**STATE OF MAINE**

**Department of Administrative and Financial Services**

*Division of Procurement Services*



**Request for Proposal (RFP)# 202102021**

**eProcurement Solutions and Services**

|  |  |
| --- | --- |
| **RFP Coordinator** | *All communication regarding the RFP must be made through the RFP Coordinator identified below:***Name:** Chad Lewis **Title:** Procurement Planning Manager**Contact Information:** Chad.Lewis@maine.gov  |
| **Bidders’ Conference** | **Date:** April 20th, 2021 **Time:** 2:00 p.m., Eastern Time**Location:** ZOOM - Contact the RFP Coordinator for login information.**Bidders’ Conference Questions Deadline:** *Questions can be sent to the RFP Coordinator identified above for response during the Bidders’ Conference by:* **Date:**April 13th, 2021, no later than 11:59 p.m., Eastern Time |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:***Date:** April 26th, 2021, no later than 11:59 p.m., Eastern Time. |
| **Proposal Submission** | *Proposals must be received by the Division of Procurement Services by:***Submission Deadline:** May 17th, 2021, no later than 11:59 p.m., Eastern Time.*Proposals must be submitted electronically to the following address:***Electronic (e-mail) Submission Address:** Proposals@maine.gov |
| **Biennial****Enrollment** | *On a biennial basis, the Lead State may re-issue this RFP to solicit new vendors that can provide eProcurement Solutions and Services to Participating Entities and Purchasing Entities.* *The determination to re-issue this RFP is solely reserved to the Lead State’s determination.* |

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PUBLIC NOTICE

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**State of Maine**

**Department of Administrative and Financial Services**

**RFP# 202102021**

**eProcurement Solutions and Services**

The State of Maine is seeking proposals for eProcurement Solutions and Services.

A copy of the RFP, the Question & Answer Summary, all amendments related to the RFP, and a recording of the Bidders’ Conference, can be obtained at: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement>

The Bidders’ Conference will be held on April 20, 2021 at 2:00 p.m. Eastern Time via Zoom. Interested parties must contact the RFP Coordinator to receive Meeting Link and passcode.

Proposals must be submitted to the State of Maine Division of Procurement Services, via e-mail, at: Proposals@maine.gov. Proposal submissions must be received no later than 11:59 p.m., Eastern Time, on May 17, 2021. Proposals will be opened the following business day. Proposals not submitted to the Division of Procurement Services’ aforementioned e-mail address by the aforementioned deadline will not be considered for contract award.

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**RFP TERMS/ACRONYMS with DEFINITIONS**

The following terms and acronyms, as referenced in the RFP, shall have the meanings indicated below:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **API** | Application Program Interface |
| **Bidder** | Any individual, partnership, firm, corporation, joint venture, or representative or agent, submitting a proposal in response to this RFP. |
| **Contract Administrator** | The contracting officer for the State of Maine. |
| **Contractor** | A party to a Master Agreement resulting from this RFP, whether a person or entity, that delivers goods or performs services under the terms set forth in the Master Agreement. |
| **Convert** | The process by which electronic or non-electronic files or records are modified to correspond to a new format, typically an electronic format. |
| **Department** | Department of Administrative and Financial Services |
| **eProcurement** | Electronic Procurement |
| **HTTP/HTTPS** | HyperText Transfer Protocol/ HyperText Transfer Protocol Secure |
| **Integration** | The rules, formats and functions required to pass data, commands, events, or messages in real time between two or more systems and components. This is commonly done at an individual transaction level. |
| **Interface** | Data exchange in a batch processing mode between different application systems or components. This is commonly done as a set of transactions. |
| **Lead State** | The State conducting this cooperative procurement, evaluation, and award (Maine). |
| **Master Agreement** | The underlying agreement executed by and between the Lead State, acting in cooperation with NASPO ValuePoint, and the Contractor, as now or hereafter amended. |
| **Migrate** | The process of transferring data between computer storage types or systems which in some cases may require to convert file or record formats. |
| **OCM** | Organizational Change Management |
| **Participating Addendum** | A bilateral agreement executed by a Contractor and a Participating Entity incorporating this Master Agreement and any additional Participating Entity-specific language or other requirements (*e.g.*, ordering procedures specific to the Participating Entity, entity-specific terms and conditions, etc.). |
| **Participating Entity** | A state (as well as the District of Columbia and US territories), city, county, district, other political subdivision of a State, or a nonprofit organization under the laws of some states properly authorized to enter into a Participating Addendum, that has executed a Participating Addendum. |
|  **Participating State** | A state that has executed a Participating Addendum or has indicated an intent to execute a Participating Addendum. |
| **PCard** | Purchasing or Procurement Card |
| **Proposal** | Official response to this RFP submitted by a Bidder. |
| **Purchasing Entity** | A state (as well as the District of Columbia and US territories), city, county, district, other political subdivision of a State, or a nonprofit organization under the laws of some states if authorized by a Participating Addendum, that issues a Purchase Order against the Master Agreement and becomes financially committed to the purchase. |
| **RFP or Request for Proposal** | The entire solicitation document, including all parts, sections, exhibits, attachments, and amendments. |
| **RTM** | Requirements Traceability Matrix |
| **SaaS** | Software-as-a-Service |
| **SMTP** | Simple Mail Transfer Protocol |
| **SOA** | Service-Oriented Architecture |
| **Solution** | The eProcurement system, component or module offered to meet the RFP requirements. |
| **SOW** | Statement of Work |
| **Subcontractor** | Any organization, whether designated as a subcontractor, fulfillment partner, reseller, etc., that will assist a Bidder to provide products/services if awarded a Master Agreement. |
| **TCP/IP** | Transmission Control Protocol/Internet Protocol |
| **Tier 1 Help Desk Support** | Basic level of support with general and broad understanding of the solution. Tier 1 support would identify a user’s needs and provide tips on how to manage a problem through frequently asked questions (FAQs) or a knowledge base. If Tier-1 support is not able to resolve the issue, they would pass it on to the appropriate Tier-2 support. |
| **Tier 2 Help Desk Support** | Support involves technical knowledge and is staffed by technicians who have troubleshooting capabilities beyond the Tier-1 staff. If issues cannot be resolved, then they go to Tier-3 support. Tier-2 support also determines if State involvement is needed to resolve an issue. |
| **Tier 3 Help Desk Support** | Support with specialized skills over and above that of the Tier-2 support. This support is usually provided by the specialists involved in product development and that deal with complex issues. Tier 3 support also resolves issues in conjunction with the State on matters related to State procurement laws, rules, policies, and procedures. |
| **UAT** | User Acceptance Testing |
| **WSDL** | Web Service Definition Language |

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

*Division of Procurement Services*

**RFP# 202102021**

**eProcurement Solutions and Services**

**PART I INTRODUCTION**

1. **Purpose and Background**

The State of Maine is issuing this Request for Proposal (RFP) for eProcurement Solutions and Implementation Services in furtherance of the NASPO ValuePoint Cooperative Purchasing Program. This document provides instructions for submitting proposals, the procedure and criteria by which the awarded Bidders will be selected, and the contractual terms which will govern the relationship between the State of Maine, NASPO, and the awarded Bidders.

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. This RFP will establish Master Agreements/Contracts with multiple Bidders to provide that menu of solutions and/or services.

Bidders can respond to this RFP by providing proposals on one or more of the following categories:

* Category 1: Full Solution. Proposals for implementation of a comprehensive eProcurement Solution that meets the requirements detailed in all sections of this RFP and the RTM including licensing and maintenance, implementation and deployment, and on-going operations and support.
* Category 2: Individual Workstream Implementation. Proposals for implementation of eProcurement functionality for some but not all Workstreams as identified in this RFP and the associated sections of the RTM, including licensing and maintenance, implementation and deployment, and on-going operations and support.
* Category 3: eSoftware Only. Proposals for software only of a comprehensive eProcurement Solution as identified this RFP and the associated sections of the RTM. The Services Requirements section is excluded. This category is included to allow for the purchase of software, without any services.
* Category 4: Services Only. Proposals for some or all of the services identified in the Services Requirements section of this RFP and the associated sections of the RTM. This category is included to allow for the provision of services, without the purchase of software.

This is a new service/procurement for the Lead State and NASPO ValuePoint. Therefore, annual usage data is not available. Usage will be dependent on the needs of each Participating Entity. No minimum or maximum level of sales volume is guaranteed or implied in this RFP or in any Master Agreement awarded under this RFP.

