relish Transparency Portal – “Access” – Transparency too sees into state government. Suppliers base for registration and can publish bids here.
- 8. Relish Data Assure – Works with Coupa to validate what the supplier enters
- 9. Relish InvoiceAI - InvoiceAI provides a platform where any supplier, can send an invoice to an email address of the participating entity's choosing

Customizations/Extensions - **Did not submit any narrative**

Alternative Funding Models – Page 12

- Provided some examples of models
- 1. Supplier Registration fees

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor Partners

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 01/03/2022

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

- 2. PCard Interchange (Revenue/Rebate)
- 3. Agency Fees
- 4. Forward Auctions
- 5. Cooperative Buying

Functional Requirement – N/A

General Functionality – N/A

Supplier Portal – N/A

Supplier Enablement/Management – N/A

Buyer Portal – N/A

Need Identification – N/A

Request through Pay – N/A

Catalog Capability – N/A

Sourcing/Bid Management – N/A

Contract Management – N/A

Vendor Performance – N/A

Purchasing/Data Analytics – N/A

Technical Requirements – N/A

Availability

Accessibility Requirements

Audit Trail and History

Browsers Supported

User Accounts and Administration

User Authentication

Federated Identity Management

Data Conversion

Interface and Integration

Office Automation Integration

Mobile Device Support

Mobile Applications

Data Ownership and Access

Date Retention, Archive and Purge Considerations

Disaster Recovery Plan

Solution Environments

Solution Technical Architecture

Solution Network Architecture

System Development Methodology

Service Level Agreement

Security Requirements – N/A

Cloud Security Alliance (CSA) Compliance

Security and Privacy Controls

Security Certifications

Annual Security Plan

Secure Application and Network Environment

Secure Application and Network Access

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor Partners

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 01/03/2022

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Data Security

Personally Identifiable Information Protection

Security/Privacy Issue Occurrence

PII Data Actual/Attempted Access or Disclosure

Security Breach Reporting

Implementation Services Requirements – Page 14

Project Management – Page 14

- Agile Methodology – Table provided on Page 14
- Provided explanation of steps taken in process on Page 15
- Provided sample implementation project and explained step by step Pages 16 thru 21
- Listed Nitor resources – role name, responsibilities, and allocation on Page 21 – 22
- Listed participating entity resources – role name, responsibilities, and allocation on Page 23 – 26
- Governance Model & Escalation Path – Mentions Ivalua in this process.
- Quality Management for Nitor is an iterative process to ensure project success. This is aligned with our software partner, Ivalua Delivery Assurance program, where Ivalua provides oversight on overall project and participate in key activities leading it to high quality deliverables. Page 28
- Provided example on collaborating with Ivalua on Engagements on Page 29
- Governance models need the global alignment process. Page 30
- Nitor shows the model for governance they are proposing on Page 31
- While kick off; S2P platform provider, Nitor, & the participating entity will work on the overall governance model for issue escalation and resolution. And during the project, the model can be enhanced to include constructive feedback

Project Implementation Methodology – Page 32

- During the requirements phase, Nitor team will collect all the requirements that are satisfied Out of the box and what requires configuration. Nitor will track all those requirements and document it in Functional design document.
- Nitor will follow the strict guidelines established by Coupa for configuration build.
- Coupa professional services resources also do configuration validations with Nitor team before, during & after module configuration and deployment to PROD
- Provided list of tools and technologies used for engagement on Pages 32 – 34
- Test plan processes will be used and provided on Page 35
- Risk Management Practices& Issue Tracking – Uses a RAID program and this is explained on Page 36

Catalog Support Services – Page 36

- Support 2 types of catalogs – Punchout and Hosted. Each are explained on Page 36.
- Mentioned using Ivalua catalog templates.
- Provided tasks required to enable catalogs on Page 37
- Tasks are separated by system side and supplier side

Data Conversion Services – Page 37 – 38

- Supply migration templates and logic to entity
- Nitor will grab files and load into TEST
- List of data they will convert on Page 38

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor Partners

CATEGORY #(s): Stage 2 Category 4 – Services Only

DATE: 01/03/2022

SME/EVALUATOR NAME: Tom Hastings

DEPARTMENT/STATE: State of Montana

Interface/Integration Development Services – Page 38

- We take a very holistic approach for identifying, designing, building & deploying integrations as we do realize integration enables the following operations of the Ivalua S2P platform:
- Master Data, Transactional Data, and One-time setup integrations.
- Listed the tasks required for an integration on Page 39 - 40
- Provided key design principles for a success integration with Ivalua on Page 40
- Expect the entity IT to participate in the integration and proved a RACI for the integration on Page 41
-

Organizational Change Management (OCM Services) – Page 42

- Nitor's approach to change management is a structured process to guide people from the "current state" to the "future state."
- The Nitor OCM methodology is built on four (4) key workstreams: Assessment, Communications, Development, and Sustainment. Page 42
- Each workstream is explained on Pages 42 thru 48
- To measure the effectiveness of each element of the Change Management Strategy, Nitor will capture two different data sets: Operational and Experiential

Training Services – Page 49

- Nitor will apply our training methodology to increase user adoption; however, a complete and holistic training plan requires a more thorough understanding of the participating entities current skill level. This analysis and ongoing understanding is driven by three key components of the Training Strategy, specifically:
- Baseline Learning Styles, Content Development, and Measurable and Certifiable
- Training includes live classroom training, self-pace training, and reference documentation

Help Desk Services - Did not submit any narrative

On-Site System Stabilization Support - Did not submit any narrative

Managed Services Requirements – Page 50

Solution Support – Page 50

- Nitor offers sustainment services to our customers ongoing basis. The scope of Solution support requires discussion and alignment with the participating entity.

Organizational Change Management (OCM Services) – Page 51

- Please see our response in above Section 6. Organizational Change Management (OCM) Services.

Training Services – Page 51

- Please see our response in above Section 7. Training Services

Catalog Support Services – Page 51

- Please see our response in above Section 3. Catalog Support Services

Help Desk Services – Page 51

- Nitor will use the ticketing system of the state to collect issues & track the progress to resolution.
- Post-Production Process Flow supplied on Page 52

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021
RFP TITLE: eProcurement Solutions and Services
BIDDER NAME: Nitor Partners
CATEGORY #(s): Stage 2 Category 4 – Services Only
DATE: 01/03/2022
SME/EVALUATOR NAME: Tom Hastings
DEPARTMENT/STATE: State of Montana

Transition Out Assistance Services – Page 52
- Meets requirements

Video Demonstrations

They supplied a 10-minute video explaining their advisory, consulting, and managed services offered in their proposal. They supplied a list of the typical engagement types that they support and explained each. Described the 5 different “buckets” that their staff is divided into and explain each of these in detail. Mentioned OCM model. Assessment, Communication, Development, and Alignment. Their project managers enact each stage of the S2P Assessment & Transformation process. Provided client success and cross industry experience. Happy to provide reference calls to past customers. Explained the Project Methodology. Shared Tools & Technologies and Project Deliverables.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Optis

CATEGORY #(s): 4

DATE: 8/30/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Est. 2011.
 - Specialize in source-to-pay called "Frame by "Optis"
 - Consultants that leverage their partners to build a plan for your business needs.
 - Services that are provided: Focus (Strategy & Software selection), Launch (Precision Implementation), Perform (Value Realization & Continuous Improvement).
2. Previous Projects
 - Listed 23 projects citing the various partners used for each project and what type of procurement piece was implemented.
 - The projects fit Category 4 for the partners, but the actual work is not done by Optis, as they seem to be the consultant that brings everyone together.
3. Subcontractors
 - The vendor states they do not rely on subcontractors.
4. Organizational Chart
 - **Not included. Says to refer to File 4 ?**
5. Litigation
 - The vendor states they do not have any.
6. Financial Viability
 - DnB provided – low to moderate risk.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Optis Consulting Inc)

CATEGORY #(s): 4

DATE: (10/4/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All three preliminary docs, no cyber liability insurance
 - GEP Smart Unified Source to Pay software Implementation partner since 2020
 - Ivalua implementation partners since 2017
 - Coupa implementation partners since 2015
 - SAP Ariba implementation partners since 2011
 - Not clear if all four solutions are proposed or a choice is needed. I would have expected a proposal for each solution.
2. Previous Projects
 - Over 35 previous projects with minimal descriptions
 - @ 2 states, 4 counties, 3 cities
 - Reference contact information withheld until they are short-listed
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Org chart in the wrong file
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D&B quick view report dated 6/2021
 - D&B quick credit report dated 7/2021
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Optis

CATEGORY #(s): 4-Services Only

DATE: 9/9/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Consultancy company
 - No solution belongs to Optis, Proprietary Frame is not explained
 - Source to Pay specialty
 -
2. Previous Projects
 - Limited to Source to Pay?
 - Projects identified as images does not provide needed information.
 - Would consider Optis non-responsive to this section
3. Subcontractors
 - No subcontractors used
 - No identification of solution used, perhaps consultant role only
 -
4. Organizational Chart
 - Reference to File 4 that was not available
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Limited D&B data available US
 - Above average failure score D&B for Canadian Company
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Optis

CATEGORY #(s): Stage 1 Cat 1 & 4

DATE: 0825/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Focus, launch, perform
 - Consultancy to help select the right technology solution
 - Founded 2011
2. Previous Projects
 - County of Orange, Calif. City of Philadelphia, Vancouver Health
 - Ontario Power
 - Source to pay in private and public
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 -
 -
 -
5. Litigation
 - Not involved in any litigation currently
 -
 -
6. Financial Viability
 - D & B since 2018 – Not enough to report in areas
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Optis Consulting

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Same response as Category 1- Consulting firm
 - Involved with 4 source to pay solutions
 - Founded in 2011
2. Previous Projects
 - Listed clients names but no other information
 - Counties, cities and states are clients
 -
3. Subcontractors
 - No subcontractors listed by bidder
 -
 -
4. Organizational Chart – Bidder states this info is in file 4?
 - Not able to access file 4?
 -
 -
5. Litigation
 - No litigation was reported by bidder
 -
 -
6. Financial Viability
 - Supplied DUNS
 - Moderate Risk
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Public Knowledge

CATEGORY #(s): 4

DATE: 8/30/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Est. 1988.
- Services they provide are training for system users and change management.
- Govt experience.
- 1/1/21 PK merged with Center for System Integrity and the Center for Support of Families – known as SLI Government Solutions (SLI)

2. Previous Projects

- 4 projects given. The projects and/or case studies **may** meet Category 4.
- Yolo County Dept of Child Support Services - PK completed an assessment of Colusa, Sutter, and Yolo counties' child support programs.
- San Joaquin County Dept. of Child Support Services – PK provided a review of the San Joaquin County, California, Department of Child Support Services' call center
- American Bar Association. PK provides technical assistance and training so states and tribes can better meet federal standards and requirements.
- Indiana Bureau of Child Support. PK developed two eLearning training products.

They also submitted another proposal with this one that showed experience on 5 projects with change management on IT projects along with some project management.

3. Subcontractors

- Vendor states there are no subcontractors.

4. Organizational Chart

- Yes, a project organization chart is provided along with job descriptions.

5. Litigation

- Vendor states there are no current litigations.

6. Financial Viability

- Provided a DnB credit snapshot. **It does not give much financial information.**

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Public Knowledge (1))

CATEGORY #(s): 4

DATE: (10/4/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, cyber liability insurance = 5 mil
 - management consultants supporting system implementation through: Instructional Design, Assessment, Development, and Delivery, Organizational change management, project management, virtual facilitation,
2. Previous Projects
 - Yolo county department of child support services California - assessment of child support programs to identify opportunities for improvement
 - San Joaquin county California , department of child support services - review of call center, Change management training
 - American Bar Association - Technical assistance and training so States and tribes can better meet federal standards and requirements
 - Indiana Bureau of child support - developed two e-learning training products to increase casework and knowledge
 - No eProcurement experience reflected in the projects
3. Subcontractors
 - PK will not be providing services with subcontractor support
4. Organizational Chart
 - Simple Combined org chart
 - Roles defined
 -
5. Litigation
 - PK is not involved in any litigation currently and has not been a litigant in any previous cases.
 -
6. Financial Viability
 - Dun & Bradstreet Business Information Report Snapshot dated 6/2021
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Public Knowledge

CATEGORY #(s): 4 – Services Only

DATE: 9/9/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Training efforts
 - Merger in Jan 2021
 - Change Management, Project Management
 - Virtual Firm, interesting.
2. Previous Projects
 - Limited scope projects given
 - Provide training to specific problems
 - Experience shown in social work area
3. Subcontractors
 - None
4. Organizational Chart
 - Not many resources identified
 - General descriptions, not specific to NASPO requirements
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Recent mergers make financial stability unclear
 - Vendor is responsive to supplying D&B however information requested in the spirit of the request is not provided.
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Public Knowledge

CATEGORY #(s): Stage 1 cat 4

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Project management
 -
 -
2. Previous Projects
 - Tri-County Child Support
 - San Joaquin County
 - Capacity Building Center for Courts
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Org chart provided
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B provided – not accurate because of merger
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Public Knowledge 1

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Training consultants – Merger in January 2021
 - Offer Change Management and Project Management among others
 -
2. Previous Projects
 - County and court clients mentioned
 - Did mention one possible state project
 -
3. Subcontractors
 - Stated no subcontractors will be used.
 -
 -
4. Organizational Chart
 - Listed company and our team chart
 - Role names and responsibilities were supplied.
 -
5. Litigation
 - None reported by the supplier
 -
 -
6. Financial Viability
 - Supplied DUNS – dated 06.23.2021
 - Cannot see what the risk is?
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Public Knowledge 2

CATEGORY #(s): 4

DATE: 9/8/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Est. 1988.
- Services they provide are training for system users and change management.
- Govt experience.
- 1/1/21 PK merged with Center for System Integrity and the Center for Support of Families – known as SLI Government Solutions (SLI)

2. Previous Projects

- 4 projects given. The projects and/or case studies meet Category 4.
- MT DPHHS. Implemented a new eligibility system for the SNAP and TANF programs.
- Nevada DHCFP. Replaced their legacy core claims processing solution with a transfer solution from CO.
- OK Dept. of Human Services Benefits Org. PK helped prepare for an agency-wide business and technology transformation.
- City of Tacoma. PK provided OCM support to the City to support implementation of an enterprise-wide solution.

3. Subcontractors

- Vendor states there are no subcontractors.

4. Organizational Chart

- Yes, a project organization chart is provided along with job descriptions.

5. Litigation

- Vendor states there are no current litigations.

6. Financial Viability

- Provided a DnB credit snapshot. **It does not give much financial information.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Public Knowledge (2))

CATEGORY #(s): 4

DATE: (10/4/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - All 3 Preliminary docs, cyber liability insurance = 5 mil
 - Organizational change management
2. Previous Projects
 - Montana Department of Public Health and Human services - organizational change management to help them implement new eligibility system for snap
 - Nevada Department of Health and Human Services - provided project management assistance and organizational change management
 - Oklahoma department of Human Services organizational change readiness support
 - Oregon Department of Transportation - assisted to analyze its ability to deliver its mission and its alignment with Oregon dot
 - city of Tacoma - organizational change management support
 - No eProcurement experience reflected in the projects
3. Subcontractors
 - PK will not be providing services with subcontractor support
4. Organizational Chart
 - Simple Combined org chart
 - Roles defined
 -
5. Litigation
 - PK is not involved in any litigation currently and has not been a litigant in any previous cases.
 -
6. Financial Viability
 - Dun & Bradstreet Business Information Report Snapshot dated 6/2021
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Public Knowledge

CATEGORY #(s): 4 – Services Only

DATE: 9/9/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Training efforts
 - Merger in Jan 2021
 - Change Management, Project Management
 - Virtual Firm, interesting.
2. Previous Projects
 - Limited scope projects given
 - Provide training to specific problems
 - Experience shown in social work area
3. Subcontractors
 - None
4. Organizational Chart
 - Not many resources identified
 - General descriptions, not specific to NASPO requirements
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Recent mergers make financial stability unclear
 - Vendor is responsive to supplying D&B however information requested in the spirit of the request is not provided.
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Public Knowledge

CATEGORY #(s): Stage 1 cat 4

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Project management
 -
 -
2. Previous Projects
 - Montana dept. of Public Health
 - Nevada Dept of Health
 - Oklahoma dept of Health
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Org chart provided
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B provided – not accurate because of merger
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Public Knowledge 2

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Change management
 - Company merger
 -
2. Previous Projects
 - State and city projects
 -
 -
3. Subcontractors
 - Stated no subcontractors will be used
 -
 -
4. Organizational Chart
 - Company and client org chart supplied
 - Role names and responsibilities submitted
 -
5. Litigation
 - None reported
 -
 -
6. Financial Viability
 - DUNS submitted – 06/23/2021
 - Very Limited report.
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sabot

CATEGORY #(s): 4

DATE: 8/30/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Services it can provide are end-to-end for eprocurement on the Strategy and consulting side (page 2)
- Govt experience.

