

State of Maine
Master Score Sheet

RFP# 202203027			
Maine Child Care Management System			
Bidder Name:		Brite Systems Incorporated	Deloitte Consulting LLP
Proposed Cost:		\$9,276,466.26	\$23,093,369.32
Scoring Sections	Points Available		
Section I: Preliminary Information	Pass/Fail	Fail	Pass
Section II: Organization Qualifications and Experience	30.00	N/A	23.00
Section III: Proposed Services	45.00	N/A	37.00
Section IV: Cost Proposal	25.00	N/A	25.00
TOTAL	<u>100.00</u>	<u>N/A</u>	<u>85.00</u>

Janet T. Mills
Governor

Jeanne M. Lambrew, Ph.D.
Commissioner



Maine Department of Health and Human Services
Division of Contract Management
11 State House Station
109 Capitol Street
Augusta, Maine 04333-0011
Tel.: (207) 287-3707; Fax: (207) 287-5031
TTY: Dial 711 (Maine Relay)

**Award Justification Statement
RFP# 202203027
Maine Child Care Management System**

I. Summary

Through RFP# 202203027 Maine Child Care Management System, the Department sought proposals for the rapid implementation of a proven, web-based, and comprehensive solution configured to manage the Department's Office of Child and Family Services (OCFS), Child Care Services. Two Bidders responded to the RFP: Deloitte Consulting LLP and Brite Systems Incorporated. Through the evaluation process, it was determined that Deloitte Consulting LLP provides the best value to the State of Maine.

II. Evaluation Process

An Evaluation Team, composed of six State employees, applied the consensus method in evaluating and scoring the Bidders' Eligibility, Qualifications & Experience, and Proposed Services. The score for the Cost Proposal was assigned using a mathematical formula.

III. Qualifications & Experience of Deloitte Consulting LLP

- Provided a well-rounded, extensive portfolio of childcare management system experience, including implementation of two recent salesforce systems. Has considerable experience providing support to multiple State departments, including DHHS/OCFS.

IV. Proposed Services by Deloitte Consulting LLP

- Provided a comprehensive response outlining a clear understanding of and willingness to meet expectations outlined in the RFP. Demonstrated the ability to quickly implement a proven, web-based system to manage the Department's Child Care Services.

V. Cost Proposal

Deloitte Consulting LLP provided a ten-year fixed cost of \$23,093,369.32.

VI. Conclusion

Out of 100 possible points, the Evaluation Team gave Deloitte Consulting LLP a score of 85.00. Through the strengths of Deloitte Consulting LLP's qualifications and experience and the services it proposed, the Evaluation Team has determined the proposal submitted by Deloitte Consulting LLP represents the best value to the State of Maine.

Janet T. Mills
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TTY: Dial 711 (Maine Relay)

Jun-01-2022

Via Electronic Mail: jmarshall@britesys.com

Brite Systems Incorporated
Joshua Marshall, VP of Public Sector
101 West Ohio Street, Suite 1450
Indianapolis, IN 46204

SUBJECT: Notice of Conditional Contract Award under RFP #202203027, Maine Child Care Management System

Dear Mr. Marshall:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office of Child and Family Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to:

- Deloitte Consulting LLP

The Department will be contacting Deloitte Consulting LLP soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and Deloitte Consulting LLP. Deloitte Consulting LLP shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract.

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

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

Sincerely,

DocuSigned by:
Todd A. Landry

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Todd A. Landry, Ed. D
Director
Office of Child and Family Services
Maine Department of Health and Human Services

From: [Hall, Brittany](#)
To: jmarshall@britesys.com
Cc: [Hall, Brittany](#)
Bcc: [DHHS, RFP; Downer, Debra; Henning, Richard; Blanchard, Robert; Arbour, Crystal; Wyman, Kerri; Whitten, Janet; Minich, Chelsea; Harmon, Wayne](#)
Subject: Proposal Evaluation Notification for OCFS RFP 202203027 Maine Child Care Management System
Date: Thursday, June 2, 2022 8:49:00 AM
Attachments: [AL_202203027 Brite Systems.pdf](#)

Good Morning,

The Department's Evaluation Team has concluded their evaluation of all proposals submitted for RFP 202203027 Maine Child Care Management System.

The attached letter identifies the awarded Bidder through the evaluation process, thank you for your submission.

Warmest Regards,
Brittany

Brittany Hall

Department of Health and Human Services
Division of Contract Management
11 State House Station
109 Capitol Street
Augusta, ME 04333
RFP.DHHS@maine.gov

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11 State House Station
109 Capitol Street
Augusta, Maine 04333-0011
Tel.: (207) 287-3707; Fax: (207) 287-5031
TTY: Dial 711 (Maine Relay)

Jun-01-2022

Via Electronic Mail: locooper@deloitte.com

Deloitte Consulting LLP
Lona Cooper
30 N 3rd Street, Suite 800
Harrisburg, PA 17101

SUBJECT: Notice of Conditional Contract Award under RFP #202203027, Maine Child Care Management System

Dear Ms. Cooper:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office of Child and Family Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to:

- Deloitte Consulting LLP

The Department will be contacting Deloitte Consulting LLP soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and Deloitte Consulting LLP. Deloitte Consulting LLP shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

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

Sincerely,

DocuSigned by:

Todd A. Landry

77B44F528C2C4D5...

Todd A. Landry, Ed. D

Director

Office of Child and Family Services

Maine Department of Health and Human Services

From: [Hall, Brittany](#)
To: [Cooper, Lona](#)
Cc: [Hall, Brittany](#)
Bcc: [DHHS, RFP; Downer, Debra; Henning, Richard; Blanchard, Robert; Arbour, Crystal; Wyman, Kerri; Whitten, Janet; Minich, Chelsea; Harmon, Wayne](#)
Subject: Proposal Evaluation Notification for OCFS RFP 202203027 Maine Child Care Management System
Date: Thursday, June 2, 2022 8:49:00 AM
Attachments: [AL_202203027- Deloitte.pdf](#)

Good Morning,

The Department's Evaluation Team has concluded their evaluation of all proposals submitted for RFP 202203027 Maine Child Care Management System.

The attached letter identifies the awarded Bidder through the evaluation process, thank you for your submission.

Warmest Regards,
Brittany

Brittany Hall

Department of Health and Human Services
Division of Contract Management
11 State House Station
109 Capitol Street
Augusta, ME 04333
RFP.DHHS@maine.gov

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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER: Brite Systems Incorporated

DATE: 5/2/22

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Robert Blanchard, Crystal Arbour, Kerri Wyman, Janet Whitten, Chelsea Minich, and Wayne Harmon

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		X
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	N/A
Section III. Proposed Services	45.00	N/A
Section IV. Cost Proposal	25.00	N/A
<u>Total Points</u>	100.00	N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER: Brite Systems Incorporated

DATE: 5/2/22

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information - Eligibility

Evaluation Team Comments:

- Projects did not demonstrate eligibility
- Vermont-referenced project: As project status was not clearly stated, queried reference contact as to status. This project remains in development stage. Therefore, does not meet the requirement of having a system in production use
- Indiana-referenced project: As project functionality was not clearly stated, queried reference contact as to functionality. This project is a child welfare information system with a resource module, but does not have functionality to determine childcare subsidy eligibility
- A third project described in Bidder's App D is not a childcare management system
- Projects currently implemented do not demonstrate how the Bidder has/can provided/provide childcare subsidy eligibility nor childcare licensing in a production environment

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER: Deloitte Consulting LLP

DATE: 5/2/22

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Robert Blanchard, Crystal Arbour, Kerri Wyman, Janet Whitten, Chelsea Minich, and Wayne Harmon

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	23.00
Section III. Proposed Services	45.00	37.00
Section IV. Cost Proposal	25.00	25.00
<u>Total Points</u>	<u>100.00</u>	<u>85.00</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER: Deloitte Consulting LLP

DATE: 5/2/22

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information - Eligibility

Evaluation Team Comments:

- | |
|---|
| <ul style="list-style-type: none">• Demonstrated meeting eligibility requirements, clearly addressing in the affirmative, through Project 1 of Appendix C, each of the eight requirements |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER: Deloitte Consulting LLP

DATE: 5/2/22

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

Stage Two- Qualifications and Experience	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	23.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Experience providing support to multiple State department, including DHHS/OCFS • Have provided childcare management system solutions to 19 states • Implemented two salesforce childcare management systems (Colorado/Ohio) • Touted their product as an end-to-end salesforce childcare platform • Base solution to RFP requirements is a product in use in other states • Cites vast public sector experience with over 700 CRM projects delivered in the last five years – 100 of which are public sector • Provided three projects, all related to subject of RFP
2. Subcontractors
<ul style="list-style-type: none"> • None
3. Organizational Chart
<ul style="list-style-type: none"> • Provided
4. Litigation
<ul style="list-style-type: none"> • In past five years, no judgments against. One dispute (Avnet) dismissed in 05/21
5. Financial Viability
<ul style="list-style-type: none"> • Three years of audited financials not provided. Financial information provided supports opinion of financial viability
6. Certificate of Insurance
<ul style="list-style-type: none"> • Provided, but did not indicate required cyber liability insurance

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER: Deloitte Consulting LLP

DATE: 5/2/22

**EVALUATION OF SECTION III
Proposed Services**

Stage Three- Proposed Services	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	45.00	37.00

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facilities Standards and Operational Requirements
<ul style="list-style-type: none"> • Met minimum requirement
B. Child Care Management System (CCMS) Functionalities and Priorities
<ul style="list-style-type: none"> • Demonstrated a pre-built, out-of-the-box workflow able to configure to meet project requirements • Outlined knowledge of current Maine Automated Child Welfare Information System, as well as the Maine Comprehensive Child Welfare Information System (CCWIS) • Acknowledged understanding of and ability to meet modularity requirements as well as the Department’s four priorities for the CCMS • Offered project implementation in 18 months (RFP requires 24 months) • Offers a human-centric designed interface configure to the workflow • Salesforce supports access through all types of devices • Supervisors can receive reports and dashboards for managing the program • Reusing investments already made by the Department in Salesforce • Using platforms and software as a service are efficient and cost effective • Data is able to be extracted immediately, permitting quick adjustments in workflow • Stated data conversion/migration to be accomplished using Talend ETL
C. CCMS Document Repository Expectations
<ul style="list-style-type: none"> • Met minimum requirement
D. Management Approach
<ul style="list-style-type: none"> • Proposed a Hybrid Agile management methodology • Offered a detailed and comprehensive approach to monitoring activities/deliverables • Demonstrated Four-Step Analysis Plan • Proposed same planning process Bidder used in the Department’s successful CCWIS engagement • Proposed HP Octane Application Lifecycle Management for Agile to manage scope, communications, risks, issues, quality, and staffing (one tool to bring these all together)
E. CCMS Hosting

