**STATE OF MAINE**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*



**RFP# 202401008**

**Public Health Informatics Support Services**

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| --- | --- |
| **RFP Coordinator** | *All communication regarding the RFP must be made through the RFP Coordinator identified below*.**Name:** Brittany Hall **Title:** Procurement Administrator**Contact Information:** Brittany.hall@maine.gov  |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:***Date:** March 18, 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 11, 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. CONTRACT TERMS
 |  |
| 1. NUMBER OF AWARDS
 |  |
|  |  |
| **PART II SCOPE OF SERVICES TO BE PROVIDED** | **8** |
|  |  |
| **PART III KEY RFP EVENTS** | **14** |
| 1. QUESTIONS
 |  |
| 1. AMENDMENTS
 |  |
| 1. SUBMITTING THE PROPOSAL
 |  |
|  |  |
| **PART IV PROPOSAL SUBMISSION REQUIREMENTS** | **16** |
|  |  |
| **PART V PROPOSAL EVALUATION AND SELECTION** | **19** |
| 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** | **21** |
| 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** – QUALIFICATIONS and EXPERIENCE FORM |  |
|  **APPENDIX D** – LITIGATION FORM |  |
|  **APPENDIX E** – RESPONSE TO PROPOSED SERVICES FORM |  |
|  **APPENDIX F** – COST PROPOSAL FORM  |  |
|  **APPENDIX G** – INFORMATICS RESOURCES REQUIRED QUALIFICATIONS AND DUTIES |  |
|  **APPENDIX H** – SUBMITTED QUESTIONS FORM |  |

PUBLIC NOTICE

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**State of Maine**

**Department of Health and Human Services**

**RFP# 202401008**

**Public Health Informatics Support Services**

The State of Maine is seeking proposals for Public Health Informatics Support Services.

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 11, 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** |
| --- | --- |
| **Ad Hoc Consulting or Consultation** | A request from the Department on an as needed basis, in which the awarded Bidder provides formal advice on a particular subject matter in which a Resource does not have the expertise knowledge to provide recommendations or opinions. |
| **Billable Rate** | The sum of the Resource Hourly Rate plus the Mark-up Rate is the Resource Billable Rate. |
| **Department** | Department of Health and Human Services |
| **Employee** | A Resource who received an hourly rate, benefits, and IRS Form W-2 at the end of the calendar year. |
| **Independent Contractor** | A Resource who receives an hourly rate and IRS Form 1099-NEC/Misc at the end of the calendar year. |
| **Informatics** | The systematic application of information, computer science, and technology to public health practice, research, and learning. |
| [**MaineIT**](https://www.maine.gov/oit/) | Maine’s Office of Information Technology |
| **Maine CDC** | Maine Center for Disease Control and Prevention |
| **Mark-up Rate** | A percentage of the Resource Hourly Rate which includes administrative costs and related benefits including vacation and holiday compensation. Days off as vacation and holiday shall not be billed to the Department and will not be reimbursed directly by the Department.  |
| **Resource**  | An individual who provides Informatics for Maine CDC as an Employee or Independent Contractor of the awarded Bidder.  |
| **Resource Hourly Rate** | The hourly wage agreed upon by the Department and awarded Bidder to be paid to the Resource. |
| **RFP** | Request for Proposal |
| **State** | State of Maine |

**State of Maine - Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

**RFP# 2020401008**

**Public Health Informatics Support Services**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Department of Health and Human Services (Department) is seeking Public Health Informatics Support Services, a key component of Maine’s infectious disease surveillance system, 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 of Maine (State) and the awarded Bidder.

The Department is dedicated to promoting health, safety, resiliency, and opportunity to all Maine Residents. The Department’s Maine Center for Disease Control and Prevention (Maine CDC) is charged with monitoring the health and well-being of Maine citizens. The primary purpose of the Department’s [Infectious Disease Program](https://www.maine.gov/dhhs/mecdc/phdata/infectious-disease/index.htm) is to study the distribution and determination of infectious diseases among citizens and visitors in Maine and to apply this study to the prevention and control of disease.

