**STATE OF MAINE**

**Department of Administrative and Financial Services**

*Maine Office of Information and Technologies*



**RFP# 202401005**

**Improve Delivery of Digital Services to Constituents**

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| --- | --- |
| **RFP Coordinator** | *All communication regarding the RFP must be made through the RFP Coordinator identified below*.**Name:** Lisa Leahy **Title:** Director of Digital Services**Contact Information:** lisa.leahy@maine.gov  |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:***Date:** March 20, 2024, no later than 11:59 p.m., local time |
| **Proposal Submission Deadline** | *Proposals must be received by the Division of Procurement Services by:***Submission Deadline:** April 17, 2024, no later than 11:59 p.m., local time.*Proposals must be submitted electronically to:* Proposals@maine.gov |

TABLE OF CONTENTS

|  |  |
| --- | --- |
|  | **Page** |
|  |  |
| **PUBLIC NOTICE** | **3** |
|  |  |
| **RFP DEFINITIONS/ACRONYMS** | **4** |
|  |  |
| **PART I INTRODUCTION** | **5** |
| 1. PURPOSE AND BACKGROUND
 |  |
| 1. GENERAL PROVISIONS
 |  |
| 1. ELIGIBILITY TO SUBMIT BIDS
 |  |
| 1. CONTRACT TERMS
 |  |
| 1. NUMBER OF AWARDS
 |  |
|  |  |
| **PART II SCOPE OF SERVICES TO BE PROVIDED** | **8** |
|  |  |
| **PART III KEY RFP EVENTS** | **16** |
| 1. QUESTIONS
 |  |
| 1. AMENDMENTS
 |  |
| 1. SUBMITTING THE PROPOSAL
 |  |
|  |  |
| **PART IV PROPOSAL SUBMISSION REQUIREMENTS** | **17** |
|  |  |
| **PART V PROPOSAL EVALUATION AND SELECTION** | **20** |
| 1. EVALUATION PROCESS – GENERAL INFORMATION
 |  |
| 1. SCORING WEIGHTS AND PROCESS
 |  |
| 1. SELECTION AND AWARD
 |  |
| 1. APPEAL OF CONTRACT AWARDS
 |  |
|  |  |
| **PART VI CONTRACT ADMINISTRATION AND CONDITIONS** | **22** |
| 1. CONTRACT DOCUMENT
 |  |
| 1. STANDARD STATE CONTRACT PROVISIONS
 |  |
|  |  |
| **PART VII RFP APPENDICES AND RELATED DOCUMENTS** | **23** |
|  **APPENDIX A** – PROPOSAL COVER PAGE |  |
|  **APPENDIX B** – DEBARMENT, PERFORMANCE, and  NON-COLLUSION CERTIFICATION |  |
|  **APPENDIX C** – ELIGIBILITY FORM **APPENDIX D** – QUALIFICATIONS and EXPERIENCE FORM |  |
|  **APPENDIX E** – SUBCONTRACTORS FORM |  |
|  **APPENDIX F** –DETAILED FUNCTIONAL AND NON-FUNCTIONAL  |  |
|  REQUIREMENTS |  |
|  **APPENDIX G** – TECHNICAL ASSESSMENT **APPENDIX H** – RESPONSE TO PROPOSED SERVICES  **APPENDIX I** – COST PROPOSAL FORM |  |
|  **APPENDIX J** – SUBMITTED QUESTIONS FORM  |  |

PUBLIC NOTICE

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**State of Maine**

**Department of Administrative and Financial Services**

**RFP# 202401005**

**Improve Delivery of Digital Services to Constituents**

The State of Maine is seeking proposals for the development and implementation of a Constituent Portal. A copy of the RFP, as well as the Question & Answer Summary and all amendments related to the RFP, can be obtained at: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps>

Proposals must be submitted to the State of Maine Division of Procurement Services, via e-mail, at: Proposals@maine.gov. Proposal submissions must be received no later than 11:59 p.m., local time, on April 17, 2024. Proposals will be opened the following business day. Proposals not submitted to the Division of Procurement Services’ aforementioned e-mail address by the aforementioned deadline will not be considered for contract award.

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**RFP TERMS/ACRONYMS with DEFINITIONS**

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

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **AI** | Artificial Intelligence |
| **API** | Application Programming Interface |
| **AWS** | Amazon Web Services |
| **CIAM** | Constituent Identity Access Management |
| **Citizen** | A person who resides in the State of Maine or consumes state services |
| **Constituent** | Citizens, State of Maine Businesses, Non-Profits or entities consuming or doing business with the State of Maine |
| **Covered Population** | Individuals with disabilities, low income, over the age of 60, veterans, barriers to the English language (including English language learners and those with low literacy), members of racial and ethnic minority groups, individuals residing in rural areas and individuals incarcerated in non-federal correctional facilities.  |
| **Department** | Department of Administrative and Financial Services |
| **DDoS** | Distributed Denial-of-Service |
| **HIPAA** | Health Insurance Portability and Accountability Act |
| **iOS** | iPhone Operating System |
| **IRS** | Internal Revenue Service |
| **LDAP** | Lightweight Directory Access Protocol |
| **MaineIT** | Maine Office of Information and Technology |
| **NIST** | National Institute of Standards and Technology |
| **OWASP** | Open Web Application Security Project |
| **RFP** | Request for Proposal |
| **SAML** | Security Assertion Markup Language |
| **SIEM** | Security Information and Event Management |
| **SLA** | Service Level Agreement |
| **SOC** | Security Operations Center |
| **SQL** | Structured Query Language |
| **State** | State of Maine |
| **WS-Fed** | Web Services Federation Protocol |