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER: Deloitte Consulting LLP

DATE: 5/2/22

- Met minimum requirement

F. CCMS Technical Requirements

- Quality assurance process not well defined, as it focused on reporting
- Demonstrated in-depth knowledge of Federal reporting requirements
- Provided detailed information for role-based access, audit logging, encryption, and vulnerability scanning (through Static Application Security Testing (Source Code Scanning) and Dynamic Application Security Testing (Runtime Scanning))
- Offered a detailed and comprehensive description of the management functions CCMS is required to accomplish
- Upload of provider's billing from previous week is not accurate relative to actual child attendance, which can lead to fraud
- Workflow proposed aligns well with current subsidy program as well as provides for program enhancement
- Evaluation Team questions the depth of translation capability (page F-90)
- Off-line mode supporting Department field staff
- Background check workflow described system capability but did not actual workflow in detail
- Demonstrated ability to integrate Bidder's system capability with Department's current licensing functionality as well as meet new requirements of RFP
- Evaluation Team questions capability of completing letters without manual entries
- Offered signature capture for Department field staff
- Provided a detailed/comprehensive workflow detailing the functions of Bidder's CCMA Provider Management Portal
- Demonstrated ability to generate notification by text msg, which is a noteworthy enhancement
- Demonstrated thorough knowledge of Federal regulations
- Summarized reporting capabilities of Bidder system but did not separately address each requirement
- Offered a detailed/comprehensive explanation of system's licensing capabilities
- Did not address specifically how Bidder intends to support Department in following the intent of State statute
- Relies on Salesforce SaaS software application, rather than Bidder, to ensure compliance with HIPAA and State OIT requirements
- Proposed same interface process as the Department's CCWIS project
- Proposed out-of-the-box and custom technical design documentation
- Demonstrated understanding of steps necessary for successful migration, with a detailed plan for each step
- Proposed Salesforce Einstein and Tableau tools based on use case and requirements
- Implementation Plan: Clearly identified each implementation life cycle step and presented a comprehensive plan to accomplish each
- Technology training focuses on system use rather than Department-specific workflow

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER: Deloitte Consulting LLP

DATE: 5/2/22

<ul style="list-style-type: none"> Organizational change activities proposed mirror that of Department's CCWIS implementation Proposed both pre- and post- implementation support OCM plan includes internal and external stakeholders
G. Enhancements, Operations and Maintenance
<ul style="list-style-type: none"> Proposed using Bidder internal security resources to ensure system security Proposed multi-layer approach to security plan Proposed using a three-tiered help desk approach
H. Software Ownership and Application Transfer
<ul style="list-style-type: none"> Demonstrated a thoughtful plan for end-of-contract transition
I. Staffing Requirements
<ul style="list-style-type: none"> All key personnel have the required technical and project experience, as well as childcare system experience
2. Staffing
<ul style="list-style-type: none"> Met minimum requirement
3. Implementation - Work Plan
<ul style="list-style-type: none"> Work plan mirrors description of proposed services with a clear development schedule and justification behind timeline Provided activities and responsible parties for both Bidder and Department staff

Stage Four - Demonstrations
<ul style="list-style-type: none"> Time did not permit full demonstration of licensing module Family and provider portals appeared clean and intuitive Ability to communicate through portal, which is a more efficient method Ability to gather data on age groups, which would be a new capability for the Department Did not demonstrate an understanding of Department's audit requirements Did not demonstrate an understanding of Department's background check requirements Demonstrated program's capability to connect with other of the Department's program services

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER: Deloitte Consulting LLP

DATE: 5/2/22

**EVALUATION OF SECTION IV
Cost Proposal**

Stage Five- Cost Proposal						
Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$23,093,369.32	÷	\$23,093,369.32	x	25.00 points	=	25.00

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 05/01/22

EVALUATOR NAME: Crystal Arbour

EVALUATOR DEPARTMENT: DHHS OCFS

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Stage One- Eligibility Section I. Preliminary Information
<ul style="list-style-type: none">• Q- Do they meet requirements if they are still in implementation phase for VT?

Individual Evaluator Comments:

Stage Two- Qualifications and Experience Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Met requirements
2. Subcontractors
<ul style="list-style-type: none">• Met requirement – no subcontractors
3. Organizational Chart
<ul style="list-style-type: none">• Met requirement
4. Litigation
<ul style="list-style-type: none">• P-No litigation
5. Financial Viability
<ul style="list-style-type: none">• Met requirement
6. Certificate of Insurance
<ul style="list-style-type: none">• Met requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 05/01/22

EVALUATOR NAME: Crystal Arbour

EVALUATOR DEPARTMENT: DHHS OCFS

Stage Three- Proposed Services
Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facilities Standards and Operational Requirements
<ul style="list-style-type: none"> • Met requirements
B. Child Care Management System (CCMS) Functionalities and Priorities
<ul style="list-style-type: none"> • Q – Does Maine only want 10-years of data migrated?
C. CCMS Document Repository Expectations
<ul style="list-style-type: none"> • Met requirements
D. Management Approach
<ul style="list-style-type: none"> • Met requirements
E. CCMS Hosting
<ul style="list-style-type: none"> • Met requirements
F. CCMS Technical Requirements
<ul style="list-style-type: none"> • Met requirements on F1, F3, F6b, F8 • F2, F4, F5, F6c Minimum description • P-F6d, F7, F11– detailed description
G. Enhancements, Operations and Maintenance
<ul style="list-style-type: none"> • P- In-depth plan
H. Software Ownership and Application Transfer
<ul style="list-style-type: none"> • Met requirements
I. Staffing Requirements
<ul style="list-style-type: none"> • Met requirements
2. Staffing
<ul style="list-style-type: none"> • Met requirements
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Met requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 4/29/2022

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Stage One- Eligibility Section I. Preliminary Information
<ul style="list-style-type: none">• Provided - does not meet• N- References should have been included in Appendix D• N- Identified project #2 as meeting requirements• N- Based on reference check - Project #1 which is a Child Care Management system is not yet in production.• N- Project #1 was delayed 3 months- reported implementation date in proposal was March 2022, current scheduled implementation date in June 2022• N- Based on reference check - Project #2 is a Child Welfare Information system. Though it does do childcare services as part of support services. CCWIS regulations do not define CCWIS requirements to meet the same requirements as a CCMS.• N- In Appendix D Brite Systems references Vermont (project #1) as proof of meeting qualifications however Vermont is not yet implemented per reference check.

Individual Evaluator Comments:

Stage Two- Qualifications and Experience Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">•
2. Subcontractors
<ul style="list-style-type: none">•
3. Organizational Chart

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 4/29/2022

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS

•
4. Litigation
•
5. Financial Viability
•
6. Certificate of Insurance
•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 4/29/2022

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS

Stage Three- Proposed Services
Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facilities Standards and Operational Requirements
<ul style="list-style-type: none"> • Included agreement
B. Child Care Management System (CCMS) Functionalities and Priorities
<ul style="list-style-type: none"> • N- Examples are Vermont Model which is not in production • I - Brite Systems will work with the Department to migrate the data desired, whether it is from the past one to five (1-5) years. RFP requested 10 years.
C. CCMS Document Repository Expectations
<ul style="list-style-type: none"> • Included and Agreed
D. Management Approach
<ul style="list-style-type: none"> • P- D1 -SAFe (Scaled Agile Framework) methodology, • N- Did not answer D2 • P- D3- JIRA or DevOps
E. CCMS Hosting
<ul style="list-style-type: none"> • N- Not true not implemented
F. CCMS Technical Requirements
<ul style="list-style-type: none"> • P- Includes signature capabilities • N- Did not answer the following sections: • a. Staff Management: <ul style="list-style-type: none"> ii. Track employee current and historical office locations and assigned supervisory units; iii. Track employee contact and demographic information; and iv. Track employee caseloads and work in individual cases. • b. Security <ul style="list-style-type: none"> Management: <ul style="list-style-type: none"> iii. Track activity of users and screen access; and Document generation <ul style="list-style-type: none"> ii. Generated bulk printing. and v. Provide online and offline mobility services, including the ability for users to access authorization processes, forms, and documents in the field so Department staff can complete documentation while working with CCPs. • Provide a web portal for CCP licensing and renewal applications and management; • f. Quality Assurance (QA) including data quality management and the ability to: <ul style="list-style-type: none"> i. Provide QA separate summary screens to view and evaluate system data; ii. Allow QA

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 4/29/2022

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS

<p>staff to enter QA data to evaluate accuracy and quality of CCSP data staff entry; andiii.Run system processes and calculations on the QA data to comparatively evaluate accuracy of CCSP family subsidy rates, awards, and Parent Fees.</p> <ul style="list-style-type: none">• e.Developing family child care subsidy award amounts by child;• N- No example of ACF- 403 or 404• N- They confused Project QA with Service QA• N- Did not provide any Family portal details to meet requirements• N- Did not provide any CCSP Provider portal details to meet requirements• N- Lots of screenshots, poorly written language and did not address requirements.• N- It seems that they plan on DHHS to create the federal reports on page 51- I am concerned if the CCSP federal reporting is not already developed. We have not been able to develop adequate reporting in Katahdin on our own.• N- The screen shot from of the licensing screen is not from their system• N- Background check answer provided no detail.• N- Didn't agree to any of the State policies• N- 13 reporting section again seems to be stating DHHS will be responsible. Standard reporting will not meet all needs.• N- The OCM section has no detail and looks like definitions- They are agreeing to follow the plans when in fact they are supposed to develop them.
<p>G. Enhancements, Operations and Maintenance</p> <ul style="list-style-type: none">• N- They did not discuss their maintenance plans – they only refer to Salesforces response, which is nothing they control- I worry about what the M&O model will look like with no definition here• I -Email based helpdesk support
<p>H. Software Ownership and Application Transfer</p> <ul style="list-style-type: none">• N- Unclear
<p>I. Staffing Requirements</p> <ul style="list-style-type: none">• I- Very few staff for such a large project and short workplan timeline
<p>2. Staffing</p> <ul style="list-style-type: none">• Did not provide <u>Business Subject Matter Expert (SME)</u>• N- Project Manager not shown to have PM credentialing• N- Project Manager not shown to have Salesforce Development PM experience.• N- Business Analyst has his own company on the side which could cause conflicts- currently has 4 different open positions• Q- the Architect is currently an employee of Indiana
<p>3. Implementation - Work Plan</p> <ul style="list-style-type: none">• Included