Desired Business Outcomes:

1. Efficiency:
* Provide a single place to perform, manage, track, and report on all procurement activities.
* Streamline, standardize and automate manual, paper-based procurement, contracting, and purchasing processes/practices to shorten/compress cycle times.
* Establish consistent standards and procurement practices across all Participating Entity organizations that are adaptable to unique Agency/Department needs.
* Provide self-service buying capabilities to empower users and make buying easier.
* Make approvals of procurement transactions faster and easier by leveraging online technologies.
* Provide more effective means to collaborate on procurements within and across Agencies, Departments and the Participating Entity as a whole.
* Free procurement staff to move from transactional to more strategic activities.
* Simplify Suppliers’ processes through self-service access to tools to do business with the Participating Entity.
* Provide real-time integration capabilities with the Finance and other Participating Entity systems.
* Provide access to mobile devices.
1. Competition:
* Increase Supplier participation to expand the supplier base available to the Participating Entity.
* Increase Supplier access and participation in Participating Entity procurements.
* Provide open access to technology for all suppliers to ‘level the playing field’ and reduce the cost for suppliers to do business with the Participating Entity.
* Simplify Supplier participation in procurements by leveraging online technologies.
* Expand competitiveness to identify the best possible product/service at the best value-point.
1. Cost Savings:
* Reduce prices through increased supplier participation and competition.
* Transition from paper-based documents to online, electronic documents.
* Aggregate demand across Participating Entity and other eligible entities to drive better prices.
* Increase use of contracts to expand benefit/use of competitive pricing
* Expand access/use of contracts across the Participating Entity and other eligible entities to better leverage competitive pricing.
* Reduce Supplier costs to transact with the Participating Entity by leveraging online technologies.
* Eliminate redundant and obsolete systems.
1. Spend Analytics:
* Provide detailed visibility into what the Participating Entity buys.
* Increase spend under management across within Participating Entity and improve accuracy of spend data.
* Provide insight into buying practices across all the Participating Entity and other eligible entities.
* Provide comprehensive spend analytics and reporting to facilitate strategic sourcing and provide insight into Participating Entity spending across multiple dimensions.
1. Compliance and Controls:
* Establish controls and visibility into buying practices to drive broader and appropriate use of Participating Entity contracts.
* Expand availability and use of Participating Entity-issued contracts by agencies, local governments and higher education.
* Facilitate achieving Supplier Diversity goals and objectives through broader participation of these types of Suppliers in all forms of purchasing.
* Improve accountability and auditability of all procurement actions.
* Increase security and control of procurement data and documents by transitioning from physical to electronic storage.
* Increase internal and external transparency of Participating Entity’s procurement processes and outcomes.
* Track, evaluate, manage and improve Supplier performance.
1. Performance Measures:
* Establish and automate performance measures or “Key Performance Indicators” (KPIs) for procurement processes.
* Provide workload assessment and management across all procurement processes.
1. **General Provisions**
	1. From the time the RFP is issued until award notification is made, all contact with the State regarding the RFP must be made through the RFP Coordinator identified on the cover page of this RFP. No other person/State employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
	2. Issuance of the RFP does not commit the Department, State, or NASPO to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
	3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
	4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Sourcing Team will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Sourcing Team also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
	5. The Proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
	6. The RFP and the awarded Bidder’s Proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the Department.
	7. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html) et seq.).
	8. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
	9. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.
2. **Contract Term**

The Department is seeking a cost-efficient proposal to provide software and services, as defined in the RFP, for the anticipated contract period defined in the table below. Please note, the dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with the RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract as shown in the table below, subject to satisfactory performance.

The term of the anticipated contract, resulting from the RFP, is defined as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | 10/1/2021 | 9/30/2026 |
| Renewal Period #1 | Up to an additional 5 years |
| Renewal Period #2 | Up to an additional 5 years |

1. **Number of Awards**

The Department anticipates making multiple awards as a result of the RFP process. The resulting Master Agreements will allow Participating Entities to choose eProcurement Solutions/Services that meet their unique needs.

1. **Participation**

These Master Agreements shall be extended to State Governments (including departments, agencies, institutions), Institutions of Higher Education, Political Subdivisions (i.e., colleges, school districts, counties, cities, etc.), the District of Columbia, Territories of the United States, and other eligible Entities subject to approval of the relevant State/Local Procurement Director in compliance with local statutory and regulatory provisions.

In addition to the Lead State conducting this solicitation, the states identified in [**Exhibit 11**](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/Exhibit%2011.%20RFP%20202102021%20Potential%20Participation.pdf) (RFP 202102021 - Potential Participation) have requested to be named in this RFP as potential users of the resulting Master Agreement. Other entities may become Participating Entities after award of the Master Agreement. Some States may have included special or unique terms and conditions for their state that will govern their state Participating Addendum. These terms and conditions are being provided in **Exhibit 11** as a courtesy to proposers to indicate which additional terms and conditions may be incorporated into the state Participating Addendum after award of the Master Agreement. The Lead State will not address questions or concerns or negotiate other States’ terms and conditions. The Participating States shall negotiate these terms and conditions directly with the supplier.

**Exhibit 11** also contains estimated annual spend volume from States that have indicated an interest in participating (some states did not provide an estimate). No minimum or maximum level of sales volume is guaranteed or implied.

**Canadian Participation:** Subject to the approval of the Contractor, any Canadian provincial government or provincially funded entity in Ontario, Quebec, Nova Scotia, New Brunswick, Manitoba, British Columbia, Prince Edward Island, Saskatchewan, Alberta, Northwest Territories, Nunavut, Yukon, and Newfoundland and Labrador, including municipalities, universities, community colleges, school boards, health authorities, housing authorities, agencies, boards, commissions, and crown corporations, may be eligible to use Contractor's Master Agreement.

**Additional Agreement with NASPO:** Upon request by NASPO ValuePoint, awarded Contractor shall enter into a direct contractual relationship with NASPO ValuePoint related to Reseller’s obligations to NASPO ValuePoint under the terms of the Master Agreement, the terms of which shall be the same or similar (and not less favorable) than the terms set forth in the Master Agreement.

**PART II SCOPE OF SERVICES TO BE PROVIDED**

Statement of Needs: This RFP includes a variety of narrative and matrix requirements pertaining to functionality, integration, configuration, reporting, and services. These requirements are organized below in separate sections for Functional, Technical, Security, Implementation, and Managed Services Requirements. For some sections, there are additional detailed requirements identified in **[Exhibit 1](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Fdafs%2Fbbm%2Fprocurementservices%2Fsites%2Fmaine.gov.dafs.bbm.procurementservices%2Ffiles%2Finline-files%2FExhibit%25201.%2520RFP%2520202102021%2520RTM.xlsx&data=04%7C01%7CChad.Lewis%40maine.gov%7C6e592f5f63094411040a08d8f2eacc89%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637526437550827520%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=F8mU5N7rZZOJOQKcCIUpW8K996DQYzqZ58YCjx6dsKs%3D&reserved=0)** (RFP 202102021 - Requirements Traceability Matrix (RTM) document).

*Bidders are to reference the “Response requirement” stated for each requirement in this section for instructions on how to respond to that requirement in their proposal submission. Additional instructions are also provided in PART IV, Section III of this RFP.*

1. **GUIDING PRINCIPALS AND REQUIREMENTS**

Bidders are required to follow these guiding principles and requirements in responding to the work contained in this RFP and any resultant contract.

1. **Key Solution Functionality Elements**

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 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.
* Transparency – provide public and internal visibility into purchasing activity and outcomes.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses each of the high-level functions listed above.
1. **User Experience**

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.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the user experience characteristics listed above.
1. **Bidder Best Practices and Roadmap**

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.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses each of the bullet items above. Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.
1. **Innovations and Value-Added Features/Services**

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

* RTM: N/A
* 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. **Customizations/Extensions**

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.

**Response requirement**:

* RTM: N/A
* 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.
1. **Alternative Funding Models**

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.

**Response requirement**: *OPTIONAL*

* RTM: N/A
* Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.
1. **Contract Transition and Flexibility**

Participating Entities are seeking flexibility in the contracting process and the ability to transition their current contracts to this newly established portfolio.

**Response requirement**:

* Inline Narrative: Please describe your ability 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. For the purpose of this response, assume that the state already has a separately solicited and awarded agreement in place with your firm – and now seeks to move that agreement to fall under the terms of the newly awarded Master Agreement (and Participating Addendum).
1. **FUNCTIONAL REQUIREMENTS**

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.

The following figure is a conceptual model of the procurement workstreams.

1. **General Functionality**

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.

**Response requirement**:

* RTM: Tab 2, GEN-1 through GEN-40
* Inline Narrative: Bidders must provide a detailed narrative response that describes the cloud-based solution/component that will solve the key challenges and meet the objectives and requirements of the general functionality requirements.
1. **Supplier Portal**

The Supplier Portal functionality must provide a single point of entry ‘front door’ that includes all supplier facing functions for the electronic procurement solution with the ability to also incorporate access to other applications or services such as certifications, invoicing and online interactions with the Participating Entity. The Supplier Portal functionality must deliver valuable content upon logging in and be personalized to the supplier and the supplier user logged into the system.

**Response requirement**:

* RTM: Tab 3, SPR-1 through SPR-23
* Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of the Supplier Portal.

1. **Supplier Enablement/Management**

The Supplier Enablement/Management component, in conjunction with the Supplier Portal, must support all procurement activities and provide suppliers the ability to establish and maintain an account defining who they are and what they sell along with other key data elements required by the Participating Entity to procure from and pay the supplier. Suppliers will use this account to access all relevant electronic procurement and financial functionalities such as solicitations, solicitation response, order receipts, contract awards, load sales reports, and submit invoices.

This functionality should also provide capabilities to establish and maintain pre-qualified suppliers lists for bidding on specific categories of goods/services.

Integration may be required with the Participating Entity’s finance system to establish and maintain Supplier payee records needed for accounts payable (A/P) processing.

**Response requirement**:

* RTM: Tab 3, VDR-1 through VDR-43
* Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution components that will meet the objectives and requirements of Supplier Enablement/Management.
1. **Buyer Portal**

The Buyer Portal component of the system must 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. The Buyer Portal must deliver valuable content unique to the user once logged in.

**Response requirement**:

* RTM: Tab 3, BPRT-1 through BPRT-15
* Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution components that will meet the objectives and requirements of the Buyer Portal.
1. **Need Identification**

The Need Identification component of the system provides functionality for a user to initiate any type of procurement action with configurable business rules to support Participating Entities custom business needs. The user interface must be user-friendly, intuitive, flexible and adaptable to support users.

**Response requirement**:

* RTM: Tab 3, NEED-1 through NEED-7
* Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution components that will meet the objectives and requirements of Need Identification.
1. **Request through Pay**

The purchase Request through Pay components of the system provides functionality to automate the ordering process from the end-user purchase request through authorizing payment for the resulting order. Key components include:

* Purchase request;
* Catalog shopping to drive spend to existing contracts;
* Access to external retail marketplaces products;
* Intelligent workflow engine to apply entity and enterprise-wide business rules;
* On-line approvals;
* Electronic order dispatch;
* Receiving;
* Electronic and paper invoicing;
* Invoice matching for payment authorization;
* 3-way match for payment authorization; and
* Integration with Finance System.