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

**RFP# 202401005**

**Improve Delivery of Digital Services to Constituents**

**PART I INTRODUCTION**

1. **Purpose and Background**

The State of Maine, Department of Administrative and Financial Services is seeking proposals from vendors with solutions and experience in developing and delivering a comprehensive and transformational Constituent Portal and related technologies as defined in this Request for Proposal (RFP) document. This document provides instructions for submitting proposals, the procedure, and criteria by which the awarded Bidder will be selected, and the contractual terms which will govern the relationship between the State (State of Maine) and the awarded Bidder.

The purpose of the Constituents’ Portal is to create a customer-centric online application inclusive of all Constituents, including covered populations to access multiple State services from a single personalized dashboard providing a more unified experience, with an eventual goal of a single sign-on. The intention of the Portal is to simplify State government for Constituents. The Portal should provide users with a single point of entry where they can easily navigate State services, and share information with a diverse set of user-centric features, including but not limited to:

* Constituent Identity and Access Management
	+ Identity Verification
	+ Identity Proofing
* Personalized Dashboard
	+ General and Personalized Notifications
	+ Disclosure and Consent Management
	+ Data Management
	+ Customer Service

The public access to critical services traditionally delivered through in person interactions with State programs was impacted by the Covid Emergency, making it difficult at best and impossible at worst, for Constituents to understand what services were available or how to apply for and receive such services necessary for their well-being. Online services offered to the State’s Citizens, businesses, and non-profits are currently fragmented, hard to access, and scattered across various government websites, making it difficult to find crucial information. This Initiative is looking to improve access to public information and available services, increase transparency and maintain the trust of Maine’s Constituents, allowing Constituents to access State services safely and effectively and allow State workers to safely provide those services to both parties remotely.

The proposed Constituents’ Portal platform will simplify navigation of State government services for individual users and businesses, and achieve the following objectives:

* Provide for Constituent credentialing with identity verification.
* Provide a means to connect Constituents to services using their established credential, upon consent.
* Provide the ability for Constituents to create a profile that can track history and proactively suggests other services the Constituent may be eligible for or interested in, upon consent.
* Allow Constituents to manage their profile and history for accuracy and privacy, allowing Constituents to opt-in and opt-out of services and data sharing.
* Provide a means to create a Constituent record of action to be used for the maintenance and reporting of State service utilization.
1. **General Provisions**
	1. From the time the RFP is issued until award notification is made, all contact with the State regarding the RFP must be made through the RFP Coordinator. No other person/ State employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
	2. Issuance of the RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
	3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
	4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
	5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
	6. The RFP and the awarded Bidder’s proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the Department.
	7. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html) et seq.).
	8. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
	9. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.
2. **Eligibility to Submit Bids**

Bidders, and any proposed subcontracts, must meet the eligibility criteria below in order to submit a bid in response to this RFP:

1. Must have successfully implemented within the last five (5) years for a U.S. based Public Sector (e.g., for Federal, State, or local government) governments the following Portal platform solutions:
	1. Identity Access Management
	2. Personalized Dashboard
	3. Disclosure and Consent management
	4. Data Management
	5. Recommendation Technology
	6. Customer Service
2. Be able to have all offsite work delivered by the assigned Project team within the continental United States (U.S.).
3. **Contract Term**

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

**Contract Renewal:** Following the initial term of the contract, the Department may opt to renew the contract for six (6) renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

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

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | 07/01/2024 | 12/31/2026 |
| Renewal Period #1 | 01/01/2026 | 12/31/2028 |
| Renewal Period #2 | 01/01/2029 | 12/31/2030 |
| Renewal Period #3 | 01/01/2031 | 12/31/2031 |
| Renewal Period #4 | 01/01/2032 | 12/31/2032 |
| Renewal Period #5 | 01/01/2033 | 12/31/2033 |
| Renewal Period #6 | 01/01/2034 | 12/31/2034 |

1. **Number of Awards**

The Department anticipates making one (1) award; however, the State does reserve the right to partially award the work areas described in the RFP if such action is in the best interest of the State.

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

1. **Overview**

The State of Maine, Department of Administrative and Financial Services, Information Technology is seeking to procure the technology, operation, maintenance, and support required to build the robust foundational blocks to create a Constituent-centric experience wherein Maine Constituents have the ability to interact with, manage, and receive State services seamlessly through a single source.