2. Previous Projects

5 projects given. The projects meet Category 4.

- Dept of HealthCare Services, CA. Acted as project manager to plan and manage multiple inter-related projects and efforts with the objective to bring DHCS into compliance with the ACA mandate for ORP.
- Dept of HealthCare Services, CA. Provided technical and business analyst services to support the development and implementation of the PAVE product at DHCS.
- Dept of HealthCare Services, CA. provide integration management of the MITA effort across multiple vendors and state staff. The MITA is a Center for Medicare and Medicaid Services (CMS) requirement that must be developed and applied in order to obtain enhanced Federal funding for Medicaid projects by the State of California.
- Montana State Fund. provides IV&V services for MSF's \$20MM policy and billing system replacement project.
- Washington State Health Care Authority. Sabot provided project management services in support of the Washington Health Care Authority Enterprise Data Warehouse project.

3. Subcontractors

- Vendor states there are currently no subcontractors, but if needed for the eProcurement solution effort will obtain one.

4. Organizational Chart

- Yes, a project organization chart was provided. **No job descriptions were provided.**

5. Litigation

- Vendor states they currently are not engaged in litigation.

6. Financial Viability

- Provided a DnB report with a risk rating of moderate to low/moderate in most areas.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (Sabot Consulting)

CATEGORY #(s): 4

DATE: (10/4/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- All 3 Preliminary docs, no cyber liability insurance
- Provides a suite of services focused on empowering management to plan and implement sound strategic decisions
- Strategic services, business value, people practices, customer centric practices
- only offer advisory, planning, oversight, project management, and enterprise architecture services without conflicts of interest or bias.

2. Previous Projects

- Montana State Fund's (MSF) - PBRI project focused on replacing the legacy policy and billing systems with modified/configured commercial-off-the-shelf software. Sabot provided business analysis, software architecture, project management and coordination, and organizational change management.
- Washington State Health Care Authority - provided project management services in support of the Washington Health Care Authority Enterprise Data Warehouse project.
- Department of Health Care Services, State of California - Sabot was engaged to provide integration management of the MITA effort across multiple vendors and state staff
- Department of Health Care Services, State of California - provided technical and business analyst services to support the development and implementation of the PAVE product at DHCS
- Department of Health Care Services, State of California - as the project manager to plan and manage multiple inter-related projects and efforts with the objective to bring DHCS into compliance with the ACA mandate
- eProcurement experience is not reflected in these projects

3. Subcontractors

- We do not have any exclusive subcontractor relationships to report here.

4. Organizational Chart

- simple org chart with project reference
- Roles not defined

5. Litigation

- Sabot is not currently engaged in litigation nor has Sabot been party to litigation closed in the past five (5) years.
-

6. Financial Viability

- D&B snapshot report dated 6/2021

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sabot Consulting

CATEGORY #(s): 4 – Services Only

DATE: 9/9/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - General business IT consulting services
 -
 -
2. Previous Projects
 - Projects up to state agencies in a limited capacity
 - No firm ROI provided for projects implemented several years ago
 -
3. Subcontractors
 - None but reserves right
 -
 -
4. Organizational Chart
 - Small org high level given
 - No description of duties or effort to NASPO
 - Overly lacking detail
5. Litigation
 - No active or past five years
 -
 -
6. Financial Viability
 - Fair credit recommendation of \$57,000
 - Moderate Risk
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sabot

CATEGORY #(s): Stage 1 cat 4

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Services to plan and implement strategic decisions
 - Advisor Role
 -
2. Previous Projects
 - Montana State Fund
 - Washington State Health Care
 - Enterprise Data Warehouse
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Provided
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B provided
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sabot Consulting

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Consulting for Strategic Services, Business Value and People and Customer Centric Practices
 -
 -
2. Previous Projects
 - State, clients mentioned
 - One project still in progress
 -
3. Subcontractors
 - No subcontractors listed but may engage one to meet the needs of the client
 -
 -
4. Organizational Chart
 - Only small company organization chart submitted
 - No role names or descriptions/responsibilities were submitted.
 -
5. Litigation
 - None reported
 -
 -
6. Financial Viability – **Marked Confidential**
 - DUNS reported
 - Low Risk
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: WSC

CATEGORY #(s): 4

DATE: 8/30/2021

EVALUATOR NAME: Angie S

EVALUATOR DEPARTMENT/STATE: OMB State Procurement Office – North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- Services to be provided: Review the Participating Entities' procurement rules, regulations, and contracting documents [such as the Model - Service Level Agreement (SLA), NASPO ValuePoint Master Terms and Conditions]. The results from the review will be to identify variances from best practices, recommend implementation of best public procurement practices, and provide the rationale for the recommendations.
- Govt experience.
- Much history on Curry's book(s)

2. Previous Projects

6 projects given, although not all may qualify as an actual project. The projects and/or case studies **do not meet** Category 4. The projects range from creating a Consulting, training, subcontractor to develop best practices in procurement, presentation at CAPPO, preparing PowerPoint presentations for procurement training, and research.

3. Subcontractors

- Vendor states there are no subcontractors.

4. Organizational Chart

- Yes, one block with Mr. William Sims Curry to perform the work.

5. Litigation

- Vendor states there is no current litigation.

6. Financial Viability

- Provided a financial writeup with information from DnB report. **Unable to assess a risk rating.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (WSC Consulting)

CATEGORY #(s): 4

DATE: (10/4/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- 2 of 3 Preliminary docs, no cert of insurance
- proposes the performance of "Services Only" to review the Participating Entities' procurement rules, regulations, and contracting documents [such as the Model -Service Level Agreement (SLA), NASPO ValuePoint Master Terms and Conditions].
- results from the review will be to identify variances from best practices, recommend implementation of best public procurement practices, and provide the rationale for the recommendations
- Inclusion in the National Contract Management Association's (NCMA) Contract Management Body of Knowledge (CMBOK) 2017 5th Edition and 2019 6th Edition
- American Society for Public Administration • Defense Acquisition University • International City/County Management Association • National Contract Management Association • Naval Postgraduate School • Society of Corporate Compliance and Ethics • The Institute for Public Procurement • International City/County Management Association

2. Previous Projects

- City of San Jose CA completed best public procurement practices in a contract management standard operating procedure and a script for training contract managers
- California community colleges technology center - trained proposal Evaluation team members on ethics and strategies for scoring proposals in response to large RFP's also tested accuracy of formulas used to weigh proposal evaluation scores
- subcontractor to Scarlet Systems to develop best practices scope of work for California State University campuses yeah I'm almost done
- Routledge - researched first and second editions of books on public procurement
- While there is procurement experience these projects do not represent eProcurement experience

3. Subcontractors

- none

4. Organizational Chart

- No org chart because this is only one consultant
- Role not defined in detail for eProcurement

5. Litigation

- WSC Consulting is not involved in any current litigation and has never been involved in any litigation.

6. Financial Viability

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: (WSC Consulting)

CATEGORY #(s): 4

DATE: (10/4/2021)

EVALUATOR NAME: (Joe Zrioka)

EVALUATOR DEPARTMENT/STATE: (State of Maine Division of Procurement Services)

- Information from a Dun & Bradstreet Business Information Report Snapshot is provided but date is unknown
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: WSC Consulting

CATEGORY #(s): 4 – Services Only

DATE: 9/9/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization

- All work done by one person, founder and president
- In depth description of the company president authoring history of textbook
- Textbook author and author of NCMA Body of Knowledge
- NCMA federal procurement is different than State procurement, which is based on independent laws, where federal is based on a central regulation the FAR.
- Appears a valid consideration for personal training events.

2. Previous Projects

- Appears a valid consideration for personal training events.
- Examples are for very specific problems and solutions resolved through training
-
-

3. Subcontractors

- None
-
-

4. Organizational Chart

- Appears to be a sole person company
-
-

5. Litigation

- None
-
-

6. Financial Viability

- Sole proprietorship
- No debt, \$600K assets.
- \$190K revenue

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: WSC Consulting

CATEGORY #(s): 4 – Services Only

DATE: 9/9/2021

EVALUATOR NAME: Michael Bacu

EVALUATOR DEPARTMENT/STATE: Government Support Services / Delaware

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: WSC Consulting

CATEGORY #(s): Stage 1 cat 4

DATE: 08/25/2021

EVALUATOR NAME: Stacey Winter

EVALUATOR DEPARTMENT/STATE: Purchasing/North Dakota

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Services only to review the procurement rules and contracting documents
 -
 -
2. Previous Projects
 - City of San Juan
 - Scarlett Systems
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - All work by WSC – 1 block
 -
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - D & B provided
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: WSC Consulting

CATEGORY #(s): Stage 1 Category 4

DATE: 09/23/2021

EVALUATOR NAME: Tom Hastings

EVALUATOR DEPARTMENT/STATE: State of Montana

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Best practices consultant
 -
 -
2. Previous Projects
 - City, college and university clients mentioned.
 -
 -
3. Subcontractors
 - No subcontractors listed
 -
 -
4. Organizational Chart
 - Listed only one person on chart but no explanation of responsibilities
 -
 -
5. Litigation
 - None to report
 -
 -
6. Financial Viability
 - Not registered with Duns & Bradstreet
 - Provided limited information on finances
 -

CATEGORY 4 – Services Only

INDIVIDUAL EVALUATION NOTES (Subject Matter Experts)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4

DATE: 9/28/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Significant history e-procurement implementation – SAP Ariba
 - Multiple ERP interfaces. Relationships with various cloud platforms.
 - Module-based implementation.
 -
2. Previous Projects
 - Multiple state projects- North Carolina, Florida, California, Alberta.
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Role-based project team structure
 - Detailed role responsibility: customer, Accenture, Ariba
5. Litigation
 - Not stated.
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4

DATE: 1/24/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual SME Comments:

Proposal to implement SAP Ariba. (P30 1.2)

Implementation Services Requirements

- Project Management – Accenture Delivery Methods
 - PM methods. Quality; Project; Cost and Performance; Scope; Resource; Deliverable; Risk; Org change. Statue Reports and Comms.
 - Repeated methodology for program delivery.
 - Accenture and State develop deliverables plan. Sample implementation plan provided. 1 year project. (Cutover at 9 months.)
 - Identified project lead.
 - Daily status reports; Key design decisions captured in Config design doc.
 - Risk Management – 3 tier governance model.
 - P14 Project manager uses RAID (Risk, Actions, Issues, Decisions) for tracking and key design decisions to manage decisions
 - Quality Framework – core functions to enhance deliverables.
 - P20 – Figure 7 – org chart with Accenture and state roles.
- Project Implementation Methodology – Hybrid Agile – iterative prototyping
 - Data cleansing prework; State completes product taxonomy alignment.
 - Typical timeline provided for large state implementation: Ariba buying and sourcing; Sourcing and contract; SLP and Supplier Risk.
 - Outline State and project teams
 - Agreed testing strategy; testing after tool design. Accenture testing resources focus on fixes, cutover and training doc review. Integration testing after product complete. UAT by client team.
 - Knowledge transfer.
 - Common project risks identified.
- Catalog Support Services – Recommended outside implementation scope due to longer expected timeline for catalog prep.
 - Catalog assessment 6-12 months ahead of kickoff of implementation.
 - Catalogs can be auto or manually approved.
 - Commodity code mapping – UNSPSC recommended, but others available.'
 - Suppliers will be prioritized prior to adding to Ariba.
 - Supplier onboarding handbook developed; training plan to be developed and executed by buyers.
 - Suppliers participate in loading test catalogs in UAT.
 - Buyers review catalog in Ariba prod and trigger workflow to activate.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4

DATE: 1/24/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Change lead to create trainings for state purchasing and vendors – load catalogs; design docs; invoicing and catalog enablement – hosted or punchout.
- Data Conversion Services – Master data required; transactional data after master data; middleware may be leveraged – volume and end user/supplier impact must be taken into account.
 - Conversion needs assessment – involves stakeholders and defines approach to conversion process. Cleans; Extract; Map; Load; Reconcile. Tools: Data Conversion Manager; Ariba Improt requestions web serve; Ariba integration toolkit.
- Interface/Integration Development Services – Internal integration and external-facing interfaces.
 - Plan and analyze iterative prototyping; formal testing;
- Organizational Change Management (OCM Services) – Change management strategy; focus on superusers for change planning and executive; identify the business value.
 - Accenture- keep suppliers involved; understand helpdesk perspective and engage in UAT; end user change journey – communicate changes through videos, email, training. Verify that Accenture is leading this implementation process rather than “state stakeholders.”
 - Readiness survey and scorecard
 - Measure adoptions and outcomes.
- Training Services – Training process – stakeholder training program: Develop training plan with PE using Design Thinking. Training base don Ariba on demand assets, includes quick ref guides; templates, workshop materials, training materials.
 - *P84 approach of instructor-led, web-based, and just-in-time techniques that provide guidance for stakeholders when and where they need it.*
 - Our courses are offered on a regular basis in a variety of ways
 - *We will support the Participating Entity's trainers when delivering training, and we will, upon request, provide designated staff with training regarding the functionality of the eProcurement solution.*
 - ILT, WBT, quick videos, quick ref guides.
 - *P87 Accenture will provide qualified resources to guide and inform the training and communication efforts of the program from implementation through post-go live*
 - Knowledge transfer to move training to state agency.
- Help Desk Services – *P95 Accenture proposed help desk approach supports a model where the Participating Entity be responsible for Level 1 support while Accenture manages Level 2 and Level 3 escalations.*
 - *if a Participating Entity wishes to explore Accenture managing the Level 1 support, we do have capabilities including setting up ticketing and IVR systems.*
 - 5-level support tiers.
 - Level 2 and 3 support from Accenture's Manila (Philippines) service center (proposed cost0 – could be managed from BAsheville.
 - Level 1 would be supported from NA.
- On-Site System Stabilization Support - *Hypercare (month 1) and Extended Care (months 2 and 3).*
 - *In Hypercare, a process will be defined to review any defects and/or configuration changes requested for the system with the appropriate stakeholders. System changes will align to existing IT governance processes including the client's ticket management systems and approvals as required.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4

DATE: 1/24/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- *After the reverse shadow at the end of Hypercare, there will be a full hand off for support of the system where standard tickets and activities are now picked up by the steady state support team and then the Extended Care phase begins.*
- *During the Extended Care, based on the needs of the client, consideration can be given to having resources on-site or remote **State of Maine** eProcurement Solutions and resources working client hours.*

Managed Services Requirements

- Solution Support – 1 hour response for severity level 1 phone or web.
- 24/7 web support via customer portal.
 - Portal – submit/status request; download updates; search customer support;
 - Ariba offers upgrade from AMS to Preferred Care services – dedicated support.
 - Application management – Accentures review vendor registrations; inactivate monthly or annual
 - Detailed docs of applications; work with participating entity to provide estimates for updates to solution.
 - Accenture maintain interface and integration customizations
 - SAP Ariba would be responsible to ensure the solution is available and meets the SLA standards.
 - SAP Ariba would be responsible to perform all necessary testing to verify that the item has been properly installed, is operating substantially in conformance to its specifications,
 - Accenture support team will use standardized quality assurance testing processes for all code and configuration changes that validate updates against predetermined requirements confirming the eProcurement solution meets the Participating Entity's requirements.
 - Accenture will work with vendors on punchout catalogs; do validation checks; resolve PO failures.
 - RACI table provided with Participating entity, Accenture and Ariba responsibilities.
 - Security controls - SAP Ariba Information Security Team
- Organizational Change Management (OCM Services) - *Change Management and Training deliverables developed by Accenture during the System Implementation phase will be constantly updated based on the enhancements and changes developed during the Managed Services phase.*
 - *Change Management and Training deliverables developed by Accenture during the System Implementation phase will be constantly updated based on the enhancements and changes developed during the Managed Services phase.*
- Training Services - *In the Managed Services phase, the Training deliverables developed by Accenture during the System Implementation phase will be constantly updated based on the enhancements and changes developed during the Managed Services phase*
- Catalog support services. – P120 Accenture will provide maintenance of items, prices, and vendor contract information for catalogs to allow eligible users to purchase from statewide agreements
- Help Desk Services – P121 *Accenture proposed help desk approach supports a model where the Participating Entity be responsible for Level 1 support while Accenture manages Level 2 and Level 3 escalations.*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Accenture