The Solution must also provide the capability to support the procurement of services from pre-established services contracts (e.g. Professional Services, Contingent Labor, Healthcare Services) that may include characteristics such as deliverable-based fee services. This specialized type of purchasing would need functionality to address scope/need definition (e.g. SOW), contract supplier submission of quotes with attachments (e.g. resumes, specifications), quote evaluation/selection, order generation and receiving concepts such as recording of timesheets, deliverables acceptance, milestone completions and expenses.

**Response requirement**:

* RTM: 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
* Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution components that will meet the objectives and requirements of purchase Request through Pay.
1. **Catalog Capability**

The Catalog components of the system provide the functionality to maintain contract/non-contract catalogs in the shopping component of the system as described in Section C., 6. Above (Request through Pay). Catalog content can be hosted within the system or made available by 'punching out' to the supplier’s shopping website. Contract catalogs must be capable of being automatically generated as part of the award process through integration with the Sourcing and the Contract Management component of the system. Maintenance of contract catalog content throughout the life of the contract/agreement must be available through integration with the Contract Management component of the system.

Other key components include utilities for suppliers to setup, manage and maintain their catalogs. User access to these utilities should be controlled through definition and assignment of roles. Workflow functionality should also be available to automate authorized Participating Entity user review and approval of catalog content before it is made available.

The Solution must provide an open marketplace environment that provides access to the aforementioned catalog components and to other non-contract, external internet retail or commercial markets of goods/services, as authorized by the Participating Entity. This environment provides the buyer with a supported “catalog of catalogs” shopping experience with a single view of all sources as described in Section C., 6. Above (Request through Pay). The objective of this experience is to give the user options to make the best possible purchasing decision that optimizes price, quality, terms/conditions, and policies. A key aspect of the open marketplace environment is that it will allow the Participating Entity to effectively manage spend.

Support and maintenance of the open marketplace that supports the Participating Entity in the overall management of the open marketplace environment inclusive of: integrations with online suppliers; regular (or real time) synchronization of products, prices for items in the catalog; available products and services; establishment of contracted Suppliers within the marketplace as well as the overall management, maintenance and operations of the technical elements that comprise this “catalog of catalogs” environment as to comply with Participating Entity operating, service level and performance requirements.

Bidders must provide continuous support of both Suppliers with contracts and non-contract Suppliers offering goods and services in the open marketplace environment. Bidders should also provide on-going support functions to continuously and proactively expand the open marketplace environment ecosystem with additional non-contract and retail/commercial market products and services.

**Response requirement**:

* RTM: Tab 3, CAT-1 through CAT-40
* Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of Catalog Capability.
1. **Sourcing/Bid Management**

The Sourcing components of the system provide functionality to automate the entire solicitation process for both the buyer and the supplier. All types of solicitations can be created leveraging standard templates and libraries. Formal or informal, sealed or un-sealed, complex or simple. Other key functionalities include initiating solicitations from a requisition, public posting, supplier notification, evaluation of bids/proposals, making the award and the Integration with other solution components to automate the creation of catalogs and contracts.

**Response requirement**:

* RTM: Tab 3, SRC-1 through SRC-151
* Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of Sourcing/Bid Management.
1. **Contract Management**

The Contract Management components of the Solution encompass all aspects of contract development, tracking, electronic signature, and administration. Contract document authoring is automated through templates and libraries to provide consistency across the Participating Entity. Workflow functionality provides oversight by automating the review and approval processes.

Key contract administration functions address management of subcontractors, identification of authorized resellers (dealers, distributors, etc.), tracking and managing Supplier sales reports, Contractor performance and compliance as well as amendments and renewals.

**Response requirement**:

* RTM: Tab 3, CNT-1 through CNT-88
* Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of Contract Management Capability.
1. **Vendor Performance**

Vendor Performance management is a business practice that is used to measure, analyze, and manage the performance of a Supplier in an effort to cut costs, alleviate risks, and drive continuous improvement. The ultimate intent is to identify potential issues/risks and their root causes so that they can be resolved/managed to all parties benefit as early as possible. The electronic procurement Vendor Performance functionality must capture Vendor performance information and data including, but not limited to, delivery dates, receipt dates, pricing accuracy, cure letters, contract milestone completion, and customer surveys. The data must be collected in a manner that allows for reporting and analysis. The solution will provide the Participating Entity with a means to assess, track, manage and report Supplier performance across all procurement activities and include capabilities to capture and address performance complaints/issues.

**Response requirement**:

* RTM: Tab 3, VPE-1 through VPE-25
* Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of Vendor Performance Capability.
1. **Purchasing/Data Analytics**

Purchasing/Data Analytic components of the system provide robust data analytics and reporting to allow the Participating Entity to strategically assess procurement transactions and records for more effective sourcing and contracting, to include spend. These functionalities also provide the means to assess across operation dimensions such as supplier classification, organizational elements and buying trends. Reporting is presented in the form of interactive charts and dashboards with the ability to 'drill down' to the transactional data for comprehensive analysis. Transparency is also a key feature to this component as reports, charts and dashboards can be designed for public access.

**Response requirement**:

* RTM: Tab 3, PDA-1 through PDA-37
* Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of Purchasing/Data Analytics Capability.
1. **TECHNICAL REQUIREMENTS**

Bidders proposing a Solution in response to the Functional requirements must respond to all Technical Requirements sections in this RFP.

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.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Availability objectives and requirements.
1. **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.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Accessibility Requirements objectives and requirement.
1. **Audit Trail and History**

The Solution must track user and Supplier activity throughout the Solution. The Solution must also track transaction activity to provide a history that includes, but is not limited to, creation, changes, approvals or rejections of the transaction. The data captured should include at a minimum date, time, user, action taken, status changes, content changes and approval or rejection history. The tracked information should be accessible to users by reports, a history page or other option that is accessible without support from an Administrator. All tracked data must be retained in a manner that is consistent with other data retention practices within the Solution.

**Response requirement**:

* RTM: Tab 4, TECH-1 through TECH-5
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Audit Trail and History objectives and requirements.
1. **Browsers Supported**

The Solution must only require internet browser software for user access to the Solution. No site or application component will utilize features available only when using a specific brand of Web browser. At a minimum but not limited to, the solution should support current versions of the Microsoft browser, Chrome, Firefox, and Safari and should ensure continuous support of future industry leading browsers, new versions, and older versions. Additionally:

* Any browser that is ranked as more than 10% of the Web traffic must be supported.
* Popularity of browsers used to access the Solution must be tracked to identify browser and platform trends.
* The Solution must be tested for multiple browsers, operating systems, and versions (including backward compatibility) based on intended audience. This includes upgrades, new releases, enhancements and fixes.
* If a page will be rendered inoperable on an older browser the page must contain a notice to that effect that is viewable in non-compliant browsers.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Browsers Supported objectives and requirements.
1. **User Accounts and Administration**

The Solution should provide a variety of user account types from full access for system administrators to a tiered structure of limited access depending on the user’s role. Bidders must provide a list of standard user roles and describe all capabilities for the definition of additional roles.

User accounts must be associated to a specific organization (e.g. Agency, Department, Non-State Entities) and have the capability to be authorized to buy on-behalf of multiple other organizations.

Administration of the Solution, including user setup/maintenance, should allow delegation assignment to authorized users to allow the option to distribute some administration responsibilities. This delegation capability must allow definition of the specific functions and organization(s) (e.g. Agencies, Departments, Non-State Entities) that the delegated Administrator will have access to manage.

**Response requirement**:

* RTM: Tab 4, TECH-6 through TECH-20
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the User Accounts and Administration objectives and requirements.
1. **User Authentication**

The Solution must provide secure user authentication capabilities that are consistent with current security industry standards. The Solution should have the capability that can address individual Participating Entity standards including:

* User Provisioning;
* 2-Factor Authentication (2FA);
* Single Sign-on;
* Federation;
* Identity Proofing;
* Logging and Monitoring; and
* Password policies.

**Response requirement**:

* RTM: Tab 4, TECH-21 through TECH-25
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the User Authentication objectives and requirements.
1. **Federated Identity Management**

The Solution should provide user login capabilities that can be integrated with the Participating Entity’s existing Federated Identify 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. Additionally, the solution must not require multiple user-ids and passwords between Solution components.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Federated Identity Management objectives and requirements.
1. **Data Conversion**

Implementation of the Solution may replace existing systems and may require data conversion of existing transactions/data. Proposals must provide complete details on Solution data conversion capabilities including describing data preparation requirements and responsibilities. Proposals must also describe available services that could be leveraged to support data conversion activities.

**Response requirement**:

* RTM: Tab 4, TECH-26 through TECH-34
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Conversion objectives and requirements*.*
1. **Interface and Integration**

Proposed Solutions must provide both interface and real-time integration capabilities. Proposals must provide complete technical details on these capabilities including, at a minimum, standards supported, restrictions, and identify all Finance systems/ERPs where the Solution has existing interface/integration capabilities available.

**Response requirement**:

* RTM: Tab 4, TECH-35 through TECH-59
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Interface and Integration objectives and requirements.
1. **Office Automation Integration**

Proposals must describe Solution compatibility and any integration with Office Automation products. At a minimum, Bidders must address Microsoft Office suite products (Word, Excel, PowerPoint, etc.) and Adobe. The response must be describe these capabilities to support, at a minimum, documents as attachments, automated generation of documents (e.g. purchase orders, solicitations, contracts), import/export of transaction data (e.g. requisition line items, solicitation line items, bid tabulations, evaluation scores, contract line items), and cut/paste of text into Solution text fields.

**Response requirement**:

* RTM: Tab 4, TECH-60
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Office Automation Integration objectives and requirements.
1. **Mobile Device Support**

The Solution functionality should be accessible from mobile devices including cell phones and tablets.