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 4/29/2022

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS

- | |
|---|
| <ul style="list-style-type: none">• I- 1 year turn around will be very DHHS intensive. Small staff which leaves large amounts to be completed by DHHS |
|---|

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 4/27/2022

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: State of Maine, DAFS/OIT

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Stage One- Eligibility Section I. Preliminary Information
<ul style="list-style-type: none">• Project 1: State of Vermont – Child Division Development Information System (CDDIS)<ul style="list-style-type: none">○ 95% out-of-box Salesforce Lightning Platform○ Invoice Reconciliation Process○ Negative Invoice Adjustments○ Allocate Recoupment to Invoices○ Recoupment○ ARCC (Application for Relative as Childcare) provider○ Invoice approvals and error queues○ Described deployment process○ Provided list of baseline deliverables○ Thorough description of deployment and testing lifecycle○ Provided high-level list of current modules/features○ Presently in implementation phase serving Vermont DCF• State of Indiana – Department of Child Services (INDCS)<ul style="list-style-type: none">○ 95% out-of-box Salesforce Lightning Platform○ Go-live – February 2019○ Serves 20,000 users over 30 roles○ Replaced 20 y/o legacy○ Recently upgraded forms to Lightning Flow○ Built a helpdesk system in Salesforce○ Does not provide a module/functionality list – hard to see what has been implemented for provider/license management• State of Indiana, Public Defender Council (PIDC)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 4/27/2022

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: State of Maine, DAFS/OIT

Individual Evaluator Comments:

Stage Two- Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Providing public sector solutions since 2006 • Salesforce Crest (Gold) Consulting Partner • Salesforce Master Navigator (Government/Community Cloud) • Has worked with both state and federal agencies • Team has 130+ Salesforce certifications • Cites a customer satisfaction rate of 4.86/5 (Does not mention how many survey respondents) • Cites the current Vermont (DCF) solution – project kickoff was 4/19/2021 and set to deploy Q1 of 2022 • Provided graphic depicting current and past projects with customers that include: <ul style="list-style-type: none"> ○ Denver Regional Council of Governments ○ Colorado Aging & Adult Services ○ Indiana Adult Protective Services ○ Indiana Dept. of Child Services ○ US Space Force ○ US DoD ○ US Dept. Veteran Affairs
2. Subcontractors
<ul style="list-style-type: none"> • No use of subcontractors expected
3. Organizational Chart
<ul style="list-style-type: none"> • Provided org chart (p. 15)
4. Litigation
<ul style="list-style-type: none"> • No past or present legal issues
5. Financial Viability
<ul style="list-style-type: none"> • Provided for 2018, 2019, and 2020 (Donovan CPAs) • No Dunn & Bradstreet found
6. Certificate of Insurance
<ul style="list-style-type: none"> • Provided (pp. 63-65) • All current

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 4/27/2022

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: State of Maine, DAFS/OIT

Stage Three- Proposed Services
Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facilities Standards and Operational Requirements
<ul style="list-style-type: none"> • States that Brite Systems will obtain and maintain a performance bond
B. Child Care Management System (CCMS) Functionalities and Priorities
<ul style="list-style-type: none"> • Comprehensive reporting and analysis of active and archived cases • Automatically reportable metadata • Speaks extensively on reporting and dashboard capabilities on pp. 2-4 • Speaks to intuitive interface that has easily accessible data for users • Highly configurable to user needs (provides illustrations) • Recommends migrating 10 years of data • States that "...most programs hold 8-10 [years] worth of transactional data..." (p.5) • On p. 5, states, "Brite Systems will work with the Department to migrate the data desired, whether it is from the past on to five (1-5) years". • Provides bullet listing of data migration elements on p.6
C. CCMS Document Repository Expectations
<ul style="list-style-type: none"> • Proposed system will adhere to State's Office of Information Technology (OIT) within the State's Microsoft SharePoint document repository (including, but not limited to, an approved Project Work Plan, Development Documentation, status report(s), and meeting agenda(s) and minutes). We will follow all standards slated by the state and ensure the documents and artifacts are available on the repository with the right version control. (p.6) • Further elaboration not found
D. Management Approach
<ul style="list-style-type: none"> • Agile-based processes (Scaled Agile Framework – SAF) p.6 • Cross-functional teams, one iteration at a time • Graphic on p.7 showing benefits from this approach • Speaks to kickoff meeting, user story creation, and approval processes throughout • Speaks to daily standups and tracking status through each 2-week cycle • Speaks to bi-weekly sprint review sessions where functionality will be demoed • PM to provide weekly and monthly status reports and a 24-hour response time to acknowledge issues • Using either JIRA or DevOps • All iterations are planned using backlog prioritization • Provided SDLC graphic on p.10

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

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BIDDER NAME: Brite Systems Incorporated

DATE: 4/27/2022

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: State of Maine, DAFS/OIT

- Provides second overview of project lifecycle approach
- Provides release management strategy (graphic on p.12 illustrates continuous iteration)
 - Brite Systems Release management follows below defined best practices
 - 1. All metadata changes will go through the Copado pipeline.
 - 2. Complete regression test is carried out before code is pushed to higher orgs/production.
 - 3. Developers need to create a unit test for all code and configuration they develop.
 - 4. Target 85% code coverage for Apex Code.
 - 5. The release process is managed by a Release Manager.
 - 6. User stories should be small enough to fit in a timeline.
 - 7. User stories need to provide information that is necessary for testing,
 - 8. Categorize Major release and Minor release.
 - 9. Every Major Release will have a release note.
- Describes baseline deliverables on p.13
- Describes milestones on p.13
- Provides overview of OCM workflow and deployment steps graphics (p.14)

E. CCMS Hosting

- Brite Systems has prior experience in hosting a Salesforce Cloud Solution in Government Cloud. Recently Brite Systems implemented for State of Vermont's childcare program in Salesforce Government cloud. Our team has a wide knowledge of experience on Government cloud's data model and could leverage the right objects and make CCMS an effective solution.
- No further elaboration found

F. CCMS Technical Requirements

- Describes point-and-click Admin configuration
- 2-Panel UI layout
- Describes the configurable settings available to Admin:
 - configure organization default settings (Time Zones, Currency)
 - set login constraints (SSO, 2 Factor Authentication, IP range)
 - role-based access control and role-hierarchies
 - add new users, reset passwords
 - define customer objects, custom fields, set default pick-list values, custom reports
 - manage delegated administration
 - other functions (session timeout, password policies)
- Provides in-depth information about User Access Role config

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 4/27/2022

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: State of Maine, DAFS/OIT

- Cites internal e-signature functionality
- Cites integration with document management system
- Cites provision of Web Portal for licensing and renewal (and management)
- Describes QA and associated reporting functions (50 standard reports)
- Provides statement for 2.a.i-iv (management functions):
 - The proposed solution will support all requirements defined in the above section specific to management functions.
- Provides assurance for accommodating different languages, citing Translation Workbench and dynamic translation
- Provides statement for 2.c (eligibility functions):
 - The proposed system has the capability to determine eligibility, re-determine eligibility based on income, family size and any other parameters set by the business needs. Below screen shows details about the applicant and income details.
 - Provided graphic illustration on p.22
 - Timekeeping and Parent Fees depicted (pp. 25-26)
- CCS solution described/depicted (pp.27-32)
- QA process proposed approach described (pp. 32-34)
- CCSP Family Portal approach described (pp. 35-36)
- CCMS Mgmt Portal described (pp. 36-38)
- CCSP Provider Portal described (pp. 38-39)
- Financial Mgmt. proposal described (pp. 39-44)
- Provider Agreement and Renewal proposed approach described (pp.45-48)
- Document Management proposed approach described (pp. 48-49)
- CCSP Timesheet/Billing approach described (p. 50)
- Speaks to staff ability to communicate with CCSP provider through the portal via notes and messages (depicted on p. 51)
- Speaks to CCMS reporting capabilities using wizard-driven reporting engine on both web and mobile devices
- Speaks to use of standard reporting templates and “Save” options available
- Speaks to ability to support CCSP Rising Stars and QRIS (pp. 52)
- Licensing Mgmt proposal (pp. 53-54)
- Background Check Mgmt. (pp. 55-56)
- Licensing Action Mgmt. (pp. 56)
- Mobile Licensing Inspection Tool (p.56-59)
- Licensing Mgmt. Portal (p. 60)
- Report Mgmt proposal (p.61)
- Business Rules Mgmt. (pp. 61-64)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: State of Maine, DAFS/OIT

- Salesforce SaaS Provision Proposal (p.64)
 - Assures compliance w/HIPAA
 - Assures compliance w/applicable Maine IT Policies
 - Assures compliance w/NIST 800-53 Rev 5 specifications
 - FedRAMP compliance
 - Cites IL4 provisional authorization (p.66)
- Interfacing using MSB with other agencies (Advantage, ACES, SFMO, QRIS, etc.)
 - States that they meet this requirement for CCMS needs
- Develop/implement requirements analysis within 30 days of initial period:
 - Brite Systems has experience in developing and implementing the requirement analysis plan detailing the work for CCMS implementation. After the initial period of performance our team will be able to provide the sequence of systems requirements followed by discovery session to expand on the system requirements. While the discovery sessions are taking place, our technical and solution architects will work in parallel to come up with the system design. These generated technical design documents are reviewed with the state stakeholders for approval before the real development work starts.
- Provide complete set of tech documents (p. 67)
 - Responds in affirmative citing SAFe PM methodology
 - Agrees to update the following documents after completion of UAT:
 - New CCMS Data model,
 - Technical Architecture diagrams,
 - Integration Architecture diagrams,
 - Salesforce configuration workbook,
 - Data dictionary and
 - Other technical design documents identified by the Department staff.
- System Engineering Process/Aligns w/OIT Policy (p.69)
 - Data Migration/Integration:
 - 1. Analyze existing data for format, location of data, and sensitivity of Data.
 - 2. Review the data dictionary and/or ERD for dependencies and
 - 3. Estimate size and scope of data to be migrated.
 - 4. Define the process of data extraction, held and verified.
 - 5. Backup all data.
 - 6. Assess which migration tools to use based on existing data
 - 7. Develop data Conversion Scripts.
 - 8. Execution of the data migration plan and Build the Migration Solution in the stage Layer.
 - 9. Develop Mapping rules