CATEGORY #(s): 4

DATE: 1/24/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- *if a Participating Entity wishes to explore Accenture managing the Level 1 support, we do have capabilities including setting up ticketing and IVR systems.*
 - 5-level support tiers.
-
- Transition Out Assistance Services
 - *plan will be reviewed and agreed to by the participating entity project lead, the Incoming Vendor lead and Accenture project leadership.*
 - *During transition, we will cooperate with and support the Participating Entity and/or new service provider's approach, addressing reasonable demands and requirements to help facilitate an effective handoff.*

Video Demonstrations

- Microvideo - Ad for SAP implementation plus Endorsement from former NC CPO responding to questions about partnership.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic Initiatives

CATEGORY #(s): 4

DATE: 9/28/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Existing NASPO vendor (Procurement Assistance Support Services)
 - Procurement Automation implementation experience – state level: marketplace, procurement automation, sourcing,
 - Project management and benchmarking. Solution agnostic.
 -
2. Previous Projects
 - Contracted for multiple states at various process stages. Examples, Missouri, Connecticut, Rhode Island.
 - Local government.
 - Higher Ed
 -
3. Subcontractors
 - Not specified. Subcontractors may be used based on project needs.
 -
 -
4. Organizational Chart
 - Identified senior personnel, role titles
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic Initiatives

CATEGORY #(s): 4

DATE: 1/24/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

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Individual SME Comments:

Implementation Services Requirements

- Project Management – Civic Initiatives Plan *directs and governs our project activities and guides our development of the Project Schedule (refer to Tools, below) that details the tasks related to the principal activities, personnel, milestones, and deliverables associated with all project activities.*
 - - apply the PMBOK to conduct project management throughout our professional engagements: Conception and initiation; definition and planning; launch or execution; performance and control; project close.
 - PM work with client to establish key stakeholder representation; kickoff to establish engagement framework.
 - Civic Initiatives will establish a Project Management Office (PMO), comprising a dedicated Civic Initiatives Project Manager and project management team, responsible for project delivery. On the contractors' side, key project staff, representing the Solution Provider, Civic Initiatives Implementation Services Team Leads, and additional Implementation Services Team resources, as applicable. Client side, the core project team will also coordinate with the Civic Initiatives Project Management team for their areas of responsibility.
 - P36 *Project Charter will describe how change will be managed. A change control approach is the overriding methodology to ensure that all change requests are defined, reviewed, and agreed upon so they can be properly implemented and communicated to all stakeholders.*
 - *Purpose of this phase is to define the project scope and plan an eProcurement implementation strategy by workstream and develop and formalize a project work plan and schedule that will guide the eProcurement implementation activities throughout the life of the project.*
 - *The Project Manager will develop a Project Schedule aligned with the WBS and Project Work Plan. The Project Manager will coordinate with the Solution Provider, Implementation Services teams, and Client core project team to ensure that each service area is staffed with the necessary resources and skillsets to support the scope of work and schedule.*
 - *Project Manager will proactively manage implementation to ensure project milestones are completed according to established schedules and that resources are sufficiently and appropriately allocated to the work effort to ensure the timely submission of quality deliverables. The project management team will use the PMO's suite of project management tools and methods to gauge performance based on the project's established KPIs, and product quality, based on the project's established standards.*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic Initiatives

CATEGORY #(s): 4

DATE: 1/24/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- *project management team, in coordination with the Client Project Sponsor, core project team, and Implementation Services Teams will systematically manage close-out tasks*
 - *Project closeout.*
 - *Civic Initiatives uses four (4) technologies to engage Client interaction whether onsite or remote: Smartsheet, Zoom, GroupMap, and LucidCharts.*
 - *Provided names of PM team with experience. Sample implementation plan provided.*
- **Project Implementation Methodology – Provided Project implementation services team scope.**
 - *P47 Within an integrated project management framework, project team resources we deliver include overall project management, project implementation services management, including quality assurance, testing, and IV&V, organizational change management, including training delivery, and on-site system stabilization support*
 - *Provides testing scripts and oversees testing.*
 - *Testing types used are Development Testing, Unit Testing, Performance Testing, Integration Testing, and User Acceptance Testing (Go-live) where applicable and subject to the testing phase maturity.*
 - *project implementation services approach integrates Project Management (refer to E. Implementation Requirements, 1. Project Management), Change Management (refer to E. Implementation Requirements, 6. Organizational Change Management (OCM) Services) and Quality Assurance practices to prove and deliver the design and functionality of the system, and the application or integration layer.*
 - *Assisting the Client and the Solution Provider to gather requirements, applicable and as defined in the SOW, that support development of the business and technical design documents.*
 - *project management team will provide analysis results and a recommended implementation strategy for the Client to consider options to address and prioritize gaps, including through configurable functionality of the eProcurement Solution,*
 - *Assisting the Solution Provider to create and document the Configuration Management Plan when the team is tasked with configuration assistance and enabling Client access to the plan and configuration change log.*
 - *QA Practice Lead will deliver subsequent phase test scripts to be updated with new release improvement testing scenarios for each new release cycle within two weeks of the release testing cycle close and this is contingent upon receiving timely release notes from the Solution Provider.*
- **Catalog Support Services - Civic Initiatives will deliver comprehensive catalog support services to support the creation, loading, management, and maintenance of hosted catalogs and punch-out sites.**
 - *5 stages in score: project orientation identifying contracts for marketplace; contract portfolio review and contract selection; marketplace implementation; supplier onboarding – CI work with select suppliers; marketplace training. – develop guide to teach buyers to identify good catalogs, understand key contract attributes, incorporate catalog requirements in the procurement process.*
- **Data Conversion Services – p61 CI will provide data conversion -work with state and solution provider to develop strategy for legac data conversion.**
 - *Data interface program, data reconciliation; testing data – client to extract and CI to support testing.*
 - *Through data planning, analysis, and profiling, Civic Initiatives will expose data quality issues and business rule issues early in the project. Civic Initiatives will establish an issue tracking and scorecard system to deliver quality assurance*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- across conversion activities, to ensure that cleansed operational data is successfully transitioned into the new eProcurement Solution*
 - *Civic Initiatives will perform a thorough data scrubbing exercise on the Master Supplier Record (MSR), excluding employees, which will entail data cleansing, standardization, and enrichment*
 - *will work with the Solution Provider to manage processes, including testing, that support the Solution Provider's tools for converting and loading state legacy data*
- Interface/Integration Development Services – No response.
- Organizational Change Management (OCM Services) - *OCM Services Team assesses, designs, develops, and delivers solutions that are tailored to the unique operations and cultures of each Client.*
 - *phase will focus on two assessments to assess details on the Change itself and the Organization*
 - Assess organizational change readiness; develop OCM plan; deploy;
- Training Services – CI will work with state's training director to implement eprocurement training.
 - Plan will be deploy effective training approach consistent with organization; identifying competency gaps.
 - Needs assessment; develop training plan and implementation.
 - End user, training the trainer, supplier, system admin and client org.
 - CI work with client org to effectively identify training and design curriculum, build internal training (LMS, website)
 - Training delivery method – who is providing the training? Needs clarification – Does Civic Initiatives provide direct training?
- Help Desk Services – Not part of CI response.
- On-Site System Stabilization Support – P80 *Civic Initiatives will work with the Client's project team and Solution Provider to deliver post-implementation support throughout the 3-month stabilization period of the full solution implementation*
 - *Extending our integrated project management approach, Civic Initiatives will continue to manage on-site system stabilization across the applicable Implementation Services Teams. Civic Initiatives will assist the Client and other Post-Implementation Support Services Teams in resolving problems and providing support to the customer departments and vendor community*
 - *Civic Initiatives will monitor system and user-reported issues and will employ the same QA methods used throughout the project to provide post implementation support, including our multi-angle testing approach, which uses a series of tests to capture all angles of the quality, performance, and functionality dimensions of the application.*

Managed Services Requirements

- Solution Support – not provided
- Organizational Change Management (OCM Services) – Same as Implementation services.
- Training Services - Same as implementation services.
- Catalog support services – same as implementation services.
- Help Desk Services – Not part of CI response.
- Transition Out Assistance Services – Not part of CI response.

Video Demonstrations

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Civic Initiatives

CATEGORY #(s): 4

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- Video demo provided outlining CI services.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte Consulting

CATEGORY #(s): 4

DATE: 9/28/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Proposed SAP Ariba module implementation
 - Source to Pay; supplier management; contract management, dynamic discounting
2. Previous Projects
 - Joint implementation with ERPs
 - Public and private sector
 - Cited City of Ottawa (Canada), Hewlett Packard, Marion County Health and Hospital Corp (Indiana)
 - Small and large scale user groups
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Corporate role structure – detailed responsibilities
 -
5. Litigation
 - None pending.
 -
 -
6. Financial Viability
 -
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Deloitte

CATEGORY #(s): 4

DATE: 1/24/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

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Individual SME Comments:

Implementation Services Requirements

- Project Management - SAP Ariba implementations utilizing our EVD (Enterprise Value Delivery) methodology which is built on SAP Activate methodology.
 - *Deloitte proposed the following project approach to allow the Participating Entity to stagger the implementation of its upstream processes consisting of SAP Ariba Sourcing and Contracts, with its downstream activities inclusive of SAP Ariba SLP, Buying and Invoicing.*
 - *staggered implementation approach; followed by hypercare.*
 - *integrated program leadership team that promotes connectivity between the state team, our Deloitte team, and program tasks while providing clear lines of authority and accountability to the Participating Entity*
 - *Deloitte is committed to maintaining the defined and named project staff including project executive, project manager, and functional leads.*
- Project Implementation Methodology – p148 EVD *methodology has tools, templates, accelerators, and incorporates the lessons learned over numerous SAP Ariba implementations and contains leading practices from the public sector.*
 - *Prepare; Explore; Realize-Build; Realize-test; Deploy; Run; Testing.*
 - *Unit testing; integration and interface testing; regression; UAT.*
 - *successful User Acceptance Testing requires active participation from representatives of the user community, enabled by structured planning, coordination, and execution. Involvement by the Participating entity's business users through the implementation life cycles will facilitate more User Acceptance Testing.*
 - *Throughout the User Acceptance Test phase of a release, Deloitte Senior Functional/Business Analysts and testing resources are available to assist Participating entity's Acceptance Test staff in completing testing activities, reviewing scenario results, and/or addressing concerns regarding all the Ariba solution functionalities*
 - *EVD methodology imbeds Configuration and Change management into the methodology's modules, tools and deliverables.*
 - *quality and risk management (QRM) program provides a periodic independent project risk review. PMO and technical team evaluate the issues regularly and defined next steps to close issues out.*
 - *As part of Deloitte's standard services for SAP Ariba implementation, our methodology includes the use of Deloitte-developed work products, used to*

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accelerate the implementation. The accelerators and use of said accelerators are included in the standard price offered.

- Catalog Support Services – Deloitte conduct spend analysis and build catalog enablement strategy; client help desk established and training and FAQs developed; supplier education provided and catalogs tested and validated; SAP training customized for clients, training delivered prior to go-live; supplier feedback gathered and strategy for future waves; supplier offboarding by Deloitte.
- Data Conversion Services - *approach aligns the data conversion activities to the Explore, Realize, Test and Deploy phases and execution timeline. It will also provide the foundation for testing of conversion objects when they are built using the standard SAP conversion tools which assist in the standardization of file layouts. The proposed approach also enables all legacy sources to follow a consistent approach for staging and converting data into the testing and production landscapes.*
 - *Deloitte Team will work together with the Participating Entity to develop and implement the strategy and approach to data conversion process. We propose Participating Entity to own the data cleansing of legacy data.*
 - *Data remediation: Deloitte Team recommends performing additional analysis to determine additional cleanup requirements. Deloitte suggests preparing data remediation plans by data object that describe the actions to be taken to cleanse the data, as well as the responsible party(ies) for the remediation of each data quality exception.*
- Interface/Integration Development Services - *The SAP Ariba Buying & Invoicing solution integrated with ERP system allows administrators to import master data and export transactional data from ERP system to the SAP Ariba Buying & Invoicing solution seamlessly.*
 - *For using the Web services to export transactional data, the SAP Process Integration middleware is used to export transactional data between the SAP Ariba Buying & Invoicing solution and ERP system.*
 - *Web services provide for real-time integration of the SAP Ariba Buying & Invoicing solution with ERP system using SAP Process Integration.*
 - *For the development of interfaces Deloitte highly recommends, SAP Ariba Cloud Integration Gateway simplifies and accelerates the integration. CIG gives you a fast, simple way to connect your SAP Ariba solutions, backend systems and provides Do-it-Yourself (DIY) integration with automated testing. Participating Entity can replicate existing data from ERP System to SAP Ariba through CIG (Cloud Integration Gateway) direct connection which is placed into the integration landscape for SAP Ariba integration.*
 - *Deloitte collaborates with the Participating Entity to perform the unit and integration testing of the interfaces. Unit testing involves testing the interface programs to validate structural and functional correctness.*
- Organizational Change Management (OCM Services) - organizational change management approach is based on the Organizational Change Management (OCM) discipline of Deloitte's EVD method.
 - *Deloitte work with the Participating Entity to align business leaders on changes that affect the organization and on their role in this effort, which is paramount to drive cultural change in the business.*
 - *Formalizing Capability Transfer across project teams confirms that the right team members are developing the right capabilities.*
 - *Where appropriate and practical, we leverage the Participating Entity's existing communication channels to distribute project information and work with the Participating Entity's corporate communications organization so that the Participating Entity standards, tools, and approval processes are followed.*

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- *Coaching during change management provides a venue for one-on-one and group meetings between employees and the people they trust the most, their immediate supervisors.*
- Training Services - Deloitte Team will generate a training checklist and create a training plan to empower the State to support the Ariba System and train Participating Entity members and end users on how to use and navigate the solution. The Deloitte Team will develop a training plan and timeline.
 - *leverage exiting SAP training materials*
 - *core group of Participating Entity staff members who will serve as project team members for the implementation.*
 - *Participating Entity staff members will participate in design sessions, execute scripts in testing, and deliver the training as part of our recommended "Train the Trainer" approach.*
- Help Desk Services - *Deloitte and Participating Entity will work jointly to address help desk tickets and provide additional support to Participating Entity users in areas where we see recurring issues.*
- On-Site System Stabilization Support – *Post Hypercare period, the project will be officially handed to the Managed services/M&O contract team for further ongoing support.*

Managed Services Requirements

- Solution Support - Enterprise Value Delivery for Application Management Services provides a detailed approach to establishing an application management service delivery operation focused on driving sustained value.
 - Repeat Project implementation methodology.
- Organizational Change Management (OCM Services) – Refers to same OCM in Implementation.
- Training Services – Refers to same Training Services in Implementation.
- Catalog support services. - Refers to same services in Implementation.
- Help Desk Services - *service delivery model will enable Participating Entity to migrate from the incumbent vendor to a more structured, predictive and cost optimized maintenance services model,*
 - Deloitte methodology leverages Help Desk Institute (HDI) customer service principles as well as ITIL-based IT Service Management (ITSM) processes — which focuses on maturation into a customer-centric support organization.
 - bi-modal, two-tiered IT operations model that will allow for the creation of stable and predictable, yet agile and fast IT systems and processes. Implementation of this model will improve the success of the help centers by redefining, standardizing, and realigning processes, policies, and procedures.
 - Call center technology; issue analysis
 - Service Desk transition and set up methodology is based on our collective experience and understanding from prior transition executions.
 - 24/7 help desk offering which leverages our shared service delivery model of ITIL trained and certified Service Desk specialists.
- Transition Out Assistance Services
 - Deloitte understands the importance of a clearly defined and well-planned approach to Transition-out.
 - Deloitte Team will implement its Transition-Out plan NLT six months prior to expiration; three phases.