The State has identified several infrastructure components that we believe will be required to successfully implement the Constituents’ Portal. Below is a high-level description of the in-scope Constituents’ Portal the State is seeking a solution to. The awarded Bidder will be responsible for implementing a Constituents’ Portal and all the underlying technology to meet the requirements.

The components identified by the State as being required to revolutionize ways for State Agencies to connect with their Constituents include:

* 1. Identity Access Management
		1. Identity Proofing
		2. Identity Verification
	2. Personalized Dashboard
		1. Disclosure and Consent Management
		2. General and Personalized Notifications
		3. Recommendation Technology
		4. Data Management
		5. Customer Service

The State is interested in increasing the trust the public has in digital government services, and therefore Bidders shall be specific in how the deployment of their offering(s) in the Constituent Portal can meet the needs as detailed and promote public trust in the solution.

The scope of services to be provide by the Bidder shall include hostinq management, implementation, project management, training, support, marketing, governance, and maintenance. The awarded Bidder will be responsible for implementation, training, and all necessary professional services for the Constituents’ Portal Platform Solution and the underlying technology to meet the requirements in this RFP.

1. **Functional Description and Requirements**
	1. **Identity Access Management**

The State is seeking an Enterprise Constituent Identity Access Management (CIAM) solution to become a part of the State’s, MaineIT Enterprise Architecture. CIAM is a type of identity technology that will allow the State to manage Constituent identities and their access to digital platforms.

The proposed CIAM Solution needs to include tiered identity proofing, which verifies the authenticity of an individual’s identity claim, and identity verification, which confirms the accuracy of the provided information.

**The proposed CIAM solution must:**

* + 1. Capture Constituent Identity and profile data.
		2. Provide identity provisioning and deprovisioning.
		3. Include a process for the following identity lifecycle management components for risk-based critical applications not limited to end user accounts:
			1. Identity Creation
			2. Identity provisioning
			3. Attribute maps
			4. Authentication (e.g., password policies and synchronization)
		4. Allow integration with applications across various State Agencies. More specifically, be capable of integrating with existing identity-proofing methods currently utilized by State Agencies.
		5. Be able to integrate with authoritative sources of identity-proofing maintained by the State Agencies. No replication allowed.
		6. Describe the extensibility of architecture so that future means of identity-proofing (e.g. biometrics) may be incorporated.
		7. Allow for multiple role selections for the following identities:
			1. Individual
			2. Business Owner
			3. Support multiple identities for State employees that work with the portal in a support role:

SOM Employee identity and credentials for supporting the application.

Constituent identity and credentials to use the state services offered through the portal.

* + - 1. Multi role individual (Individual and Business Owner)
		1. **Have the ability to provide levels of proofing which will be directly tied to the Constituent’s level of consent given.**
		2. **Support multi-factor authentication to protect against user impersonation and credential theft.**
	1. **Personalized Dashboard**

**The State is seeking to improve Citizen satisfaction by implementing a Constituent centralized platform that will aim to provide Constituents with a one-stop-shop for accessing government services. While State Agencies continue to make advances in expanding their service offerings, Constituents are forced to not only obtain and remember individual logins and passwords, but also forced to switch between sites and often are unable to locate the services they are looking for, making it difficult and frustrating for users.**

**The goal of the Personalized Dashboard (portal) is to change from Constituents searching to find State services, to one where the portal allows Constituents to choose State services to be included in their personalized dashboard. The portal will allow interaction to occur anytime or anywhere, allowing the Constituent a personalized dashboard into state services.**

**Bidders shall provide the following additional services within the Personalized Dashboard; disclosure and consent management, general and personalized notifications, recommendation technology, data management and customer service.**

* + 1. **Disclosure and Consent Management**

The desire of the State is to be as transparent as possible and respect the privacy of the individual interacting with the Constituents’ Portal. Consent is a core tenant of maintaining the public trust in the Constituents’ Portal and will be a foundational component of the architecture.

The Disclosure and Consent Management solution shall include:

* + - 1. Granular consent management that encompasses the automated functions necessary to create, modify, revoke, and manage Constituent consents.
			2. Allow users the ability to opt-in and opt-out of data sharing and services within the Constituents’ portal.
			3. Obtain user consent both in an interactive and set preference mode for a variety of transactions on the Portal.
			4. Support administrative users’ management of standard legal disclaimers and data classification for transactions.
			5. Highly configurable with version control and history tracking for consent language.
			6. Ability for end user to access a retrievable log of granted consent and data usage on the portal derived from the consent.
		1. **Recommendation Technology**

The State is seeking options which, while maintaining individual privacy, will collect and analyze data about user interactions, behavior, and preferences. The expected outcome of this will be to provide insights and intelligence that help the State make informed decisions and improve Constituent experiences. From the user perspective, the portal should be able to make real-time recommendations for related services. Data captured in this environment must be obfuscated, as to not allow any party to directly target or track the preferences of an individual or their usage of the portal. Solution providers should discuss in detail their use, storage, destruction of metadata, and tracking technologies with emphasis on how their offering provides analytical insights while protecting the individual user privacy.