The Department uses the [National Electronic Disease Surveillance System (NEDSS)](https://www.cdc.gov/nndss/about/nedss.html) to record and monitor infectious disease reports, and a combination of rhapsody, structured query language (SQL) services, and the [Electronic Surveillance System for the Early Notification of Community-based Epidemics (ESSENCE)](https://pubmed.ncbi.nlm.nih.gov/34152271/) to perform [Syndromic Surveillance](https://www.cdc.gov/nssp/overview.html). Informatics is a key component of the infectious disease surveillance system. Resources support is necessary in order for the Department’s Public Health Informatics Services to continue to improve Maine’s systems (NEDSS, Syndromic Surveillance, and ESSENCE) to be more comprehensive and timelier through the receipt of [Electronic Laboratory Reports (ELRs)](https://www.cdc.gov/elr/), enhancing the existing surveillance system to be tailored to the Department’s needs, and to improve Statewide surveillance through a comprehensive Syndromic Surveillance system.

In order for Maine CDC to provide ongoing, high quality Public Health Informatics Services, this RFP is seeking a highly skilled, experienced, and qualified organization for the recruitment of Informatics Resources, and for the onboarding and oversight of selected and existing Informatics Resources. Currently, the Department requires Resource Support for seven (7) 1.0 FTEs, two (2) of which are currently providing Informatics Support. In addition, the Department requires Ad Hoc Consulting on an as needed basis. The RFP is not intended to replace any current State employees or positions. The current Informatics Resources needed are outlined in **Appendix G** (Informatics Resources Required Qualifications and Duties).

Informatics Resources will be required to have a close and collaborative working relationship with the Department’s Infectious Disease Program as well as with its public health partners including hospitals, providers, laboratories, and [Health Information Exchanges (HIE)](https://www.healthit.gov/topic/health-it-and-health-information-exchange-basics/health-information-exchange).

The current physical location for these Resources will be located at Maine CDC, 286 Water Street, Augusta, Maine. The Department will provide desk space, laptops, access to a printer, photocopy and fax machines, and basic office supplies for Informatics Resources (subject to change) and any needed Ad Hoc Consultants. The Department will consider the ability to telework on a case by case basis and in alignment with the [Department’s Telework Policy](https://www.maine.gov/dhhs/about-us/office-reentry-planning-for-staff).

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. **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 two (2) 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 | 7/1/2024 | 6/30/2026 |
| Renewal Period #1 | 7/1/2026 | 6/30/2028 |
| Renewal Period #2 | 7/1/2028 | 6/30/2029 |

1. **Number of Awards**

The Department anticipates making one (1) award as a result of the RFP process.

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

**Specific instructions for the Bidder to provide a narrative response to the Scope of Services may be found in Part IV, Section III, Services to be Provided.**