Video Demonstrations

- Same video as Cat 1 – Ariba intro and overview.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Effution

CATEGORY #(s): 4

DATE: 9/27/21

EVALUATOR NAME: Gerard MacCrossan

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- **Individual Evaluator Comments:** Unclear how the software fits in the public procurement sphere – prior experience appears to be industrial clients. Company appears to be extremely small, with limited U.S. footprint, no public sector experience, and no proposal for implementation.

Organization Qualifications and Experience

2. Overview of the Organization

- Bidding SucCXess 2.0 – software cost estimation tool.
- Unclear what the connection is between prior company and current company.
-

3. Previous Projects

- Provided example of Honda software cost estimate savings.
- No details provided of other projects.
-

4. Subcontractors

- None.
-
-

5. Organizational Chart

- Note. One U.S.-based employee. Development at German subsidiary.
- No project implementation outline.
-

6. Litigation

- None.
-
-

7. Financial Viability

- Company profile is 2 years old.
- No D&B provided as noted.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 4

DATE: 9/28/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - End to end procurement / supply chain
 - Source to pay. Supplier management.
2. Previous Projects
 - Private sector – public higher ed
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Role detail.
 -
 -
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 4

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Individual Evaluator Comments:

GEP – Global eProcure platform - modules in integrated platform.

General Principal and Requirements

- Key Solution Functionality Elements – Required elements provided in integrated tools. Narrative lacked detail. Video demonstrated functionality and user experience. Elements explained on narrative p46.
- User Experience - Integrated functionality.
- Bidder Best Practices and Roadmap
- Innovations and Value-Added Features/Services – Mostly focused on consulting and reports. (Swamped the narrative description of the primary sourced product.)
- Customizations/Extensions – vague description that future customer needs could be developed. Focused on existing SAAS. **EPROC-PRD-56**
- Alternative Funding Models N/A

Functional Requirements

- General Functionality – Only configuration items relate to publishing to state's website.
 - **EPROC-GEN-25** – Notifications will have @gep.com email domain / doesn't integrate to state's domain. Non-compliant. **Needs clarification.**
 - EPROC-GEN-39 – High level of configuration required to set external posted content. No additional cost proposed or problem identified.
- Supplier Portal - EPROC-SMR-19 – high level of integration for admin fee payments with state's portal. Doable.
- Supplier Enablement/Management – All requirements noted as Native to application.
- Buyer Portal – Out of box
- Need Identification – Out of box except for E-PROC-NEED-5 which would configure priority of state contracts/purchase channels.
- Request through Pay — Out of box **EPROC-PRD-11** (recurring purchase function) noted as Medium complexity to set up. **Clarification needed** if this is a configuration or actually out of box.
 - – backdated function. **Needs clarification.** Response notes as out-of-box, but statement does not address role-based authority or the functional requirement of backdated orders
 - **EPROC-PC** – Listed as in development- **Needs clarification** if functionality available.
- Catalog Capability – **EPROC-CAT-38** – Public-facing search without login not available. Can be developed. **Needs clarification** as is listed as Low complexity.
- Sourcing/Bid Management – All requirements listed as out of box or low complexity configurable except **EPROC-SRC-109** bid submissions entered by purchasing staff – currently requires GEP staff

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to load into back-end. Listed as in development by contract award date. Needs clarification if functionality now exists.

- Contract Management - All listed as out of box except:
 - **EPROC-CNT-20 – Needs clarification.** Response appears to refer to each individual document internal ID not an overall contract number that may be a single document/file or a collection of files depending on structure.
 - **EPROC-CNT-71 and EPRPOC-CNT-72** – Functionality listed as high complexity config. **Needs clarification** if requirement understood. Is there admin fee functionality/invoicing/tracking separate from payment processing?
- Vendor Performance – all listed as out of box.
- Purchasing/Data Analytics – listed as out of box with some config for level 2 punchout search.

Technical Requirements

- Availability – 24x7 SLA 99.8%
- Accessibility Requirements – WCAG 2.1
- Audit Trail and History – Out of box
- Browsers Supported – Edge/Chrome recommended. Native mobile functionality for ipad and android.
- User Accounts and Administration – MS AD. 2MFA. SAML 2.0 for SSO.
 - **EPROC-TECH-12** – requires SSO for buyer/supplier dual accounts single login config. **Conditional compliance.**
 - **EPROC-TECH-24** – 2MFA doesn't autogenerate new password. 6 digit code required for access to password reset. **(acceptable standard but doesn't meet requirement.)**
- User Authentication – Non SSO – upper/lower/number/special char. 5 attempt lockout. 90 day.
- Data Conversion – Multiple dataset approach. Import of migrated data (flat file). Import of ERP live data. Process to harmonize extensive list of fields where data variation is common. (master file cleanup)
 - **EPROC-TECH-30** – Ongoing vendor performance integration is additional cost.
- Interface and Integration – 50 in-house integration experts for ERP connection. (SAP, Oracle, PS etc.) Real-time and scheduled data migration as appropriate for master or transactional (JSON) data. Customer is responsible for SLI integration. GEP will use state-preferred middleware for integration between ERP and GPE.
 - **EPROC-TECH-55** – P-card hosting is planned for 1Q22 – **needs clarification if available.**
- Office Automation Integration – MS Azure-hosted. Word integrates with GEP through plugin allowing redlining of contract document. "Contract Examiner" extracts clauses from scanned PDFs. Price sheets can be edited offline in Excel and loaded back into GEP. Integrates with Outlook for alerts/notifications.
- Mobile Device Support – Dashboards, viewing catalogs, Approvals. Unclear if ordering can be performed in mobile environment. (Secure biometric access.) Unclear if VPN is required to log into mobile environment.
- Mobile Applications
- Data Ownership and Access – After contract termination, customer data returned in mutually acceptable file format; then purged and destroyed. Time period not stated other than with customer agreement.
- Data Retention, Archive and Purge Considerations
- Disaster Recovery Plan – 1 hour RPO. RTO 4 hrs.

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- Solution Environments – UAT and Production. UAT environment developed through investigation and requirements gathering. GEP to develop testing scenarios to validate function prior to go-live.
 - Scalable through MS Azure data centers.
 - Automated processes to maintain continuity between UAT and production environments.
 - Mobile – native adaptive UI
- Solution Technical Architecture - .Net built on Azure.
- Solution Network Architecture
- System Development Methodology
- Service Level Agreement – 99.8% system availability. 4-level Severity priority for cases with response times 1 hour, 4 hour, 1 business day 4 business days initial response provided followed by 3-step support timeline for each level to conclusion. (Appendix 1.) 24x5 (M-F) support services assistance via email, online and phone.

Security Requirements

Notes: GEP SMART Application Architecture & Security Overview, SOC 2 and Information Security policy provided in appendices.

- Cloud Security Alliance (CSA) Compliance – Yes. Completed. No answers of concern.
- Security and Privacy Controls
- Security Certifications - datacenters are SSAE16 certified. The datacenters are SOC1 and SOC2 as well as ISO / IEC 27001:2005 certified and hosts data for Fortune 500 as well as Global 2000 companies.
- Annual Security Plan
- Secure Application and Network Environment -
- Secure Application and Network Access – EPROC-SEC-2 – configuration required for concurrent login limitations in conjunction with customer.
- **EPROC-SEC-3** – forced login **not currently available** – would be developed with customer – no extra cost proposed.
- EPROC-SEC-5 – almost real-time snapshots. Daily, weekly and monthly off-site backups. Primary data center VA, Secondary CA.
- Data Security – Azure PAAS.
- Personally Identifiable Information Protection – Lists compliance in narrative.
- Security/Privacy Issue Occurrence – Acceptable response listed in CAIQ.
- PII Data Actual/Attempted Access or Disclosure
- Security Breach Reporting – Notification with 4 hours of occurrence - Narrative.

Implementation Services Requirements - GEP

- Project Management – Detailed org, role description. GEP and state responsibility.
- Project Implementation Methodology – Agile sprints / JIRA tracking
 - 5 stages: Requirements; Development/config; UAT; go-live; hypercare
 - Implementation schedules for small, med, large [provided].
 - Challenge/risk mitigation strategies identified (p180)
- Catalog Support Services – Separate implementations with suppliers for hosted/punchout catalogs by supplier enablement team. Ongoing hosted owned by customer; ongoing punchout.
 - GEP will test punchout catalogs – signoff required from customer and supplier before go-live.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: GEP

CATEGORY #(s): 4

DATE: 1/22/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Needs clarification: UNSPSC is referenced in graphics – does GEP support NIGP?
 - Needs clarification: GEP Catalog management services – works with suppliers pre- and post-go-live. Is this a supplied cost option?
- Data Conversion Services – emphasis on understanding data, process standards, data mapping prior to migration.
 - Data standardization – centralized data platform for all systems.
 - Clarification needed: who authorizes decision process for “GEP supplier database” to be the data of record when conflicting data exists or is entered in customer system?
- Interface/Integration Development Services – Defined rules established; standard APIs developed; transaction failure notification monitored by GEP integration team; will be retriggered to correct.
- Organizational Change Management (OCM Services) – Steps designing change process; identified stakeholders and impacted by People, Process, and Technology.
 - Communication and training plans based on stakeholders’ impact.
 - Identify readiness through process; communicate change reasons and processes to drive adoption. Change agent roles: Sponsors, Champions, Agents. (Profile of agents)
- Training Services – Train the trainer; self-study modules powerpoint; quick ref guides; desktop procedures; faqs. Delivered in-person and remotely. Staged training based on role/audience.
 - GEP train superusers; end users trained by customer agency superusers.
 - GEP provide technology documentation; customer agency develop process docs.
 - Needs clarification: No online self-paced training mentioned – is this because of configured toolset that requires training of this type to be developed by the customer?
- Help Desk Services – GEP Success portal – 24x7 – case reporting, knowledge bases.
 - 24x5 helpdesk for customer users. Phone, email and chat. Suppliers by email and phone only.
 - EPROC-IMPL-1 - Needs clarification – new release, product update training through webinars – are these webinars for all GEP or customer-specific?
 - Needs clarification: p222 Best practices support model. Is GEP/State helpdesk staffed by GEP or a combination of GEP and customer staff?
 - EPROC-IMPL-2 – ongoing training provided as needed: who defines as-needed? Are their additional cost thresholds for training? For smaller agency, if train the trainer needs to be performed at future stage in the contract due to staff turnover, is GEP committed to providing this post-implementation or is this a cost option? Needs clarification.
- On-Site System Stabilization Support – agreed hypercare period to handhold initial document creation, complete key issues detected post launch; configuration support; issue cleanup; on-demand supplier support.

Managed Services Requirements

- Solution Support – governance plan for ongoing system support;
 - Specific Director; technical account manager, customer support lead roles in addition to customer support team.
 - Repeated 24x7 system uptime/99.8% SLA. Off-business hour updates; vulnerability and patch policy and practice.
 - EPROC-MNGD-1 – findings reported on “regular basis” – is this quarterly meetings? Needs clarification.
- Organizational Change Management (OCM Services) – Repetitive of implementation slides.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

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- Success measured – Financial; stakeholder satisfaction; volumetric; internal business processes;
- Training Services – Referenced implementation slides
- Catalog support services. – Referenced implementation slides
- Help Desk Services – Referenced implementation slides
- Transition Out Assistance Services – 4-6 month plan exiting governance and 4 months and supporting change through 6. Knowledge transfer and go-live readiness

Video Demonstrations

- Detailed walk-through of toolset processes.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 4

DATE: 9/4/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - IBM to deploy SAP Ariba
 - Source to pay. Supplier management.
2. Previous Projects
 - Private sector
 - Public sector
 - Hybrid agile/waterfall.
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - SAP Practice leads identified
 - No detailed org chart.
5. Litigation
 -
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s) 4:

DATE: 1/11/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

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Individual Evaluator Comments:

SAP Ariba – subscription-based SaaS offering. Not software, hardware or software costs.
Included system maintenance, automatic upgrades, base product enhancements (needs clarification as to scope - How configurable by state customer?)
Master Agreement T&Cs heavily redlined

General Principal and Requirements

- Key Solution Functionality Elements (Modules not clearly named in narrative compared to functional spreadsheet.)
 - Entry point is Ariba Guided Buying
 - SAP portal for applications, analytics (cloud/on-prem)
 - SAP Ariba Business Network – B2B network digital marketplace, invoicing, supply chain planning; Spot Buy catalog solution.
- User Experience – focus on integration of applications; configurable dashboards for specific user needs or user groups/roles that can be configured by admin. Mobile app available
For searching ordering, approvals, task monitoring.
- Bidder Best Practices and Roadmap
 - Quarterly enhancement/fix releases centrally deployed.
 - Monthly “feature” delivery – states customers don’t need preparation for these. “virtually invisible” delivery to end users.
 - SAP tracks production quality metrics supporting future releases.
 - Road map linked showed ideas for new features – not specific to this response.
Government sector e-procurement is not called out in the road map.
 - SAP Best Practices Center – access to solutions expert and can offer guidance — **Needs clarification is this is included in standard license** and extent of services.
- Innovations and Value-Added Features/Services – No cost access to APIs or developer portal,
 - SAP Fieldglass – Temporary workforce recruitment and management – additional cost
 - SAP Ariba Supplier Risk – risk management to see supplier metrics and assessment. – additional cost
- Customizations/Extensions – IBM states SAP Ariba is configuration for state and not customized. System enhancements are released systemwide to customers on baseline configuration.
 - SAP Ariba Partner Apps NOT included in this proposal. Multiple examples listed on p14.
- Alternative Funding Models – IBM Global Financial strategy with specific payment solutions are option – not included in proposal cost.