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 4/27/2022

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: State of Maine, DAFS/OIT

- 10. Finalize Data loading strategy.
- 11. Create Recovery plans for each stage of the migration
- 12. Plan Schedule of the actions required to go live.
- 13. Testing of final system.
- 14. Follow-up and maintenance of data migration plan
- Reporting Strategy/Analysis (p. 71-72)
- Use of Data Analytics Tools (p. 72)
- Technical Change Mgmt. Plan (pp. 73-75)
 - Implementation Plan
 - Testing Plan
 - UAT Document
- Comprehensive Training plan (pp. 76-77)
- OCM (p. 77)
- Stakeholder Assessment Plan (p. 78-80)

G. Enhancements, Operations and Maintenance

- Described Salesforce high-availability across all instances – 24/7 except for scheduled downtime
- Described high-redundancy data protection
- 5B transactions/day, response time < 200ms, avg. uptime 99.9%, 150,000 orgs
- Health-check dashboard shows security across SF org at a glance
- Proposes SF Premier+ Success Plan (Required by SF Gov Cloud)
- Incident management (p. 82)
- Defines specific Standard Performance Levels (p.83)
- Speaks to data privacy and references Salesforce documentation
- Integrated Helpdesk management
- Security measures:
 - Multi-layered protection through monitoring, continuous improvement
 - Third-party Validation (ISO 27001, SysTrust audits, SSAE 16 SOC1, SOC2, SOC3 audits)
 - App level protection (security rules/roles, data encryption (in flight), strict password policies (SHA 256 1-Way Hash), continuous monitoring for security violation attempts)
 - Facility Level Protections – AWS Salesforce Government Cloud Plus Covered Services – monitors data centers 24/7
 - Network level protections - port/traffic-type restrictions, 2FA, provides real-time info on system performance and malicious activity
- Fully integrated helpdesk functionality with M-F support (8a-5p) – Describes ticketing process and turnaround time (SLA)

**STATE OF MAINE
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DATE: 4/27/2022

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: State of Maine, DAFS/OIT

H. Software Ownership and Application Transfer

- Brite Systems will adhere to Departments Software Ownership and Application Transfer process. Salesforce claims no ownership rights to Customer Data. Salesforce provides contractual assurance to its customers that the Customer Data hosted in the Salesforce Services will be kept confidential and not accessed by third parties except under narrow circumstances (such as a customer support issue or as required by law). In the case of customer support, Salesforce personnel will access a customer's org only with prior approval and subject to confidentiality obligations.
- Offers multiple point-in-time data-extract options via Export Services Utilities
- Other options for regular extracts
- Speaks to data extraction if contract is terminated, retained 180 days following termination
- Discusses further SF extract tools (p.89)

I. Staffing Requirements

- Brite Systems agrees and can meet these requirements. Additional details related to Staffing can be found in the document titled File 3 Brite Systems – Proposed Services-Attachments 7-11_part2of2, specifically Attachments #9 and #10 in that document
- Resumes of Key personnel included

2. Staffing

- Pp. 7-10
- Project Mgr./Lead (3,000 hours)
- Project Executive (1,200 hours)
- SME/Solution Architect (1,200 hours)
- SME/Business Analyst (4,000 hours)
- Salesforce Architect (800 hours)
- Salesforce Lead Developer (4,000 hours)
- Salesforce Developer (3,000 hours)
- Data Analyst (2,400 hours)
- Integration Lead (2,400 hours)
- Testing Lead (2,400 hours)

3. Implementation - Work Plan

- Pp.12-15
- Initiation Phase (4/2022)
- 7 Sprints proposed (8/2022 – 02/2023)
- Leaves approx. 4 weeks for data migration and testing/validation
- Training and deployment occur in 3/2023
- Deployment (3/2023)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 4/27/2022

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: State of Maine, DAFS/OIT

- | |
|---|
| <ul style="list-style-type: none">• 6-month warranty post go-live• O&M 11/23 – 03/32 |
|---|

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 04/28/2022

EVALUATOR NAME: Chelsea Minich

EVALUATOR DEPARTMENT: DHHS OCFS

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Stage One- Eligibility Section I. Preliminary Information
<ul style="list-style-type: none"> Bidder does not meet requirements. Project Two does not contain subsidy management

Individual Evaluator Comments:

Stage Two- Qualifications and Experience Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> Currently implementing a childcare solution for Vermont
2. Subcontractors
<ul style="list-style-type: none"> Bidder will not utilize subcontractors for project
3. Organizational Chart
<ul style="list-style-type: none"> Organizational chart with ten listed positions included
4. Litigation
<ul style="list-style-type: none"> Bidder has not been involved in litigation
5. Financial Viability
<ul style="list-style-type: none"> Bidder met the requirement for three most recent years of statements reviewed by a CPA Bidder did not provide current copy of Dun & Bradstreet Business Information Report Snapshot
6. Certificate of Insurance
<ul style="list-style-type: none"> Bidder met requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 04/28/2022

EVALUATOR NAME: Chelsea Minich

EVALUATOR DEPARTMENT: DHHS OCFS

Stage Three- Proposed Services
Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facilities Standards and Operational Requirements
<ul style="list-style-type: none"> • Bidder meets the requirements
B. Child Care Management System (CCMS) Functionalities and Priorities
<ul style="list-style-type: none"> • Bidder meets the requirements
C. CCMS Document Repository Expectations
<ul style="list-style-type: none"> • Bidder meets the requirements
D. Management Approach
<ul style="list-style-type: none"> • Utilizes Scaled Agile Framework methodology
E. CCMS Hosting
<ul style="list-style-type: none"> • Bidder meets the requirements
F. CCMS Technical Requirements
<ul style="list-style-type: none"> • Ability to create a PDF of data in the system without the use of a third party app. Can also integrate with State document management system • Bidder meets requirements for user set up and permissions • Q- Unclear on how financial eligibility is determined in the system, including parent fee • Bidder does not meet requirements for automated letters. Interface images provided are not sufficient for the requirement • Q- Unclear on waitlist prioritization • Bidder does not meet requirements for State QA process. Bidder provided QA response in regard to development • Bidder did not provide descriptions on security check functionality and document uploads • Bidder does not meet requirements in regard to provider agreements, generation of provider letters, and note entry. Not addressed in proposal • Q- unclear if bidder provides proper ACF and Improper Payment reporting • Bidder does not meet the requirements for managing CCSP provider quality levels and certification. Bidder provided an interface solution. • Bidder did not provide supporting documentation regarding printing of letters, labels and licenses, ability to email letters generated from system, and licensing violation processes.
G. Enhancements, Operations and Maintenance
<ul style="list-style-type: none"> • Bidder meets the requirements
H. Software Ownership and Application Transfer

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 04/28/2022

EVALUATOR NAME: Chelsea Minich

EVALUATOR DEPARTMENT: DHHS OCFS

<ul style="list-style-type: none">• Bidder meets the requirements
1. Staffing Requirements
<ul style="list-style-type: none">• Bidder does not meet requirements for SME in regard to national child care programs, best practices and developing CCMS solutions
2. Staffing
<ul style="list-style-type: none">• Q- Staffing requirements and qualifications with staff time assigned throughout project not described
3. Implementation - Work Plan
<ul style="list-style-type: none">• Bidder meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: May 2, 2022

EVALUATOR NAME: Janet Whitten

EVALUATOR DEPARTMENT: DHHS, OCFS

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Stage One- Eligibility Section I. Preliminary Information
<ul style="list-style-type: none"> • N -Vermont is not in production, go live is scheduled for July of 2022 • N – Cannot demonstrate that they have developed a system that meets all of the eligibility requirements. Description of Indiana does not meet.

Individual Evaluator Comments:

Stage Two- Qualifications and Experience Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • P -Has experience with Government agencies
2. Subcontractors
<ul style="list-style-type: none"> • P-Will not use any subcontractors for project
3. Organizational Chart
<ul style="list-style-type: none"> •
4. Litigation
<ul style="list-style-type: none"> •
5. Financial Viability
<ul style="list-style-type: none"> •
6. Certificate of Insurance
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: May 2, 2022

EVALUATOR NAME: Janet Whitten

EVALUATOR DEPARTMENT: DHHS, OCFS

Stage Three- Proposed Services
Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facilities Standards and Operational Requirements
<ul style="list-style-type: none"> • P- Agrees to meet staff minimum
B. Child Care Management System (CCMS) Functionalities and Priorities
<ul style="list-style-type: none"> • N-Detailed response provided to each however, Bright Systems has not implemented a system that meets all of the requirements. Descriptions provided for many of the functionalities are still in development phase with VT,
C. CCMS Document Repository Expectations
<ul style="list-style-type: none"> • N- Says will follow all standards slated by Maine
D. Management Approach
<ul style="list-style-type: none"> • N-Speaks to past success but has not demonstrated development and implementation that meets criteria
E. CCMS Hosting
<ul style="list-style-type: none"> • N-References experience without details, used VT as example – not live
F. CCMS Technical Requirements
<ul style="list-style-type: none"> • N- Responses to do not fully answer how Bright Systems will meet all technical requirements
G. Enhancements, Operations and Maintenance
<ul style="list-style-type: none"> • Q-Describes salesforce capabilities in detail, unclear if all meet
H. Software Ownership and Application Transfer
<ul style="list-style-type: none"> • P- Adhere to Department’s software ownership and application transfer
I. Staffing Requirements
<ul style="list-style-type: none"> • Q- Key /critical staffing identified with work experience. I do not have the expertise to evaluate the positions and qualifications.
2. Staffing
<ul style="list-style-type: none"> • Q - Staffing plan identified with what they describe as minimum staffing requirements identified to implement a cost effective solution (I don’t have the expertise to know if this is a reasonable plan)
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Q- Detailed work plan provided. I don’t have the expertise to know if plan is reasonable.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 04/27/2022