* + 1. **Public Health Informatician Services**
			1. Provide Resources who meet the qualifications to provide Informatics Support for the positions as outlined in **Appendix G** (Informatics Resources Required Qualifications and Duties).
				1. The Department reserves the right to alter the position descriptions as deemed necessary.
		2. **Ad Hoc Consultation**
			1. Provide Ad Hoc Consulting services as requested by the Department, including but not limited to dashboard design, data modeling, data processing, etc. where needed on a time and material basis.
		3. **Recruitment Requirements**
1. Provide advertising, screening, interviewing, and all other standard aspects of recruitment for finding and attracting potential Resources necessary to provide Informatics Services to the Department.
	1. Advertise vacant positions, or soon-to-be vacant positions, on Department approved website, within five (5) business days of notification of an impending or immediate vacancy (whichever comes first).
2. Ensure proposed candidates meet the minimum qualifications for the requested positions, including any licenses/certificates required under Maine Laws.
3. Provide the Department, within five (5) business upon request, a copy of the candidates resume and other related information, including but not limited to:
	1. The application for employment,
	2. Evidence of appropriate knowledge,
	3. Experience and competency related to the specific job responsibilities,
	4. Prior job performance reviews, and
	5. Employment references.
4. Ensure the Department is afforded the opportunity to interview at least the top two (2) qualified candidates.
	1. The final decision on making a job offer will be made by the Department in writing.
5. Offer positions upon Department approval and determine the approved candidates effective hiring date.
	1. Give no commitment of any kind to any proposed Resource until the awarded Bidder has received written approval from the Department to do so.
6. All costs associated with recruitment of the Resource shall be the responsibility of the Provider, including but not limited to travel and lodging for interviews.
7. The Department will have the right to accept or reject any offer by the awarded Bidder for any proposed Resource.
8. **Pre-Engagement Requirements**
9. Facilitate contingent engagement offers to the selected Resources.
10. Coordinate with the Department, the Resource’s actual start date.
11. Conduct background checks and/or license verifications, as outlined in the Department’s [Rider D Additional DHHS Requirements](https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/rider-d-state.pdf) (Section 18 Background Checks), including applicable out-of-State background checks and license verifications, prior to offering a position to the Department-approved candidate.
	1. Provide the results of the background check, at the Department’s request, with five (5) business days.
	2. Ensure no changes to the Department’s background check requirements and methods are made without written approval from the Department.
12. Provide written confirmation, as allowed by law, to the Department verifying the selected Resource’s file is current and has been provided to the awarded Bidder’s Human Resource Department, including but not limited to:
	1. Application for Engagement.
	2. Documentation of current employment verification and background screening.
	3. Documentation of a current drug screen (when applicable).
	4. Records of counseling and disciplinary action.
	5. Verification of a valid, in good standing Maine license to practice in their respective field from the appropriate licensing board, as applicable.
		1. Applicable licensure must remain valid, in good standing throughout the term of the contract resulting from this RFP for providing coverage services at the Department.
	6. Documentation of education and training (resume or curriculum vitae).
	7. Evidence of appropriate knowledge, experience, and competency related to the specific job responsibilities.
	8. The Department may request a portion of or full documentation of the selected Resource’s file.
13. Finalize the Resource Hourly Rate, Mark-up Rate, and Resource Billable Rate.
	1. The Department will work the awarded Bidder to negotiate the Resource Hourly Rate.
		1. The Resource Hourly Rate shall include the Resource’s portion of the costs to cover any employment benefits.
	2. At the discretion of the Department, the Resource Hourly Rate may include additional personal time off up to the cap specified in Part VI, B., Exhibit 1 of this RFP. The awarded Bidder must provide justification through the response to the Request, augmented by additional information provided at the request of the Department.