Functional Requirements

- General Functionality

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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- **EPROC-GEN-48 – Needs clarification.** If the SaaS license is configured correctly, are there limitations to access? It is listed as NA.
 - Guided buying – allows purchases from contracts and spot purchases.
 - Role-based access for all individual users; superuser functionality for administration and cross-functional work.
- **Supplier Portal.** Ariba Business Network is entry point. (Uses multiple modules to meet requirements.)
 - Option for state access to own suppliers or broader SAP supplier database.
 - Supplier enablement services are part of the offering for supplier onboarding.
 - Ariba access for one customer converts to Ariba access for other customers; 100k+ suppliers active on Ariba.
 - *Support for CIF, cXML, and Excel e-catalogs, plus integration of online commerce storefronts via the Punch-Out feature*
 - **EPROC-SPR-18 – Needs clarification.** Describes supplier complaint communication as “Business Process outside the tool” – is vendor-agency communication a feature within the portal?
- **Supplier Enablement/Management** – Supplier data validation requires interface – medium complexity.
 - EPROC-VDR-18-28 – validates format-only natively.
 - Narrative repeated much of the Supplier portal features.
- **Buyer Portal** – Offers 2 primary entry points designed for casual user or power user. Casual user gets guided buying experience, can submit requests. Power user enters via dashboard, gets more self-service approach including buying, solicitation development, vendor management, report generation.
- **Need Identification** – Stated as standard functionality using the Guided Buying tool.
- **Request through Pay** – Most requirements defined as standard functionality.
 - EPROC-PRD-48 – notes preferred limits to integrations. Using flat files to maintain currency.
 - **EPROC-PC-6 – Needs clarification.** Listed as not supported in comments, but marked A.
 - EPROC-RC-1 – services parameters can be defined to mark as received; goods can be entered received in variety of ways listed.
- **Catalog Capability** – Hosted and punchout available.
 - **EPROC-CAT-6 & -7 Needs clarification.** Listed as A, but limitations cited. 500,000 items per catalog; 5,000 catalogs per system. This would likely be in excess of catalogs needed by states, but the item threshold would not reach the limit for MRO vendor catalogs, for example. Does 5,000 catalogs include expired or inactive catalogs; can one vendor have multiple catalogs archived and not count against the total?
 - **EPROC-CAT-11- needs clarification.** Comments are circular – say to see CAT-11. (possibly means CAT-8 custom forms).
 - EPROC-CAT-19 – negative values supported requirement not met.
 - Spot Buy purchasing for non-contract items supported. Question for states if this curated buying environment meets state law requirements for open procurement — Needs clarification – what is the cost for suppliers/benefit to SAP if non-contract purchases conducted through this route?
 -
- **Sourcing/Bid Management** – claimed out of box functionality on common procurement types, 50% reduction in solicitation cycle time, savings.
 - Solicitation development using templates inside Ariba Sourcing.
 - Customer has ability to create/modify templates to state’s needs.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

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EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- EPROC-SRC-39 and EPROC-CNT-20 – state-assigned solicitation ID is additional configured field – native assigned not configurable.
 - EPROC-SRC-41 – needs clarification – are Acrobat files supported?
 - EPROC-SRC-52 & -70 – file size capped at 100 MB. Not compliant with “any size”
 - EPROC-SRC-76 and -138 and -147 – SAP can’t post to state’s site – no integration proposed. Needs clarification as not compliant.
 - EPROC-SRC-109 – bids can’t be publicly displayed – not fully compliant. Needs clarification if bids not displayed are only those uploaded by proxy or all bids.
- Contract Management - integrated CM and Contract Administration functionality. Contract award can flow directly into contract authoring. Compliance and auditing through platform. Ongoing supplier communication through platform capturing performance measures through contract closeout.
 - Visibility through contract life through dashboards.
 - P38: *The proposed solution can house contracts from local government, authorities, and higher education entities. Their contracts may be integrated/loaded into the solution in mass and/or as completed. Loading externally negotiated contracts into the solution and coupling them with other procurement documentation will allow the State to store procurement files in a single place.*
 - EPROC-CNT-7 – history tab tracks changes in contract made in the portal.
 - EPROC-CNT-12 – needs clarification – do DocuSign, Adobe Sign integrations come included or require state’s own license?
 - EPROC-CNT-32 – 100MB file size limitation for files uploaded to contract file in Ariba cloud.
 - EPROC-CNT-45 – Needs clarification. No public-facing publishing of contract file with redactions. Not compliant.
 - EPROC-CNT-51-62 – No public posting via automation. Not compliant.
 - EPROC-CNT- 65-66 – not compliant due to posting requirement.
- Vendor Performance – Cloud-based vendor data model; supplier 360- review; supplier scorecards based on KPIs.
 - Action-based corrective action plans can be managed through the platform.
 - EPROC-VPE-25 – 100MB file size limitation.
- Purchasing/Data Analytics – 3-step report creation wizard; data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate.
 - Pre-packaged or ad-hoc reports.
 - EPROC-PDA-35 – data can be classified in customer taxonomy, e.g. NIGP, or in Ariba’s own UNSPSC-derived taxonomy.

Technical Requirements

- Availability – 99.5% uptime. Linked service agreement document details backup retention periods for Prod and non-prod environments based on frequency of full-backup iteration – databases are monthly/quarterly/annual ranging 6 months to 5 years; file services are monthly and daily backups with alternate location backup.
 - 4 stage incident reaction time. Highest severity response within 20 minutes/4 hour completion, through to one day for lowest severity reaction. Definitions of severity levels provided. Failure to meet SLA can result in customer credit request and authorization.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

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BIDDER NAME: IBM

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DATE: 1/11/22

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- Accessibility Requirements – WCAG 2.0 and WCAG 2.1 cited on the SAP accessibility page for design standards; narrative states Ariba is not fully accessible, no reference to Section 508 compliance initiative.
- Audit Trail and History– System logs maintained inside customer environment for the contract life. Viewable by customer's admin. History tab logs system changes performed by customers.
 - **EPROC-TECH-3-5 – Needs clarification.** Unclear why these responses marked as INT.
- Browsers Supported – All common browsers.
- User Accounts and Administration – 5 standard roles. Administrator, Catalog Manager, Full Access (non-admin), Purchasing Manager, Vendor Manager. Single point of integration. User setup through user interface or flat file. Delegation privileges are native.
 - **EPROC-TECH-16 – Needs clarification.** Doesn't meet requirement for automatic deactivation of accounts after 6 months.
 - **EPROC-TECH-17 – Needs clarification** – Non-SSO password change required at 180 days. This doesn't comply with the 90-day change password standard for Texas based on NITS standards – is this a configurable setting to shorten the reset requirement or will SAP update the standard?
 - **EPROC-TECH-20 – Needs clarification.** The response lists password standards for SAP customers and is **not responsive** to searchable reference source and definition of user roles etc.
- User Authentication – ADFS and SAML 2.0 supported for SSO.
 - See note on EPROC-TECH-17.
 - **EPROC-TECH-24 – needs clarification** about new password auto generation. Not responsive.
- Federated Identity Management. IDP or SP federation.
- Data Conversion – SAP Activate Methodology for rapid migration through Delivery team with responsibility for data validity, functional and technical expertise to coordinated with customer org.
 - EPROC-TECH-27. Detailed explanation of import and export to state backend systems/ERP through flat files or Ariba Open Protocol/
- Interface and Integration – Medium-complexity requirements.
 - real-time or batch integration options available.
 - *HTTPS using a CSV interface (Batch integration, and depending on the data volume this can be scheduled to run frequently to achieve near real-time integration)*
 - *SOAP Web services that use an XML payload (Real-time integration suitable for transactional data)*
 - *REST APIs (supports both synchronous & asynchronous calls)*
 - EPROC-TECH-38 – master data recommended batch export options. Transactional data optional for real time or batch.
- Office Automation Integration – available; CSV imports/exports.
- Mobile Device Support – site is built for mobile responsiveness. P. 53 lists components with mobile functionality including shopping cart, approvals, viewing reqs. Supplier 360 reports available to view on Ariba ios app.
- Mobile Applications – ios and Android supported. Touch ID, App pin, fingerprint recognition options for access.
- Data Ownership and Access – Ownership always customer, but SAP Ariba retains copies of data for life of contract only.

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- EPROCH-TECH-63 – data purge can be set for automated action or manual.
- Date Retention, Archive and Purge Considerations
- Disaster Recovery Plan – Data centers in regional pairs.
 - URLs will continue to work if failover. Cloud Engineering Services move area within RTO; after switch, secondary becomes the new primary..
 - Customer will receive email from SAP notifying of unplanned down time. Expectation for communication not state in narrative..
- Solution Environments – Sandbox environment allows customer to review changes prior to deployment. (No separate UAT. Customer controls schedule for deployment. Third environment available for additional cost. Needs clarification: Is Sandbox and Test considered by SAP/IBM as same environment?
- Solution Technical Architecture – Ariba hosted. Regular service updates. Three options for data transfer: batch file; web services including additional cost middleware; cloud integration.
- Solution Network Architecture – SAP Ariba has it's own data center and servers. Web, application and data tiers are segregated. Data will be hosted in North American data center.
- System Development Methodology – Agile scrum implementation of Product Lifecycle Methodology.
- Service Level Agreement – SLA attachment referenced on p62 not provided in Eval packet.

Security Requirements

- Cloud Security Alliance (CSA) Compliance – CAIQ 3.0.1 supplied.
 - MOS-15 – Clarification needed – How are changes to mobile operating systems, patches performed if not SAP change management processes? No comments provided.
- Security and Privacy Controls – P63: *SAP Ariba is audited and certified by independent third-party auditor PricewaterhouseCoopers (PwC) for compliance with ISAE 3402 SOC1 Type II, SOC2 every six months. A SOC 3 report is issued annually. Upon completion of the audit, an attestation letter is issued, stating our compliance. In addition, our primary hosting facility (Equinix) infrastructure is audited for compliance with SSAE 16 SOC1 Type II, SOC 2 Type II.*
- Security Certifications . See previous entry.
 - PCI Service Level 1 compliant;
 - compliance with the Visa USA Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) program
 - Not HIPPA certified – limited relevance for procurement
 - Fedramp certified; various ISO best practice certifications listed – p65..
- Annual Security Plan – No SOC plan provided
 - Needs clarification. P63 SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines. Does will SAP intend to become compliant with NIST requirement?
- Secure Application and Network Environment – 24/7 system monitoring. Firewall separation of SAP corporate with customer cloud.
 - Only SAP authorized staff using SAP authorized computers in data centers.
 - 2FA authentication for SAP staff entering cloud environment.
 - Exception-based authorization for Cloud Engineering to access specific customer cloud instances.
 - P68 *Data disposal practices are aligned with the NIST 800-88 standards for clearing, sanitizing, and data destruction to prevent data remanence prior to retiring or allowing storage media outside of our security envelope.*
- Secure Application and Network Access

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

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- EPROC-SEC-2 - *Concurrent login is available. SAP Ariba allows for 2 concurrent session for the same user so that mobile and desktop (e.g. report generation) can be used. However, security measures are in place to detect concurrent logins from multiple IP addresses.*
 - Data at rest and in transit encrypted.
 - Detailed descriptions of security provisions provided for hardware and physical premises.
- Data Security – Stated in narrative. P75-76. SAP has DPA setting out terms. **No NIST standards referenced as proposed in RFP.**
- **Personally Identifiable Information Protection – Needs clarification for responsiveness.** P.77 *SAP Ariba are not designed to handle HIPAA data. Our solutions are designed Business to business transaction, and SAP Ariba does not support storing HIPAA/PII/Personal data. For example: SSN, Personal Banking information etc.*
- Security/Privacy Issue Occurrence – Scenario described. Full process documentation stated to be confidential.
- PII Data Actual/Attempted Access or Disclosure – As previous entry.
- Security Breach Reporting – As previous entry.

Implementation Services Requirements

- Project Management – 3 tiered governance model: State-IBM-SAP
 - 5 levels. Exec Steering; Advisory Council (IBM); PMO; Core project teams and SMEs; Cross Project Teams
 - 4-stage delivery model: Prepare; Explore; Realize; Deploy.
 - High level org chart positioning SAP, State and IBM project personnel. IBM roles defined, and required state roles.
- Project Implementation Methodology - Ascend for Ariba” implementation – hybrid-Agile.
 - Start with pre-defined Ariba environment.
 - P88 *core of our methodology is the Quad A concept, where business requirements and processes are segregated into four main categories (Adopt, Adjust, Add, or Abstain) to indicate the relative degree of fit and enablement work required to satisfy The State’s requirements*
 - IBM promotes adoption of Ariba native design – configure not customize. 3-step process for approval of deviations from standard.
 - IBM responsible for system testing – development, facilitating, repair.
 - Deliverable acceptance gives 5-day period for state to accept or report defects. 10-day window deems accepted.
- Catalog Support Services – IBM supplies supplier assessment SME to work with state; determine existing vendors already in Ariba, plan to onboard other required suppliers. Goal to minimize post launch supplier support need. IBM active in development of ongoing resources for suppliers – FAQs, training materials.
 - **P93 – Needs clarification.** Is state/supplier reliable for working to perfect catalogs or does IBM have catalog development staff who will perform validation and loads?
 - **P93 – Needs clarification** Narrative describes UNSPSC code validation; for NIGP states, is NIGP validation by IBM available?
- Data Conversion Services – standardize and simplify.
 - IBM EnterpriseHUB for data standardization. State staff to sign off on data validity prior to migration in Agile process.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s) 4:

DATE: 1/11/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- **Note:** The narrative proposal seemed to specifically address an existing data setup (perhaps Maine's current platform) reference SAP 4.6c. It also referenced an ERP system (not eprocurement) and did not seem entirely responsive.
- Interface/Integration Development Services – high level process provided only – IBM did not include this in cost proposal.
- Organizational Change Management (OCM Services) – IBM Digital Change
 - Identifies change agents.
 - 5-phase plan: Prepare; Explore; Realize; Deploy; Sustain.
 - P102 *IBM recommends focusing the OCM effort on 5 major areas: Change Impacts, Communications, Change Network/Readiness, Training, and User Experience.*
 - IBM U-Perform tool to assess readiness for change.
- Training Services – training docs based on previously developed materials in SAP EnableNow (appears to be a cost option). If EnableNow not employed for state training, IBM will export materials to other media, FAQs, training guides etc.
 - IBM identifies as consulting partner to help the state establish training. Can offer “train the trainer” of superusers.
 - Training content offered in PowerPoint.
 - **Note:** As with Data Conversion Services above, this training entry appears to not be wholly responsive and is perhaps adapted from another response. It reference “WalkMe” which is not referenced in the RFP.
- Help Desk Services
 - **EPROC-IMPL-1-5 – No response provided.**
 - **Narrative p106 lists Help Desk as described in Section F1 – no additional information.**
- On-Site System Stabilization Support
 - 3-months of hypercare to assist with defect/issue classification and resolution.
 - Knowledge transfer to state staff to support the Ariba modules.

Managed Services Requirements

- Solution Support
 - **EPROC-MNGD-1 – No response provided.**
 - P 109-110 – IBM identified list of post-support tasks that could be supported by IBM Managed Services solution.
 - Managed Services team would engage during the implementation phase of the project for knowledge transfer to understand state's system specifics, needs. IBM team located off-site at IBM.
 - Governance model would be agreed;
 - KPIs and appropriate sprint management using t-shirt size ticketing approach for ongoing system support by managed services team. IBM Incident Ticketing Support System cost not included; **needs clarification – would IBM Managed Services team use state-licensed JIRA system or other option?**
 - Three-tier Managed Services help desk would be: Tier 1 – State; Tier 2 – IBM; Tier 3 – SAP.
- Organizational Change Management (OCM Services) – Referenced OCM from Implementation – not included in proposal cost.
- Training Services - Additional training beyond what is described in implementation – on-site/virtual would be additional cost.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s) 4:

DATE: 1/11/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- Catalog support services. – SAP Ariba Supplier Enablement triage issues only.
 - P114 cites requirements as state will be responsible for catalogs. *The support is not responsible for compiling or assembling catalog data per the State's requirements.*
- Help Desk Services – See Implementation Services and Managed Services Solution Support entries.
- Transition Out Assistance Services – p116. Limited detail other than statement that transition services would be performed.

Video Demonstrations

- _Video link did not work.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 3

DATE: 1027/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments:

Identical proposal document to full service category 1.

Organization Qualifications and Experience

1. Overview of the Organization

- IBM new spinoff company Kyndryl to deploy SAP Ariba
- Proposal states "new company" has 30 years in infrastructure business.
- Source to pay. Supplier management.
- Impact for Ariba solution.
- Unclear what Kyndryl's role is or why it is being spun out of IBM to deploy Ariba.
- SAP Ariba is full service ERP includes e-procurement options.

2. Previous Projects

- Private sector – Paypal Giving Fund – deployed SAP ERP cloud
- Public sector - Canadian government – shared services. – Experis deployment data centers. Not clear procurement toolset.
- Private sector (banking) – Santander. Experis (Manpower Group) SAP Ariba implementation.
-
-

3. Subcontractors

- The following subcontractors are listed but not relevant to the e-software solution only.
- Amick Brown – SAP implementation service, post go-live support.
- Manpower group – staffing services for IT projects extensive state and local government. (Includes Manpower, Experis and Jefferson Wells).
-

4. Organizational Chart

- Role map org chart. Identifies subcontractor contact (incomplete). No detail.

5. Litigation

- IBM faces claims but not material in 3 prior years.
-
-

6. Financial Viability

- IBM – low risk
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: IBM

CATEGORY #(s): 3

DATE: 1027/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement
Division, Texas

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Jefferson Wells

CATEGORY #(s): 4

DATE: 9/28/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments: Question whether the offering meets the basic requirements for e-procurement software implementation.