EVALUATOR NAME: Kerri Lynn Wyman

EVALUATOR DEPARTMENT: OCFS

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Stage One- Eligibility Section I. Preliminary Information
<ul style="list-style-type: none">Does not meet

Individual Evaluator Comments:

Stage Two- Qualifications and Experience Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">
2. Subcontractors
<ul style="list-style-type: none">none
3. Organizational Chart
<ul style="list-style-type: none">meet
4. Litigation
<ul style="list-style-type: none">none
5. Financial Viability
<ul style="list-style-type: none">No issue
6. Certificate of Insurance
<ul style="list-style-type: none">Meet

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Brite Systems Incorporated

DATE: 04/27/2022

EVALUATOR NAME: Kerri Lynn Wyman

EVALUATOR DEPARTMENT: OCFS

Stage Three- Proposed Services
Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facilities Standards and Operational Requirements
<ul style="list-style-type: none"> • Agrees with project staff min
B. Child Care Management System (CCMS) Functionalities and Priorities
<ul style="list-style-type: none"> • Salesforce based, add move and create reports as needed. Only view areas allowed to view, generate reports yourself.
C. CCMS Document Repository Expectations
<ul style="list-style-type: none"> • Will meet required standards
D. Management Approach
<ul style="list-style-type: none"> • Agile based – safe methodology (collaborative to guide product development) Daily meetings decides task, identifies issues during the 2 week iteration cycle. Bi week sprint review. Go-live Maintenance and Operations. Help desk team, SOP. 1st 30 days 24/7 after 30 7 to 7 7 days a week over phone (q) no in person support? • No apps like docusign needed
E. CCMS Hosting
<ul style="list-style-type: none"> • Sales force and Government Cloud
F. CCMS Technical Requirements
<ul style="list-style-type: none"> • Billing models exact as MACWIS • (q)Is 85% good for testing? • Chatter groups available to providers • All platform (phone ,tablets with user manual) • Wants to migrate data early in project • Train the trainer
G. Enhancements, Operations and Maintenance
<ul style="list-style-type: none"> • SALESForce • Didn't say updates take place after 7 to 5 on Monday to Friday • System fix high is 1 to 2 days. That's along time to be down.
H. Software Ownership and Application Transfer
<ul style="list-style-type: none"> • Made available to download and they want 30 day notification. On backup for 90 days.
I. Staffing Requirements
<ul style="list-style-type: none"> • Desired state and federal requirements no experience with CCDF
2. Staffing

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Brite Systems Incorporated

DATE: 04/27/2022

EVALUATOR NAME: Kerri Lynn Wyman

EVALUATOR DEPARTMENT: OCFS

3. Implementation - Work Plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte Consulting LLP

DATE: 04/28/22

EVALUATOR NAME: Crystal Arbour

EVALUATOR DEPARTMENT: DHHS OCFS

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Stage One- Eligibility Section I. Preliminary Information
<ul style="list-style-type: none"> Bidder meets the requirements.

Individual Evaluator Comments:

Stage Two- Qualifications and Experience Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> P- Previous and current experience with several State offices including OCFS. P- Prior work with several states specifically on child care
2. Subcontractors
<ul style="list-style-type: none"> Q- May decide to use subcontractors
3. Organizational Chart
<ul style="list-style-type: none"> Met requirements
4. Litigation
<ul style="list-style-type: none"> Litigation included and resolved
5. Financial Viability
<ul style="list-style-type: none"> Met requirement
6. Certificate of Insurance
<ul style="list-style-type: none"> Met requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte Consulting LLP

DATE: 04/28/22

EVALUATOR NAME: Crystal Arbour

EVALUATOR DEPARTMENT: DHHS OCFS

Stage Three- Proposed Services
Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facilities Standards and Operational Requirements
<ul style="list-style-type: none"> • Met requirements
B. Child Care Management System (CCMS) Functionalities and Priorities
<ul style="list-style-type: none"> • I – Reuse Project Management tools from Katahdin • I- Human-Centric Design • P- Mobile capability for management • P-Understand OCFS interfacing with State systems
C. CCMS Document Repository Expectations
<ul style="list-style-type: none"> • Met requirements
D. Management Approach
<ul style="list-style-type: none"> • Met Requirements • P-In-depth project work plan • P- 4 Step Analysis Plan • P-In-depth staffing plan • P- In-depth testing plan
E. CCMS Hosting
<ul style="list-style-type: none"> • Met requirements
F. CCMS Technical Requirements
<ul style="list-style-type: none"> • Met requirements • P – QA plans and reporting requirements • P-Fed and State rules • P-In-depth portal for CSP plan • P- Mobile Licensing, Background check, QRIS, CCSP requirements, billing needs addressed in length
G. Enhancements, Operations and Maintenance
<ul style="list-style-type: none"> • Met requirements • P- Comprehensive security plan
H. Software Ownership and Application Transfer
<ul style="list-style-type: none"> • Met requirements
I. Staffing Requirements
<ul style="list-style-type: none"> • Met requirements
2. Staffing

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte Consulting LLP

DATE: 04/28/22

EVALUATOR NAME: Crystal Arbour

EVALUATOR DEPARTMENT: DHHS OCFS

<ul style="list-style-type: none">• P-Large staff of 94,000• P- Staff child care system experience
3. Implementation - Work Plan
<ul style="list-style-type: none">• Met requirements

Stage Four- Demonstrations
<ul style="list-style-type: none">• Q – Background check flow• P- additional data points for CLIS• Q- Would ever module deploy at sametime?

Evaluation Team Comments:

Stage Five- Cost Proposal Part IV, Section IV. Budget Narrative
<ul style="list-style-type: none">• Met requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte Consulting LLP

DATE: 5/2/2022

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS

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Individual Evaluator Comments:

Stage One- Eligibility Section I. Preliminary Information
<ul style="list-style-type: none">• Provided and met• Identifies 19 States they are supporting Child Care Services in• Project #1 Commonwealth of Pennsylvania – PELICAN meets eligibility requirements

Individual Evaluator Comments:

Stage Two- Qualifications and Experience Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Provided and met• P- Supporting many other states with a similar solution• P - Currently providing services to DHHS• P- Have already implemented a Salesforce CCMS in 2 other states (CO,OH)• I - Gartner named Deloitte the #1 leader in CRM services (CRM is the Gartner quadrant for Salesforce and SaaS/PaaS no-code low code platforms).• I - Deloitte is currently engaged with the State of Indiana to implement, maintain, and operate a new Child Care Management System (IN KIDS) on the Salesforce platform• I – they will be bringing in a base solution already in use GovConnect for Child Care on Salesforce, a “production proven” end-to-end solution
2. Subcontractors
<ul style="list-style-type: none">• Provided and met• Possible

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte Consulting LLP

DATE: 5/2/2022

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS

3. Organizational Chart
<ul style="list-style-type: none">• Provided• Detailed• P- Provided SME• N- The Training OCM lead was used on the CCWIS engagement and is weak/
4. Litigation
<ul style="list-style-type: none">• Provided and met• P - Nothing of significance to this project
5. Financial Viability
<ul style="list-style-type: none">• Provided and met• D&B reports provided• No full financial Statements provided. The financial report provided only the basics of information but based on provided and available information this would seem a very low contract risk.• This was accepted and approved in CCWIS contract as well.
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided and met• Will need Cyber Liability as required by rider B-IT

**STATE OF MAINE
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BIDDER NAME: Deloitte Consulting LLP

DATE: 5/2/2022

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS

Stage Three- Proposed Services
Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facilities Standards and Operational Requirements
<ul style="list-style-type: none"> • Provided
B. Child Care Management System (CCMS) Functionalities and Priorities
<ul style="list-style-type: none"> • Provided and Met • P- clearly responded to each requirement • P- Re-using investments already made • N – Planning on using Einstein for reporting • I - I was expecting 3 Portals they are proposing only 2 • P- Clearly discussed how they will meet all the requirements of the Federal Child Care and Development Block Grant, State requirements on page f-20. We need to ask to see how it create the 800 and 801 reports • N- Over selling Salesforce reporting capabilities.
C. CCMS Document Repository Expectations
<ul style="list-style-type: none"> • Provided and met
D. Management Approach
<ul style="list-style-type: none"> • Provided and met • N- Figure 3 F-17 has information not applicable • P- Hybrid Agile • P- Octane is a good tool Maine has experience with the tool • P- Project following same process as CCWIS engagement • I - Following same OCM approach as CCWIS engagement.
E. CCMS Hosting
<ul style="list-style-type: none"> • Provided and met • P- Salesforce GOV cloud fed ramp high
F. CCMS Technical Requirements
<ul style="list-style-type: none"> • Provided and met • P- Single Sign on • N- I think they underestimated QA requirement • N- did not mention offline access • N- they did not agree to meet rules but to allow to configure to meet Maines rules using your configuration hours. • N- they will need to reconfigure the portal for single service application • I- does not fully translate the languages for the application only the labels

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: DHHS

<ul style="list-style-type: none"> • N - need to negotiate QA requirement • P – aligns well with OCFS CCSP program. • N- Did not do a good job describing Background check workflows. • P – Offline mode • P- Signature capture • I – Started to duplicate information • I- they can not generate reporting as it is shown throughout the Proposal • P- following same successful pattern as CCWIS • Train the trainer model – Not sure we have the staff for what they are invisioning • P- Overall met all requirements, well described and defined.
G. Enhancements, Operations and Maintenance
<ul style="list-style-type: none"> • Provided and met • I- Mostly a Salesforce responsibility • P- Extra implementation support • I- Phone and email help desk • I- Did not mention OIT policies
H. Software Ownership and Application Transfer
<ul style="list-style-type: none"> • Provided and met • Department owned
I. Staffing Requirements
<ul style="list-style-type: none"> • Provided and met
2. Staffing
<ul style="list-style-type: none"> • Provided and met • P- PM has direct child Care experience in TN DW II and RI • P – Qualified Subject matter expert • P – BA has direct Child Care experience. • N- Concerned about Training /OCM lead based on CCWIS engagement
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Provided and met • I - 18 month plan following same as CCWIS engagement

Stage Four- Demonstrations
<ul style="list-style-type: none"> • P- Clean family portal that looks intuitive for clients. • I- Will need to be customized for OCFS – significant removal of other services. • P -Can communicate through Portal and Email • I – Need to include in the contract need to disable all non-Maine function • P- Captures provider agreement

**STATE OF MAINE
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EVALUATOR DEPARTMENT: DHHS

- P- Interfaces with Quality rating
- P- Clean Provider portal that looks intuitive for providers.
- N- ran out of time before demonstrating all the required functions.