	3. The final Resource Hourly Rate, Mark-up Rate, and Resource Billable Rate must be approved by the Department.
14. Ensure Resources are available to provide Informatics Services at least forty (40) hours per week Monday thru Friday, excluding [State Holidays](https://www.maine.gov/bhr/state-employees/2024-holiday-schedule), at the Maine Center for Disease Control and Prevention (Maine CDC) location (currently 286 Water Street, Augusta, Maine).
	1. Ability for Resources to telework will be determined by the Department on a case by case basis and in alignment with the [Department’s Telework Policies](https://www.maine.gov/dhhs/about-us/office-reentry-planning-for-staff).
	2. Reimbursement will only be made for actual hours worked. Reimbursement will not be made for:
		1. Holidays observed by the State that were not worked.
		2. Time off for illness.
		3. Time off for vacation or other personal time off.
		4. For time not worked as a result of early dismissal of the Resource due to weather or other causes.
15. All costs associated with pre-engagement of the Resource shall be the responsibility of the awarded Bidder, including but not limited to travel and lodging for interviews.
16. **Engagement General Requirements**
	* + 1. Develop and implement Resource retention strategies that will promote low turnover rates, high productivity, and positive morale.
			2. Provide payroll functions to Resources, including but not limited to:
				1. Identifying the selected Resource as an Independent Contractor or Employee.
				2. Processing weekly timecards.
				3. Complying with all State record-keeping requirements for Human Resources/Payroll Services.
				4. Being responsible for all payroll withholding and benefit requirements as applicable.
				5. Preparing quarterly and annual withholding reports as required by State and Federal employment guidelines.
				6. Performing general HR/Payroll Record keeping requirements as required by law for Human Resources/Payroll Services.
			3. Invoice the Department for time worked by the Resource.
				1. Supporting documentation shall be in the form of an electronic timecard system for the Department to approve hours worked or through some other mechanism approved in writing by the Department.
			4. Submit monthly time validation reports specifying the hours and location the Resource worked, monthly Resource progress reports, and other reports as determined by the Department.
			5. Benefits - Provide minimum level of benefits for Resources who are considered Employees of the awarded Bidder, including at a minimum:
				1. Health insurance that meets the minimum value standard of at least sixty percent (60%) of the total cost of medical services and which also provides substantial coverage for physician and inpatient hospital services, and which complies with the Employer Shared Responsibility Provisions as required under the [Affordable Care Act](https://www.hhs.gov/healthcare/about-the-aca/index.html).
				2. Dental insurance that covers preventative care at a minimum value standard of at least ninety-five (95%) of the total cost of dental services, with a minimum of two (2) cleanings per year, with the cost of preventive care not applying towards annual maximum benefit.
			6. Travel Reimbursement:
				1. Reimburse Resources who travel as part of his/her assignment for all or part of their expenses when written pre-approval is received by the Department.
				2. All travel shall be in accordance with the [State’s Travel expense reimbursement policies and rates](https://www.maine.gov/osc/travel).
				3. Invoice the Department for the allowable travel costs. The invoice shall include details regarding the miles traveled, receipts for expenses and any other necessary documentation.
				4. Adhere to requests for a detailed audit related to travel records within five (5) business days.
			7. Ensure Resources adhere to and comply with State policies, including but not limited to:
				1. Department’s workforce policies;
				2. Use of State-owned equipment, confidentiality of information, and any other State policies as identified by the Department.
				3. Applicable State and federal rules, regulations, and standards.
			8. Telework Requirements:
				1. Ensure Resources who work remotely comply with all applicable federal and State privacy and security policies.
				2. All tools and equipment supplied by the Department and/or MaineIT shall remain property of the State and shall be returned at the end of the Resource’s engagement.
				3. Provide safeguards for Resource to perform work remotely on behalf of the Department and as approved by the Department, which may include, but are not limited to:

Confidential working space;

Reliable and secure internet.

* + - 1. Leave Time, Schedule Changes, and Other Accommodations
				1. Notify the Department of approved Family Medical Leave, Workers Compensation, and ADA accommodations for the Resource.

The awarded Bidder shall be responsible for ADA accommodations unless approved in writing by the Department.

* + - * 1. Coordinate scheduled and unscheduled time off with the Department Program Manager.

The Department must approve scheduled time off.

The awarded Bidder and/or Resources shall notify the Department Program Manager immediately when they are expected to be absent or late.

* + - * 1. Changes to the work schedule must be approved in advance by the Department Program Manager.
			1. Overtime must be approved in advance in writing by the Department.
				1. Reimbursement for overtime will be made for actual hours worked at the Resource Billable Rate (straight time).

At the written approval of the Department, a premium rate may be used for hours worked over forty-five (45) in any given week. The premium rate will be capped at one point five (1.5) times the Resource Billable Rate.

* + - 1. Performance and Disciplinary Actions
				1. Ensure Resources report to work consistently as scheduled by the Department, exhibit an appropriate degree of professionalism, and complete all required tasks as assigned.
				2. Notify the Department of disciplinary discussions and written and/or verbal communications regarding or involving any Resource.
				3. Address and work with the Resource to alleviate any performance issues, including feedback from the Department.
				4. Consult with the Department on any decisions where the awarded Bidder believes the Resource should be terminated.
				5. The Department reserves the right to immediately terminate the Resource for performance or when it is in the best interest of the Department.
1. **Termination/Resignation Requirements**
2. Develop and implement a Resource disciplinary process, to be approved by the Department in writing prior to implementation.
3. Ensure the Department is involved in all disciplinary discussions, written or verbal, regarding or involving any Resource unless otherwise directed by the Department.
4. Coordinate and facilitate meetings with the Department and the Resource when performance concerns arise.
	1. Prior to discussing termination of the Resource, the Department will discuss any issues relating to the individual Resource with the awarded Bidder.
	2. The Department and the awarded Bidder shall collaborate and conduct any separation of engagement with the individual Resource as needed.
	3. The Resource shall be terminated immediately at the discretion of and as directed by the Department.
	4. Any termination actions will be performed by the awarded Bidder.
5. Notify the Department immediately upon discovery of:
	1. Any adverse action being taken by any agency of any state against a Resource’s professional license; and/or
	2. If the Resource’s professional license expires during their engagement with the Department.
6. Ensure the Department receives at least fourteen (14) calendar days written notice of the resignation of any Resource.
	1. If the Resource resigns or separates from the Department without a fourteen (14) calendar day written notice or fails to complete their engagement, the awarded Bidder shall deduct from their invoice to the Department the amount equal to twenty-five percent (25%) of the Resource Billable Rate for each scheduled working day, for every scheduled working day the Resource was less than fourteen (14) calendar days.
	2. At the Department’s discretion:
		1. The length of the resignation notice maybe longer than fourteen (14) calendar days.
		2. The penalty maybe waived.
7. In the event the Resource resigns within less than thirty (30) days into the engagement, the awarded Bidder shall have seven (7) calendar days to present a suitable replacement to the Department that meets or exceeds the qualifications of the Resource who resigned.
	1. In the event the awarded Bidder is unsuccessful in presenting a candidate that is accepted by the Department, the awarded Bidder shall deduct from their invoice to the Department the amount equal to twenty-five percent (25%) of the Resource Billable Rate for each scheduled working day, for every scheduled working day the Resource was less than thirty (30) days.
	2. At the Department’s discretion the penalty maybe waived.
8. **Technical Requirements**
9. Ensure Resources connect to the State network using a MaineIT approved method (currently Multi-factor Authorization (MFA)).
	1. All Resources conducting Informatics Services under the contract resulting from this RFP will be issued MaineIT-managed laptops and active directory accounts.
	2. All Resources will be issued a maine.gov email addresses and will be expected to use that email account for transacting the duties described in this RFP.
10. Ensure all Resources comply with [MaineIT Policies and Standards](https://www.maine.gov/oit/policies-standards-new), ensuring special attention is paid to:
	1. [Access Control Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/AccessControlPolicy.pdf)
	2. [Access Control Procedures for Users](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/AccessControlProceduresForUsers.pdf)
	3. [Security Awareness Training](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SecurityAwarenessTrainingPolicy.pdf)
	4. [Rules of Behavior](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/RulesofBehavior.pdf)
	5. [User Device and Commodity Applications](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/UserDeviceCommodityAppPolicy.pdf)
	6. [Network Device Management](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/NetworkDeviceManagementPolicy.pdf)
	7. [Mobile Device (BYOD)](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/MobileDevicePolicy.pdf)
	8. [Information Security Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SecurityPolicy.pdf)
11. At minimum, all communication containing HIPAA data shall be encrypted to AES-256 strength.
12. Any and all devices that connect to the State network must be protected with an approved, licensed anti-malware that is kept updated according to the anti-malware vendor's recommendations.

**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 H** (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# 202401008 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)

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

*PDF format preferred*

**Appendix C** (Organization Qualifications and Experience Form)

**Appendix D** (Litigation Form)

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

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

*PDF format preferred*

**Appendix E** (Response to Proposed Services Form)

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

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

*PDF format preferred*

**Appendix F** (Cost Proposal Form)

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.

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

* 1. **Overview of the Organization**

Bidders must complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three (3) examples of projects within the last five (5) years, demonstrating their experience and expertise in performing these services, as well as highlighting the Bidder’s stated qualifications and skills.

* 1. **Organizational Chart**

Bidders must provide an enterprise-wide organization chart showing officers, major organization components, and the project team proposed to meet the requirements of this RFP. This chart must indicate to whom the project team reports. Note: individual project team positions are to be identified in the job description and staffing plan requirements of **Appendix E** (Response to Proposed Services).

* 1. **Litigation**

Bidders must complete **Appendix D** (Litigation Form) providing 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. If no litigation has occurred, write “none” on **Appendix D** (Litigation Form).

* 1. **Financial Viability**

Bidders must provide the three (3) most recent years of Financial Statements audited or reviewed by a Certified Public Accountant.

* 1. **Certificate of Insurance**

Bidders must provide a valid 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.

|  |
| --- |
| **Required Attachments Related to Organization Qualifications and Experience**  |
| **Attachment #:** | **Attachment Name:** |
| One (1) | Qualifications and Experience Form  |
| Two (2) | Organizational Chart |
| Three (3) | Litigation |
| Four (4) | Financial Viability  |
| Five (5) | Certificate of Insurance |

Attachments 1 – 5, must be included in numerical order, as part of File 2, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 1 – 5 will be reviewed and evaluated by the Department’s evaluation team under the Organization Qualifications and Experience section of this RFP.