Organization Qualifications and Experience

1. Overview of the Organization
 - Previously known as Audit Force and Experis.
 - Provided overview of engagement process citing company experience in auditing, cybersecurity, risk and project management, business optimization.
 - Supplement to procurement system only — not offering eprocurement or emarketplace.
2. Previous Projects
 - Non profit; transit; mortgage company. – Focused on audit and cybersecurity.
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Senior management description.
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Not stated. Maine will have to look up D&B.
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG

CATEGORY #(s): 4

DATE: 9/28/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Full Project delivery capabilities with variety of vendors
 - Six core areas.
 -
2. Previous Projects
 - Public sector – extensive at state level – Ohio (KPMG-Ivalua implementation)
 - Teachers Retirement System of Texas
 - State of Alabama
3. Subcontractors
 - To be identified in subcontractor opportunities exist.
 -
4. Organizational Chart
 - KPMG implementation. Detailed org chart and roles.
 -
5. Litigation
 - Not specified
 -
 -
6. Financial Viability
 - Balance sheet.
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG (Ivalua implementation)

CATEGORY #(s) 4:

DATE: 1/16/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

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Individual Evaluator Comments:

Implementation options:

- Ivalua
- Coupa,
- GEP
- Oracle
- SirionLabs
- Others may also be implemented.

Implementation Services Requirements

- Project Management – KPMG governance and project management plan detailed from in Section III response. KPMG project manager. Integrates key customer stakeholders in the implementation team. Detailed risk management and issue management processes.
- Project Implementation Methodology – 5 phases. Vision, validate, construct, deploy, evolve.
 - Use of pre-configured delivery models, training materials and benchmarks to accelerate project. Avoids reinventing the wheel.
 - Test scripts to be developed in collaboration with customer organizations. Note that in assumptions: KPMG not responsible for developing UAT test plan or UAT scripts.
 - Cutover to production occurs as part of go/no-go prior to full go-live.
 - Post go-live support/hypercare (4 stage severity levels for defect resolution.) Evolve phase.
 - Supplier enablement- start with current/future state identification.
 - Identified org role-based map according to project responsibility: leadership, functional and supplier support; data migration, testing, change mgmt/training, managed services
 - Identifies roles in customer org. including time commitment expected.
- Catalog Support Services – KPMG and customer identify hosted/punchout best fit for each supplier.
 - KPMG does catalog set up with internal users; Vision – 2 years spend data to assess; Validate contracts; Publish punchout and hosted catalogs prior to go-live; construct – configure punchout – setup online marketplace. KPMG engage state users to test catalogs and validate. trains customers on future hosted and punchout catalog set up.
- Data Conversion Services –KPMG works with state on data migration strategy, defining data conversion, mock and production data extracts, data cleansing, transform/load processes, quality assurance.
 - Uses Ivalua ETL/ETA module. Phases: Extract; Transform and Load; Data Reconciliation.

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- 9 preliminary datasets identified as likely for conversion with sources data (ERP or external (existing) systems).
 - Optional Cognitive Contract Management (CCM) KPG platform to read and ingest documents including contracts, price lists and catalogs.
- Interface/Integration Development Services
- Restated 5-step deployment Vision, Validate, Construct, Deploy, Evolve for development. Parallel workstreams for KPMG and customer teams.
 - 10 integrations identified and process outlined including source and destination systems.
 - *KPMG will design the format, develop, and test interfaces feeding in/out of Ivalua.*
 - *Your organization will be responsible for mapping the data elements to your systems, developing and testing the interfaces coming into your organization systems and out of your organization systems into the proposed solution's services per the project schedule. Interfaces identified and finalized during Design Phase will be built in collaboration with your IT resources. It is assumed that for any interfaces/integrations to other third-party systems, your organization will provide for the necessary licenses, if applicable*
 - *Middleware solution or adapter will management integration between Ivalua, ERP, other apps.*
- Organizational Change Management (OCM Services) – Detailed KPMG OCMT process outlined (can be scaled back for less complex projects)
 - Proposal lists included projects and additional KPMG services. **Clarification may be needed** to state if proposal complies with RFP requirements without the “additional recommended KPMG services” (Difference between OCMT Strategy and OCMT Plan, for example). Are these additional services included in cost workbook? Should they have been referenced in the Value Added section?
- Training Services – KPMG Targeted learning model. Training the Trainer. – combination of instructor-led classroom/online and webinar. Self-service on-demand web-based training. Quick-ref guides.
 - Role-based training needs assessment; table breakdown of topics.
 - Troubleshooting guides. Developed training becomes property of customer.
 - Separate training plans for Trainers, System admins, help desk, suppliers.
- Help Desk Services – **KPMG** provides Help Desk/Service Desk as part of managed services framework during the implementation. Trains state help desk staff on specific deployment.
 - Augments existing Help Desk by providing case management support for state's power users via tickets submitted to KPMG's ServiceNow system. Tickets to:
 - Tier 1 (client org)
 - Tier 2 – KPMG
 - Tier 3 – Ivalua or client IT as applicable.
 - **KPMG subcontractor can provide Tier 1. (Needs clarification of optional cost.)**
 - Help desk support is included for six months after go-live. Transition to state's help desk, includes training and knowledge transfer.
 - EPROC_IMPL-3 and -4 – No live chat available.
 - EPROC_IMPL-5 – Ivalua Extranet ticket system can be viewed by customer, but does not integrate to customer's ticket help system.
- On-site stabilization. Hypercare – 3 months. Monitor rollout; triage and support high-priority tickets; adjust configuration, defects. Focus on end-user adoption; transition to state support team and Ivalua Run team.

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- KPMG knowledge transfer plan
- Quality gates with exit criteria to help stabilize system during hypercare for longer term managed services transition to steady state operations. 1. Pre-contracting and contacting; 2. Initiation and planning exit; 3. Execute and test exit; 4. Implement and stabilize exit.
- P185 Assumptions – Assume Tier 1 support during hypercare is performed by customer; KPMG acts as Tier 2 support. Ivalua acts as Tier 3 support.

Managed Services Requirements

- Solution Support – P156 “Powered Evolution Services”: governance; base services; enrichment.
 - Identify support and escalation standards, performance category, issue severity level with descriptions.
- Repeat of description of infrastructure, SLA and environments.
 - SDLC policy and development and testing plans for rollout explained.
 - Testing has 4 levels: Manual tests and code reviews; load and performance testing; functional testing; regression and automated testing.
 - Repeat of contracted level 3 support and optional level 1 supports.
- Organizational Change Management (OCM Services) – P161 – OCMT (referenced in implementation – for areas that are needing to be additionally supported).
 - Focus on 1. Service delivery; 2. Service quality.
 - Stakeholder analysis/assessment.
 - Surveys to identify metrics.
 - Communication plan - engage change agent network to review software updates
- Training Services Service Center change monitoring Process – maintain current content.
 - Examples of training modalities: Email; team huddles; quick ref guides; micro-learning videos; eLearning; Instructor-led or Virtual live learning; office hours.
- Catalog support services. P164 Proposal to refine and maintain existing catalogs, determine new catalogs as hosted or punchout; setup and configure punchout catalogs; publish hosted and punchout catalogs. Needs clarification – is this in proposal cost or optional cost service?
- Help Desk Services – case management support for state’s power users via tickets submitted to KPBG’s Servicenow system. Tickets to:
 - Tier 1 (client org)
 - Tier 2 – KPMG
 - Tier 3 – Ivalua or client IT as applicable.
 - P186 – 25 ServiceNow licenses provided for power users.
- Transition out - P105KPMG team manages and oversees tasks to remove client users from system and information. In client environment, KPMG execute protocols to ensure KPMG personnel offboard.
 - Phased approach – formal toll gates act as check points to align clients and all parties. Three toll gates with processes totaling up to 10 weeks.
- Other Available Services: KPMG strategic sourcing, Contract Performance Management, Localization.

Video Demonstrations

- Major elements of KPMG implementation processes demonstrated.
- Methodology transferable to various solutions.

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RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: KPMG (lvalua implementation)

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Other notes on Assumptions – p185

- Client procures 5 environments: 1 prod; 4 non-prod.
- All suppliers register directly in the solution
- KPMG configure 5 contract templates in contracting module
- Maximum of 25 configured fields
- KPMG not responsible for developing UAT test plan or UAT scripts.
- P188 Only active suppliers, POs and contracts converted.; Active solicitations completed in legacy system.
- P188 KPMG will use client's existing LMS.
- P188-189 Proposed training approach assumes Small=20; Medium=30; Large = 60 plus 5 Tech and 10 help desk for on-site end user training not to exceed 3 weeks; KPMG develops training materials.
- KPMG responsible for user documentation and on-demand electronic user materials.
- Client responsible for providing training development software licenses for Adobe Captivate or Articulate storyline to KPMG as requested.

**STATE OF MAINE
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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI

CATEGORY #(s): 4

DATE: 9/28/21

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Deploy SAP Ariba
 - Modules or full ERP.
2. Previous Projects
 - Public sector
 -
3. Subcontractors
 - None
 -
4. Organizational Chart
 - Detailed role description
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 -
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s) : 4

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Individual Evaluator Comments:

SAP Ariba - Unified Business platform. End-to-end procurement process.
Labyrinth Consulting (LSI); 30 Ariba deployments.

P6 LSI's Proprietary GovOne Accelerator - LSI Consulting has created the GovOne solution for State and Local Government organizations, utilizing SAP's Public Sector business application software. GovOne is our flexible, pre-templated accelerator that provides preconfigured system options and controls, and basic accounting, budgeting and procurement structures.

General Principal and Requirements

- Key Solution Functionality Elements – Guided Buying (state's approved suppliers.)
 - Single-point of Entry; Smart Routing, compliance with SAP S/4HANA, SAP portal for on-prem or cloud deployments, Contract Management module, reporting, configurable.
 - Vendor portal – SAP Business Technology platform.
 - P10 *The offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data.*
- User Experience – focus on Guided Buying module and mobile procurement tools.
 - SAP Ariba Best Practices Center – flexible, as-needed support tailored to customer; single, named point of contact; best practices; claimed faster ROI.
- Bidder Best Practices and Roadmap – Standard Ariba quarterly release and monthly feature deliveries.
 - Product roadmap identified
 - Ariba network. Ariba Spot Buy
- Innovations and Value-Added Features/Services
 - SAP Fieldglass
 - AP Ariba Supplier Risk Management
- Customizations/Extensions –
 - Spotline (chatbot)
 - Seal Software (analytics for risk control)
 - Cloud Trade(PDF invoicing)
 - Keelvar Sourcing – optimizer to run, analyze and award events, bidirectional data.
 - Cordis – procure-to-pay integration with Oracle ERP;
 - P-18-20 – long list of extensions.
- Alternative Funding Models – P20. Listed SAP Fieldglass for external workforce strategy. Non-responsive to e-procurement requirements.

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- Contract transition: LSI Partner Managed Cloud offering allows contract relationship to be software and incremental services. Responsiveness to RFP question not immediately clear.

Functional Requirements

- General Functionality – Ariba integrated applications. Facilitates occasional and frequent buyers.
 - SAP Ariba Buying& Invoicing
 - SAP Ariba Sourcing
 - SAP Ariba Contracts
 - SAP Ariba Supplier Lifecycle & Performance Management
 - SAP Ariba Network
 - SAP Fieldglass
 - P23 customers can achieve zero-touch processing and invoicing, eliminating once more non-value added work for AP, Finance, Invoice managers, etc.
 - P23 Data is categorized consistently within the solution leveraging a common data model inclusive of suppliers, commodity codes (UNSPSC), Agencies/Organizations, users, etc. Data created as a result of system utilization is available for analysis within the user interface via SAP Ariba's native reporting and analysis engine.
 - SAP Ariba supports importing data from external systems.
 - Most EPROC-GEN requirements listed as Standard functionality. Integrations usually not described.
 - EPROC_GEN-3, -5 Award posting integration needed. Needs clarification – Is integration added cost? What integration is proposed?
- Supplier Portal – Supplier Business Network.
 - P26 Supplier enablement services are included in our offering. This reduces the level of effort/resources required from the State to enable suppliers on the SBN. Our team of 700+ enablement experts will be responsible for most of the enablement process. We also offer flexible partner onboarding: it is simple for ALL types of suppliers, big and small, integrated and portal. Needs clarification – is this SAP or LSI?
 - EPROC-SPR-7 – Needs clarification what integration is proposed?
 - EPROC-SPR-18, -19 Needs clarification Comments say “Partner, not supported, but availability listed as A. What is the solution?
 - P27 Publicly posted solicitations via Ariba Discovery and the State's Public site Needs clarification. Is this included integration to post direct to state site
 - Catalog support – hosted and punchout
 - Spot Buy catalog solution
 - Mobile app – rapid request fulfillment; at a glance update to orders, 12 month invoice and order searches.
- Supplier Enablement/Management
 - P31 Customized enablement strategy: Use our team's expertise to help you design and develop the most effective enablement strategy for your suppliers based on their profile, purchase order (PO) and invoice volume, and spend. Our approach includes duplicate detection (deduping) and segmentation of your vendor master data to effectively target and onboard suppliers in tiered waves that align with your priorities and objectives.
 - P31 Supplier education: user guides, FAQs, technical documentation, and free online seminars that explain the basics of using Ariba Network. We can also

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deliver your account specific information to suppliers through a supplier information portal embedded in Ariba Network.

- **EPROC-VDR-40** – Stated as out of box and configurable; other Ariba bidders were non-responsive on this requirement or partial function claimed. **Needs clarification.**
- Buyer Portal - Offers 2 primary entry points designed for casual user or power user. Casual user gets guided buying experience, can submit requests. Power user enters via dashboard, gets more self-service approach including buying, solicitation development, vendor management, report generation.
- Need Identification – Ariba Guided Buying function
 - Functions stated as supported.
- Request through Pay – Native SAP Ariba Buying and Invoicing module for state ide; invoices to suppliers through Ariba Business Network portal.
 - *P36 Purchase orders will be sent to suppliers via the SAP Ariba Business Network. Subsequent change orders will be routed to suppliers via the Ariba Network as well. Change orders will be subject to a configurable workflow. Leveraging the Ariba Network suppliers can create an order confirmation, advance ship notice and invoice. All of which is accomplished electronically to streamline the source to settle process.*
 - 100MB limit on attachments throughout the portal.
 - **EPROC-PRD-28** – Custom form can be created for special considerations such as trade-in. Is this considered a customization or native functionality? If negative numbers not accepted, how would this be handled? **Needs clarification.**
 - **EPROC-PRD-48 – Needs clarification.** Does LSI proposal encourage native functionality for loading values cited or is this assumed to be an integration. Entry is marked A.
 - **EPROC-PRD-62 and PRO-29 – Needs clarification.** Requirement is for header level; response is that supplier level is common. Non-responsive as presented.
 - **EPROC-PO-16 – clarification needed** – Signatures on POs – LSI says not available in comments, but marked A.
 - EPROC-RC-21 – UOM defined by PO – not convertible to inventory unit UOM for receipt entry.
 - **Note: There are multiple responses in this Requirement set where configurable is stated but the Availability is marked A not CF.**
- Catalog Capability – p36 *With SAP Ariba Catalog, suppliers can upload all their content using a single, simple user interface. And with recently launched, innovative capabilities, they have enterprise-grade content management tools to define, validate, and enrich catalog content. By creating catalog rules to cleanse and enrich the data, you'll be assured of compliant, error-free catalogs while you monitor content quality with your new dashboard reports. No notes on hands-on customer-side hosted catalog management.*
 - **EPROC-CAT-6 & -7 Needs clarification.** Listed as A, but limitations cited. 500,000 items per catalog; 5,000 catalogs per system. This would likely be in excess of catalogs needed by states, but the item threshold would not reach the limit for MRO vendor catalogs, for example. Does 5,000 catalogs include expired or inactive catalogs; can one vendor have multiple catalogs archived and not count against the total?
 - **EPROC-CAT-11- needs clarification. Comments are circular – say to see CAT-11: (possibly means CAT-8 custom forms).**
 - EPROC-CAT-19 – negative values supported requirement not met.