**Stage Five- Cost Proposal
Part IV, Section IV. Budget Narrative**

- P- Completed
- I – fixed price which is interesting since they do not know exactly what we need.
- I - In-line with previous contract costs
- I – Interesting that costs go down with each contract period, which is probably understating the costs or reduction of services.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte Consulting LLP

DATE: 4/28/2022

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Stage One- Eligibility Section I. Preliminary Information
<ul style="list-style-type: none">• Cites delivery of Child Care/Early Childhood solutions in 19 states (p.5/73)• Colorado (CHATS), Ohio (OCLQS) and Indiana (IN KIDS) cited as top examples (pp. 5-6)• Project overview (starting on p. 20/73) list 4 states:<ul style="list-style-type: none">○ Pennsylvania○ Colorado○ Connecticut○ Ohio• Project descriptions provided (starting on p. 21/73) for 4 states/apps:<ul style="list-style-type: none">○ Pennsylvania (PELICAN)○ Colorado (CHATS,DECL, PEAK)○ Connecticut (ImpaCT)○ Ohio (OCLQS)• Project 1: Commonwealth of Pennsylvania – PELICAN<ul style="list-style-type: none">○ Consolidated upwards of 60 legacy systems (p.21)○ Web-enabled, integrated CC & early learning mgmt. sys for HS and DOE (p.21)○ Support 270,000 children (p.22)○ Project ongoing since 2000 (p.22)○ Comprised of the following integrated apps (p. 22)<ul style="list-style-type: none">▪ Child Care Works – Subsidized CC services▪ Enterprise Certification and Licensing System▪ Provider Self-Service▪ Penn. Pre-K Counts – tracks at-risk children (pre-k/headstart)▪ Early Learning Network▪ Keys to Quality – rating/QI system – STARS ratings

**STATE OF MAINE
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EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

- COMPASS Early Learning Program/Provider Search
 - Good arrangement of eligibility qualifications with sections that provide summary information
- Project 2: State of Colorado (CHATS, DECL, PEAK) (p. 25/73)
 - Supports the Office of Early Childhood (OEC) which is comprised of the Division of Community and Family Support (DCFS) and Division of Early Care and Learning (DECL). DECL manages child care/quality ratings
 - CHATS – case management, online application processing, waitlist mgmt., payments, county plan mgmt., interface with CO attendance app (p. 26/73)
 - CHATS has reduced defect rates significantly
 - First CC system build on the cloud
 - Delivered at just over half the estimated budget of \$14M
 - DECL – Licensing, Attendance tracking (ATS), QRIS
 - DECL provides offline workflow
 - DECL serves 7000+ providers
 - PEAK – Eligibility pre-screening, Online application, Account dashboard, online change reporting, reports (monthly and cumulative stats for portal usage)
 - 8 Web Services (AWS), 2 Salesforce envs.
- Project 3: State of Connecticut (ImpaCT, Child Care Parent Portal)
 - Since 2011 (p 28/73)
 - Serves the Office of Early Childhood (OEC)
 - Implemented a client-facing self-service portal
 - Same PM proposed for Maine (Alan Bahovic)
 - Supports 3000+ CC providers and 18000+ children
 - Multiple updates/enhancements to improve all facets of functionality
- Project 4 was provided, but only 3 projects necessary

**STATE OF MAINE
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DATE: 4/28/2022

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Individual Evaluator Comments:

Stage Two- Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Provided summary info of the four projects described as well as references to work with many other DHHS orgs in multiple other states• Cites emphasis on Cyber security (4400+ cybersecurity professionals in the US)• Largest Salesforce practice in the nation• Gartner named Deloitte as #1 leader in CRM services (Magic Quadrant – May 2021)• Only vendor with end-to-end SF CC platform• 12,000 employees in US• Provided organization structure/service diagram• Multiple awards and recognition given by corporations and organizations such as Gartner, Forbes, ID, Forrester and others.• Provides child care and early childhood service familiarity based on past engagement experience including federal statute compliance and block grants• Cites specific work done with Maine DHHS on CW, including interfaces collaboration with other offices• Cited delivery of the (now legacy) NECSES application for Maine’s Child Support agency in 1988.• Cites vast public sector experience with over 700 CRM projects delivered in the latest 5 years – 100 of which are public sector• Provided Salesforce platform services to multiple states, including:<ul style="list-style-type: none">○ Indiana○ Louisiana○ Massachusetts○ New Hampshire○ Delaware○ Texas○ Maine• Implements “Hybrid-Agile” workflow management• Provided several graphics to indicate organizational mastery of security, process/project workflow, and further experience with CCMS service delivery
2. Subcontractors

**STATE OF MAINE
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EVALUATOR DEPARTMENT: DAFS/OIT

<ul style="list-style-type: none">• May decide to utilize subcontractors, as needed, with Dept. approval prior to assignment.
3. Organizational Chart
<ul style="list-style-type: none">• Provided org chart with specific named individuals in all leadership, specialist/advisor, and security lead positions
4. Litigation
<ul style="list-style-type: none">• In past 5 years, no judgments against. One dispute (Avnet) dismissed entirely in 05/21
5. Financial Viability
<ul style="list-style-type: none">• Financial Statements and D&B reports provided for 2019, 2020, 2021
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided

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Stage Three- Proposed Services
Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facilities Standards and Operational Requirements
<ul style="list-style-type: none">• Operating Hours: M-F, 8a-5p• <u>Surety/Bonding statement</u>
B. Child Care Management System (CCMS) Functionalities and Priorities
<ul style="list-style-type: none">• Salesforce solution to be in place within first 24 months<ul style="list-style-type: none">○ To replace current CCSP functionality○ Improved eligibility determination○ Improved licensing decisions○ Improved efficiency in responding to CCSP/Licensing requests○ Improved access to child care programs○ Web-based portals for collaboration, coordinated services, reducing duplication, etc.○ Expanded reporting• Modular design• Addresses dept. priorities<ul style="list-style-type: none">○ Increased access to care○ Comprehensive data management○ Increased efficiency○ Compliance with Fed. Block grant and state-level requirements• Itemization of deliverables:<ul style="list-style-type: none">○ Family Portal○ Child Care Portal○ Case Management System• Further establishes understanding of specific needs with graphics and statements about the effectiveness of Salesforce to meet these needs either “out of the box” or customized – GovConnect for Child Care solution proposed• Summary of proposed solution:<ul style="list-style-type: none">○ Developed on Salesforce Platform○ Uses hybrid-agile methodology○ Employs open, documented interfaces○ Faster software delivery at lower cost (relative to other CCMS)○ Modular design allows for surgical maintenance avoiding systemic impacts○ Simplifies business workflows into discrete processes by module○ Support continuous improvement

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<ul style="list-style-type: none">○ Promotes single-source data/reducing duplication of efforts● Continues to answer RFP requirements in this section point-by-point with additional background and supporting evidence
C. CCMS Document Repository Expectations
<ul style="list-style-type: none">● Proposes Sharepoint● Uses pre-defined/pre-loaded artifacts and documents● Using RFP as baseline to define pre-loaded assets● Pre-defined document repo structure
D. Management Approach
<ul style="list-style-type: none">● Hybrid-Agile● Graphic depicting 5-phased project plan● Uses HP Octane Application Lifecycle Management for Agile to manage scope, communications, risks, issues, quality and staffing (one tool to bring these all together)● Further describes Agile-hybrid implementation approach● Provided Project Work Plan● Provided implementation plan/detailed component description with supporting graphic● Described change management process● Described implementation deliverables● Provided staff management plan<ul style="list-style-type: none">○ Track and manage project personnel○ Process for replacement and offboarding○ Bringing on new personnel/replacements/onboarding● Integrated staffing plan includes<ul style="list-style-type: none">○ Executive Project Manager○ Project Manager, Key Staff, and Designated Team Lead○ Project Teams (members distributed across sprints – 15 sprints)○ Some personnel to remain to support transition activities○ More detailed listing of roles, description, and duration also included – many of these include the actual names of the people in these roles● Included staff retention statement, emphasizing client service and successful project delivery● Included further description of the documentation management plan with graphic detailing each element of the plan● Included Issue/Action Item Management Plan● Included Risk Management Plan and supporting graphics dealing with management of low/medium/high risks● Included Communication Plan with detailed description and helpful graphics

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EVALUATOR DEPARTMENT: DAFS/OIT

- Included Testing Plan with detailed description and helpful graphics to fully describe each phase of the test cycle, including roles and responsibilities
- Also includes detail defect management/communication plan
- Included Data Quality Management Plan, outlining, in detail, all phases
- Included Data Security Plan, describing:
 - FedRAMP and NIST 800-53 compliance
 - Pre-build user security framework for admin
 - Pre-built security role baseline
 - Configurable policies to enhance security such as audit logging event monitoring, data encryption, MFA, and session management
- Speaks to HIPAA compliance and specific experience of addressing
- FIPS compliance through GovConnect (baseline)
- Provided operational change management plan
- Provided Project Work Plan Submission
- Provided Management Plan Review
- Provided Project Mgmt Software description (outlined above)

E. CCMS Hosting

- Salesforce Government Cloud FedRamp High (GovConnect for Child Care)

F. CCMS Technical Requirements

- Provides documentation to cover:
 - Staff Mgmt.
 - Security Mgmt.
 - Document generation
 - Document mgmt.
 - Web Portal for CCP lic./renewal
 - QA
 - Ability fed grant reqs. For reporting
- Role-based access
- Audit Logging
- Encryption
- Vulnerability scanning through Static Application Security Testing (Source Code Scanning) and Dynamic Application Security Testing (Runtime Scanning)_
- Provided Document Generation proposal
- Provided Document Management proposal
- Provide Web Portal
- Provided QA description
- Provided description on how would meet Dept.'s and Fed Grant Reporting Reqs
- Described proposal to meet requirements for:

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EVALUATOR DEPARTMENT: DAFS/OIT