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

Bidder must complete **Appendix E** (Response to Proposed Services Form) by providing a detailed response to the requirements outlined in this RFP.

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

* 1. **General Instructions**
		1. Bidders must submit a cost proposal that covers the initial period of performance and subsequent renewals, starting 7/1/2024 and ending on 6/30/2030.
		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 F** (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.

**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 (20 points)**

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

**Section III. Proposed Services (40 points)**

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

**Section IV. Cost Proposal (40 points)**

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

* 1. All-inclusive Mark-up Rate (25 points)
	2. All-inclusive Ad-Hoc Consultation Hourly Rate (15 Points)
	3. **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 & 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.
	4. **Scoring the Cost Proposal:** The all-inclusive Mark-up Rate and Ad Hoc Consultation Hourly Rate proposed for conducting all the functions specified in the RFP will be assigned a score according to a mathematical formula. The lowest all-inclusive Mark-up Rate will be awarded 25 points, while the lowest all-inclusive Ad Hoc Consultation Hourly Rate will be awarded 15 points. Proposals with higher all-inclusive Mark-up Rates and Ad Hoc Consultation Hourly Rates values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formulas are:

(Lowest submitted all-inclusive Mark-up Rate / all-inclusive Mark-up Rate being scored) x 25 = pro-rated score

(Lowest submitted all-inclusive Ad Hoc Consultation Hourly Rate / all-inclusive Ad Hoc Consultation Hourly Rate being scored) x 15 = pro-rated score

No Best and Final Offers: The State of Maine will not seek or accept a best and final offer (BAFO) from any Bidder in this procurement process.  All Bidders are 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 Service Contract with appropriate riders as determined by the issuing department.

Forms and contract documents commonly used by the Department can be found on the Department’s [Division of Contract Management website](https://www.maine.gov/dhhs/about/financial-management/contract-management).

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

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

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

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

* 1. Payments and Other Provisions

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

The awarded Bidder’s Mark-up Rate will be multiplied by the Resource Hourly Rate to determine the Mark-up Amount. The sum of the Resource Hourly Rate plus the Mark-up Amount will be the Resource Billable Rate.

The Department and awarded Bidder shall negotiate and agree upon the Resource hourly rate.

|  |
| --- |
| **Exhibit 1 – Reimbursement Requirements**  |
| **Standard Rates** |
| The Resource Hourly Rate shall include at a minimum: |
| * + Basic compensation to the Resource (salary).
	+ Travel costs to and from the main office location.
	+ The Resource’s portion of the costs to cover the employment benefits.
	+ Malpractice insurance (including tail coverage), to the extent it applies to the Resource.
		- All or part of this expense may be covered through the standard Mark-up Rate as opposed to this rate.
	+ At the discretion of the Department, the Resource Hourly Rate may be increased to accommodate additional days off above the number included in the standard Mark-up Rate. The number of additional days off shall be capped at twenty (20) per year, prorated based upon the duration of the Resources engagement.
 |
| The standard Mark-up Rate may include, to the extent the awarded Bidder experiences: |
| * + Recruitment costs.
	+ Applicable employment taxes.
	+ Workers Compensation and other insurances including liability.
	+ Operation costs, including that of payroll/payment services and onboarding costs which includes background checks.
	+ Basic Resource oversight and supervision.
		- To the extent there is a significant need for this role, the awarded Bidder may negotiate with the Department for a dedicated Resource to support this role.
	+ Personal time–off for select Resources, which includes:
		- Ten (10) days on an annual basis in accordance with [26 MRS § 637](https://legislature.maine.gov/legis/statutes/26/title26sec637-2.pdf) Earned Paid Leave and in support of [26 MRS § 636](https://legislature.maine.gov/legis/statutes/26/title26sec636.pdf) Family Sick Leave, prorated based upon the duration of the Resources engagement.
		- Thirteen (13) [State Holidays](https://www.maine.gov/bhr/state-employees/2024-holiday-schedule) on an annual basis, modified and prorated based upon the holidays that align with the Resources engagement.
	+ The awarded Bidder’s portion of the costs to cover the employment benefits.
	+ Malpractice insurance (including tail coverage), to the extent it applies to the Resource.
		- This is usually covered through the Resource Hourly Rate as opposed to this rate.
		- All or part of this expense may be covered through the Resource Hourly Rate as opposed to this rate.
		- Profit margin.
 |
| **Independent Contractor vs. Employee** |
| Resources who elect to be an Independent Contractor, the standard Mark-up Rate shall be reduced, and the Resource Hourly Rate increased to accommodate the expenses that would be transferred to the Resource based upon this relationship. |