**Response requirement**:

* RTM: Tab 4, TECH-61
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Mobile Device Support objectives and requirements.
1. **Mobile Applications**

The Solution should include Mobile Application capabilities that leverage mobile device specific functionalities. These Solution Apps must meet all of the relevant technical, audit and security controls as required of the full Solution.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Mobile Applications objectives and requirements.
1. **Data Ownership and Access**

Participating Entity data in the Solution is owned by the Participating Entity. Participating Entity must be able to access and obtain/extract a copy of their data upon demand, including the associated data dictionary, and at no cost/charge.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Ownership and Access objectives and requirements.
1. **Data Retention, Archive, and Purge Considerations**

The Solution must provide Archive and Purge capabilities which can conform to relevant Participating Entity document retention schedules.

**Response requirement**:

* RTM: Tab 4, TECH-62
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Retention, Archive and Purge objectives and requirements.
1. **Disaster Recovery Plan**

Bidders must have a Disaster Recovery Plan for the Solution. The Plan will document the sequence of events and sequence of communications to follow in the circumstance that an internal or external interruption of service or infrastructure failure or natural disaster (act of nature).

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Disaster Recovery Plan objectives and requirements*.*
1. **Solution Environments**

The Solution must include the following system environments at a minimum:

* Development Environment – this environment should have the capability to be integrated with the Participating Entity’s finance system development environment to facilitate development and unit/system testing of integration functionality.
* User Acceptance Test Environment – this environment will be used by the Participating Entity to validate functionality and system performance prior to release to Production. This environment should have the capability to be integrated with the Participating Entity’s finance system test environment to facilitate testing of all procurement processes.
* Training Environment – this environment will have the same components, software, functionality as the Production environment and new releases/upgrades/changes made to Production will also be applied to the Training Environment at the same time as Production or at a schedule mutually agreed with the Participating Entity. This environment should have the capability to be integrated with the Participating Entity’s finance system training environment to facilitate training on all procurement processes.
* Production Environment – this environment will provide user access to all components, software and functionality as required by the Contract.

**Response requirement**:

* RTM: Tab 4, TECH-63 through TECH-67
* Inline Narrative: Bidders must provide a detailed narrative response that describes overall solution components that will meet the Solution Environments objectives and requirements.
1. **Solution Technical Architecture**

Bidders are to provide technical architecture diagrams that provide a pictorial view of application modules/functions and the platform on which they reside, data architecture including common data exchange points with entity legacy applications, vendor’s catalogs, and vendor order processing and data integration among Solution modules. Describe the development tools and languages used in developing application modules. Describe the techniques used in developing application modules. Describe the techniques used to exchange data. Identify network architecture components that are shared among customers and components dedicated to the proposed solution.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Solution Technical Architecture objectives and requirements.
1. **Solution Network Architecture**

Diagram the network architecture including network configuration, network access point(s) to the Internet, note Internet access bandwidth, internal data center network components, monitoring tools, backup hardware and software, and security hardware and software. Describe the web-hosting center including geographic locations, power, HVAC, floor space, user accessibility, physical security, and level of redundancy. Note that many States will not allow data to be stored outside of the United States. Describe platforms supported (hardware, operating systems, database management) and range of services available (including application management, system integration, benchmarking, high-availability configurations and disaster recovery).

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Solution Network Architecture objectives and requirements.
1. **System Development Methodology**

Bidders must describe the system development including:

* How the development methodology ensures quality, long-term flexibility and reuse.
* Solution testing processes, tools and methods and how they:
	+ Verify that the Solution meets the business requirements.
	+ Ensure operational reliability.
	+ Ensure quality.
* Application, network, and web-host server stress testing to ensure response time and reliability guarantees are met.
* Quality assurance program.
* Configuration/change management methodologies.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the System Development Methodology objectives and requirements.
1. **Service Level Agreement**

Bidders must review and indicate compliance to the attached Service Level Agreement standard. Bidders must also provide a copy of their current standard Service Level Agreement and describe flexibility to adjust to any specific requirements that a Participating Entity may have.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the objectives and requirements of Data Access*.*
1. **SECURITY REQUIREMENTS**

Bidders proposing a Solution in response to the Functional requirements must respond to all Security Requirements sections in this RFP.

1. **Cloud Security Alliance (CSA) Compliance**

Bidders must, at a minimum, complete, provide, and maintain a completed CSA STAR Registry Self-Assessment. Bidders must either submit:

* A completed The Consensus Assessments Initiative Questionnaire (CAIQ)
<https://cloudsecurityalliance.org/artifacts/consensus-assessments-initiative-questionnaire-v3-1/>

OR

* Submit a report documenting compliance with Cloud Controls Matrix (CCM)

<https://cloudsecurityalliance.org/artifacts/cloud-controls-matrix-v3-0-1/>

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Cloud Security Alliance Compliance objectives and requirements.

1. **Security and Privacy Controls**

Bidders must indicate their level of compliance with NIST (SP) 800-53 and identify the actual or equivalent baseline level (low, moderate or high) as defined in Attachment D of the NIST 800-53 publication.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security and Privacy Controls objectives and requirements.

1. **Security Certifications**

Bidders must list all government, standards organization or third-party security attestations, certifications and credentials it currently holds that apply specifically to the Bidder’s proposal, as well as those in process at time of response. Specifically include 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.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security Certifications objectives and requirements.

1. **Annual Security Plan**

Upon award Contractors must develop, implement and thereafter maintain annually a Security Plan that is in alignment with the National Institute of Standards and Technology (“NIST”) Special Publication (SP) 800-53 (current, published version). Proposals must describe the Security Plan that will be provided and must include/address the following items related to the system and services:

* Security policies;
* Logical security controls (privacy, user access and authentication, user permissions, etc.);
* Technical security controls and security architecture (communications, hardware, data, physical access, software, operating system, encryption, etc.);
* Security processes (security assessments, risk assessments, incident response, etc.);
* Detail the technical specifics to satisfy the following;
* Network segmentation;
* Perimeter security;
* Application security and data sensitivity classification;
* PHI and PII data elements;
* Intrusion management;
* Monitoring and reporting;
* Host hardening;
* Remote access;
* Encryption;
* Participating Entity-wide active directory services for authentication;
* Interface security;
* Security test procedures;
* Managing network security devices;
* Security patch management;
* Detailed diagrams depicting all security-related devices and subsystems and their relationships with other systems for which they provide controls; and
* Secure communications over the Internet.

The Security Plan must detail how security will be controlled during the implementation of the Solution and Services and describe the following:

* High-level description of the program and projects;
* Security risks and concerns;
* Security roles and responsibilities;
* Program and project security policies and guidelines;
* Security-specific project deliverables and processes;
* Security team review and approval process;
* Security-Identity management and Access Control for Bidder and Participating Entity joiners, movers, and leavers;
* Data Protection Plan for personal/sensitive data within the projects;
* Business continuity and disaster recovery plan for the projects;
* Infrastructure architecture and security processes;
* Application security and industry best practices for the projects; and
* Vulnerability and threat management plan (cyber security)

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Annual Security Plan objectives and requirements.

1. **Secure Application and Network Environment**

Bidders must provide a robust boundary security capacity that incorporates generally recognized system hardening techniques. This includes determining which ports and services are required to support access to systems that hold Participating Entity Data, limiting access to only these points, and disable all others.

Proposals must provide, at a minimum, the following details:

* Use of assets and techniques such as properly configured firewalls, a demilitarized zone for handling public traffic, host-to-host management, Internet protocol specification for source and destination, strong authentication, encryption, packet filtering, activity logging, and implementation of system security fixes and patches as they become available.
* Use of two-factor authentication to limit access to systems that contain particularly sensitive Participating Entity Data, such as personally identifiable information.
* Assume all Participating Entity Data is both confidential and critical for Participating Entity operations. Confirm that Bidders security policies, plans, and procedure for the handling, storage, backup, access, and, if appropriate, destruction of Participating Entity Data will be commensurate to this level of sensitivity unless the Participating Entity instructs the Bidders otherwise in writing.
* Appropriate intrusion and attack prevention and detection capabilities. These capabilities must track unauthorized access and attempts to access Participating Entity Data, as well as attacks on the Bidder’s infrastructure associated with the Participating Entity Data. Further, Bidders must monitor and appropriately address information from its system tools used to prevent and detect unauthorized access to and attacks on the infrastructure associated with the Participating Entity Data.
* Use of appropriate measures to ensure that Participating Entity Data is secure before transferring control of any systems or media on which Participating Entity Data is stored. The method of securing the Participating Entity Data must be appropriate to the situation and may include secure overwriting, destruction, or encryption of the Participating Entity Data before transfer of control. The transfer of any such system or media must be reasonably necessary for the performance of the Bidder’s obligations under this Contract.
* Security controls, both physical and virtual Zones of Control Architectures (ZOCA), used to isolate hosted servers.
* A business continuity plan in place that the Bidder tests and updates at least annually. The plan must address procedures for response to emergencies and other business interruptions. Part of the plan must address backing up and storing data at a location sufficiently remote from the facilities at which the Bidder maintains Participating Entity Data in case of loss of Participating Entity Data at the primary site. Bidders backup solution must include plans to recover from an intentional deletion attempt by a remote attacker with compromised administrator credentials (e.g., keeping periodic copies offline, or in write-only format).

The plan also must address the rapid restoration, relocation, or replacement of resources associated with the Participating Entity Data in the case of a disaster or other business interruption. Bidders business continuity plan must address short- and long-term restoration, relocation, or replacement of resources that will ensure the smooth continuation of operations related to the Participating Entity’s Data. Such resources may include, among others, communications, supplies, transportation, space, power and environmental controls, documentation, people, data, software, and hardware. Bidders also must provide for reviewing, testing, and adjusting the plan on an annual basis.