* + 1. **Data Management**

The State is seeking the ability for the portal’s Constituent identity to be linked to records maintained by individual State agencies. The proposed solution will include capabilities to streamline the sharing of data between State systems, including the identity assurance level, agency to user notifications, verification of user consent, identity resolution, and data sharing between agencies.

**Example**: A user may have applied for a specific benefit program in the recent past and wishes to request their user provided data from agency A be shared with agency B to determine potential eligibility for additional services. By obtaining interactive consent or verifying a profile preference, the portal will be able to retrieve and forward data between these groups.

 The proposed solution must:

* + - 1. Maintain a central repository of basic (core) Constituent data, that can be used by any State application to reduce data redundancy, and outdated or inaccurate information while maintaining confidentiality.
			2. Ability to integrate with State applications using, OpenID, OAuth, Web Services Federation Protocol (WS-Fed), Security Assertion Markup Language (SAML), Lightweight Directory Access Protocol (LDAP), Active Directory, Application Programming Interface (API) or equivalent protocols.
			3. Ability to match the identity of the portal user to the identity of the same user in the Agency system.
			4. Log all actions taken by:
				1. Constituents
				2. MaineIT Support, including:

Who made the change

When the change was made

What changed to and from

* + - 1. Logging data must be available for system dashboards and reporting.
		1. **Customer Service**

The State is seeking solution(s) to provide 24/7/365 customer service to Constituents regardless of their location or technical abilities.

1. Support Constituents with personalized and timely assistance.
2. Provide the state options to support our Constituents across multiple channels including, but not limited to phone, email, chat, etc.

1. **Technical Requirements**

This section contains the states detailed technical requirements. The State is seeking solutions to ensure efficient and effective management of the Constituent Portal, including:

* 1. **General System**
		1. Mobile support with native app (iOS and Android)
		2. System availability: 24/7 with a maximum of four (4) 1-hour outages per year
		3. Identity relationships must be tracked in the cloud infrastructure.
		4. Support responsive web and web browsers.
			1. Supports Windows, Chrome, and Macintosh operating systems.
	2. **Compliance with MaineIT Policies & Standards**
		1. [Architecture Compliance Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/ArchitectureCompliancePolicy.pdf)
		2. [System and Services Acquisition Policy and Procedures (SA-1)](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SystemAndServicesAcquisitionPolicy.pdf)
		3. [Application Deployment Certification Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/ApplicationDeploymentCertification.pdf)
		4. [Digital Accessibility Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DigitalAccessibilityPolicy.pdf)
		5. [Remote Hosting Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/RemoteHostingPolicy.pdf)
		6. [Data Exchange Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DataExchangePolicy.pdf)
		7. [Information Security Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SecurityPolicy.pdf)
		8. [Access Control Policy (AC-1)](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/AccessControlPolicy.pdf)
		9. [Access Control Procedures for Users (AC-2)](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/AccessControlProceduresForUsers.pdf)
		10. [Risk Assessment Policy and Procedures (RA-1)](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/RiskAssessmentPolicyProcedure.pdf)
		11. [Vulnerability Scanning Procedure (RA-5)](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/VulnerablityScanningProcedure.pdf)
		12. [Security Assessment and Authorization Policy and Procedures (CA-1)](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SecurityAssessmentAuthorizationPolicy.pdf)
		13. [System and Information Integrity Policy and Procedures (SI-1)](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SystemInformationIntegrityPolicy.pdf)
		14. [Configuration Management Policy (CM-1)](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/ConfigurationManagementPolicy.pdf)
		15. [Web Standards](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/WebStandards.pdf)
	3. **Support and Maintenance**
		1. Provide support and maintenance for the solution and underlying technology to begin immediately after receiving the State’s official acceptance of the implemented solution.
		2. Terms and duration of the support and maintenance will be specified in the contract.
		3. All questions and reported problems related to the technical and functional operation of the system will be addressed by the awarded bidder.
		4. Provide toll-free telephone support through a qualified technician with direct and demonstrated experience in the implementation and maintenance of the approved implemented solution during regular business hours (8:00 a.m. to 5:00 p.m. EST)
		5. All product releases and upgrades available will be the responsibility of the awarded bidders, at no additional charge to the State.
		6. All releases and upgrades shall be implemented and tested by the bidder, outside of the normal operating hours of the State.
		7. User testing shall occur during normal state business hours. All remediation of failed testing cases and protocols shall also occur outside of the normal operating hours of the State.
	4. **Security**

The proposed solutions must provide a robust security system that aligns with the [States Security Policies, standards, and Processes](https://www.maine.gov/oit/policies-standards), Including:

* + 1. Comply with or have the following security certifications:
			1. National Institute of Standards and Technology (NIST) 800-53
			2. FedRamp
			3. Health Insurance Portability and Accountability Act (HIPAA)
			4. SOC 2 Type II
		2. Comply to the following security controls:
			1. DDOS Protections [WN1]
			2. Open Web Application Security Project (OWASP) Top 10
			3. Cross Site Scripting
			4. Structured Query Language (SQL) Injection
			5. Authentication bypass
			6. Poorly authenticated APIs
			7. Role based access controls
			8. Proper session control
			9. Real-time visibility
			10. Anomalous behavior
			11. User sign with geo-location tracking
			12. Geo-blocking capabilities.
			13. Web Application Firewall [WN1]
		3. System security must include the following security components:
			1. Account take over protections
			2. Account sign-in Protections
			3. Behavior detection and evaluation
			4. Adaptive AI Technology
			5. Bot Protection; identity visitor behavior through analysis, technical and behavioral data.
		4. The proposed solution must be able to integrate with the State Security Information and Event Monitoring (SIEM) Splunk
		5. Ability to log security information and events.
	1. **Licensing**

The State is aware that multiple licensing options are available and will be required to support the proposed solution in its entirety. The State seeks bids which will provide the most cost-effective licensing approach. Bidders are required to provide a detail breakdown for the proposed licensing.

* 1. **Training and OCM (Organizational Change Management)**
		1. Security, identity and access management, and application training must be provided to relevant staff for deployment and ongoing training to support the solution.
		2. Training must include technical and administrator training, initial and ongoing as users are added.
		3. Continuous process to ensure Constituents that may have run into issues setting up accounts have help 24/7.
		4. Bidders shall guide the State in OCM engagement for the duration of project planning, transition, and final implementation phase including:
			1. Designing and managing team structures with roles and responsibilities to facilitate automated program delivery, while noting any risks anticipated from the lack of readiness in the organization and staffing.
			2. Ensure a successful transition for the integration of new processes and technology with stakeholders.
			3. Organizational readiness assessment
	2. **Disaster Recovery**
		1. Availability of ninety-nine-point nine percent (99.9%) of uptime
		2. Capability to restore data completely to its status at the time of the last backup; with a minimum required recovery point objective of six (6) hours (i.e., maximum data loss cannot exceed six (6) hours)
		3. Recovery time objective of two (2) hours; maximum time to recover the system cannot exceed 2 (2) hours.
	3. **Feature Enhancements**
		1. The State is seeking two hundred and fifty (250) hours of time and material for each proposed technology (CIAM), Personalized Dashboard, Disclosure and Consent Management, Data Management, and Recommendation Technology) to allow for specifications and enhancements during the contract period.
	4. **Project Management**
		1. The State plans to have its own project manager however, the awarded Bidder must have a project manager that has the primary responsibility for executing the project management tasks associated with the project. The awarded Bidder will:
			1. Work in collaboration with the State’s Project Manager
			2. Align with State Project Management processes and practices.
		2. Manage the implementation, executing all activities, tasks, deliverables and resource needs, both state and awarded Bidder.
		3. Track project status including managing and tracking all project risks, issues and decisions.
		4. Track and report status of deliverables and project status
		5. The awarded Bidder will provide their approach for project management and administration services including:
			1. Project Management Methodology
			2. Project Governance
			3. Resource Allocation and Schedule Management approach
			4. Communication Management Approach including status reporting and document repository management.
			5. Risk and Issue Management Methodology
			6. Change Management Methodology
			7. Quality Management Methodology
1. **Demonstrations**
	1. Bidders may be required to give a presentation and demonstration to the evaluation team at scheduled times to be determined after the proposal submission period is over.
		1. Each Bidders demonstration will be limited to a time determined by the state.
		2. Bidders will be allowed to answer any questions the evaluation team has during the presentation.
		3. Bidders will not be allowed to present new information not already included in their proposal submission.
		4. Bidders may not ask questions to the evaluation team related to any specifications of the project as these should have been asked during the formal Q&A Period.
		5. Demonstrations will be held remotely.
2. **Value Added Options (Other)**

Bidders shall provide value added optional services to address relevant matters that have not been anticipated in this RFP but contribute to successful implementation of the proposed solutions, as well as any technology or services that will reduce risk to the project’s quality and continuity. The value-added technology and services will not be included in the evaluation process but may be added during the contract negotiations.

**PART III KEY RFP EVENTS**

1. **Questions**
	1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
		1. Bidders and other interested parties should use **Appendix J** (Submitted Questions Form) for submission of questions. The form is to be submitted as a WORD document.
		2. The Submitted Questions Form must be submitted, by e-mail, and received by the RFP Coordinator identified on the cover page of the RFP as soon as possible but no later than the date and time specified on the RFP cover page.
		3. Submitted Questions must include the RFP Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.
	2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date: [Division of Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.
2. **Amendments**

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

1. **Submitting the Proposal**
	1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
		1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
	2. **Delivery Instructions:** E-mail proposal submissions are to be submitted to the State of Maine Division of Procurement Services at Proposals@maine.gov.
		1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
			1. Proposal submission e-mails that are successfully received by the proposals@maine.gov inbox will receive an automatic reply stating as such.
		2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
		3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Please check with your organization’s Information Technology team to ensure that your security settings will not encrypt your proposal submission.
		4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
		5. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202401005 Proposal Submission – [Bidder’s Name]”**
		6. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:
* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred.*

**Appendix A** (Proposal Cover Page)

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

All required eligibility documentation stated in PART IV, Section I.