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- Sourcing/Bid Management - claimed out of box functionality on common procurement types, 50% reduction in solicitation cycle time, savings.
 - Solicitation development using templates inside Ariba Sourcing.
 - P38 *The solution also supports other critical components of the solicitation process including addendums, amendments, Q&A, supplier notifications, supplier communications, internal communications, document management, etc. SAP Ariba Sourcing is natively integrated to SAP Ariba Contract Management and this will allow the State to create state-wide Contracts, Agency-specific contracts, Project-specific/one-time contracts, or Purchase Orders. P39 Proposals are received electronically and are automatically available for comparison side by side within the user interface (unless configured otherwise including envelope and sealed bids). Users may score/grade responses leveraging delivered functionality. Upon completion, side by side comparison by score, price, etc. can be done quickly and easily.*
 - EPROC-SRC-67 – suppliers have to register to postings. Not public facing – **non responsive. Needs clarification.**
 - EPROC-SRC-73 – is posting to state's website included in standard functionality? **Needs clarification. See SRC-77 and -78.**
 - EPROC-SRC-107 – needs clarification. **Does surrogate bid meet requirement for posting?**
- Contract Management
 - P40 *With SAP Ariba Contract Management, the State can connect directly with suppliers when creating, negotiating, executing, and managing the ongoing administration of contracts. SAP Ariba Contract Management is natively integrated with Sourcing which allows the creation of a contract directly from the solicitation award. The resulting contract will be stored in a central repository and can be published to SAP Ariba Buying and Invoicing.*
- Vendor Performance- Cloud-based vendor data model; supplier 360- review; supplier scorecards based on KPIs.
 - P43 - *The State may leverage a set of APIs delivered as part of the SAP Ariba platform to expose data to the public via a public website. Data captured as part of the supplier management process supported by SAP Ariba Supplier Lifecycle and Performance is available via API. Data can be formatted and combined with other data sources and displayed on a public website to meet FOIA requirements.*
 - P44. Supplier surveys can capture stakeholder responses and compile performance score.
- Purchasing/Data Analytics - 3-step report creation wizard; data filtering within Ariba tool rather than having to export data out to Excel to pivot/manipulate.
 - Pre-packaged or ad-hoc reports.
 - EPROC-PDA-35 - *SAP Ariba can support two reporting taxonomies. Supported taxonomies such as UNSPSC, the Ariba Classification taxonomy, and a customer-specific, custom taxonomy.*

Technical Requirements

- Availability— 99.5% uptime. Linked service agreement document provides definitions of credit, maintenance windows, availability calculation etc.
- Accessibility Requirements

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- P47 Accessibility at SAP refers to the possibility for everyone, including and especially people who are differently-abled, to access and use technology and information products. SAP ensures the implementation of user-interface (UI) accessibility features for Products via our SAP Accessibility standard.
 - P47 When developing software, SAP's product teams target Web Content Accessibility Guidelines Level A and AA and EN 301 549. **While SAP continues to implement and develop accessibility features across its product portfolio, solutions are not fully optimized for accessibility.**
- Audit Trail and History – p48 Specific logging takes place that is viewable by the customer administrator or their designee. Audit logs produced through use of the solution are considered customer data and are maintained within the customer's instance of the database. These logs are retained so long as the customer has an active contract. Also see EPROC-TECH-1.
- Browsers Supported - Common browsers supported
- User Accounts and Administration
 - P48 Access to data and functionality within the modules is based on roles and permissions that determine which features of the solution a user can see and work with, and what data the user can access. The set of permissions for a user is derived from the roles mapped to that user and the groups the user may be a member of. Permissions are mapped to roles and then roles can be mapped to other roles, to users and/or to groups.
 - The solution also provides a single point of integration and administration for users and user profiles, organizations, groups and group memberships, roles and permission mappings.
 - This common data is shared and synchronized across modules automatically. The User, Group, Role and Permission objects can be managed from the provided UI or populated from a variety of sources, such as corporate systems and/or flat files.
 - EPROC-TECH-10 Least privilege: For customer users, this is a customer complementary control consideration due to the fact that the customer administrator manages user access and role assignment.
 - **EPROC-TECH-12 Needs clarification.** Listed as A, but comments say Dual SignOn via one account is not support.
 - **EPROC-TECH-16 – Needs clarification.** Doesn't meet requirement for automatic deactivation of accounts after 6 months.
- User Authentication
 - P49 Username and password from login page or Single Sign-on from corporate network permitted.
 - 2FA available for SAML-Based authentication.
 - **EPROC-TECH-24 – needs clarification** about new password auto generation. Not responsive.
- Federated Identity Management – See previous answer.
- Data Conversion - SAP Activate Methodology for accelerated migration through Delivery team with responsibility for project management, functional and technical expertise, OCM and training to coordinated with customer org.
 - EPROC-Tech-27 – detailed description of master data integration and Transaction Data integration.
- Interface and Integration – P51 SAP Ariba applications integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI

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infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems.

- *P51 - These standard integration options across our solution portfolio are:
 - a) *Master data integration is done primarily in batch mode, HTTPS using CSV files (Batch integration, and depending on the data volume this can be scheduled to run frequently to achieve near real-time integration)*
 - b) *SOAP Web services that use an XML payload (Real-time integration suitable for transactional data)*
 - c) *REST APIs (supports both synchronous & asynchronous calls)*All of these integration methods are based on SSL 256 bit encryption and support various authentication methods such as WS-Security, basic and digital certificate authentication as standard. Our customers can opt for two or more or all the options to help achieve the desired level of integration.*
 - *Uses Ariba Open APIs.*
 - *Sample interface plan document supplied – generic – no specific interfaces included.*
- **Office Automation Integration – EPROC-TECH-61**
 - *Support of Excel format for data uploads and downloads. For example, SAP Ariba Sourcing is designed to allow Excel uploads for market designs.*
 - *Support of Excel templates for analysis and reporting:*
 - *Microsoft Outlook – SAP Ariba Sourcing and Contracts can export tasks within projects to Microsoft Outlook.*
 - *Word – SAP Ariba Contracts provides sophisticated contract authoring capabilities using Microsoft Word documents. SAP Ariba Contracts offers bi-directional integration with Microsoft Word to assemble contracts and templates from a clause library, and then to detect changes to contract documents, including automated flagging of alterations to clauses, and support for clause substitution from pre-approved clause libraries.*
- **Mobile Device Support** – site is built for mobile responsiveness. Components with mobile functionality including shopping cart, approvals, viewing reqs. Supplier 360 reports available to view on Airba ios app.
- **Mobile Applications** – ios and Android supported. Touch ID, App pin, fingerprint recognition options for access.
- **Data Ownership and Access** – p54 *The customer owns the data; they can extract the data at point of time during the throughout subscription. Tools to download the data. For example: User Interface (Import CSV), API's.*
- **Date Retention, Archive and Purge Considerations** – p54 *Data retention is governed by the active contract. We retain your data on the service for the duration of the subscription term and any subsequent renewal term.*
 - *EPROC-TECH-63 - Customer is in complete control of data deletion and purging which can be manual or automated via integration.*
- **Disaster Recovery Plan - Data centers in regional pairs.**
 - *URLs will continue to work if failover. Cloud Engineering Services move area within RTO; after switch, secondary becomes the new primary.*
 - *Customer will receive email from SAP notifying of unplanned down time. Expectation for communication not stated in narrative.*

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: LSI Consulting

CATEGORY #(s) : 4

DATE: 1/13/22

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

- *Solution Environments – p55 Customers receive two environments by default: production and test. The test environment is used for initial configuration and setup. The production environment is used for production. Additional environment is available for an additional charge.*
- *Solution Technical Architecture – p56 SAP Ariba applications uses cXML language for the document exchange between SAP Ariba Network and Ariba Modules.*
 - *See Data Conversion for integration to external systems.*
 - *P57 The software's data model keeps customers' data separated. Customer data is isolated via realms. Each individual customer is assigned a distinct realm to identify and store their data.*
- *Solution Network Architecture – p57 The system is powered by high-performance servers and utilizes a network infrastructure designed for scalability, reliability, and security. The SAP Ariba Operations team is constantly monitoring and maintaining the systems.*
- *P58 Needs clarification SAP Ariba solution is available only as a SaaS multi-tenant model hosted by us. Who is us — SAP or LSI?*
 - *Our solutions are offered and delivered in a true subscription-based model and shared service (multi-tenant) offering. There is no software to install, no hardware to buy, no maintenance or support costs and no need to hire consultants or tech specialists to run the system.*
 - *Subscription includes system maintenance, automatic upgrades, enhancements and application of service packs, Level 1- 3 help desk support, professional services and best practices built directly into the application.*
 - *Data will be hosted in North American data center.*
- *System Development Methodology - Agile scrum implementation of Product Lifecycle Methodology.*
- *P58 Ariba leverages a Secure Software Development cycle (Secure SDC) that is aligned with ISO 27034 principles. This includes:*
 - Secure code (OWASP Top Ten) training to engineers*
 - Code review by peers before build cycles*
 - Static and dynamic code analysis, with load testing for resiliency*
 - Reviews and approvals at multiple phases for meeting security criteria prior to release to production.*
- *Service Level Agreement – one page SLA attached. Referenced above.*

Security Requirements (This section is common with IBM submission)

- *Cloud Security Alliance (CSA) Compliance = CAIQ 3.0.1 supplied.*
 - *MOS-15 – Clarification needed – How are changes to mobile operating systems, patches performed if not SAP change management processes? No comments provided.*
- *Security and Privacy Controls - Needs clarification. P60 SAP Ariba is officially not certified for NIST 800-53, SAP Ariba use SOC guidelines. Does will SAP intend to become compliant with NIST requirement?*
- *SAP Ariba is audited and certified by independent third-party auditor PricewaterhouseCoopers (PwC) for compliance with ISAE 3402 SOC1 Type II, SOC2 every six months. A SOC 3 report is issued annually. Upon completion of the audit, an attestation letter is issued, stating our compliance. In addition, our primary hosting facility (Equinix) infrastructure is audited for compliance with SSAE 16 SOC1 Type II, SOC 2 Type II.*
- *Security Certifications . See previous entry.*
 - *PCI Service Level 1 compliant;*

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- compliance with the Visa USA Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) program
 - Not HIPPA certified – limited relevance for procurement
- Annual Security Plan – p62 – states plan is internal document. Gives links to request SAP SOC reports. Not included with response.
- Secure Application and Network Environment - 24/7 system monitoring. Firewall separation of SAP corporate with customer cloud.
 - Only SAP authorized staff using SAP authorized computers in data centers.
 - 2FA authentication for SAP staff entering cloud environment.
 - Exception-based authorization for Cloud Engineering to access specific customer cloud instances.
 - P64 *Data disposal practices are aligned with the NIST 800-88 standards for clearing, sanitizing, and data destruction to prevent data remanence prior to retiring or allowing storage media outside of our security envelope.*
- Secure Application and Network Access
 - EPROC-SEC-2 - *Concurrent login is available. SAP Ariba allows for 2 concurrent session for the same user so that mobile and desktop (e.g. report generation) can be used. However, security measures are in place to detect concurrent logins from multiple IP addresses.*
 - Data at rest and in transit encrypted.
 - Detailed descriptions of security provisions provided for hardware and physical premises.
- Data Security – Stated in narrative. P69-70. SAP has DPA setting out terms. **No NIST standards referenced as proposed in RFP.**
- **Personally Identifiable Information Protection – Needs clarification for responsiveness.** P.71 *SAP Ariba are not designed to handle HIPAA data. Our solutions are designed Business to business transaction, and SAP Ariba does not support storing HIPAA/PII/Personal data. For example: SSN, Personal Banking information etc.*
- Security/Privacy Issue Occurrence – Scenario described. Full process documentation stated to be confidential.
- PII Data Actual/Attempted Access or Disclosure – As previous entry.
- Security Breach Reporting – As previous entry.

Implementation Services Requirements

- Project Management Leadership are Engagement Lead and Project Manager – Operational responsibilities, and Program Sponsor – strategic. (p73)
 - PMO defines scope, finalizes resources; implements toolset for risk and issue management; establishes communication protocols; RTM framework and prepares kickoff presentation to communicate standards and expectations.
 - Kickoff - *Joint PMO and led by the program executives from LSI and the State to reinforce the “one voice” concept of leadership*
 - *LSI and the State maintain primary responsibility for their own project team members. The team leads are responsible for coaching/mentoring under-performing resources and providing training as appropriate.*
 - State responsible for establishing issue management repository: *expectation at each project that the State establishes a project repository (i.e. MS Teams, Slack, SharePoint,*

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Shared Drive, Google Drive, DropBox) as a platform to manage project issues and documentation of resolution. This repository will provide detailed logging of issues, defects and a robust reporting system based on configurable project scope, categorization, and nomenclature. Guidelines will be established for what constitutes an issue, for severity level classification, and escalation procedures. All team members will have access to the issues database; project managers are expected to review issues regularly and review aging open issues for possible escalation. Additionally, the project repository is a customer-provided and customer-maintained site that utilized by both LSI and customer project team members during a project.

- *Project repository site is front loaded with LSI's pre-configured implementation accelerator templates, strategies, organizational structure, and additional project documentation*
 - *Project requirements traceability matrix provides the framework for managing solution scope and quality throughout the project.*
- **Project Implementation Methodology - SAP Activate Cloud methodology follows Agile principles.**
 - *4-stage delivery model: Prepare; Explore; Realize; Deploy.*
 - *P76 Quality Gates are performed to confirm that all stakeholders of the implementation project agree that specific deliverables meet the requirements and consequently that the project can continue. Project. Verification; Solution Acceptance; Readiness Acceptance; Go-live.*
 - *Sample Phase plan demonstrating task descriptions and responsibilities. P79-81.*
 - **P85 - Realize Phase Sprint 1**
 - LSI consultants will perform unit testing of standard transactions and updating the unit test log. LSI Project Manager shall prepare the Unit Test Summary Report; **State** Project Manager is responsible for review and feedback prior to presentation to executive leadership.*
 - State is responsible for definition and development of test cases, test scenarios and test scripts representing the comprehensive success criteria for this test phase.** LSI shall assist with test case and scenario definition and script preparation.*
 - *LSI Training Lead is responsible for the overall training plan; **State** Training Lead is responsible for providing appropriate schedules for end user training delivery, train-the-trainer candidates, and attendee lists.*
 - *Note: This suggests lean LSI project team with heavier participation from state team than some implementers that will design and lead testing phases.*
- **Catalog Support Services – Needs clarification as to involvement**, if any, of LSI personnel in catalog implementation phase. Are SAP staff engaged?
 - **P94 - SAP Ariba brings to the table specialized Catalog Management services as part of the software subscription to help the State manage their catalog content throughout the State's time using the software.**
 - *SAP catalog management services manage enabled (hosted) catalogs and punchout catalogs. We perform cleansing; the supplier is responsible for uploading catalogs on the Ariba Network. SAP Ariba catalog management services manage the enabled catalogs including validation, cleansing, catalog activation and any subsequent refreshes.*
 - *Enablement of Punch Out catalogs are available as an optional item for additional charges.*

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- Data Conversion Services – Six phase plan. Strategy; Analyze; Design; Build; Test/Implement; Deploy.
 - Minimize data from legacy system.
 - P96 *SAP systems, due to their tight integration, require a very high degree of referential integrity in data being converted. Typical data not converted include inactive vendors and customers, paid invoices, journal entries, requisitions and purchase orders.*
 - P97 *A preliminary analysis is made to determine whether a standard SAP solution exists for the data conversion or whether a custom solution must be built. In addition to this analysis, the best tool is identified for the data conversion, for example, using SAP's Migration Cockpit,*
 - *LSI will be responsible for the design, building, and testing of the programs that read these flat files, as-is, and upload the data to SAP. LSI will rely on State experts to participate in this process by validating the loaded data*
- Interface/Integration Development Services - *LSI will recommend, design and deploy interfaces based on the best practices and the latest tools available with the SAP environment.* P98
 - Interface Strategy Document – LSI designs – includes general architecture of current and future landscapes, file transfer, process of interface design and implementation – evolving document. Sample provided.
- Organizational Change Management (OCM Services) – Note: one of the most detailed parts of the proposal.
 - Change readiness assessment. (4 weeks) Understand leadership alignment; evaluate communications processes; understand stakeholders and influencers.
 - Framework - Leadership Alignment model: collective actions; make decisions; identify solutions; validate common understanding; reality check (internal and external); identify gaps.
 - Factors outlined that determine change impacts (p104)
 - Identify business readiness – workforce preparation. Roles: Business readiness Lead; Change Agent; Superuser; Coordinator.
- Training Services
- P 109 *Training is divided into two different but critical areas: 1. Project Team Training 2. End User Training*
 - *Functional project team receives the training it needs to conduct the Explore phase using the same system that is being implemented.*
 - *In addition to the LSI provided project team training, SAP Ariba services can provide project team training. Training seats can only be used towards attendance in our Virtual Live Classroom (VLC) public sessions. In many cases, it's recommended the project team participate in the SAP Ariba services training first and then attend the LSI project team training.*
 - P111 *Training for end-users is developed and delivered as a part of the implementation project and modeled after the train-the-trainer methods.*
 - *Training development methodology, LSI Perform. 5 phases – planning through delivery.*
 - *Instructor Led Training – with students working on the system*
 - *Small group sessions for audience sizes up to 8 – coaching/training/ classroom or on the job.*
 - *Generic Ariba guides also proposed. (LSI not proposing to customize for customer.)*
- Help Desk Services – Note: Like OCM, also one of most detailed parts of proposal.