* Prohibit Participating Entity Data to be loaded onto portable computing devices or portable storage components or media unless necessary to perform its obligations under an associated Participating Entity agreement. If necessary, for such performance, the Bidder may permit Participating Entity Data to be loaded onto portable computing devices or portable storage components or media only if adequate security measures are in place to ensure the integrity and security of the Participating Entity Data. Those measures must include a policy on physical security for such devices to minimize the risks of theft and unauthorized access that includes a prohibition against viewing sensitive or confidential data in public or common areas. In addition, all Participating Entity data on portable media shall be encrypted.
* Ensure that portable computing devices utilized by the Contractor have anti-virus software, personal firewalls, and system password protection. In addition, describe the encryption of Participating Entity Data when stored on any portable computing or storage device or media or when transmitted from them across any data network.
* Maintain an accurate inventory of all portable computing devices and the individuals to whom they are assigned.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Secure Application and Network Environment compliance objectives and requirements.

1. **Secure Application and Network Access**

Access to the Solution, Solution infrastructure and Participating Entity systems/networks must employ secure data transmission protocols, including the secure sockets layer (SSL) protocol and public key authentication, signing and encryption. Bidders must identify the encryption and non-repudiation services that will be in place for any remote solution access, such as Secure Multipurpose Internet Mail Extensions (S/MIME) and digital certificates with the provided PKI.

Bidders must identify the secure (e.g., non-clear text and authenticated) standardized network protocols used for the import and export of data and to manage the service, and proposals shall also document the relevant interoperability and portability standards that are involved.

Bidders must identify custom changes made to any hypervisor in use and all solution-specific virtualization hooks available for customer review.

Bidders must describe the security practices in place to secure applications, including threats from outside the service center as well as other customers co-located within the same service center.

Bidders must describe security audit logging in place on information systems, including computers and network devices. Details must include, but are not limited to:

* Logging process including the types of services and devices (e.g. computers, network devices) logged;
* The event types logged; and
* The information fields logged.

Bidders must describe security procedures (background checks, foot printing logging, etc.) which are in place regarding Bidder’s employees who have access to sensitive data.

**Response requirement**:

* RTM: Tab 5, SEC-1 through SEC-6
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security Application and Network Access objectives and requirements.
1. **Data Security**

Bidders must demonstrate due diligence to ensure computer and telecommunications systems and services involved in storing, using, or transmitting Participating Entity Data are secure and protect Participating Entity data from unauthorized disclosure, modification, use or destruction.

Bidders must provide details that address the following:

* Describe security practices in place to secure/protect data ~~and applications~~, including threats from outside the service center as well as other customers co-located within the same service center.
* Describe risk management techniques that balance the need for security measures against the sensitivity of Participating Entity data.
* Describe how it intends to comply with all applicable laws and related to data privacy and security.
* Describe how user accounts or data will not be accessed, except in the course of data center operations, response to service or technical issues, as required by the express terms of the Master Agreement, the applicable Participating Addendum, and/or the applicable Service Level Agreement.
* Describe data confidentiality standards and practices that are in place to ensure data confidentiality. This must include not only prevention of exposure to unauthorized personnel, but also managing and reviewing access that administrators have to stored data. Include information on your hardware policies (laptops, mobile etc).
* Describe the security measures and standards (e.g. NIST) which the Bidder has in place to secure the confidentiality of data at rest and in transit.
* Describe how it will only use data for purposes defined in the Master Agreement, participating addendum, or related service level agreement. Contractors shall not use the government data or government related data for any other purpose including but not limited to data mining. Bidders, or their subcontractors, shall not resell nor otherwise redistribute information gained from its access to the data received as a result of this RFP.
* Describe the method by which you dispose of data following completion of any contract services.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Security objectives and requirements.

1. **Personally Identifiable Information Protection**

The Solution must protect Personally Identifiable Information (PII). Proposals must provide details on how PII is protected and compliance with Federal PII, HIPAA and European General Data Protection Regulation (GDPR) requirements including, but not limited to:

* United States Code 42 USC 1320d through 1320d-8 (HIPAA);
* Code of Federal Regulations, 42 CFR 431.300, 431.302, 431.305, 431.306, 435.945,45 CFR164.502 (e) and 164.504 (e); and
* IRS Publication 1075, Tax Information Security Guidelines for Federal, Participating Entity and Local Agencies.

Bidders must

* Maintain in confidence any personally identifiable information (“PII”) it may obtain, maintain, process, or otherwise receive from or through the Participating Entity;
* Not sell, rent, lease or disclose, or permit its employees, officers, agents, and independent Bidders to sell, rent, lease, or disclose, any such PII to any third party, except as permitted under this Contract or required by applicable law, regulation, or court order;
* Take all commercially reasonable steps to (a) protect the confidentiality of PII received from the Participating Entity and (b) establish and maintain physical, technical and administrative safeguards to prevent unauthorized access by third parties to PII received by Bidders from the Participating Entity;
* Give access to and use of PII only to those individual employees, officers, agents, and independent Bidders who reasonably require access to such information in connection with the performance of Bidder’s obligations under an associated Participating Entity agreement;
* Upon request by the Participating Entity, promptly destroy or return to the Participating Entity in a format designated by the Participating Entity all PII received from the Participating Entity;
* Cooperate with any attempt by the Participating Entity to monitor Bidder’s compliance with the foregoing obligations as reasonably requested by the Participating Entity from time to time;
* Establish and maintain data security policies and procedures designed to ensure the following:
	+ Security and confidentiality of PII;
	+ Protection against anticipated threats or hazards to the security or integrity of PII; and
	+ Protection against the unauthorized access to, disclosure of or use of PII.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the PII Protection objectives and requirements.

1. **Security/Privacy Issue Occurrence**

In the occurrence of any security or privacy issue with the provided Solution and/or Services, whether detected by the Participating Entity, a Participating Entity auditor or the Contractor, the Contractor must:

* Notify the Participating Entity of the issue or acknowledge receipt of the issue within two (2) hours;
* Within forty-eight (48) hours from the initial detection or communication of the issue from the Participating Entity, present a potential exposure or issue assessment document to the Participating Entity Account Representative and the Participating Entity Chief Information Security Officer with a high-level assessment as to resolution actions and a plan;
* within four (4) calendar days, and upon direction from the Participating Entity, implement to the extent commercially reasonable measures to minimize the Participating Entity’s exposure to security or privacy until such time as the issue is resolved; and
* upon approval from the Participating Entity implement a permanent repair to the identified issue at the Bidder’s cost.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security/Privacy Issue Occurrence objectives and requirements.

1. **PII Data Actual/Attempted Access or Disclosure**

If the security or privacy issue is determined to be an actual, attempted or suspected theft of, accidental disclosure of, loss of, or inability to account for any PII by Contractor or any of its sub-contractors (collectively “Disclosure”) and/or any unauthorized intrusions into Contractor’s or any of its sub-contractor’s facilities or secure systems (collectively “Intrusion”), Contractor must additionally:

* 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.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the PII Data Actual/Attempted Access or Disclosure objectives and requirements.

1. **Security Breach Reporting**

If the security issue is determined to be an actual security breach that may have compromised Participating Entity Data that is not PII, the Contractor must additionally:

* Notify the Participating Entity within two (2) hours of the Contractor becoming aware of the breach. In the case of a suspected breach, the Contractor must notify the Participating Entity in writing of the suspected breach within twenty-four (24) hours of the Bidder becoming aware of the suspected breach.
* Fully cooperate with the Participating Entity to mitigate the consequences of such a breach/suspected breach. This includes any use or disclosure of the Participating Entity Data that is inconsistent with the terms of this Contract and of which the Contractor becomes aware, including but not limited to, any discovery of a use or disclosure that is not consistent with this Contract by an employee, agent, or sub-contractor of the Contractor.
* Give the Participating Entity full access to the details of the breach/suspected breach and assist the Participating Entity in making any notifications to potentially affected people and organizations that the Participating Entity deems are necessary or appropriate. Bidders must document all such incidents/suspected incidents, including its response to them, and make that documentation available to the Participating Entity on request.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security Breach Reporting objectives and requirements.
1. **IMPLEMENTATION REQUIREMENTS**
2. **Project Management**

Bidders must describe their project management methodology and approach including, but not limited to, key tasks, status reporting, implementation plan development, deliverable management, status reporting, risk assessment/mitigation, issue management, and staff management. Proposals must also address:

* Providing a dedicated Project Manager and identify the skills, qualifications, certifications and responsibilities of an individual that would be assigned to a Solution implementation project.
* Include an example Implementation Plan that includes project phases, tasks, major milestones and timeline.
* Typical Project Deliverables
* Bidder’s staffing plan including key positions, roles and responsibilities
* Participating Entity required staff, roles, skills required and responsibilities.
* Project Governance model/approach depicting both Bidder’s and Participating Entity roles.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Project Management objectives and requirements.
1. **Project Implementation Methodology**

Bidders must describe their implementation methodology and approach including, but not limited to:

* Standard implementation including, but not limited to, approach, strategy, methodology, and change control;
* Design/Configure/Build work required to set up the Solution
* System development methodology;
* Testing methodology including, but not limited to, Test Plans, Development Testing, Unit Testing, Performance Testing, Integration Testing, User Acceptance Testing, and Test Scenario/Script development;
* Configuration/change control methodology;
* Risk Management practices and identify common project risks; and
* Issue Tracking/Management.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Project Implementation objectives and requirements.
1. **Catalog Support Services**

Bidders must provide services to support the creation, loading, management, and maintenance of hosted catalogs and punchout sites. Proposals must describe in detail the available services, including but not limited to, the following:

* Provide assessment to identify and prioritize contracts as potential for hosted catalog or punchout;
* Creation of hosted catalogs;
* Setup/configuration of punchout sites;
* Identify and setup commercial retail online marketplaces;
* On/off-boarding of Suppliers to prepare them to manage catalog content; and
* Train Participating Entity staff to assume catalog/punchout management roles.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Catalog Support Services objectives and requirements.
1. **Data Conversion Services** *(separate from the Data Services response in the Functional Requirements section)*