**Appendix C** (Eligibility Form)

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

*PDF format preferred.*

**Appendix D** (Organization Qualifications and Experience Form) and all required information and attachments stated in PART IV, Section II.

**Appendix E** (Subcontractors Form)

* **File 3 [Bidder’s Name] – Proposed Services:**

*Excel Format preferred.*

**Appendix F** (Technical Assessment)

*PDF format preferred.*

**Appendix G** (Detailed Technical and Functional Requirements)

**Appendix H** (Response to Proposed Services)

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

*Excel format preferred.*

**Appendix I** (Cost Proposal Form) and all required information and attachments stated in PART IV, Section IV.

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

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

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

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

**Proposal Format and Contents**

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

* 1. **Proposal Cover Page**

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

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

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

* 1. **Eligibility Requirements**

Bidders must complete **Appendix C** (Eligibility Form). To demonstrate that the bidder meets eligibility requirements stated in PART I, C. of the RFP.

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

* 1. **Overview of the Organization**

Bidders must complete **Appendix D** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three examples of projects which demonstrate their experience and expertise in performing these services as well as highlighting the Bidder’s stated qualifications and skills.

* 1. **Subcontractors**

Bidders must complete **Appendix E** (Subcontractors Form) If subcontractors are to be used, Bidders must provide the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

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

* 1. **Litigation**

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

* 1. **Financial Viability**

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

* 1. **Licensure/Certification**

Bidders may provide documentation of any applicable licensure/certification or specific credentials that are related to providing the proposed services of the RFP.

* 1. **Certificate of Insurance**

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

**Section III Proposed Services** (File #3)

* 1. **Technical Assessment**

Bidders must complete **Appendix F** (Technical Assessment Form) following the instructions in the form describing the bidders’ capabilities to meet the requirements and policies identified.

* 1. **Services to be Provided**

Bidders must complete **Appendix G** (Detailed Technical and Functional Requirements) following the instructions in the form describing the bidders’ capabilities to meet the requirements identified.

* 1. **Response to Proposed Services**

Bidders must complete **Appendix H** (Response to Proposed Services) following the instructions in the form. Bidders shall include response for each of the components listed in the Form.

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

* 1. **General Instructions**
		1. Bidders must submit a cost proposal that covers the period starting 02/01/2024 and ending on 12/31/2026.
		2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
		3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
	2. **Cost Proposal Form Instructions**

Bidders must fill out **Appendix I** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in the exclusion of the proposal from consideration, at the discretion of the Department.

* + 1. Bidders shall list and describe any special cost assumptions, conditions, and constraints relative to, or which impact the prices presented in the cost proposal form in the space provided.
		2. Bidders are to include any and all fees associated with the proposed solution(s) including any third-party fees, licensing, resources etc.
		3. Costs entered tab (IV) Value Added – other will not be considered as part of the proposed solution or evaluation process.

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

1. **Evaluation Process – General Information**
	1. An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
	2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the State of Maine.
	3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. The Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Changes to proposals, including updating or adding information, will not be permitted during any interview/presentation process and, therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.
2. **Scoring Weights and Process**
	1. **Scoring Weights:** The score will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria.

**Section I. Preliminary Information (No Points – Eligibility Requirements)**

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

**Section II. Organization Qualifications and Experience (25 points)**

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

**Section III. Proposed Services (50 points)**

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

**Section IV. Cost Proposal (25 points)**

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

* 1. **Scoring Process:** For proposals that demonstrate meeting the eligibility requirements in Section I, the evaluation team will use a consensus approach to evaluate and score Sections II, and III above. Members of the evaluation team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Section IV, the Cost Proposal, will be scored as described below.
	2. **Demonstrations:** The RFP Coordinator will contact Bidders if a remote demonstration is required as outlined in Part II. D. Members of the evaluation team will arrive at a consensus regarding the degree to which the demonstrations achieve the requirements of this Request for Proposals. Based on this consensus, the post-demonstration scores may be adjusted (upward or downward) based on the demonstrations and according to the scoring weights described in Part V. B of the RFP.
	3. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in the RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded 25 points. Proposals with higher bids values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted cost proposal / Cost of proposal being scored) x 25 = pro-rated score

No Best and Final Offers (BAFO): The State will not seek or accept a BAFO from any Bidder in this procurement process.  All Bidders are expected to provide their best value pricing with the submission of their proposal.