- CCDF
- CCSP
- Federal Child Care and Development
- Rising Stars
- Describes Data Capture and Process Mgmt of CCSP Family Application
- Describes understanding of Automatic Determination of CCSP eligibility
- Describes Creation and Distribution of Automated CCSP Award Amounts
- Speaks to Managing CCSP Service Waitlist
- Describes understanding of Supporting Management of Family CCSP Renewals
- Describes understanding of Capturing Bi-Weekly Timekeeping Info
- Describes understanding of Calculating Family Subsidy Rates
- Describes understanding of Supporting Processing and Issuance of Incentives/Grant Payments
- Provided section on Reports of Services and Providing Multiple Formats
- Describes understanding of Providing Alerts and Notifications
- Describes understanding of Supporting QA processes
- Describes understanding of Mgmt. of QA Processes
- Describes Allowing Families to Manage their Application and Renewals
- Describes understanding of Capturing Fields to Complete CCSP Provider Agreement
- Describes Process for Assigning CCSP Authorization to CCSP Provider
- Describes understanding of Interface with Rising Stars for ME through MSB
- Describes understanding of Allowing Entry and Mgmt. of Department Staff Notes
- Describes understanding of Reimbursement Rates Mgmt.
- Supporting Online billing through CCSP Provider Portal
- Providing Financial Management
- Management of Provider Agreement and Renewal Process
- Multiple Document Types Upload
- Entering CCSP Program Timesheet/Billing Info
- Department Staff Abilities
- Reporting Capability
 - Dashboards
 - Reports
 - Ad-Hoc Reporting
- CCSP Rising Stars for ME Quality Rating and Improvement System
- Supporting the ChildCare Licensing Program
- Licensing Mgmt
 - Renewal Applications
 - Application Processing

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: DAFS/OIT

- Inspections/Violations
- Certification Issuance
- CC Worker BG Check Mgmt.
- Licensing Action Mgmt.
- Mobile Licensing
- Licensing Mgmt. Portal
- Report Mgmt.
- Business Rules Mgmt.
- Implementing SF SaaS Software Application
 - Spoke to compliance w/HIPAA
 - Spoke to compliance w/ Maine IT policies (citing each link)
 - Ref p. 144 for specific NIST compliance
 - Ref p. 145 for specific Maine IT compliance
- Creation/Maintenance of Instruments (DrawLoop)
- Entering/Viewing Data and Access Reports
- Interface Analysis and respective documentation
 - Provided graphic methodically answering each sub-requirement
- MSB Interfacing
 - Advantage
 - ACES
 - SFMO/Inspections
 - QRIS
 - Reporting (State/Federal)
- Requirements analysis w/Supporting detail and graphics
- Technical Design Documents (w/ subsection descriptions and illustrations)
 - Technical systems specifications (itemized description of compliance with each requirement)
 - Technical arch./Capabilities & Benefits (itemized description of compliance with each requirement)
 - Technical Arch. Diagrams (itemized description of compliance with each requirement)
- System Engineering Process (itemized description of compliance with each requirement) p. 154
- Code Mgmt (GitHub, Jenkins)
- Meta Data/Config Mgmt
- Test Data Mgmt
- Data Migration/Integration Analysis(itemized description of compliance with each requirement)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte Consulting LLP

DATE: 4/28/2022

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

<ul style="list-style-type: none"> ○ Graphic provided speaking to data conversion success in Delaware (p.157) ● Conversion Planning/Design ● Legacy Eval/Data Mapping ● Reporting Strategy and Analysis ● Data Analytics Tools <ul style="list-style-type: none"> ○ Tableau (Via Salesforce Connector) ● Training approach and timeline provided ● OCM (p.175) ● Stakeholder Assessment (180) ● OCM support/engagement Plan ● Business Change Plan ● Communications Plan (182) ● Change Agent Support and Activity Plan ● Business Process Inventory... ● Site Support and Expectation...(187)
G. Enhancements, Operations and Maintenance
<ul style="list-style-type: none"> ● Provided Methodical, Line-Item responses to requirements in RFP ● Safeguarding/Security (p. 196) ● HD/Tech Support
H. Software Ownership and Application Transfer
<ul style="list-style-type: none"> ● P. 199 ● Post-Turnover Support/Transition Plan(p.200)
I. Staffing Requirements
<ul style="list-style-type: none"> ● Provided
2. Staffing
<ul style="list-style-type: none"> ● Provided
3. Implementation - Work Plan
<ul style="list-style-type: none"> ● Provided (Attachment 11)

Stage Four- Demonstrations
<ul style="list-style-type: none"> ● 2-hour demo using Colorado's implementation (PEAK) ● Family Portal: reduces redundant provision of information by families <ul style="list-style-type: none"> ○ Start ○ People ○ Assets ○ Income ○ Bills

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte Consulting LLP

DATE: 4/28/2022

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

- Submit
- Provides application status, real-time
- Allows for printing application at the end which results in a PDF rendering of the application (formatted nicely)
- Allows for selecting health plan options
- Documents can be uploaded either at the time of application or afterwards
- Family Portal: good dashboard features
 - Allows for anonymous benefit eligibility checks
 - Walks through household members to enter/validate data
- Subsidy: clean layout for case management/enrollment
 - Point-time recall for application review
 - Provides payment options at the end of the application
 - Demoed license management system
- Worker dashboard review/drilldown features demoed (CHATS)
 - Multi-level approval widget explained
 - “Recently Accessed” record widget
 - Top tab navigation allows for clicking through specific cases/tasks reflected in the dashboard home tab.
 - Case filter demonstrated/same pattern of access/functionality across all tabs
 - Global search allows you to scan through various return items without having to click into each one
 - Application Process Queue provides key application-level data to be viewed at a glance
 - Workflow includes client search to ensure no duplicate benefits are provided
 - Individual clearance allows for checking against other systems (master client, ACES, etc.) to identify people known to those. Also provides a match score to aid in determining if the person found is confidently the same person
 - Manager can reprioritize cases for each worker as needed
 - Application processing removes data re-entry for the worker – all app data pulled in and added so that worker can review and verify
- Provider Portal: providers can manage data/profiles online
 - Showed mgmt. of FAs/rate schedules
 - 10-day pay workflow allows for providers to update attendance and other details in plenty of time before payments are processed
 - Demoed ability to validate provider payments down to the day-by-day level
- Provider Portal: fully featured document management across all access points
- Case Mgmt-Licensing/QRIS: Inspections, complaints, etc.
 - Demonstrated adding case comment
 - Drilled into case detail which includes redetermination information

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

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BIDDER NAME: Deloitte Consulting LLP

DATE: 4/28/2022

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

- | |
|---|
| <ul style="list-style-type: none">○ Demoed how you can navigate through various case elements without having to memorize all the IDs○ Demoed eligibility detail and consolidated household elig results○ Elig results view is a key area to obtain all kinds of important case/household information○ Demoed canned reports● Case Mgmt-Licensing/QRIS: Clean integration with provider portal |
| <ul style="list-style-type: none">● Time mgmt. for demo was a bit strained/licensing |

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte Consulting LLP

DATE: 04/28/2022

EVALUATOR NAME: Chelsea Minich

EVALUATOR DEPARTMENT: DHHS OCFS

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Stage One- Eligibility Section I. Preliminary Information
<ul style="list-style-type: none"> • P- Bidder meets requirements

Individual Evaluator Comments:

Stage Two- Qualifications and Experience Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • P- Bidder has experience with multiple State of Maine departments • P- Bidder has worked with 19 states to provide child care system solutions
2. Subcontractors
<ul style="list-style-type: none"> • Q- Bidder notes that subcontractors are not identified at this time but may decide to implement to supplement technical staff. Bidder will seek Department approval prior to assigning.
3. Organizational Chart
<ul style="list-style-type: none"> • Bidder met the requirements
4. Litigation
<ul style="list-style-type: none"> • I- No judgements against within the last 5 years
5. Financial Viability
<ul style="list-style-type: none"> • N- Not audited by CPA as requested by RFP • Provided Dun & Bradstreet Business Information Report Snapshot
6. Certificate of Insurance
<ul style="list-style-type: none"> • Bidder met the requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte Consulting LLP

DATE: 04/28/2022

EVALUATOR NAME: Chelsea Minich

EVALUATOR DEPARTMENT: DHHS OCFS

Stage Three- Proposed Services
Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facilities Standards and Operational Requirements
<ul style="list-style-type: none"> Bidder met the requirements
B. Child Care Management System (CCMS) Functionalities and Priorities
<ul style="list-style-type: none"> Q- Pre-built out-of-the-box workflow. Can workflow be customized? P- Web application process
C. CCMS Document Repository Expectations
<ul style="list-style-type: none"> Bidder met the requirements
D. Management Approach
<ul style="list-style-type: none"> Bidder met the requirements
E. CCMS Hosting
<ul style="list-style-type: none"> Bidder met the requirements
F. CCMS Technical Requirements
<ul style="list-style-type: none"> Q- Are eligibility details unique to the family bookmarked for printing? I- Scheduled child care hours Q- Provider billing appears as a time sheet (time in/out per child) I- Billing sent to provider via text or email notification
G. Enhancements, Operations and Maintenance
<ul style="list-style-type: none"> Bidder met the requirements
H. Software Ownership and Application Transfer
<ul style="list-style-type: none"> Bidder met the requirements
I. Staffing Requirements
<ul style="list-style-type: none"> Bidder met the requirements
2. Staffing
<ul style="list-style-type: none"> Bidder met the requirements
3. Implementation - Work Plan
<ul style="list-style-type: none"> Bidder met the requirements

Stage Four- Demonstrations
<ul style="list-style-type: none"> Utilizing key staff involved in Katahdin that is familiar with data conversion and overlaps with child welfare and child care. Family Portal- One application that can be used to apply for multiple benefits Case Management- Subsidy

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte Consulting LLP

DATE: 04/28/2022

EVALUATOR NAME: Chelsea Minich

EVALUATOR DEPARTMENT: DHHS OCFS

- Child care provider portal- can apply for and manage license, e-signature, upload documents
- Case management- Licensing and QRIS
- Demonstrating Colorado
- Family Portal- creating account provides reminders, easy way to report changes
- Subsidy management- Features can be turned on and off. Can add the ability to communicate through portal to applicants.
- Capability to have child sign in/out transfer into system for attendance/billing
- Overpayments can be linked to specific child