Bidders must provide data conversion services to transition from existing, legacy systems to the new eProcurement Solution. Proposals must describe in detail the available services including, but not limited to, the following:

* Conversion needs assessment;
* Conversion approach/methodology for Supplier data, Users, and active transactions including, but not limited to, open Purchase Orders, active Solicitations, and active Contracts;
* Data cleansing; and
* Tools/accelerators available to support data conversion.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Conversion Services objectives and requirements.
1. **Interface/Integration Development Services** *(separate from the Interface and Integration response in the Functional Requirements section)*

Bidders must provide services to develop and implement interfaces and/or integrations with Participating Entity legacy systems. Proposals must describe in detail the available services, including but not limited to, the following:

* Provide technical assessment to identify all required interface and integrations to systems outside of the eProcurement Solution.
* Design, development, testing and implementation of all identified interfaces and integrations.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Interface/Integration Development Services objectives and requirements.
1. **Organizational Change Management (OCM) Services**

Bidders must provide OCM services that include, at a minimum:

* OCM Strategy development;
* Stakeholder Analysis/Assessment;
* Readiness Assessments, Organizational and Staff;
* Impact Assessment;
* Communications Plan development;
* Coaching Plan development;
* Resistance Assessment and Management Plan development; and
* Proposals must include a description of Bidders OCM Methodology and detailed descriptions of each of the above items.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the OCM Services objectives and requirements.
1. **Training Services**

Bidders must provide user training on the use the eProcurement Solution. Proposals must include:

* A comprehensive training needs assessment.
* Development and implementation of a Training Plan which must be:
	+ Approved by the Participating Entity;
	+ Identify the method of training recommended for End Users, Train-the-Trainers, Suppliers, System Administrators and Participating Entity Help Desk staff;
	+ Identify Bidder’s staffing and skills levels that demonstrates the proposed training approach;
	+ Staffing that would conduct the training and describe skills/experience;
	+ Required Participating Entity staff and resources; and
	+ Post-implementation transition plan to move training responsibilities to Participating Entity staff.
* Include an example Training Plan
* The following delivery methods:
	+ On-site Instructor Lead, computer-based classroom training;
	+ Web-based Instructor Lead training (e.g. Webinar session); and
	+ Web-based self-service/on-demand training (e.g. web posted video).
* Training materials that
	+ Include step-by-step procedures and directions.
	+ Become property of the Participating Entity for use in future training and the state may download/copy/distribute these materials without restriction.
	+ Include the right for the Participating Entity to publish/post the contractor’s training materials on publicly accessible websites.
	+ Include links to examples of training materials.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Training Services objectives and requirements.
1. **Help Desk Services**

Bidders must provide services to support users and Suppliers in the use of the eProcurement solution. Proposals must describe in detail the available services, including but not limited to, the following:

* Approach/methodology;
* Experience supporting eProcurement solutions;
* Support/Management Plan that addresses:
	+ Help Desk location and staffing
	+ Participating Entity responsibilities and staffing recommendations
	+ Operating procedures
* Systems and tools utilized to provide services including phone, chat and ticketing systems;
* Performance metrics tracking and reporting;
* Issue analysis, tracking, and reporting;
* Customer satisfaction tracking and reporting; and
* Option/approach to transition to a Participating Entity Help Desk operation including training of Participating Entities Help Desk resources.

**Response requirement**:

* RTM: Tab 6, IMPL-1 through IMPL-5
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Help Desk Services objectives and requirements.
1. **On-Site System Stabilization Support**

Bidders must provide personnel to support a stabilization period of 3 months after the ‘go live’ of the full Solution Implementation. Participating Entities may require this support to be on-site. These personnel will address, at a minimum, system setup/configuration changes, issue assessment/resolution, system performance and stability monitoring/adjustment, system use assessment, mentoring of State operations staff, coordination of Contractor off-site tasks and support resources, coordinate documentation.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the On-Site System Stabilization Support objectives and requirements.
1. **MANAGED SERVICES REQUIREMENTS**

Bidders may propose to provide any of the following services separate from services proposed in the Implementation section of this RFP.

1. **Solution Support**

Bidders must provide post-implementation operational support services including, at a minimum, the following:

* Maintain the performance, availability and stability of the Solution. The Contractor must schedule its implementation of changes so as not to unreasonably interrupt State business operations.
* Make no changes that would materially alter the functionality of the systems used to provide the Services or materially degrade the performance or SLAs as established of the Services, without first obtaining State approval. In the case of an emergency, and in keeping with State security policies in effect, the Contractor may make temporary changes at any time and without State approval, to the extent such changes are necessary, in the Contractor’s judgment, (i) to maintain the continuity of the Services, (ii) to correct an event or occurrence that would substantially prevent, hinder or delay the operation of State critical business functions; and (iii) to prevent damage to the Contractor’s network. The Contractor will promptly notify the State of all such temporary changes. At the conclusion of the emergency the Contractor will restore any changes to the pre-emergency state, and if the change is deemed necessary for normal operation of the system, a corresponding change request must be initiated for State review and approval. The Contractor must review and perform a root-cause analysis of any deviation from any scheduled or failed changes.
* Prior to using any software or equipment to provide the Services perform all necessary testing to verify that the item has been properly installed, is operating substantially in conformance to its specifications, and is performing its intended functions in a reliable manner in keeping with the defined Service Levels in effect at the time of the change.
* Reasonably accommodate the Participating Entity testing, review and approval processes prior to promoting these Solution components in the production environment.
* For all Production and Non-Production environments (including environments that support systems development, testing, training, demo, QA and otherwise) monitor those environments, apply patches, and administer the system logs.
* Upon the creation of any environment for Participating Entity use, (unless excused in writing by the State) include these environments in regularly scheduled backup, maintenance, update/upgrade, patching, monitoring/reporting functions prior to productive use by the Participating Entity and until the use of this environment is no longer required by the Participating Entity.
* Identify to the Participating Entity any issues that may adversely impact the Participating Entity in-scope environment and operational requirements and that require analysis of the technical components of the system, including the applications, databases, ancillary and systems software and hardware.
* Conduct reviews with the Participating Entity for corrections to performance, functional, integration or technical issues with in-scope environments or operations and incorporate resulting changes into ongoing continuous improvement initiatives.
* Provide reviews of Participating Entity use of the Solution to make recommendations/suggestions on how the Entity could make more effective use of the Solution.
* Perform technical activities including but not limited to: system code/object migrations, patch implementations, testing, performance tuning, log administration, data copies and exports, integrations and scheduled reporting/ETLs, and responsibility for issue resolution such that migrations into production will be executed at agreed periodic intervals and other production changes will be scheduled during the maintenance window. The Contractor must follow a mutually agreed, formalized and published methodology for migrations into production.
* Application and system software/hardware upgrades for in-scope services must not impair the Contractor’s ability to meet the Service Levels.
* Maintain an e-mail listing for each business and service owner of the eProcurement solution including third party Solution components. When there is an unscheduled outage or reduction in required performance of the eProcurement solution, the Contractor must promptly notify the appropriate business and service owner contacts of an outage and restoration of service in accordance with the Run Book or other supporting documents.
* Monitor system use/capacity, forecast capacity and review the Participating Entity growth plans during quarterly service review meetings, and if requested due to an unforeseen requirement, participate in the required number of ad-hoc reviews coinciding with these new requirements and infrastructure needs to correctly plan for capacity – periodic capacity increases as well as burst requirements.
* Monitor all third-party software vendors and vendor services for proactive notification of all applicable patches and updates. When new eProcurement impacting items are released, they must be tested by the Contractor in its protected test environments, and jointly scheduled with the Participating Entity for installation during the next scheduled maintenance window. A priority update window may be required in advance of schedule if a patch or fix is deemed to be critical or security related.
* Manage the security functions related to the solution including administrative access and passwords and the related security controls to maintain the integrity of the solution, based on the Contractor’s standard security processes.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Solution Support objectives and requirements.
1. **Organizational Change Management (OCM) Services**

Proposals must identify the specific eProcurement solutions that are supported for the OCM services. Proposals must meet the same requirements identified in the Implementation OCM Services in Section E., 6. above.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the OCM Services objectives and requirements.
1. **Training Services**

Proposals must identify the specific eProcurement solutions that are supported for the training services. Proposals must meet the same requirements identified in the Implementation Training Services in Section E., 7. above.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Training Services objectives and requirements.
1. **Catalog Support Services**

Proposals must identify the specific eProcurement solutions that are supported for the Catalog Support services. Proposals must meet the same requirements identified in the Implementation Catalog Support Services in Section E., 3. above.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Catalog Support Services objectives and requirements.
1. **Help Desk Services**

Proposals must identify the specific eProcurement solutions that are supported for the Help Desk services. Proposals must meet the same requirements identified in the Implementation Help Desk Services in Section E., 7. above.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Help Desk Services objectives and requirements.
1. **Transition Out Assistance Services**

Bidders must, at the Participating Entity’ request, provide services to facilitate the orderly transition to a new service provider. Transition Out Assistance services would commence as follows:

* No less than one (1) year prior to expiration of this Participating Entity agreement or on such earlier date as the Participating Entity may request; or
* Upon notice of Participating Entity agreement termination/partial termination; or
* Upon notice of non-renewal of the Participating Entity agreement.
* Upon commencement, Transition Out Assistance services will continue for a period of up to six (6) months.