* 1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.
1. **Selection and Award**
	1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
	2. Notification of conditional award selection or non-selection will be made in writing by the Department.
	3. Issuance of the RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
	4. The Department reserves the right to reject any and all proposals or to make multiple awards.
2. **Appeal of Contract Awards**

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

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

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

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

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

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

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

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

* 1. Payments and Other Provisions

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

**PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

**Appendix A** – Proposal Cover Page

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

**Appendix C –** Eligibility Form

**Appendix D** – Qualifications and Experience Form

**Appendix E** – Subcontractors Form

**Appendix F** – Technical Assessment

**Appendix G** – Detailed Technical and Functional Requirements

**Appendix H** – Response to Proposed Services

**Appendix I** – Cost Proposal Form

**Appendix J** – Submitted Question Form

**APPENDIX A**

**State of Maine**

**Department of Administrative and Financial Services**

*Office of Information and Technology*

**PROPOSAL COVER PAGE**

**RFP# 202401005**

**Improve Delivery of Digital Services to Constituents**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Chief Executive - Name/Title:** |  |
| **Tel:** |  | **E-mail:** |  |
| **Headquarters Street Address:** |  |
| **Headquarters City/State/Zip:** |  |
| ***(Provide information requested below if different from above)*** |
| **Lead Point of Contact for Proposal - Name/Title:** |  |
| **Tel:** |  | **E-mail:** |  |
| **Headquarters Street Address:** |  |
| **Headquarters City/State/Zip:** |  |

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

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

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

**APPENDIX B**

**State of Maine**

**Department of Administrative and Financial Services**

*Office of Information and Technology*

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

**RFP# 202401005**

**Improve Delivery of Digital Services to Constituents**

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

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

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

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

**APPENDIX C**

**State of Maine**

**Department of Administrative and Financial Services**

*Office of Information and Technology*

## ELIGIBILITY FORM

**RFP# 202401005**

**Improve Delivery of Digital Services to Constituents**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| **ELIGIBILITY** |
| 1. Must have successfully implemented within the last five (5) years for a U.S. based Public Sector (e.g., for Federal, State, or local government) governments, the following Portal platform solutions:
	* Identity Access Management
	* Personalized Dashboard
	* Disclosure and Consent management
	* Data Management
	* Recommendation Technology
	* Customer Service
 | [ ]  Identity Access Management[ ]  Personalized Dashboard[ ]  Disclosure and Consent Management[ ]  Data Management[ ]  Recommendation Technology[ ]  Customer Service |
| 1. Be able to have all offsite work delivered by the assigned Project team within the continental United States (U.S.).
 | [ ]  Yes[ ]  No |

**APPENDIX D**

**State of Maine**

**Department of Administrative and Financial Services**

*Office of Information and Technology*

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202401005**

**Improve Delivery of Digital Services to Constituents**

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

|  |
| --- |
| **Present a brief statement of qualifications. Describe the history of the Bidder’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may expand this form and use additional pages to provide this information.** |
|  |

**APPENDIX D (continued)**

|  |
| --- |
| **Provide a description of projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in the “Scope of Services” portion of the RFP. For each of the project examples provided, a contact person from the client organization involved should be listed, along with that person’s telephone number and e-mail address. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.****Bidders are to check all components included for each of the project descriptions listed below. Please add additional rows if needed.**  |

|  |
| --- |
| **Project One** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
| **Project One**[ ]  Identity Access Management[ ]  Personalized Dashboard[ ]  Disclosure and Consent Management[ ]  Data Management[ ]  Recommendation Technology[ ]  Customer Service |  |

|  |
| --- |
| **Project Two** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
| **Project Two**[ ]  Identity Access Management[ ]  Personalized Dashboard[ ]  Disclosure and Consent Management[ ]  Data Management[ ]  Recommendation Technology[ ]  Customer Service |  |

**APPENDIX D (continued)**

|  |
| --- |
| **Project Three** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
| **Project Three**[ ]  Identity Access Management[ ]  Personalized Dashboard[ ]  Disclosure and Consent Management[ ]  Data Management[ ]  Recommendation Technology[ ]  Customer Service |  |

|  |
| --- |
| **Project Four** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
| **Project Four**[ ]  Identity Access Management[ ]  Personalized Dashboard[ ]  Disclosure and Consent Management[ ]  Data Management[ ]  Recommendation Technology[ ]  Customer Service |  |

**APPENDIX E**

**State of Maine**

**Department of Administrative and Financial Services**

*Office of Information and Technology*

## SUBCONTRACTORS FORM

**RFP# 202401005**

**Improve Delivery of Digital Services to Constituents**

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

|  |
| --- |
| **If subcontractors are to be used, including consultants, provide each individual subcontractor business name, contact person, address, phone number, and a brief description of the subcontractor’s organizational capacity and qualifications.** |

|  |
| --- |
| **Subcontractor** |
| **Subcontractor Business Name:** |   |
| **Contact Person:** |   |
| **Address:** |   |
| **Phone Number:** |   |
| **E-Mail:** |   |
| **Subcontractor’s organizational capacity and qualifications** |
|   |

|  |
| --- |
| **Subcontractor** |
| **Subcontractor Business Name:** |   |
| **Contact Person:** |   |
| **Address:** |   |
| **Phone Number:** |   |
| **E-Mail:** |   |
| **Subcontractor’s organizational capacity and qualifications** |
|   |

|  |
| --- |
| **Subcontractor** |
| **Subcontractor Business Name:** |   |
| **Contact Person:** |   |
| **Address:** |   |
| **Phone Number:** |   |
| **E-Mail:** |   |
| **Subcontractor’s organizational capacity and qualifications** |
|   |

**APPENDIX F**

**State of Maine**

**Department of Administrative and Financial Services**

*Office of Information and Technology*

**TECHNICAL ASSESSMENT**

**RFP# 202401005**

**Improve Delivery of Digital Services to Constituents**

****

Bidders are required to confirm all proposed solutions have the appropriate security controls in place to protect the State’s and Constituent sensitive and/or confidential information. Bidders are to explain their compliance in the attached spreadsheet.