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

**Appendix A** – Proposal Cover Page

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

**Appendix C** – Qualifications and Experience Form

**Appendix D** – Litigation Form

**Appendix E** – Response to Proposed Services Form

**Appendix F** – Cost Proposal Form

**Appendix G** – Informatics Resources Required Qualifications and Duties

**Appendix H** – Submitted Questions Form

**APPENDIX A**

**State of Maine**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

**PROPOSAL COVER PAGE**

**RFP# 2020401008**

**Public Health Informatics Support Services**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Vendor Customer Code** (for current State of Maine vendors)**:** | VC |
| **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:** |  |
| **Street Address:** |  |
| **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 Health and Human Services**

*Maine Center for Disease Control and Prevention*

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

**RFP# 202401008**

**Public Health Informatics Support Services**

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

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

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
	1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract.*
	2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.*
3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification.*
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 Health and Human Services**

*Maine Center for Disease Control and Prevention*

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202401008**

**Public Health Informatics Support Services**

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

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| --- |
| **Present a brief statement of qualifications, including any applicable licensure and/or certification. 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.** |
|  |

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| **Provide a description of projects that occurred within the past five (5) years which reflect experience and expertise needed in performing the functions described in Part II – Scope of Services to be Provided of the RFP.. 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.***If the Bidder has not provided similar services, note this, and describe experience with projects that highlight the Bidder’s general capabilities.*  |

|  |
| --- |
| **Project One** |
| **Business Reference Name:** |  |
| **Reference Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Description of Project** |
| **Project Start Date** |  | **Project End Date** |  |
|  |

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| --- |
| **Project Two** |
| **Business Reference Name:** |  |
| **Reference Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Description of Project** |
| **Project Start Date** |  | **Project End Date** |  |
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| --- |
| **Project Three** |
| **Business Reference Name:** |  |
| **Reference Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Description of Project** |
| **Project Start Date** |  | **Project End Date** |  |
|  |

**APPENDIX D**

**State of Maine**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

## LITIGATION FORM

**RFP# 202401008**

**Public Health Informatics Support Services**

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

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| **Provide 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. If no litigation has occurred, write “none.”**  |

|  |
| --- |
|  |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |
|  |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |
|  |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |

**APPENDIX E**

**State of Maine**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

## RESPONSE TO PROPOSED SERVICES FORM

**RFP# 202401008**

**Public Health Informatics Support Services**

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



**APPENDIX F**

**State of Maine**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

**COST PROPOSAL FORM**

**RFP# 202401008**

**Public Health Informatics Support Services**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
|  | **All-inclusive Mark-up Rate:** | **$**  |
|  | **All-inclusive Ad Hoc Consultation Hourly Rate:** | **$** |

**Instructions:**

1. Bidders must provide an all-inclusive mark-up rate (*as a multiplier – for example: 12% = a multiplier of 1.12*). The all-inclusive Mark-up Rate shall include administrative costs and related benefits including vacation and holiday compensation as part of the overall Resource cost and rate. Days off as vacation and holiday shall not be billed to the Department and will not be reimbursed directly by the Department.
2. Bidders must provide an all-inclusive hourly rate for providing Ad Hoc Consulting as outlined in Part II, B. of the RFP.

**APPENDIX G**

**State of Maine**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

**INFORMATICS RESOURCES REQUIRED QUALIFICATIONS AND DUTIES**

**RFP# 202401008**

**Public Health Informatics Support Services**

**The informatics resources required qualification and duties information may be obtained in a PDF (.pdf) format by double clicking on the document icon below.**

****

**APPENDIX H**

**State of Maine**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

**SUBMITTED QUESTIONS FORM**

**RFP# 202401008**

**Public Health Informatics Support Services**

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. Submit this document in WORD format, not PDF.

|  |  |
| --- | --- |
| **Organization Name:** |  |

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