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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- After go-live and hypercare, LSI will perform post-implementation support, SAP Application management support.
 - P117 *These services include ensuring systems are up and performing as per SLA, backups are performed regularly, then also perform any additional services not handled directly by the State basis team, e.g., from the list: troubleshoot any system crashes, recover databases if necessary, applying operating system and database patches as needed, transports, SAP application monitoring, day to day Basis support, security, applying OSS notes.*
 - P117 For consideration will also be SAP HR legal patch applications, and SAP Support packs. Needs clarification “For consideration” means what?
 - EPROC-IMPL1 – separate online support sites for Buyers and Suppliers. Needs clarification – Is this SAP license helpdesk or LSI provided as seemed to be stated on p117?
 - EPROC-IMPL-2 Training and documentation available from LSI to State Help Deks.
 - EPROC-IMPL-3 and -4 – Needs clarification – where is Chatbot hosted? Unnamed solution separate from Ariba support listed in EPROC-1?
 - P119-120 – Three tier support levels proposed. Level 1 – All users; Level II – Limited to identified personnel; Level III – Enhancement Support. Separate cost? Retainer hours referenced – not seen pricing yet.
 - 4-level Priority response time table with small, medium, large state response SLAs.
 - AMS staffing – platinum level consultants with 10+years experience.
 - P125-125 Responsibility matrix for support. SAP/LSI/State
- On-Site System Stabilization Support – 3 month hypercare
 - P126 *purpose of this phase is to support the users as they adapt to the new business processes and to restore/maintain stability of business operations*
 - Defect correct; quality review of projects to determine enhancements, future support needs, verify contract compliance.

Managed Services Requirements

- Solution Support
 - EPROC-MNGD-1 Needs clarification – Is the response SAP’s response that they conduct the monitoring rather than an LSI response? Should this be an LSI response? Is the benchmark measurement reported back to state customer?
 - P127 – LSI Ariba customers run latest versions.
 - P127 As part of the Cloud subscription, our solution provides Customer Support services to help diagnose, troubleshoot, and resolve functional and technical problems for users. LSI’s customer service staff can be contacted via phone (toll free), email or Web from Monday-Friday, 24/5.
 - Different Support offerings based on Small/Medium/Large states.
 - P129 *Unscheduled Outage*
LSI will maintain email listings for each business and service owner of the eProcurement solution including third party Solution components. In the event of an outage, LSI will promptly notify the appropriate contacts of such outage and restoration of service in accordance with what was agreed upon in the contract.
P130 LSI Solution Support security responsibilities include:
 - User Management Security

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- *User Administrator (Create new user, deleting user when they leave organization)*
 - *User Groups (Add and modify user groups, Create and edit project groups)*
 - *Maintain Extended Login Security: Single sign-on, Multifactor authentication*
- *Managing Audit information*
- *Certificate Maintenance*
 - All other security responsibilities are handled by SAP Ariba.*
- Organizational Change Management (OCM Services) – Hourly rate
- Training Services – Hourly rate
- Catalog support services – Hourly rate
- Help Desk Services – **F5 p130 – Needs clarification**. States that Help Desk provided in E.8 can be provided separate from services proposed in Implementation section. E.8 is the Implementation section.
- Transition Out Assistance Services – Plan provided. LSI Partner Managed Cloud offering allows contract relationship to be software and incremental services

Video Demonstrations

- Sales pitch demonstrating understanding of end-to-end procurement cycle
- Product walk-through – Ariba buying and source to pay integrated system. No demo of help desk or discussion of implementation and support services.
-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor Partners

CATEGORY #(s): 4

DATE: 9/28/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Access to SAP Ariba, Coupa and Ivalua implementation modules.
 - Discounts agnostic to selected software solution.
 - Analysis and guidance to establish best practice and implement process improvements.
 - 18 years experience – source to pay focus.
 - Primary team is U.S.-based. Uses off-shore customer support (need to verify extent of offshore data.)
2. Previous Projects
 - State of Maryland - emarketplace implementation - ongoing
 - Other examples all private sector.
 -
3. Subcontractors
 - None, pending project need.
 -
 -
4. Organizational Chart
 - Corporate level with detailed role descriptions and vendor/software partner responsibilities.
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Not attached.
 -
 -

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Nitor Partners

CATEGORY #(s): 4

DATE: 1/25/22

SME/EVALUATOR NAME: Gerard MacCrossan

DEPARTMENT/STATE: Texas Comptroller of Public Accounts – Statewide Procurement Division

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Individual SME Comments:

Serves as PMO. Could be service for entity that has no internal PMO.

P21 – Ariba, Coupa, Ivalua listed as S2P options.

4. Provided Innovation and Value-added features/services – are these part of implementation offering?

P4-12

6. Provided Alternative Funding Models – are these part of implementation offering? P12-13.

Implementation Services Requirements

- Project Management – six-sigma blended with Agile.
 - Major work activities presented: Define; Conceptual design; iterative design/build; supplier enablement; test; deploy. (Six)
 - Client participate in validation during initial build and data migration; Nitor and client perform detailed testing after iterative build.
 - Then discussed 8-element framework, which included RACI. No sample RACI.
 - Iterative build - 7. Assist in Build of the system based on requirements and design
 - P18 Data staging and deployment activities are occurring in parallel to Training. Followed months of Post Go Live support. The entire project Plan will be managed by Nitor team along with support from S2P platform provider.
 - P19 Upstream/Downstream test prep – lists test scripts as deliverable. TBC with RACI if Nitor or client write these.
 - P20 Post go-live: *stabilization period where Nitor will be the level 1 & 2 support for any system relevant issues, questions & training issues arises. During the hypercare, S2P Platform will provide Level 3 support.*
 - *This is also the period where we train state's staff to diagnose and answer any queries coming from the internal users or suppliers.*
 - Will use state's ticketing system.
 - Post-production Support – Level 1 – state; level 2 – Nitor – Level 3; S2P (p21 says Coupa.)
 - P21 – Nitor staff resources and time% outlined for project; Extensive list of state stakeholders and roles provided.
 - 3-tier governance model. Steering Committee; PMO group; key stakeholders.
 - 4-part Quality Management Approach: Project Management (Comms); Deliverables; Relationship Management (active and post); Team Development. P29 - Description of Nitor and Ivalua high level responsibilities on delivery.
 - P31 – Graphic of Nitor; Coupa leadership for South Carolina delivery.
- Project Implementation Methodology – Nitor collect design build requirements and track; will identify the technical feasible solution and document in design document. **May need clarification – does this**

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approach assume the client has already selected the platform? This section indicates Coupa describing configuration built.

- Listed tools use for business process modeling.
 - Testing plan: “success working with the client”
 - Unit testing; integration testing; full unit testing; go/no go from testing.
 - RAID document – weekly review.
- Catalog Support Services – Punchout and hosted.
 - Punchout – Nitor will configure in lvalua instance
 - Hosted- Nitor send lvalua catalog templates. Feedback to supplier to send appropriate catalog file.
 - Catalog data approved in non-prod for approval; Nitor load into prod.
 - **Needs clarification – does Nitor rely on S2P and client to validate hosted catalog quality or is any QA performed by Nitor?**
 - **Needs clarification – punchout – does Nitor validate punchout quality or just connections?**
- Data Conversion Services – Nitor provides migration templates; client extracts data migrations; Nitor and entity valid and work to resolve. Testing in non-prod uses subset of data.
- Interface/Integration Development Services – 2 data types: master; transactional for interfaces; one-time set up for 3rd party apps.
 - Leverage APIs from ERP or middleware.
- Organizational Change Management (OCM Services) – 4 key workstreams: Assessment; Communications; Development; Sustainment
 - Assessment- differentiate customers not one-size-fits-all; comms and change agents; user portal for messaging and information.
 - Development – Training (Training the Trainer; help desk and admin training; vendor training. QRGs, Videos; ILT (blended approach) – table of sample QRGs for modules/functions.
- Training Services – training strategy – blended learning plan using local champions and SMEs. Design for sustainable model of knowledge transfer.
- Help Desk Services – **Not provided in narrative separately from Project Management narrative above.**
- On-Site System Stabilization Support - **Not provided in narrative separately from Project Management narrative above.**

Managed Services Requirements

- Solution Support – Requires discussion with client to determine needs.
- Organizational Change Management (OCM Services) – See implementation response.
- Training Services - See implementation response.
- Catalog support services. - See implementation response.
- Help Desk Services – Same as response in Implementation Project Management response.
- Transition Out Assistance Services – Steps outlined for Nitor and client responsibilities including change control and knowledge transfer.

Video Demonstrations

- 10-minute video. Outlined overall PM approach and project methodology.
- Listed differences from other integrators: white-glove service
- Prior industry experience across industries.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Optis

CATEGORY #(s): 4

DATE: 9/28/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments:

Organization Qualifications and Experience

1. Overview of the Organization
 - Options for deployment. SAP Ariba. Ivalua. Coupa.
2. Previous Projects
 - Public sector
 - Private sector
3. Subcontractors
 - None
 -
4. Organizational Chart
 - Referenced another part of the submission. Not included in SME review documents for stage 1.
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 -
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Public Knowledge (1)

CATEGORY #(s): 4

DATE: 9/28/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

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Individual Evaluator Comments: I don't see how this company's experience aligns to implementation of an e-procurement system.

Organization Qualifications and Experience

1. Overview of the Organization
 - E-learners. Training and Change management.
 -
2. Previous Projects
 - Training and call center – no state government
 -
 -
3. Subcontractors
 - Not stated
 -
 -
4. Organizational Chart
 - Generic project management descriptions.
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 -
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Public Knowledge (1)

CATEGORY #(s): 4

DATE: 9/28/21

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Individual Evaluator Comments: I don't see how this company's experience aligns to implementation of an e-procurement system. It is training and deployment focused.

Organization Qualifications and Experience

1. Overview of the Organization
 - Training and Change management.
 - Implementation support only.
2. Previous Projects
 - State government – HHS focused.
 - Montana and Nevada– change management for Medicaid and TANF eligibility. – planning for roll out.
 -
 -
3. Subcontractors
 - Not stated
 -
 -
4. Organizational Chart
 - Generic project management descriptions.
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 -
 -
 -

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RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: Sabot Consulting

CATEGORY #(s): 4

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Individual Evaluator Comments: Question if this vendor offers services required under category 4 for implementation. Vendor appears to not include implementation of software solution, only planning and project management.

Organization Qualifications and Experience

1. Overview of the Organization
 - Planning and project management (not implementation.)
 - Independent of software developer.
2. Previous Projects
 - Multiple health agencies at states. None were procurement system implementations.
 -
 -
3. Subcontractors
 - None stated.
 -
 -
4. Organizational Chart
 - High level position chart. No detail
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 -
 -
 -

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202102021

RFP TITLE: eProcurement Solutions and Services

BIDDER NAME: WSC Consulting

CATEGORY #(s): 4

DATE: 9/28/21

EVALUATOR NAME: Gerard MacCrossan

EVALUATOR DEPARTMENT/STATE: Texas Comptroller of Public Accounts - Statewide Procurement Division, Texas

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments: This vendor does not appear to have the experience or resources to perform state e-procurement/marketplace implementation as proposed in Category 4.

Organization Qualifications and Experience

1. Overview of the Organization
 - Consulting firm offering best practices and training. No documented experience with state-scale implementation.
 -
2. Previous Projects
 - Process design and training services only.
 -
 -
3. Subcontractors
 - None
 -
 -
4. Organizational Chart
 - Sole practitioner
 -
5. Litigation
 - None
 -
 -
6. Financial Viability
 - Unclear
 -
 -



STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL
SERVICES

Janet T. Mills
Governor

Kirsten LC Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP# 202102021
RFP TITLE: eProcurement Solutions and Services

I, Angie Scherbenske accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Administrative and Financial Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.

Signature *Angie Scherbenske*

Date August 17, 2021



STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL
SERVICES

Janet T. Mills
Governor

Kirsten LC Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP# 202102021
RFP TITLE: eProcurement Solutions and Services

I, **Joseph A Zrioka**, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Administrative and Financial Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

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Signature

8/24/2021

Date



STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL
SERVICES

Janet T. Mills
Governor

Kirsten LC Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP# 202102021
RFP TITLE: eProcurement Solutions and Services

I, Michael Bacu accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Administrative and Financial Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

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Signature

8/17/2021

Date



STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL
SERVICES

Janet T. Mills
Governor

Kirsten LC Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP# 202102021
RFP TITLE: eProcurement Solutions and Services

I, Stacey Winter accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Administrative and Financial Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

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 _____
Signature Date 8/20/21



STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL
SERVICES

Janet T. Mills
Governor

Kirsten LC Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP# 202102021
RFP TITLE: eProcurement Solutions and Services

I, Tom HASTINGS accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Administrative and Financial Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.

Tom Hastings

Signature

Date

08/17/2021



STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL
SERVICES

Janet T. Mills
Governor

Kirsten LC Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP# 202102021
RFP TITLE: eProcurement Solutions and Services

I, Robert Sievert accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Administrative and Financial Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest). Note: I will be reviewing proposals for Categories 1, 2 and 3 but will not be reviewing proposals for Category 4.

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.

Robert Sievert
Signature

8/17/21
Date



STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL
SERVICES

Janet T. Mills
Governor

Kirsten LC Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP# 202102021
RFP TITLE: eProcurement Solutions and Services

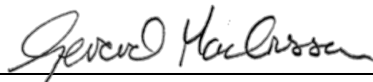
I, Gerard MacCrossan accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Administrative and Financial Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.



Signature

8/17/21

Date



Janet T. Mills
Governor

Kirsten LC Figueroa
Commissioner

SUBJECT MATTER EXPERT TERMS
RFP# 202102021
RFP TITLE: eProcurement Solutions and Services

As a Subject Matter Expert (SME), I, Robert Sievert agree to the following:

- My role as a SME is to provide factual support, as needed, to evaluators of the proposals. Such support includes the explanation of complicated subject matter and responsiveness of a Bidder's proposal to the requirements of the RFP, as well as answering questions from evaluators.
- My role as a SME is not to provide opinions or otherwise influence the evaluators in their decision making.
- Any notes taken on proposals shall be provided, in written format, to the RFP Coordinator only, who will then pass them to the evaluators following the RFP Coordinator's review of such notes to ensure compliance with these terms and conditions.
- Oral presentations to the evaluation team of my findings and notes will not be permitted. Notwithstanding the foregoing, I will attend the team evaluation meetings and will be available to answer any questions, orally, regarding subject matter as requested by the evaluators.

Signature

Robert Sievert

Date

8/20/21



Janet T. Mills
Governor

Kirsten LC Figueroa
Commissioner

SUBJECT MATTER EXPERT TERMS
RFP# 202102021
RFP TITLE: eProcurement Solutions and Services

As a Subject Matter Expert (SME), I, Gerard MacCrossan agree to the following:

- My role as a SME is to provide factual support, as needed, to evaluators of the proposals. Such support includes the explanation of complicated subject matter and responsiveness of a Bidder's proposal to the requirements of the RFP, as well as answering questions from evaluators.
- My role as a SME is not to provide opinions or otherwise influence the evaluators in their decision making.
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- Oral presentations to the evaluation team of my findings and notes will not be permitted. Notwithstanding the foregoing, I will attend the team evaluation meetings and will be available to answer any questions, orally, regarding subject matter as requested by the evaluators.

A handwritten signature in cursive script, appearing to read "Gerard MacCrossan".

Signature

8/19/21

Date