Bidders are encouraged to provide an explanation on how you will comply to each of the requirements and attach any supporting artifacts.

Bidders are to respond to all five (5) tabs in the spreadsheet; Data Compliance, MaineIT, Information Security Standards, Cloud Service Provider Requirements, National Institute of Standards and Technology (NIST)Requirements.

If any requirement does apply, explicitly state that in your response.

Any requirements not responded to, will be considered as bidder solution(s) are not able to comply and will be evaluated accordingly.

**APPENDIX G**

**State of Maine**

**Department of Administrative and Financial Services**

*Office of Information and Technology*

**DETAILED TECHNICAL AND FUNCTIONAL REQUIREMENTS**

**RFP# 202401005**

**Improve Delivery of Digital Services to Constituents**

****

**This Detailed Technical and Functional Requirements, along with the details in this RFP is intended to provide the Bidder with enough information to build its proposal, but it is the Bidder's responsibility to request any additional information deemed necessary on behalf of their team.**

**Tab 1 – Instructions:** Bidders are expected to follow the instructions as detailed.

**Tab 2 – Detailed Requirements:** Bidders are expected to complete the form for each requirement as written. Bidders can utilize the Explanation (column E) field to provide additional details that will assist the evaluation team through the review process.

**Tab 3 – User Stories:**  No response is required for Tab 3; these have been provided to bidders for clarity and understanding of the expected journey a Constituent will experience.

**APPENDIX H**

**State of Maine**

**Department of Administrative and Financial Services**

*Office of Information and Technology*

**RESPONSE TO PROPOSED SERVICES**

**RFP# 202401005**

**Improve Delivery of Digital Services to Constituents**

The response to proposed services form may be obtained in a Word (.docx) format by double clicking on the document icon below.

****

**APPENDIX I**

**State of Maine**

**Department of Administrative and Financial Services**

*Office of Information and Technology*

**COST PROPOSAL FORM**

**RFP# 202401005**

**Improve Delivery of Digital Services to Constituents**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Proposed Cost:** | **$**  |

***Bidders are to enter the Total Proposed Cost from Tab (I) Instructions tab in the above Proposed Cost field. This is the amount that will be used during the evaluation process.***



**Cost Proposal Form Instructions:**

The cost proposal form for this RFP has been broken down into 5 tabs.

1. **Instructions**
	1. General Cost Proposal guidelines have been provided for the proposal evaluation, and it is essential that the Bidder use this form in preparing its pricing in response to this RFP.
	2. Bidders are to enter their Organization Name in the space provided.
	3. All Costs are not to be modified. The costs will be auto calculated and populated based on information entered on the other tabs.
2. **Implementation Services**
	1. Bidders shall provide a cost for each of the line items.
	2. Bidders are to use quantities provided, if applicable.
	3. Bidders are not to change any of the Qty and or Descriptions on the form.
	4. All onetime costs / fees are to be included in Year One (1)
	5. Bidders are to detail out any assumptions, conditions and / or constraints related to the costs in the space provided.
3. **Licenses**
	1. Bidders are to provide costs for all licensing using the quantities provided.
	2. Bidders are not to change any of the Qty and or Descriptions on the form.
	3. Any licensing structure recommendations and / or options available to the state should be detailed out in the space provided and will be considered during the evaluation process.
	4. Bidders are to detail out any assumptions, conditions and / or constraints related to the costs in the space provided.
	5. If Other Licensing is required (Table E) – Bidders are to use the quantities listed in Table A as applicable.
		1. Full description of other licensing is required to be documents in the space provided.
4. **Customer Service**
	1. Bidders are to detail out the costs required to fully implement the proposed services.
	2. Bidders are to detail out any assumptions, conditions and / or constraints related to the cost in the space provided.
5. **Value Added – Other**
	1. Any costs and or services listed will not be included as part of the proposed service or cost and will not be evaluated.
	2. Bidders are to provide details describing the service / components and the benefits, risks, and reasons for the recommendation.

 **APPENDIX J**

**State of Maine**

**Department of Administrative and Financial Services**

*Office of Information and Technology*

**SUBMITTED QUESTIONS FORM**

**RFP# 202401005**

**Improve Delivery of Digital Services to Constituents**

This form should be used by Bidders when submitting written questions to the RFP Coordinator as defined in Part III of the RFP.

If a question is not related to any section of the RFP, enter “N/A” under the RFP Section & Page Number. Add additional rows as necessary.

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| **Organization Name:** |  |

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| **RFP Section & Page Number** | **Question** |
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