Proposals must include the following:

* Provide assistance, cooperation and information as is reasonably necessary to help enable a smooth transition of the applicable services to the Participating Entity or its designated service provider.
* Provide information as the Participating Entity may reasonably request relating to the number and function of each of the Contractor personnel performing the services.
* Transfer Participating Entity-owned data, information, deliverables, work products (WP), documentation, etc.
* Identify any dependencies on the new service provider necessary for the Contractor to perform the transition out assistance services.
* Assist the Participating Entity in the identification of significant potential risk factors relating to the transition.
* Assist the Participating Entity in designing plans and contingencies to help mitigate identified risks.
* Submit a transition plan, for approval by the Participating Entity, which includes a timeline for successfully completing the transition out assistance services.
* Provide a schedule and plan for Contractor’s return to the Participating Entity of (i) the Participating Entity service locations then occupied by Contractor (if any), and (ii) the Participating Entity confidential information, the Participating Entity data, documents, records, files, tapes and disks in Contractor’s possession.

**Response requirement**:

* RTM: N/A
* Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Transition Out Assistance Services objectives and requirements.
1. **OTHER AVAILABLE SERVICES**

Bidders are to identify and provide details on any additional services that will be available to Participating Entities.

**Response requirement**: OPTIONAL

* 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).

**PART IIII KEY RFP EVENTS**

1. **Bidders’ Conference**

The Department will sponsor a Bidders’ Conference concerning the RFP, via Zoom. The purpose of the Bidders’ Conference is to provide an overview of this procurement and to address questions in order to clarify, for potential Bidders, any aspect of the RFP requirements as may be necessary. This Bidders’ Conference is scheduled for two hours but may be extended at the discretion of the Lead State and NASPO.

Interested parties are encouraged to submit questions pertaining to this RFP, in writing, prior to Bidders’ Conference by the due date specified on the cover page of this RFP. All questions must be submitted, via email, to the RFP Coordinator identified on the cover page of this RFP. The Lead State and NASPO reserves the right to respond to submitted questions either during the Bidders’ Conference or in the Submitted Question Summary. If interested parties have follow-up questions to responses given at the Bidders’ Conference, they are to use the chat function for documentation purposes.

Attendees are encouraged to join the meeting 30 minutes prior to the start time to ensure there are no technical issues for the attendee in participating. The Bidders’ Conference has a 500-participant capacity limit. For those unable to attend the Bidders’ Conference, a recording of the Bidders’ Conference will be provided on the RFP webpage: [RFP 202102021 eProcurement Solutions and Services](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement)

1. **Questions**
	1. **General Instructions:** It is the responsibility of all Bidders, and other interested parties, to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions. Submitted questions must be submitted
	2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date: [RFP 202102021 eProcurement Solutions and Services](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement). It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.
2. **Amendments**

All amendments released in regard to the RFP will also be posted on the following website: [RFP 202102021 eProcurement Solutions and Services](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps/NASPOeProcurement). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

1. **Submitting the Proposal**
	1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. Eastern Time, on the date listed on the cover page of the RFP. E-mails containing original proposal submissions, or any additional or revised proposal files, received after the 11:59 p.m. deadline will be rejected without exception.
	2. **Delivery Instructions:** E-mail proposal submissions are to be submitted to the State of Maine Division of Procurement Services at Proposals@maine.gov.
		1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
		2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
		3. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
		4. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202102021 Proposal Submission – [Bidder’s Name]”**
		5. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:
* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

All required information and attachments stated in PART IV, Section I.

* **File 2 [Bidder’s Name] – Organization Qualifications and Experience:**

*PDF format preferred*

All required information and attachments stated in PART IV, Section II.

* **File 3 [Bidder’s Name] – Proposed Solutions and/or Services:**

*Excel and PDF format preferred*

All required information and attachments stated in PART IV, Section III.

* **File 4 [Bidder’s Name] – Cost Proposal:**

*Excel format preferred*

All required information and attachments stated in PART IV, Section IV.

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

This section contains instructions for Bidders to use in preparing their proposals. The Department seeks detailed yet succinct responses that demonstrate the Bidder’s qualifications, experience, and ability to perform the requirements specified throughout the RFP.

The Bidder’s proposal must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department, and its Sourcing Team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in the RFP will, at best, be considered minimally responsive.

Bidders are not to provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated. Include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

**Proposal Format and Contents**

**Section I Preliminary Information** (File #1)

* 1. **Proposal Cover Page**

Bidders must complete **Appendix A** (Proposal Cover Page). It is critical that the cover page show the specific information requested, including Bidder address(es) and other details listed. The Proposal Cover Page must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Debarment, Performance and Non-Collusion Certification**

Bidders must complete **Appendix B (**Debarment, Performance and Non-Collusion Certification Form). The Debarment, Performance and Non-Collusion Certification Form must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Certificate of Insurance**

Bidders must provide a certificate of insurance on a standard Acord form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services.

**Section II Organization Qualifications and Experience** (File #2)

* 1. **Overview of the Organization**

Present a brief statement of qualifications. Describe the history of the Bidder’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities.

* 1. **Previous Projects**

Provide a description of projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in the “Scope of Services” portion of the RFP. Each description is to include:

1. Client Name
2. Contact person
3. Contact person’s telephone number
4. Contact person’s email address
	1. **Subcontractors**

If subcontractors are to be used, provide a brief description of the subcontractors’ organizational capacity and qualifications. Bidders must provide the subcontractor’s:

1. Name
2. Address
3. Contact person
4. Contact person’s telephone number
5. Contact person’s email address
	1. **Organizational Chart**

Bidders must provide an organizational chart.  The organization chart must include the project being proposed.  Each position must be identified by position title and corresponding to the personnel job descriptions.

* 1. **Litigation**

Bidders must attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.

* 1. **Financial Viability**

Bidders must provide a current copy of their Dun & Bradstreet Business Information Report Snapshot.

**Section III Proposed Solutions and/or Services** (File #3)

* 1. **Services to be Provided**

Bidders are to discuss the Scope of Services referenced above in Part II of the RFP and what the they will offer. Bidders are to:

* Use the Excel Workbook [**Exhibit 1**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Fdafs%2Fbbm%2Fprocurementservices%2Fsites%2Fmaine.gov.dafs.bbm.procurementservices%2Ffiles%2Finline-files%2FExhibit%25201.%2520RFP%2520202102021%2520RTM.xlsx&data=04%7C01%7CChad.Lewis%40maine.gov%7C6e592f5f63094411040a08d8f2eacc89%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637526437550827520%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=F8mU5N7rZZOJOQKcCIUpW8K996DQYzqZ58YCjx6dsKs%3D&reserved=0)(RFP 202102021 - Requirements Traceability Matrix (RTM)) to respond to the RTM requirements as stated in PART II; and
* Provide narrative responses to all “Inline Narrative” requested information stated in PART II of this RFP.

Bidders are to give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved. If subcontractors are involved, clearly identify the work each will perform.

* 1. **Video Demonstrations**

In their proposal submissions, Bidders are to provide a link to a recorded video demonstration of the product(s)/service(s) they are proposing in their submissions. These demonstrations are to be no more than 45 minutes in length. Video demonstrations should provide evaluators with a supplementary, visual depiction of the content of the Bidder’s proposal and demonstrate the real-time functionality/capabilities and features of the Bidders’ system/services. Bidders are wholly responsible for ensuring the links provided are working and their videos are accessible to evaluators. Bidders who fail to provide a video recording or whose video recordings cannot be accessed by evaluators may have their scores negatively impacted. In addition to the above, the State reserves the right to request additional live or recorded demonstrations of a product or service as may be necessary to clarify the contents of a specific Bidder’s proposal.

**Section IV Cost Proposal** (File #4)

* 1. **General Instructions**
1. Bidders must submit a cost proposal that covers the initial period of performance, starting October 1, 2021 and ending on September 30, 2026 as stated in Part I, C.
2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms and conditions and RFP requirements.
3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
	1. **Cost Proposal Form Instructions**

Bidders are to complete and submit the applicable Excel Cost Proposal Workbooks (**Exhibits 3-6**) for the solutions and/or services they are proposing:

- [**Exhibit 3**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Fdafs%2Fbbm%2Fprocurementservices%2Fsites%2Fmaine.gov.dafs.bbm.procurementservices%2Ffiles%2Finline-files%2FExhibit%25203.%2520Cost%2520Proposal%2520Workbook%25201%2520-%2520Full%2520Solution.xlsx&data=04%7C01%7CChad.Lewis%40maine.gov%7C6e592f5f63094411040a08d8f2eacc89%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637526437550837480%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=y7tXPN%2Blj98a%2FwS6Dv7aAxzdIH3qfYg2gnCP1E%2BpiNw%3D&reserved=0) **Cost Proposal Workbook 1 - Full Solution**: Proposals for implementation of a comprehensive eProcurement Solution that meets the requirements detailed in all sections of this RFP and the RTM including licensing and maintenance, implementation and deployment, and on-going operations and support.

- [**Exhibit 4**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Fdafs%2Fbbm%2Fprocurementservices%2Fsites%2Fmaine.gov.dafs.bbm.procurementservices%2Ffiles%2Finline-files%2FExhibit%25204.%2520Cost%2520Proposal%2520Workbook%25202%2520-%2520Individual%2520Workstream%2520Implementation.xlsx&data=04%7C01%7CChad.Lewis%40maine.gov%7C6e592f5f63094411040a08d8f2eacc89%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637526437550837480%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=zXsm0ZcVhz%2BegyRF7%2BDGyjaGCwnrkuX8%2BlPr%2F9H%2BYCg%3D&reserved=0) **Cost Proposal Workbook 2 - Individual Workstream Implementation**: Proposals for implementation of eProcurement functionality for some but not all Workstreams as identified in this RFP and the associated sections of the RTM, including licensing and maintenance, implementation and deployment, and on-going operations and support.