**Stage Five- Cost Proposal
Part IV, Section IV. Budget Narrative**

-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte

DATE: May 1, 2022

EVALUATOR NAME: Janet Whitten

EVALUATOR DEPARTMENT: DHHS-OCFS

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department’s RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Stage One- Eligibility Section I. Preliminary Information
<ul style="list-style-type: none"> • Yes meets - Matched all criteria identified in project 1 – Common Wealth PA

Individual Evaluator Comments:

Stage Two- Qualifications and Experience Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • P-Serve a broad range of state and local governments • P-Report being the only “ end-to-end” salesforce child care platform • P-Brought child care and early child care services/solutions to 19 states
2. Subcontractors
<ul style="list-style-type: none"> • Q-May use subcontractors – will seek approval
3. Organizational Chart
<ul style="list-style-type: none"> • P-Org structure /chart provided with detail
4. Litigation
<ul style="list-style-type: none"> • P- Open and honest, provided hx related to litigation
5. Financial Viability
<ul style="list-style-type: none"> • P- Extensive details provided
6. Certificate of Insurance
<ul style="list-style-type: none"> • P- Certificate of liability insurance provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte

DATE: May 1, 2022

EVALUATOR NAME: Janet Whitten

EVALUATOR DEPARTMENT: DHHS-OCFS

Stage Three- Proposed Services
Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facilities Standards and Operational Requirements
<ul style="list-style-type: none"> • P-meets
B. Child Care Management System (CCMS) Functionalities and Priorities
<ul style="list-style-type: none"> • P- proposed GovConnect powered by Salesforce which meets/exceeds “ out of the box” or with customization • P-Very thorough/detailed response to each
C. CCMS Document Repository Expectations
<ul style="list-style-type: none"> • P-Sharepoint, which is what is used in Katahdin
D. Management Approach
<ul style="list-style-type: none"> • P-Collaborative approach with work plan submitted that can be tailed to meet Maine’s needs. An abundance of detail provided regarding plan elements.
E. CCMS Hosting
<ul style="list-style-type: none"> • Q-Salesforce Gov. cloud Fed ramp platform – outside of my area of expertise to understand adequacy
F. CCMS Technical Requirements
<ul style="list-style-type: none"> • P-Comprehensive solution proposed that is pre-configured • P-Very detailed description of what Deloitte will provide meeting all requirements identified by Maine
G. Enhancements, Operations and Maintenance
<ul style="list-style-type: none"> • P- currently perform maintenance, operations, and enhancements for similar HHS systems in 26 states across the country • Q- a-h detailed – need team input w/ more expertise to advise on sufficient
H. Software Ownership and Application Transfer
<ul style="list-style-type: none"> • P-CCMS data is owned by the Department
I. Staffing Requirements
<ul style="list-style-type: none"> • P-positioned to bring Maine a team with years of directly relevant experience both in utilizing the Salesforce platform and implementing complex, large-scale child care systems.
2. Staffing
<ul style="list-style-type: none"> • P- Team identified for Maine have extensive experience. Three key staff meet Maine requirements
3. Implementation - Work Plan
<ul style="list-style-type: none"> • P-Summary level plan with timeline provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte

DATE: May 1, 2022

EVALUATOR NAME: Janet Whitten

EVALUATOR DEPARTMENT: DHHS-OCFS

Stage Four- Demonstrations

- Provider portal seemed to be clear and easy to navigate
- Licensing /QRIS bundled together will need to be changed
- Enhancing the resource module for child care licensing is an after thought and may be costly depending on how much change is needed.
- Overall, the licensing demonstration was cut way too short, approx. 30 minutes v. the 1.5 hours on subsidy. They failed to manage the time well or view subsidy as more important which is also very concerning.

**Stage Five- Cost Proposal
Part IV, Section IV. Budget Narrative**

- The financial /budget/cost is outside of my area of expertise. The cost seemed very high overall to me – 14 + million.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte Consulting LLP

DATE: 04/26/2022

EVALUATOR NAME: Kerri Lynn Wyman

EVALUATOR DEPARTMENT: OCFS

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Stage One- Eligibility Section I. Preliminary Information
<ul style="list-style-type: none">• Meets

Individual Evaluator Comments:

Stage Two- Qualifications and Experience Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Meet
2. Subcontractors
<ul style="list-style-type: none">• no subcontractors but may decide to use in future
3. Organizational Chart
<ul style="list-style-type: none">• meet
4. Litigation
<ul style="list-style-type: none">• I One action in past 5 years
5. Financial Viability
<ul style="list-style-type: none">• meet
6. Certificate of Insurance
<ul style="list-style-type: none">• Meet

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

RFP TITLE: Maine Child Care Management System

BIDDER NAME: Deloitte Consulting LLP

DATE: 04/26/2022

EVALUATOR NAME: Kerri Lynn Wyman

EVALUATOR DEPARTMENT: OCFS

Stage Three- Proposed Services
Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facilities Standards and Operational Requirements
<ul style="list-style-type: none"> • M-Fr 8-5 EST Security Bonding Letter
B. Child Care Management System (CCMS) Functionalities and Priorities
<p>P Within 24 months meets requirement in RFP. Salesforce platform, agile methodology, interfaces, (I) one module can be changed at a time (testing system), tablets, phones computer (Q) how functional can this be with federal required grants reporting? (Q) Later it does talk about ability for allocating funding in F1 and f2. Reusing project management tools from Katahdin. Where they effective for Katahdin?</p>
C. CCMS Document Repository Expectations
<ul style="list-style-type: none"> • Using share point (I) preloads reference documents from other projects but says will seek approval so it wouldn't be tailored to Maine but could be useful because faster and provides foundation.
D. Management Approach
<ul style="list-style-type: none"> • Interactive, repeatable process (I) is repeatable process is great for consistency if right repeatable process, define responsibility, detailed time line, resources planning management , hybrid agile project
E. CCMS Hosting
<ul style="list-style-type: none"> • FedRAMP certified cloud platform
F. CCMS Technical Requirements
<ul style="list-style-type: none"> • Preconfigured one point data entry for family's providers and case workers with read, write, edit functions (role based control) • Maintains distribution list (p) Email notices (p) • Document uploading • (q)I'm not sure the QA process with calculations is fully understood (hand calculate) • Bar coding for correspondence • (Q) does a child care provider have to be picked to figure eligibility or waite list • Talks about fee scale but also have SMI • (Q) need ability to assign A numbers and talks about name and SS# • Billing • Provider can mark time compared to child's actual schedule (i) but it auto generates expected time? This could mean provider just accepts. Bills mailed back to caseworker what if they are out? • (n)Like that provider has check in and out time but we need verification from parent

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203027

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BIDDER NAME: Deloitte Consulting LLP

DATE: 04/26/2022

EVALUATOR NAME: Kerri Lynn Wyman

EVALUATOR DEPARTMENT: OCFS

<p>System will pay QRIS bumps but what about Infant/Toddler In, special needs, odd hour care (could this be used in the grant section for payment?)</p> <ul style="list-style-type: none">• When integrates. I see FT, PT or Before and after but I don't see where can base on hours. (q) does it have the ability to assign hour blocks? Section FE
G. Enhancements, Operations and Maintenance
<ul style="list-style-type: none">• Scheduled outage and upgrades 6 pm frit p 3 am Monday• (q) is 4 hours of data loss recovery typical? 12 hours recovery• Help desk tech support
H. Software Ownership and Application Transfer
<ul style="list-style-type: none">• Own information at end of contract and will work with a 6 month prior to end of base contract
I. Staffing Requirements
<ul style="list-style-type: none">• Meet
2. Staffing
<ul style="list-style-type: none">• Children Services Industry Lead – Good for understanding programs side, Lead Engagement Reviewer worked with NH to digitalize consumer engagement platform, Lead Engagement Partner has experience with Child Care Policy. Agreed to all Maine staffing requirements
3. Implementation - Work Plan
<ul style="list-style-type: none">• Project start up installs GovConnect for CCMS solutions, defines task, deliverables for IT, project management, and CCMS.• Requirement Gathering (plan release strategy in this phase)• Technical design (work flow, user friendly) talks about reusability again• Testing and data conversion 4 weeks (data that does not covert one to one in fields)• 15 to 20 min daily meeting during the sprint testing• Go live for deployment after completion of UAT for all 3 systems• Training- Train the Trainer on site and remote support just from 0-24 months. Maintenance 18-48 (bugs)

Stage Four- Demonstrations
<ul style="list-style-type: none">• No audit/does not understand CCSP audit process• P Fraud information and overpayment collection built in base and needed but was not clear at time of RFP so that is very positive

Stage Five- Cost Proposal
Part IV, Section IV. Budget Narrative
<ul style="list-style-type: none">• Typical



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

**Janet T. Mills
Governor**

**Jeanne M. Lambrew, Ph.D.
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202203027
RFP TITLE: Maine Child Care Management System**

I, Crystal Arbour accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.

DocuSigned by:

Crystal Arbour

4743B2F3BC0B40E

Signature

Apr-26-2022

Date



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

**Janet T. Mills
Governor**

**Jeanne M. Lambrew, Ph.D.
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202203027
RFP TITLE: Maine Child Care Management System**

I, Robert Blanchard accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

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DocuSigned by:

Robert Blanchard

C6695441E5E54CA

Signature

Apr-26-2022

Date



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

**Janet T. Mills
Governor**

**Jeanne M. Lambrew, Ph.D.
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202203027
RFP TITLE: Maine Child Care Management System**

I, Wayne Harmon accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.

DocuSigned by:

Wayne Harmon

880452220574432

Apr-26-2022

Signature

Date



STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES

Janet T. Mills
Governor

Jeanne M. Lambrew, Ph.D.
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202203027
RFP TITLE: Maine Child Care Management System

I, Chelsea Minich accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.

DocuSigned by:

Chelsea Minich

00E2ER3B211D421

Apr-26-2022

Signature

Date



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

**Janet T. Mills
Governor**

**Jeanne M. Lambrew, Ph.D.
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202203027
RFP TITLE: Maine Child Care Management System**

I, Janet Whitten accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.

DocuSigned by:

Janet Whitten

0E510206A3E6A23

Signature

Apr-26-2022

Date



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

**Janet T. Mills
Governor**

**Jeanne M. Lambrew, Ph.D.
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202203027
RFP TITLE: Maine Child Care Management System**

I, Kerri Wyman accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

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I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.

DocuSigned by:

Kerri Wyman

8E998A0E42E2403

Signature

Apr-26-2022

Date