- [**Exhibit 5**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Fdafs%2Fbbm%2Fprocurementservices%2Fsites%2Fmaine.gov.dafs.bbm.procurementservices%2Ffiles%2Finline-files%2FExhibit%25205.%2520Cost%2520Proposal%2520Workbook%25203%2520-%2520eSoftware%2520Only.xlsx&data=04%7C01%7CChad.Lewis%40maine.gov%7C6e592f5f63094411040a08d8f2eacc89%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637526437550847440%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=sefJUv0swUfvMn9XtpSZATOGVa7a4vNdfPXemPM%2FqDM%3D&reserved=0) **Cost Proposal Workbook 3 - eSoftware Only**: Proposals for software only of a comprehensive eProcurement Solution as identified this RFP and the associated sections of the RTM. The Services Requirements section is excluded

- [**Exhibit 6**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Fdafs%2Fbbm%2Fprocurementservices%2Fsites%2Fmaine.gov.dafs.bbm.procurementservices%2Ffiles%2Finline-files%2FExhibit%25206.%2520Cost%2520Proposal%2520Workbook%25204%2520-%2520Services%2520Only.xlsx&data=04%7C01%7CChad.Lewis%40maine.gov%7C6e592f5f63094411040a08d8f2eacc89%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637526437550847440%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=SnENkKB9L1GYBhY8CZuuWxLG9gE7C8AtscCKm9n5XeA%3D&reserved=0) **Cost Proposal Workbook 4 - Services Only**: Proposals for some or all of the services identified in the Services Requirements section of this RFP and the associated sections of the RTM.

Bidders are to follow the instructions detailed here and in the forms. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in the exclusion of the proposal from consideration, at the discretion of the Department.

* 1. **Price Lists**

In addition to completing applicable tabs of the pricing workbook for any category for which a Bidder wishes to be considered for a contract award, Bidders must include in their proposal a current price list for the products and services in that category, on which the Bidder’s response to the applicable cost scenarios must be based and to which the Bidder’s identified minimum discount(s) shall apply. Any applicable opportunities for Contractors to revise price lists in the future shall only be made effective in accordance with any requirements set forth by the Lead State in Master Agreements. Minimum discounts shall be guaranteed for the term of the Master Agreement.

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

1. **Evaluation Process - General Information**
	1. A Sourcing Team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
	2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the State of Maine.
	3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. The Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Changes to proposals, including updating or adding information, will not be permitted during any interview/presentation process and, therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.
2. **Scoring Weights and Process**
3. **Scoring Weights:** The score will be based on a 1000-point scale and will measure the degree to which each proposal meets the following criteria.

**Section I. Preliminary Information (No Points)**

 Includes all elements addressed above in Part IV, Section I.

**Section II. Organization Qualifications and Experience (200 points)**

Includes all elements addressed above in Part IV, Section II.

**Section III. Proposed Solutions and/or Services (500 points**)

Includes all elements addressed above in Part IV, Section III.

**Section IV. Cost Proposal (300 points)**

Includes all elements addressed above in Part IV, Section IV.

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

**Stage One - Qualifications and Experience:** Proposals will be evaluated for Part IV, Section II “Qualifications and Experience” and will be scored by the Sourcing Team using the consensus approach. Members of the Sourcing Team will not score this section individually but, instead, arrive at a consensus as to assignment of points for this section.  Proposals will be able to earn up to a maximum of **200** points for this section with the minimum score of **120** being required for a proposal to move onto Stage Two.

**Stage Two - Proposed Services:** Proposals with a score of **120** or higher in Stage One will move on the be evaluated for Part IV, Section III “Proposed Solutions and/or Services” and will be scored by the Sourcing team using the consensus approach.  Members of the Sourcing Team will not score this section individually but, instead, arrive at a consensus as to assignment of points for this section. Proposals will be able to earn up to a maximum of **500** points for this section with the minimum score of **300** being required for a proposal to move onto Stage Three.

**Stage Three - Cost Proposal:** Proposals with a score of **300** or higher in Stage Two will move on the be evaluated for PART IV, Section IV. Cost Proposal. The Small, Medium, and Large State cost scenarios and Minimum Discounts proposed for providing the functions/services specified in this RFP will be assigned scores according to mathematical formulas. These formulas can be found in the “eProcurement Solutions Scoring Workbook”.

1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidders to finalize contracts. Such negotiations may not materially alter the content, nature, or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with any awarded Bidder who submits a proposed contract that materially deviates from the proposal they submitted in response to the advertised RFP.
2. **Selection and Award**
	1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
	2. Notification of conditional award selection or non-selection will be made in writing by the Department.
	3. Issuance of the RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
	4. The Department reserves the right to reject any and all proposals or to make multiple awards.
3. **Appeal of Contract Awards**

Any person aggrieved by the award decision that results from the RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in [5 M.R.S.A. § 1825-E](http://www.mainelegislature.org/legis/statutes/5/title5sec1825-E.html) and [18-554 Code of Maine Rules Chapter 120](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-120).  The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of conditional contract award.

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**
	1. The awarded Bidder will be required to execute a State of Maine BP54-IT (Master Agreement) with appropriate riders as determined by the issuing department.

The complete set of standard State of Maine Service Contract documents, along with other forms and contract documents commonly used by the State, may be found on the Division of Procurement Services’ website at the following link: [Division of Procurement Services Forms Page](https://www.maine.gov/dafs/bbm/procurementservices/forms)

* 1. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Procurement Review Committee. Contracts are not considered fully executed and valid until approved by the State Procurement Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders. (Referenced in the regulations of the Department of Administrative and Financial Services, [Chapter 110, § 3(B)(i)](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-110).)

This provision means that a contract cannot be effective until at least 14 calendar days after award notification.

* 1. The State recognizes that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Procurement Review Committee. Any appeals to the Department’s award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date listed in the RFP may need to be adjusted, if necessary, to comply with mandated requirements.
	2. In providing services and performing under the contract, the awarded Bidder must act as an independent contractor and not as an agent of the State of Maine.
1. **Standard State Contract Provisions**
	1. Contract Administration

Following the award, a Contract Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the awarded Bidder in the finalization of the contract.

* 1. Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the State of Maine contract number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from the RFP.

**PART VII LIST OF RFP APPENDICES AND EXHIBITS**

**Appendix A** - Proposal Cover Page

**Appendix B** - Debarment, Performance, and Non-Collusion Certification

**[Exhibit 1](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/Exhibit%201.%20RFP%20202102021%20RTM.xlsx)** RFP 202102021 - Requirements Traceability Matrix (RTM)

[**Exhibit 2**](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/Exhibit%202.%20RFP%20202102021%20Model%20SLA.docx)RFP 202102021 - Model - Service Level Agreement (SLA)

[**Exhibit 3**](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/Exhibit%203.%20Cost%20Proposal%20Workbook%201%20-%20Full%20Solution.xlsx)RFP 202102021 - Cost Proposal Workbook 1 - Full Solution

[**Exhibit 4**](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/Exhibit%204.%20Cost%20Proposal%20Workbook%202%20-%20Individual%20Workstream%20Implementation.xlsx)RFP 202102021 - Cost Proposal Workbook 2 - Individual Workstream Implementation

[**Exhibit 5**](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/Exhibit%205.%20Cost%20Proposal%20Workbook%203%20-%20eSoftware%20Only.xlsx)RFP 202102021 - Cost Proposal Workbook 3 - eSoftware Only

[**Exhibit 6**](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/Exhibit%206.%20Cost%20Proposal%20Workbook%204%20-%20Services%20Only.xlsx)RFP 202102021 - Cost Proposal Workbook 4 - Services Only

[**Exhibit 7**](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/Exhibit%207.%20RFP%20202102021%20Scoring%20Workbook.xlsx)RFP 202102021 - Scoring Workbook

[**Exhibit 8**](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/Exhibit%208.%20RFP%20202102021%20NASPO%20ValuePoint%20Terms%20and%20Conditions_0.docx)RFP 202102021 - NASPO ValuePoint Master Terms and Conditions

[**Exhibit 9**](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/Exhibit%209.%20RFP%20202102021%20Quarterly%20Detailed%20Sales%20Reporting%20Instructions.docx)RFP 202102021 - Quarterly Detailed Sales Reporting Instructions

[**Exhibit 10**](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/Exhibit%2010.%20RFP%20202102021%20Detailed%20Sales%20Reporting%20Template.xlsx)RFP 202102021 - Detailed Sales Reporting Template

[**Exhibit 11**](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/Exhibit%2011.%20RFP%20202102021%20Potential%20Participation.pdf)RFP 202102021 - Potential Participation

**APPENDIX A**

**State of Maine**

**Department of Administrative and Financial Services**

**PROPOSAL COVER PAGE**

**RFP# 202102021**

**eProcurement Solutions and Services**

|  |  |
| --- | --- |
| **Proposed Services (check all that apply ):** | **Full Solution** [ ]  **Individual Workstream Implementation** [ ] **eSoftware Only** [ ]  **Services Only** [ ]  |
| **Bidder’s Organization Name:** |  |
| **Chief Executive - Name/Title:** |  |
| **Tel:** |  | **E-mail:** |  |
| **Headquarters Street Address:** |  |
| **Headquarters City/State/Zip:** |  |
| ***(Provide information requested below if different from above)*** |
| **Lead Point of Contact for Proposal - Name/Title:** |  |
| **Tel:** |  | **E-mail:** |  |
| **Headquarters Street Address:** |  |
| **Headquarters City/State/Zip:** |  |

* This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
* No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder’s proposal.
* No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
* The above-named organization is the legal entity entering into the resulting contract with the Department if they are awarded the contract.
* The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

*To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX B**

**State of Maine**

**Department of Administrative and Financial Services**

**DEBARMENT, PERFORMANCE, and NON-COLLUSION CERTIFICATION**

**RFP# 202102021**

**eProcurement Solutions and Services**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:*

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
	1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.*
	2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;*
	3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and*
	4. *Have not within a three (3) year period preceding this proposal had one or more federal, state or local government transactions terminated for cause or default*.
3. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |