State of Maine
Master Score Sheet

RFP# 202403062					
PFML Contribution Collection Online Portal					
Bidder Name:		**Fast Enterprises, LLC**	**Nava PBC**	**Sagitec Solutions, LLC**	**Slalom, Inc.**
Proposed Cost:		**$19,764,000**	**$20,651,443**	**$17,746,553**	**$25,177,746**
Scoring Sections	**Points Available**				
Section I: Preliminary Information	n/a	n/a	n/a	n/a	n/a
Section II: Organization Qualifications and Experience	35	34	20	15	33
Section III: Proposed Services	40	36	15	20	18
Section IV: Cost Proposal	25	22	21	25	18
TOTAL	**100**	**92**	**56**	**60**	**69**
Bidder Name:		**Tata Consultancy Services Limited**			
Proposed Cost:		**$18,498,561**			
Scoring Sections	**Points Available**				
Section I: Preliminary Information	n/a	n/a			
Section II: Organization Qualifications and Experience	35	28			
Section III: Proposed Services	40	30			
Section IV: Cost Proposal	25	24			
TOTAL	**100**	**82**			

Award Justification Statement
RFP# 202403062 – PFML Contributions Collection Online Portal

I.   **Summary** The Department of Labor (MDOL), as part of implementing the State's Paid Family and Medical Leave program (PFML), needs to partner with a vendor to create an online portal through which employers, and self-employed people electing coverage, will interact with the State. Employers will go to the portal to report and remit premium contributions for their PFML coverage. Employers will also go to the portal if they would like to seek an exemption from the program based on a substitution of benefits through a private to cover their employees. Self-employed people will go to the portal if they want to elect coverage, or opt in to the program.

II. **Evaluation Process** The four-person evaluation team reviewed each proposal individually, and then met to score the proposals as a group. Evaluation team members have expertise in the areas of IT, state government contracting, PFML processes, and vendor oversight.

III. **Qualifications & Experience** The evaluation team noted that the awarded bidder:
   a. Has PFML experience in two other states
   b. Is a current vendor with a good working relationship with Maine Revenue Service
   c. Has an established history as a company doing similar work

IV. **Proposed Services** The evaluation team noted that the awarded bidder:
   a. Presented a thorough and clear proposal
   b. Estimated that 85-90% of the functionality needed is already supported by their product
   c. Identified a process by which to address payments from cannabis industry employers, as requested
   d. Spoke to data from UI and other systems being uploaded or integrated into the portal they will deliver
   e. Included that portal materials can be presented in multiple languages

V.   **Cost Proposal** The awarded bidder was entitled to 22 out of 25 available points based on its cost proposal, as compared to the lowest of all bidders' cost proposals.

VI. **Conclusion** The awarded bidder's proposal materials, content, and experience leads all members of the evaluation team to believe that the awarded bidder will deliver a contribution collections portal that will allow the PFML program to be successful.

STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura Fortman
Commissioner

May 20, 2024

Jennifer Tuvell
Fast Enterprises, LLC
7229 S. Alton Way
Centennial, CO 80112

SUBJECT: Notice of Conditional Contract Award under RFP #202403062, PFML Contribution Collection Online Portal

Dear Ms. Tuvell:

This letter is in regard to the subject Request for Proposal (RFP), issued by the State of Maine Department of Labor for a PFML Contribution Collection Online Portal. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

- FAST Enterprises, LLC

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

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

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

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

Sincerely,
Sarah Brydon

Sarah Brydon

Program Manager, Maine Department of Labor

STATEMENT OF APPEAL RIGHTS

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

STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura Fortman
Commissioner

May 20, 2024

Cheryl Pierce
Nava PBC
1445 New York Ave. NW, Ste 300
Washington, DC

SUBJECT: Notice of Conditional Contract Award under RFP #202403062, PFML Contribution Collection Online Portal

Dear Ms. Pierce:

This letter is in regard to the subject Request for Proposal (RFP), issued by the State of Maine Department of Labor for a PFML Contribution Collection Online Portal. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Sincerely,
Sarah Brydon

Sarah Brydon

Program Manager, Maine Department of Labor

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STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura Fortman
Commissioner

May 20, 2024

Chris Peretto
Sagitec Solutions LLC
422 County Road D East
Saint Paul, MN 55117

SUBJECT: Notice of Conditional Contract Award under RFP #202403062, PFML Contribution Collection Online Portal

Dear Mr. Peretto:

This letter is in regard to the subject Request for Proposal (RFP), issued by the State of Maine Department of Labor for a PFML Contribution Collection Online Portal. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Sincerely,
Sarah Brydon

Sarah Brydon

Program Manager, Maine Department of Labor

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**STATE OF MAINE
DEPARTMENT OF LABOR**

Janet T. Mills
Governor

Laura Fortman
Commissioner

May 20, 2024

Molly Plaisted
Slalom, Inc.
399 Boylston Street, Suite 1000
Boston, MA 02116

SUBJECT: Notice of Conditional Contract Award under RFP #202403062, PFML Contribution Collection Online Portal

Dear Ms. Plaisted:

This letter is in regard to the subject Request for Proposal (RFP), issued by the State of Maine Department of Labor for a PFML Contribution Collection Online Portal. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

- FAST Enterprises, LLC

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Sincerely,
Sarah Brydon

Sarah Brydon

Program Manager, Maine Department of Labor

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STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura Fortman
Commissioner

May 20, 2024

Jason Finley
Tata Consultancy Services Limited
379 Thornall St.
Edison, NJ 08837

SUBJECT: Notice of Conditional Contract Award under RFP #202403062, PFML Contribution
Collection Online Portal

Dear Mr. Finley:

This letter is in regard to the subject Request for Proposal (RFP), issued by the State of Maine
Department of Labor for a PFML Contribution Collection Online Portal. The Department has
evaluated the proposals received using the evaluation criteria identified in the RFP, and the
Department is hereby announcing its conditional contract award to the following bidder:

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

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

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

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

Sincerely,
Sarah Brydon

Sarah Brydon

Program Manager, Maine Department of Labor

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases, Chapter 120, § (2) (2). 6

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Fast Enterprises
DATE: 05/13/2024

SUMMARY PAGE

Department Name: DOL
Name of RFP Coordinator: Sarah Brydon
Names of Evaluators: Kim Smith, Luke Monahan, Sarah Brydon, Rene LeBlanc

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)		
Scoring Sections	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**35**	**34**
Section III. Proposed Services	**40**	**36**
Section IV. Cost Proposal	**25**	**22**
Total Points	**100**	**92**

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Fast Enterprises
DATE: 05/13/2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

(Intentionally left blank)

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Fast Enterprises
DATE: 05/13/2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**35**	**34**

Evaluation Team Comments:

- Proposal states it has worked on paid family and medical leave in two states- Massachusetts and Oregon.

- Organization currently is working with State of Maine through Maine Revenue Services (MRS). MRS gave good feedback about the product that is used by them.

- The organization has been in business since 1997 and has established a nationwide set of experiences in both unemployment insurance and paid family and medical leave. The organization has 30 plus years of experience in the world of unemployment insurance and PFML.

- No subcontractors will be used for this project.

- Proposals were formatted in a way that was easy to read and to review.

- Mass PFML implementation was about 6 months which was impressive. The one year in Oregon was more complex due to modernization of both the PFML and UI program. 6-month implementation time for portal which is in line with what Maine PFML is looking for.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Fast Enterprises
DATE: 05/13/2024

EVALUATION OF SECTION III
Proposed Services

	Points Available	Points Awarded
Section III. Proposed Services	**40**	**36**

Evaluation Team Comments:

- Proposal provides a thorough resource and exploration of how the proposal will meet Maine PFML's needs.

- In Appendix D- Proposal made no exceptions which makes a sound and presentable offering.

- The proposal spoke to most if not all functionalities of what a portal would develop into. The proposal also offers multiple components within its product that makes this easy and can be integrated within MDOL website.

- Accounting was done with general accounting principles and had robust appeal and tracking system.

- The proposal will allow for multiple language functions to be developed within the portal, which is a plus.

- The portal will establish a process to collect payments from cannabis business which is a plus.

- The proposal outlines a strong private plan infrastructure within the proposed portal.

- The portal will allow for the importing of data from UI to other systems and allows for TPA's and employers' easy access to upload information.

- 85-90 percent of the offered product is ready to go except for a few components that need additional coding.

- The portal projects to have a strong financial and compliance systems, billing reminders and robust notification system for employers.

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Fast Enterprises
DATE: 05/13/2024

- The training plan provides for a strong four-tier training plan using multiple methods. However, it raises questions on whether it means that the product is not intuitive for users?

- Had a conversion phase in their RFP which is a little confusing to figure what data that will be imported to Maine's unemployment insurance system?

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Fast Enterprises
DATE: 05/13/2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	،	Cost Proposal Being Scored	x	Score Weight	=	Score
$17,746,553	،	$19,764,000	x	25 points	=	22

Evaluation Team Comments:

(Intentionally left blank)

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: NAVA
DATE: 05/13/2024

SUMMARY PAGE

Department Name: DOL
Name of RFP Coordinator: Sarah Brydon
Names of Evaluators: Kim Smith, Luke Monahan, Sarah Brydon, Rene LeBlanc

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)		
Scoring Sections	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**35**	**20**
Section III. Proposed Services	**40**	**15**
Section IV. Cost Proposal	**25**	**21**
Total Points	**100**	**56**

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: NAVA
DATE: 05/13/2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

(Intentionally left blank).

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: NAVA
DATE: 05/13/2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**35**	**20**

Evaluation Team Comments:

- Organization formed in 2015. Claimed to have a strong background in unemployment. But was not clear into any work done in paid family and medical leave.

- Will use subcontractor for this project.

- The organization chart was sparse. Not a clear path on how individuals will be used for this project. There was a mention of the Minnesota Paid Leave program and was left confused as to why Minnesota was there. Maybe an error?

- Has done work with Massachusetts paid leave claims processing and organization also worked on projects with veterans' affairs but only appeals system.

- A lot of errors and typos in the proposals mixing information about other PFML states and inaccurate information about Maine PFML.

- Has no direct experience in what Maine PFML is looking for with developing a contributions portal.

- The proposal misrepresented the size of Maine's workforce and the go-live date for Maine PFML.

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: NAVA
DATE: 05/13/2024

EVALUATION OF SECTION III
Proposed Services

	Points Available	Points Awarded
Section III. Proposed Services	**40**	**15**

Evaluation Team Comments:

- Proposed basic but adequate plan for how to perform the work but concerned as to the time certain components will be implemented on time.

- No issues with policy and process within Appendix D but has some overall concerns with the proposed services.

- Liked the way they designed a system to flag any inconsistencies in errors in the portal. Also liked their model of developing a transparent system.

- The proposal indicated there is a fundamental misunderstanding as to what needs to happen in developing a contributions portal for Maine PFML.

- There were some concerns about how much of the product is ready to go in terms of having a minimal viable product and whether they can meet the deadlines in our timeline.

- Graphics presented on integration with UI, Pay Maine and MRS were clear.

- One benefit is that the portal is one Maine could potentially own in the future.

- The system creates a human centered approach with creating language accessibility. This is a positive.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: NAVA
DATE: 05/13/2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	،	Cost Proposal Being Scored	x	Score Weight	=	Score
$17,746,553	،	$20,651,443	x	25 points	=	21

Evaluation Team Comments:

(Intentionally left blank).

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Sagitec
DATE: 05/13/2024

SUMMARY PAGE

Department Name: DOL
Name of RFP Coordinator: Sarah Brydon
Names of Evaluators: Kim Smith, Luke Monahan, Sarah Brydon, Rene LeBlanc

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)		
Scoring Sections (Edit sections below to match evaluation criteria within RFP)	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**35**	**15**
Section III. Proposed Services	**40**	**20**
Section IV. Cost Proposal	**25**	**25**
Total Points	**100**	**60**

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Sagitec
DATE: 05/13/2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

(Intentionally left blank)

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Sagitec
DATE: 05/13/2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**35**	**15**

Evaluation Team Comments:

- The proposal cites a long history of working with states on unemployment systems but having limited experience with paid family and medical leave. One of the experiences on paid family and medical leave include the development of a tax portal for the D.C. paid family and medical leave program.

- Organization has been in existence since 2004.

- The proposal indicates subcontractors will be used for this project.

- The proposal lists pending litigation and other financial concerns affecting the organization. This raises concerns about the viability of the company and whether they can meet Maine's needs in the immediate future.

- The proposal was not organized and out of order. Some items believed to be missing were later found.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Sagitec
DATE: 05/13/2024

EVALUATION OF SECTION III
Proposed Services

	Points Available	Points Awarded
Section III. Proposed Services	**40**	**20**

Evaluation Team Comments:

- The proposal demonstrates confidence that they will be able to meet Maine PFML's needs outlined in the RFP. The proposal also has established a strong timeline for implementation and meeting target dates.

- No concerns indicated in Appendix D.

- There is some confusion about how the portal will implement the elective coverage components in the portal. Also, there is some confusion about the development on how the portal will allow an appeal of private plan applications.

- The proposal does not provide chat-based support for users. There is also concern about how the portal will integrate with the claim's portal.

- The proposal indicated the financial and general ledger will rely on 3rd party software.

- The proposal provides confidence that the portal will meet general accounting principles.

- Interfacing in the proposal is questionable and whether it is even possible to meet integration in the future.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Sagitec
DATE: 05/13/2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
$17,746,553	÷	$17,746,553	x	25 points	=	25

Evaluation Team Comments:

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Slalom
DATE: 05/13/2024

SUMMARY PAGE

Department Name: DOL
Name of RFP Coordinator: Sarah Brydon
Names of Evaluators: Kim Smith, Luke Monahan, Sarah Brydon, Rene LeBlanc

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)		
Scoring Sections	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**35**	**33**
Section III. Proposed Services	**40**	**18**
Section IV. Cost Proposal	**25**	**18**
Total Points	**100**	**69**

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

(Intentionally left blank)

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Slalom
DATE: 05/13/2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**35**	**33**

Evaluation Team Comments:

- The formatting and organization of the proposal was confusing. Multiple files were placed in each section.

- The proposal provided a good overview and has done work in two other PFML states with one pending. This indicates familiarity with paid leave programs.

- The proposal will not use a subcontractor and developed a good organizational chart outlining roles and responsibilities.

- A large organization was established in 2001 with 12,000 staff. Some staff working in Maine.

- Has some pending litigation related to UI but not substantial or concerning.

- RFP followed format and was easily understandable and was customized to Maine. Cited Maine Governor and advocates that supported Maine PFML.

- The proposal had a conversational tone and strong presentation. Have worked with private insurance companies which can be helpful.

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Slalom
DATE: 05/13/2024

EVALUATION OF SECTION III
Proposed Services

	Points Available	Points Awarded
Section III. Proposed Services	**40**	**18**

Evaluation Team Comments:

- Proposal provides five pages to exceptions in the appendix related to IT which raises a concern. This may be something our Assistant Attorney General's (AAG's) need to sort out with components of IT and the portal.

- The implementation workplan was strong and outlines a strong project management plan.

- The proposal assumes a large Maine IT Infrastructure. There is an expectation in the proposal to hand off the portal and other supporting components to the State which the question of how much in long-term costs are necessary with having to operate and maintain the portal. The State will also have to purchase many licenses as well which could increase costs.

- The proposal does not outline how the portal will collect contributions from cannabis business and collecting contributions. Seemed to be dismissive.

- There is a concern about the types of reports the portal will provide to Maine PFML.

- The work plan appears to be thorough enough to meet Maine PFML's needs. However, costs are not included in the workplan such as the implementation team having to travel to Maine if necessary.

- Liked the proactive anticipation of obstacles that will come in developing the portal.

- The proposal assumes that Maine PFML program will have a large IT team as part of the staff.

- Good job on how their portal will be intuitive to users.

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Slalom
DATE: 05/13/2024

- Not all costs were mentioned or factored. The portal would have to go through a reseller which is not included in costs. In addition, the State would have to pay for e-ticket tracking system.

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: Slalom
DATE: 05/13/2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	،	Cost Proposal Being Scored	x	Score Weight	=	Score
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Evaluation Team Comments:

(Intentionally left blank)

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: TCS
DATE: 05/13/2024

SUMMARY PAGE

Department Name: DOL
Name of RFP Coordinator: Sarah Brydon
Names of Evaluators: Kim Smith, Luke Monahan, Sarah Brydon, Rene LeBlanc

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)		
Scoring Sections (Edit sections below to match evaluation criteria within RFP)	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**35**	**28**
Section III. Proposed Services	**40**	**30**
Section IV. Cost Proposal	**25**	**24**
Total Points	**100**	**82**

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: TCS
DATE: 05/13/2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

(Intentionally left blank).

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: TCS
DATE: 05/13/2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**35**	**28**

Evaluation Team Comments:

The proposal shows a lot of different experiences in various Labor departments across the country with a focus on unemployment insurance. However, the proposal does not state how much experience it has working in other paid leave states but has staff with some PFML experience.

The organizational chart was strong and provided a detailed chart on how they will support the development of Maine's contribution portal.

A large and well-established organization and is currently working with Maine unemployment insurance program. 50 years in the banking and financial sector and 20 years' experience in the public sector arena.

The proposal declines to disclose any pending litigation but disclosed 3 years' worth of financial information.

The proposal was missing some details in how Maine requirements are met for the PFML program and did not provide context to how their experiences will help develop Maine PFML contributions portal.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: TCS
DATE: 05/13/2024

EVALUATION OF SECTION III
Proposed Services

	Points Available	Points Awarded
Section III. Proposed Services	**40**	**30**

Evaluation Team Comments:

- The proposal provided strong descriptions about the functionality of what the portal will be.

- Has a strong training plan and proposal that provides confidence it will meet Maine IT security protocols and polices.

- Solution is designed on microservices? Questions how the plug and play will work.

- Reports, dashboards and information resources within the portal appear to be strong. A lot of attestation that is ready to go but struggles to provides details on "the how."

- Assumptions appendix-Will use PayMaine but questions raised about whether the portal will verify employers that are using the system or not.

- The reporting system will be reliant on what the Maine unemployment insurance system uses.

- This proposal states it will conduct some work on developing the portal offshore. some offshore work.

- The go-live is projected to go live by December 2024 and a six-month warranty period to address bugs that happen within the portal.

- Concerns around whether the system will be intuitive for users. The proposal seems to lean heavily on training.

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: TCS
DATE: 05/13/2024

- Workplan-strong but given its their first experience with PFML, mixed feelings on whether it can be accomplished. Also work plan relies heavily on PayMaine but no plan B if PayMaine cannot come though.

- The project plan was strong and intuitive for a layperson.

RFP # 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER: TCS
DATE: 05/13/2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
$17,746,553	÷	$18,498,561	x	25 points	=	24

Evaluation Team Comments:

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: FAST Enterprises
DATE: 5/10/2024
EVALUATOR NAME: Kim Smith
EVALUATOR DEPARTMENT: Labor

****

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

****

Individual Evaluator Comments:

Directions: Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.

1. Organization Qualifications and Experience
    a. Overview of Organization
        i. Founded 1997
        ii. FastUI started in 2011 – 9 states now; FastPL started in 2019 in MA, 2022/23 in OR
        iii. 2.1.2 – no subs – single source provider, also II.1 noted
        iv. 2.1.3 – government system modernization history (1998) for tax programs
        v. 2.1.4 – MA PFML contributions implementation – 6 months; OR UI and PFML contributions – 15 months
    b. Subcontractors – None
    c. Organizational Chart – included general org chart – team TBD
    d. References – need to be checked
        i. J Coleman – Oregon PFML
        ii. A Bellizia – MA Revenue
        iii. K Warren – MT UI
        iv. Check with Maine Revenue
    e. Litigation – Michigan UI implementation, settled out of court, Fast states that no evidence was produced to indicate Fast caused damages to state – needs verification
    f. Other
        i. D&B – no concerns
        ii. Insurance - $1M
    g. Overall proposal: proposal is formatted and laid out in a way that is easy to read and understand. Flow is logical.

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: FAST Enterprises
DATE: 5/10/2024
EVALUATOR NAME: Kim Smith
EVALUATOR DEPARTMENT: Labor

2. Proposed Services
   a. III.2: addresses the four requirements listed in RFP Part I
   b. III.3: six-month implementation
   c. III.6: Contributions module includes appeal processing
   d. III.7: good financial and compliance info – references voluntary compliance
   e. III.10: portal offers multiple upload formats and has special e-services for TPAs to track all clients
   f. III.11:
      i. system will calculate premiums due and tracks employees over the year to assess for caps being hit
         1. Question: will it track EEs across multiple ERs?
      ii. Payment options: CC, ACH dr/cr – includes NACHA bank files
      iii. Includes option for remitting contributions weekly, biweekly, monthly in addition to the required quarterly
   g. III.12: private plans – rules based, can auto-deny if min requirements not met
   h. III.13: constituent portal – MRS already using Fast and its identity access management function
   i. III.14: payments will be deposited directly to SOM Treasury accts
   j. III.18-19: multiple ways of ensuring appropriate payment amount is remitted; includes automated billing reminders and requests for payment plans through e-services; ER is notified if they fall behind
      i. Question: software only – do we need any "business" staff support?
   k. III.19: cannabis cash – references MRS process & integrated cashiering function
   l. III.19: references being GAAP compliant
   m. III.23: reporting described – seems good
   n. III.23: includes marking exempt and non-exempt employers
   o. III.24: elected coverage individuals tracked
   p. III.26: modular to allow for integration with other systems – MA uses for just contributions – very good
   q. III.32: states that six-month implementation is possible, requires use of their implementation methodology - review in work plan section
   r. III.34:
      i. Pro: project team staff typically relocate to the state – for MRS 46 staff located in Maine
      ii. 8-12 implementation consultants, depending on phase
      iii. Con: services may be delivered by an affiliated FAST company or branch. But no subs?
      iv. 85-90% of projects meet requirements through configured software, 10-15% customization
   s. III.40-42: Training is provided in phases; use adult learning principles; four-tiered training plan, depending on user role; multiple methods of training

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  t.   III.45: Expectations of MDOL:
   i.   Office space – work will be onsite
   ii. MDOL employee project manager – fully dedicated to the project and has authority to make decisions; be onsite
   iii. Project team likely work overtime – Question: how much overtime?

3. Implementation – Work Plan
   a. Six-month implementation, relies on following their Implementation model
   b. RACI matrix seems thorough
   c. FAST Delivery Workbench Tool – PM tool
   d. Testing – business, performance, end to end, security & vulnerability

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Fast Enterprises
DATE: 5/1/2024
EVALUATOR NAME: Luke Monahan
EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical Leave Program

****

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Individual Evaluator Comments:

I.   Organization Qualifications and Experience
    1. Overview of Organization
- Founded 1997
- FastCore California UI system 2011 – proposed for PFML integration.
- MA Revenue system 2019 – PFML contribution integration. Oregon RS and PFML integration 2022.
- Single source provider contractor, software developer/provider, systems integration
    1. I – says advantages over general software updated by systems integration firms.
    2. Q – how would this transfer if went to different vendor in future?
- Agile project management approach.
- PFML systems – MA, OR (integrated with UI system?)
    1. P – projects with similar functionality needed for PFML programs.
- UI benefit systems in CA, MI, MT, IL, MA, OR, TN, NV.
- Tax Systems many States.
- Project references and implementation time frames provided.
- P – FAST system currently used by Maine Revenue services so familiarity with Maine Government agencies.

    2. Subcontractors
- No subcontractors anticipated.

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Fast Enterprises
DATE: 5/1/2024
EVALUATOR NAME: Luke Monahan
EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical Leave Program

3. Organizational Chart
   - Org chart of proposed project team and team role clarifications provided.
   - Project Director, Project manager, System Architect, Implementation Consultant, Training Manager, Testing Manager, Data Conversion and Migration Manager.

4. Litigation
   - Note suit filed in Puerto Rico related to payments made to FAST during bankruptcy petition, not failures of FAST systems. Resolved in mediation.
   - Suit related to implementation of MI UI system. Resolved through settlement with plaintiffs noting FAST not responsible for any harm or damage done to Plaintiffs.

5. Financial Viability
   - Requested financial information provided.

6. Licensure/Certification
   - N/A

7. Certificate of Insurance
   - Provided.

II. Proposed Services
   1. Services to be Provided.
      - Fastcore services used in Revenue, UI, DMV, Child Support, and PFML systems.
      - FastCore PL – proposed PFML solution.
      - P - collects and tracks data through dashboards and BI reports.
      - P – e-service portal provides employers account status, correspondence, and historical accounting reports.
      - P- can be used and viewed on mobile devices as well as computers.
      - P – web portal can be integrated into MDOL site.

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Fast Enterprises
DATE: 5/1/2024
EVALUATOR NAME: Luke Monahan
EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical Leave Program

- P – Fast gateway functionality – connection to future claims administrator.
- P- pre-built design allows for a 6–month program design deadline – as was used in MA PFML with same timeline.
- P – notes functionality for customer service support, user interface, paying contributions, process automation, accounting (GAAP), compliance (auditing), BI reports and dashboards, appeal filing and tracking, correspondence and archiving, project and implementation support and training.
- P – option to integrate claims processing in system (if State needs own claim processing software).
- P – self service data collection and monitoring. Multiple languages for chat functionality.
- P- polls customer experience of portal for feedback as part of process improvement.
- P – intuitive and consumer focused designing
- P – helps employer auto calculate amount due.
- P – allows for ACH credit/debit and credit card and can be integrated with SOM credit card processor
- P – functionality for opt in, private plan exemptions (opt outs)
- P – GAAP principles and General Ledger maintained for tracking.
- P – immediate fund transfer into treasury account.
- P – Can process refunds directly (with DOL approval)?
- P – has a solution for Cannabis cash deposits similar to what MRS currently uses.
- P – Back-end system details functionality requested, including task management system with supervisory approval points if needed.
- P – robust BI options including scheduled reports or ad hoc inquiries.
- P – workflow management of private plan exemption process detailed.
- P – can provide for case management/case processing if needed (for appeals)
- P – Appeal workflow functionality well detailed.
- P- can link resources for account registration with Max Tax Portal and refer to that system (ease of use for Maine employers).

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BIDDER NAME: Fast Enterprises
DATE: 5/1/2024
EVALUATOR NAME: Luke Monahan
EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical Leave Program

- P – routine upgrades to keep system modernized, one system model.
- P – can import data/employer profiles from existing UI or MRS systems.
- P – FAST PL software out of box functionality can be adapted to MDOL rules starting in the first couple weeks. 85%-90% configuration with 10-15% site specific coding.
- P – designed software for Government, not adapted general purpose software that is reconfigured.
- P- manages customer interactions through self service to minimize MDOL staff interactions.
- P – iterative end user staff training model ("need to know on day 1" content first).
- I – customer support – live chat with MDOL. Chat bots and virtual assistants to reduce inquiries.
- I – training support tiers – basic, specific, application, support.
- I – training modalities – computer based, classroom, direct user, online resources, OJT, simulated practice, instructor led online.
- I – requests MDOL project manager with 90% of time spent on project and ability to make decisions on business side.
- N – no FAST company live support for front end users?
- Q – ACH transfers without SOM system (if PayMaine not usable). Sounds like Gentax system allows for this?
- I – automated chat Q&A

2. Implementation – Work Plan
    - Can meet a 6-month deadline with pre-designed customizable software.
    - 8-12 project consultants.
    - Single source provider
    - I – requests MDOL project manager with 90% of time spent on project and ability to make decisions on business side.
    - Meet with staff on site during implementation.
    - Project steps – preparation, definition, foundation, development, conversion, testing, training, rollout, production – with dates within the 6-month period.
    - RACI project management approach.
    - UAT integrated in earlier stages of development not at end.

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Fast Enterprises
DATE: 5/1/2024
EVALUATOR NAME: Luke Monahan
EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical
Leave Program

1. Business testing - Functional testing, converted data testing, regression testing, interface testing.
2. Performance testing
3. End to end testing including role testing and security testing.

- P – project timeline well mapped and seems viable.
- Q – ability to devote 90% of time for DOL project lead?

3. Technical Assessment
   - Provided and appears to address needed domains.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Fast Enterprises
DATE: 5/10/2024
EVALUATOR NAME: Rene LeBlanc
EVALUATOR DEPARTMENT: MaineIT
****

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

****

Individual Evaluator Comments:

I. *Organization Qualifications and Experience*
    1. *Overview of Organization*
- *Have both UI and Paid Leave offerings. Paid Leave in Mass and Oregon.*
- *Fast handles all SW development, maintenance, operations and updates.*
- *FAST is in-use by MRS for taxation.*
-
-

    2. *Subcontractors*
- *Not planning to use subcontractors*
-
-

    3. *Organizational Chart*
- *Provided high level chart, then wrote a narrative about what each position would be responsible for.*

    4. *Financials*
- *D&B Provided*
-

    5. *Etc.*

II. *Proposed Services*
    1. *Services to be Provided*
- *I really liked this presentation. But it is for DOL to gauge if the functionality is what they want.*

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Fast Enterprises
DATE: 5/10/2024
EVALUATOR NAME: Rene LeBlanc
EVALUATOR DEPARTMENT: MaineIT

- *Will collect revenue with the same mechanism as is in use by MRS for taxes.*
- *Thorough and well explained response to how they will meet each requirement.*
-
-

2. *Implementation – Work Plan*
   - *Sound development plan*
   - *Testing plan is thorough and includes all aspects of Deployment Certification*
   - *No exceptions in Appendix D*
   -
   -

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Fast Enterprises
DATE: 5/3/2024
EVALUATOR NAME: Sarah Brydon
EVALUATOR DEPARTMENT: DOL

****

****

Individual Evaluator Comments:

I. *Organization Qualifications and Experience*
    1. *Overview of Organization*
        • *Current vendor for MA PFML and OR PL (MA took 6 months to implement, OR took a little over a year but also included UI modernization)*
        • *Current vendor for MRS*
        • *Litigation noted, but resolved*
    2. *Subcontractors*
        • *None*
        •
        •
    3. *Organizational Chart*
    4. *Etc.*

    11.2M initial performance; 19.7M entire term

II. *Proposed Services*
    1. *Services to be Provided*
        • *P: Option to have both contrib and claims admin with the same vendor*
        • *Q: Appendix E pg 7 Cost proposal contemplates agency developers supporting implementation and after go-live (otherwise assume costs may be higher than stated?). Same page: "service packs and new versions" – who will be doing this upgrade work?*
        • *Q: Looks like **SMS is available** but at an additional cost*

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Fast Enterprises
DATE: 5/3/2024
EVALUATOR NAME: Sarah Brydon
EVALUATOR DEPARTMENT: DOL

- *Q: Appendix E pg 10 – physical workspace? After hours and on weekends?*
- *P: Intuitive and user friendly for customers, **language preferences** (Proposed Services pg 4)*
- *P: Pg 8 – like **the workflow automation paragraph***
- *P: Pg 12 – options to do **quarterly or other scheduled** remittances*
- *Case Management/Processing if needed – would that be extra to support appeals?*

2. *Implementation – Work Plan*
   - *Q: Proposed services pg 5: why does the Gantt chart have a "conversion phase"?*
   - *10-15% customization/85-90% already supported?*
   - *Training options (instructor led, classroom?) make me wonder how intuitive the product is?*

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Nava
DATE: 5/3/2024
EVALUATOR NAME: Kim Smith
EVALUATOR DEPARTMENT: Labor

****

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

****

Individual Evaluator Comments:

Directions: Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.

1. Organization Qualifications and Experience
    a. Overview of Organization
        i. Founded 2015; fixed healthcare.gov after initial launch; minority owned
        ii. 350 staff nationwide
        iii. Largely a benefits provider – MA PFML, Medicare, WIC, SNAP
    b. Subcontractors – Focus Consulting – digital delivery, works on MA program
    c. Organizational Chart – named leadership, project team by role
        i. State portfolio manager – Maine PFML and MRS
        ii. Program Manager – peer to "Minnesota" state director
    d. References
        i. Bill Alpine – MA PFML
        ii. Jill Gutierrez – NJ UI
        iii. Nicholas Holtz – US Vet Affairs
    e. Litigation – None
    f. Other
        i. D&B, financials, no concerns
        ii. Insurance $1M
    g. Overall proposal:
        i. Attention to detail questionable
            1. RFP Cover refers to Maryland DOL at the bottom
            2. Overview p7, org chart section refers to Minnesota project
            3. Services file Glossary defines MDOL as Maryland DOL
            4. Services file p1 – "…2.5 million Mainers will get access to…" entire Maine population is ~1.4 million, workforce is ~670K; indicates benefits begin January 2026 – wrong date
            5. Also states they are a "proud Maine employer" Question – what is their footprint?

REV 4/4/2023

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Nava
DATE: 5/3/2024
EVALUATOR NAME: Kim Smith
EVALUATOR DEPARTMENT: Labor

6. Services file – p2 "deploy working code that is production-grad" is this a typo?
7. Services file p12 "PMFL" typo
8. Not a good start to the proposal
9. P16(g) second paragraph "takes" instead of "taxes"

2. Proposed Services
   a. P2: PFML Accelerator seems like a good tool – SAAS product; open source PFML code base; acknowledges need for transparency and documentation to avoid vendor lock-in
   b. P3: unfamiliar with the tech details – Rene? "Ruby on Rails" used for login.gov project and USVA
   c. P4: easy to follow graphic; includes proposed integrations with UI, eventual claims system, PayMaine and MRS tax portal
   d. P9: HCD, mobile-first design
   e. P9 wage reports, spreadsheet upload good, no reference to other formats or manual
   f. P10 payments can be sent through PayMaine. <u>Question</u>: is this the only option (no internal payment functionality?) Ability to integrate with other offline payment schedules (UI or MRS) could be helpful
   g. P13 here and in other places Nava refers to building a portal – <u>Question</u>: what is out of the box and what must be built?
   h. P13 Nava does include functionality not listed: appealing denied exemption request, viewing EE leave requests, multiple ER users per account. Perhaps this answers the question above. Still, seems much customization required, rather than configuration. Confirmed somewhat in timelines – phased approach required, phases continue into 2025 and 2026, Minimum Viable Product (MVP) goes live 1/1/2025
   i. P14 clarifies that plan is to integrate with PayMaine

3. Implementation – Work Plan
   a. P30 – "…proposing to deliver the solution in multiple releases in order to meet aggressive timelines…"
   b. P32 chart: phased approach outlined – MVP only 1/1/2025

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Nava
DATE: 5/2/2024
EVALUATOR NAME: Luke Monahan
EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical Leave Program

****

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****

Individual Evaluator Comments:

I.   Organization Qualifications and Experience
    1. Overview of Organization
        - Established in 2015 after founders rebuilt ACA Healthcare.gov website.
        - 350 staff currently.
        - Involvement in claims administration and appeals with PFML, WIC, SNAP, VA benefits, UI.
        - MA PFML – built the current claims administration software.
        - VBA – built appeals administration software and won 2021 FedHealth IT award.
        - NJ UI – building modernization of their claims processing system.
        - N- does not appear to be any large-scale revenue collections related projects specifically?

    2. Subcontractors
        - Focus Consulting is used for revenue cash flow and data collection.

    3. Organizational Chart
        - Provided showing project team and how it fits into larger senior management of organization.

    4. Litigation
        - Notes none prior or current.

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Nava
DATE: 5/2/2024
EVALUATOR NAME: Luke Monahan
EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical
Leave Program

5. Financial Viability
    - Information provided.

6. Licensure/Certification
    - ISO 9001:2015 Certification provided.
    - CMMI Level 3 SVC and DEV appraisals provided.

7. Certificate of Insurance
    - Provided.

II. Proposed Services
1. Services to be Provided.
    - PFML accelerator – balance of not creating system from scratch while allowing for customization to Maine business requirements.
    - Claims accelerator promotes vendor lock of UI focused companies who don't understand key differences between UI/PFML programs.
    - Accelerator is an open source, SAAS product.
    - P – Amazon based cloud and open-source code can be transferred to separate vendor later if needed.
    - Ruby on Rails and Postgras as base software.
    - Uses other base software for functionality – Amazon cloud, Splunk, Pager Duty, Amazon pinpoint, Github.
    - Q – is there risk in having integration of so many software applications?
    - P – maps out SAAS and these software applications as they relate to larger systems and the different user profiles.
    - P – can constantly iterate and improve system through upgrades without system downtime.
    - P – will integrate data exchanges with Maine Revenue Service and Maine UI systems.
    - Agile and iterative approach – getting product out quickly while then continually improving functionality.
    - N – most critical components delivered by 1/1/25, but full functionality, including wage reporting, contribution collections and opt out process not released until 4/1/25.

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Nava
DATE: 5/2/2024
EVALUATOR NAME: Luke Monahan
EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical Leave Program

- N – claims management aspects will be added in the run up to May 1, 2026, benefit date. However – ME PFML needs appeal functionality with some aspects of the program in early 2025.
- P – notes human centered design approach.
- P – notes mobile device functionality.
- P – technical choices are not proprietary or closed source, preventing vendor lock.
- Proposes by learning from processing systems of Max Tax Portal and Maine UI systems for lessons learned and process refinement.
- P – proposed workflow for private plan exemption request based on experience doing so for MA PFML program.
- P – could integrate employer review of an applicant's claim (one benefit applications start) into this system to have a one-point of entry for the employer side.
- Proposes used PayMaine system for the transactions integrated into the larger portal system.
- P – internal business logic flags user about inconsistencies and potential errors during submission.
- P – system will recognize payment errors for follow up from MDOL staff and will create tasks for back-end users in system to follow up.
- N – does not have a ready-made solution on potential cash payments from Cannabis industry, though notes it will research issue for best practices.
- P – discusses experience in NJ UI claims management system as reference point for making usable back-end system for MDOL staff.
- Would integrate OIT's BI program of choice for analytic reporting.
- P- system flexible enough to integrate with future claims processing vendor and other state systems as needed.
- P – experience creating multilingual systems in MA PFML.
- P – initial base proof of concept system can be deployed immediately after contract award and then built and customized to fit Maine business process.
- Customer support – intuitive design, then self service online resources, then contact MDOL staff.
- P – backs up human centered design by creating a Participate Advisory Council to engage user feedback in product design and refinement.

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Nava
DATE: 5/2/2024
EVALUATOR NAME: Luke Monahan
EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical
Leave Program

2. Implementation – Work Plan
   - Proposes Agile, iterative approach of open-sourced technology to provide staggered functional releases to meet tight deadlines for implementation.
   - Steps of Beta Release, then soft launch, then full release, then iteration for improvements.
   - Detailed project timeline provided page 32.
   - Deliverables provided over 4 phases of project life cycle for increases in system functionality.
   - N – briefly mentions end user training, but not in great detail of how this would be provided for MDOL staff or the public at large for front end users.

3. Technical Assessment
   - Requested information provided for review.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Nava
DATE: 5/9/2024
EVALUATOR NAME: Rene LeBlanc
EVALUATOR DEPARTMENT: MaineIT

****

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****

Individual Evaluator Comments:

I. *Organization Qualifications and Experience*
    1. *Overview of Organization*
        - *Formed in 2015*
        - *Claims they are the only digital services vendor who has designed and built a human-centered PFML program.*
            1. *This is the 4th bid I've reviewed and the other 3 all have PFML systems deployed.*
        - *Claims to have a strong background in UI*
        - *They cite implementing PFML in Massachusetts as one of their reference projects, but then FAST has referenced that they built the Tax piece for Mass. It's not clear what they have done…*
        -
    2. *Subcontractors*
        - *Will use Focus Consulting LLC as a sub*
            1. *They are the software engineering, DevOps engineering, Design and research providers.*
            2. *They sub'ed on the Mass PFML program project for payment workflow, revenue data processing and claim approval workflow.*
        -
        -
    3. *Organizational Chart*
        - *Provided*
            1. *Sparse.*
            2. *Little write up on how they will operate.*
    4. *Financials*

<div align="center">**STATE OF MAINE**
INDIVIDUAL EVALUATION NOTES</div>

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EVALUATOR DEPARTMENT: MaineIT

- *Provided*
- *D&B Provided*

5. *Etc.*

II. *Proposed Services*
  1. *Services to be Provided*
     - *Plan to use PayMaine for payment processing.*
     - *Everything is about their work with Mass.*
     - *They did a good job describing how they would meet each requirement*
       1. *I didn't see any they said they couldn't/wouldn't do.*
     -
     -
     -
  2. *Implementation – Work Plan*
     - *Provided a basic, but adequate description of how they would work to develop and implement the solution*
     - *The provided a gantt chart.*
     - *Their plan is to have what they call the MVP process ready Jan 1.*
       1. *Payment processing won't be ready until Feb 15th.*
       2. *Wage reporting, contibution (they spelled it wrong) payments, elected coverage individua withdraw will be March 1st, 2025.*
     - *They did plan out the benefits to happen in May,2026.*
       1. *I'm not sure if they included that in their cost proposal.*
     - *Page 35, Phase 2: Development and Launch. They are going to start Jan 2, 2025 and complete April 1, 2024.*
     - *No issues with Appendix D*
     -

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Nava
DATE: 5/3/2024
EVALUATOR NAME: Sarah Brydon
EVALUATOR DEPARTMENT: DOL

****

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****

Individual Evaluator Comments:

I. *Organization Qualifications and Experience*
   1. *Overview of Organization*
      - *MA PFML (claims admin?)*
         1. *100% "somewhat" to "extremely" favorable survey results – seems tough to believe, or meaningless depending on what the response options were.*
      - Prevent *vendor lock-in (surprising mention)*
      - *Dept of Veterans Affairs project seems to be claims admin as well*
      -
   2. *Subcontractors*
      - *Focus Consulting in DC*
      -
      -
   3. *Organizational Chart*

The Maine PFML Program Manager will serve as a peer to the Minnesota Paid Leave division director – typo?!

It says 350 staff members across the country, but the Dunn & Bradstreet documents say 39 employes?

   4. *Etc.*

II. *Proposed Services*
   1. *Services to be Provided*
      - *Q: Avg 3.3 production releases/week for MA PFML (interested in IT's perspective on that)*
      - *P: Like the "Approach to requirements" grid format*

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EVALUATOR DEPARTMENT: DOL

- *I: OCR option is interesting*
- *P: System to flag end user for potential errors and inconsistencies based on business rules*
- *P: MA PFML private plan process experience*

2. *Implementation – Work Plan*
   - *P: Scrum with two-week sprints*
   - *P: Like the transparency approach with deployment and operations dashboards*
   - *P: Discovery interviews with stakeholders to build requirements*
   - *P: Data integrations with MRS and UI*
   - *N: Some of the features (e.g. contrib collections, opt out, not available until 4/1/2025*

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Sagitec
DATE: 5/12/2024
EVALUATOR NAME: Kim Smith
EVALUATOR DEPARTMENT: Labor

****

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****

Individual Evaluator Comments:

Directions: Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.

1. Organization Qualifications and Experience
    a. Overview of Organization
        i. Est. 2004 dedicated to govt labor and employment programs (and pensions)
        ii. Claims to have never failed a project
        iii. Modular, configurable COTS solution
        iv. DC PFML program (talk with Elliot)
        v. 1,100 employees
        vi. 7 UI modernization projects and 1 "PFL"
    b. Subcontractors – not addressed?
    c. Organizational Chart – included in File 2 p18; text says "review the graphic above" but graphic is below the text, separate graphic, difficult to read, that contains titles of project staff
    d. References
        i. M Montalvo – DC PFL
        ii. J Canady – MC UI
        iii. R Clamp – SC UI
    e. Litigation
        i. Multiple listed – the Deloitte lawsuit was very public, I recall when this occurred. Resulted in suspension of contracts with TX, OH, CA
    f. Other
        i. D&B – moderate risk, interesting liens listed
        ii. Insurance - $1M – "2023-2024 Master – DDI Capitol" file name
        iii. Financial statements fine
    g. Overall proposal:
        i. Submission files are unorganized, unsure what order I need to open/review, frustrating
        ii. "Organizational qualifications" section the items are out of order compared to the RFP. I first logged org chart and litigation as not addressed, but found them later in the document

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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DATE: 5/12/2024
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EVALUATOR DEPARTMENT: Labor

2. Proposed Services
    a. User-friendly application, "360 view" of account for ERs and TPAs
    b. Multiple upload methods, upload, entry, copy from previous quarters; multiple file formats (even includes ICESA/FARS file formats) p4
    c. Payment portal – multiple payment methods, allows for more frequent payments, and auto deduction p5
    d. Portal allows for all types of ERs, incl self employment p5
    e. Payments can go directly to State of Maine p7
    f. GASB compliant p8
    g. Cash payments – Sagitec will work with state on process – system includes internal cashiering process or can link to external lockbox vendor p9-10
    h. Linkage to future benefits system p12 – requires further discussion with vendor/state, would elaborate on in future configuration sessions. Questions – is this not built in? seems like interfacing is questionable, although Sagitec mentions real-time and batch processing
    i. Leveraging data and systems existing – p14 – again hedging on ability as already noted
    j. Capacity for 1/1/2025 go live – Sagitec confident base product provides sufficient functionality to implement then, and is committed to addressing all requirements for MVP and addressing mediation for items to come after go live (probably a realistic take)
    k. Financials/general ledger relies on third party software p27

3. Implementation – Work Plan
    a. Timeline is as required

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Sagitec
DATE: 5/2/2024
EVALUATOR NAME: Luke Monahan
EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical Leave Program

****

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****

Individual Evaluator Comments:

I. Organization Qualifications and Experience
   1. Overview of Organization
      - Founded in 2004 providing technology solutions to the Government sector.
      - 20 years of experience in pension management systems, and 11 years' experience in labor and unemployment systems
      - Hired by 45 different Governmental bodies.
      - 1,100 current staff.
      - Experience with UI systems in DC, SC, OH, and NC.
      - Experience with PFML tax collections system in DC.
      - Neosurance system first built in 2019 MD UI system and offers base software for configuration for PFML program solution and was used in DC solution.
      - Notes history of modernization projects.
      - Q – building projects independent of legacy systems?
      - Agile, iterative approach to commercial off the shelf (COTS) solution.

   2. Subcontractors
      - Amazon web service will provide hosting services.

   3. Organizational Chart
      - Org charts of project leadership team and fit into larger senior management organization of Sagitec.

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4. Litigation
   - Company notes litigation actions related to use of intellectual property and contract terminations.
   - N- concerning the severity and recency of current litigations against the company.

5. Financial Viability
   - Financial documents provided for review.

6. Licensure/Certification
   - N/A

7. Certificate of Insurance
   - Provided.

II. Proposed Services
   1. Services to be Provided.
      - Proposes using Neosurance PFML solution with a SaaS model.
      - Implementation involves clarification of requirements, software sprints, QA of sprints, on-going collaboration of system implementation, and then robust end user training program.
      - Post implementation – monitor system performance, provide maintenance, and ensure security and integrity of the system on-going.
      - Proposal maps responses to RFP requirements with narrative response and if can be met within 6-month timeframe.
      - P - Creates employer dashboard for self-service in payment and viewing account history.
      - P - Batch and manual reporting and accounting for SSA income limit to reconcile data.
      - P - Supports directly ACH credit/debit and paper check voucher payments.
      - P – quarterly or automated shorter-term payments.
      - P – maintains general ledger with GASB compliant accounting principles.

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- Can manually enter information from cash deposits or deposits made outside of system.
- P – robust data reporting ability based on assumptions and in collaboration with MDOL staff.
- P- can track opt-in, opt-out, and change in statuses and add case notes on such.
- P – flexibility to integrate with other State or external systems.
- Notes that appeal functionality can be added for employer status but claims appeal integration likely a not phase 1 priority.
- P- solution can integrate customer feedback surveys and tools to inform program improvement/refinements.
- P – claims that out of the box product meets almost all requirements of MDOL scope of work so confident can meet 6-month timeframe.
- P – separate portals (dashboards?) for employers, TPAs, and MDOL staff.
- P - System organizes customer service functions for follow up by MDOL staff.
- N – no chat-based support (AI or human)
- P – company has and will engage TPAs to design system functionality that works for them.
- P – Maps out layered approach of customization of Neosurance product.
- P – low or no-code solutions reduce system errors.
- P – full ADA system compliance for accessibility.
- P – "out of the box" functionality mapped against MDOL requirements in pages 31-33 (very good for speed of implementation).
- N/Q – integration with claims administration system/vendor not addressed in detail.

2. Implementation – Work Plan
   - SCRUM framework of project implementation.
   - Map of project flow page 37 and clarification of roles beginning page 38.
   - P- establishment of a project SharePoint and dashboard BI for project monitoring.

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EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical Leave Program

- Instructor led and self-guided training early builds to inform MDOL staff and integrate with system design.
- Gap analysis (holes in system functionality against requested requirements) versus change requests (requests for additional functionality).
- MoSCoW approach to functionality prioritization – must have, should have, could have, won't have (now).
- V-model testing approach mapped on page 43.
- Project timeline page 48. Detailed timelines in pages following.
- P – all immediate functionality appears to have been provided within the 6-month timeline.

3. Technical Assessment
   - Provided for review.

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Sagitec
DATE: 5/9/2024
EVALUATOR NAME: Rene LeBlanc
EVALUATOR DEPARTMENT: MaineIT

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****

Individual Evaluator Comments:

I. *Organization Qualifications and Experience*
  1. *Overview of Organization*
     - *Long history in UI but recently implemented a PFL tax systems for Washington DC.*
     - *They have their own base application system. Neosurance.*
     - *Already has PFML Tax and Benefits functions available, but it's only implemented in DC.*
     - *Been delivering services since 2004.*
     -
     -
  2. *Subcontractors*
     -
     -
     -
  3. *Organizational Chart*
     - *Provided, but very minimal*
     -
  4. *Financials*
     - *They are currently listed in 5 litigations*
     - *They provided their financials*
     - *They provided a D&B report*
     -
  5. *Etc.*

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
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EVALUATOR DEPARTMENT: MaineIT

II.   *Proposed Services*
  1. *Services to be Provided*
     - *They provided very detailed discussion on how their PFML system meets the requirements. There were none where they said they could not meet it.*
        1. *They did say the General Ledger processes and formats would be documented during discovery.*

     -
     -
  2. *Implementation – Work Plan*
     - *The gave a good overview of how they would configure / implement the system*
     - *They had a very long data conversion flow which I don't believe we will have*
     - *Figure 10, they gave a nice gantt chart of the sprints. They mis-spelled Sprint (Sprit) in the title.*
     - *No exceptions in the Appendix D*
     -

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Sagitec
DATE: 5/3/2024
EVALUATOR NAME: Sarah Brydon
EVALUATOR DEPARTMENT: DOL

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****

Individual Evaluator Comments:

I. *Organization Qualifications and Experience*
    1. *Overview of Organization*
        - *DC PFL Contributions work experience, but the other two examples are not PFML contribution-related*
        -
        -
    2. *Subcontractors*
        - *. Amazon Web Services*
        -
        -
    3. *Organizational Chart*
        Dunn & Bradstreet "moderate risk" in some places

    4. *Etc.*

        - *Pending litigation: A lot.*
        - *David Minkkinen and Sivaraman Sambasivam, former executives indicted on charges of appropriation of intellectual property. Also Deloitte sued Sagitec*

    5.6M for implementation; 12.1M for entire period of performance

    Cost proposal PDF is the wrong one! For a TN UI RFP

II. *Proposed Services*
    1. *Services to be Provided*

RFP #: 202403062
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EVALUATOR DEPARTMENT: DOL

- *P: Like the staff-configurable notifications and banner messages that can appear on the portal*
- *N: Responses seem to show confusion about "elected coverage individuals" because they refer to employer processes. Similarly, there seems to be confusion about appeals of private plan determinations, because the response refers to claim appeals.*
- *P: Like the mention of simplicity to reduce user's cognitive load and maximize adoption of the product – UI focus*
- *N: Appeals features would be phase 2/delayed?*

2. *Implementation – Work Plan*
   - *Q: Why does the Gantt chart have Flow 5: Data Conversion? Is it "data conversion" when data is brought in from other platforms?*
   - *Q: Product Owner and Scrum Master?*

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Slalom
DATE: 5/12/2024
EVALUATOR NAME: Kim Smith
EVALUATOR DEPARTMENT: Labor

****

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Individual Evaluator Comments:

Directions: Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.

1. Organization Qualifications and Experience
    a. Overview of Organization
        i. Est. 2001; 12,000 staff, 49 offices, 8 countries
        ii. PFML implementations in NJ, CT, CO
        iii. Appreciate distinction from UI
        iv. Maine resident workers currently
        v. Work with DPS and MCJA
    b. Subcontractors – no plans for subs
    c. Organizational Chart
        i. company leadership and project team provided;
        ii. describes 2 scrum teams total 22 dedicated staff – Team A 7 pp, Team B 10 pp, 5 pp shared between teams
        iii. change management team included – primarily training?
        iv. Provided bios of representative staff – not necessarily our project team, but helpful
    d. References
        i. CT Erin Choquette
        ii. CO Tracy Marshall
        iii. NJ Brian Burns
        iv. MSP?
    e. Litigation – cases listed, largely employment related or collection of fees
    f. Other
        i. Financials not included but will provide upon request; attests to strong financial position and letter of credit standing
        ii. D&B – interesting that is rated "Moderate" for overall business risk, but maximum credit recommendation is highest of the first four I read. Seems moderate risk is due to the payment behavior category – perhaps relating to pending litigation
        iii. Insurance - $1M

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EVALUATOR NAME: Kim Smith
EVALUATOR DEPARTMENT: Labor

    g. Overall proposal:
       i. Multiple files for each "File" section, but named in such a way that is straightforward, was able to read through the files in logical order
      ii. Proposal follows the RFP and is understandable
     iii. Proposed Services file starts with good intro – quote included from Governor; has correct timeline and number of ERs/workers; I like the "program that is underscored by trust and transparency and is a clear demonstration of being a judicious use of taxpayers' dollars…"
     iv. Attitude
         1. "…sourcing the right mature skill set, or training existing employees on new technology has consistently posed a challenge within government agencies." P28. Insulting.
         2. References to HCD and "People First" approach seem inconsistent

2. Proposed Services
    a. Starts with anticipated obstacles and mitigation strategies
    b. Uses Salesforce as basis for software
    c. Includes mockups of screens
    d. Format is fine but doesn't make obvious that all scope items from RFP were addressed – nb: Appendix includes crosswalk to RFP scope items
    e. Cannabis – relates to experience in CO where cannabis companies evidently have better access to financial institutions; Slalom basically says not to worry about cash deposits, although that is not MRS' experience
    f. Slalom will integrate payment through PayMaine using MuleSoft Integration Platform
    g. Reports – "out of the box creation of list views, reports and dashboards…" p68-69
    Question: no mention of ad hoc reporting or how future reports are created, not realistic that we would know all reporting needs out of the gate. Is that what this means?
    h. Assumptions are problematic – Section 4.2 p71
       i. MDOL will have procured tech/licenses prior to program start. Says as outlined in Section 1.2.2, but I'm not clear what portion of 1.2.2 they mean. Regardless, expectation is that vendor provides environments needed
            1. 4.2.6 p76 states MDOL will procure MuleSoft by start of Design phase
            2. Ditto p77 states MDOL will provide a 'standards source control solution (ex. GitHub) that will be leveraged for the integration platform
            3. MuleSoft, Copado, Amazon Connect included in cost proposal, don't see GitHub or Jira.
      ii. MDOL will license Salesforce et al through a 3rd party reseller like Carahsoft. Not interested in going through reseller. This also increases cost.
     iii. MDOL must provide ticketing system, such as Jira. Expectation is that vendor provide environments needed. This also increases cost.

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EVALUATOR DEPARTMENT: Labor

      iv. All Slalom resources will work remotely, onsite is additional charge for travel – preference is onsite or hybrid
  i. Scope – Section 4.2.2 p72
     i. Tableau reporting not part of proposal – additional cost – similar question as above – what kind of reporting is available?
     ii. "No more than 10 Salesforce Reports or Dashboards will be developed for use the internal Department Staff." p74
  j. Not all cost items are included in proposal
     i. MDOL must go through reseller (addl cost) and provide e-ticket tracking system such as Jira

3. Implementation – Work Plan
    a. 6 week Discovery phase; 42 week Delivery plan; 4 releases
    b. Release 1 – mid-November 2024. Registration and customer support
    c. Release 2 – end-January 2025. contribution payments
    d. Release 3 – end-March 2025. Enhancements based on user feedback
    e. Release 4 – end-May 2025. Ditto
    f. Appears to be a thorough plan

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RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Slalom
DATE: 5/3/2024
EVALUATOR NAME: Luke Monahan
EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical Leave Program

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****

Individual Evaluator Comments:

I. Organization Qualifications and Experience
    1. Overview of Organization
- Established 2001
- 12,000 staff in 8 countries.
- 49 offices including location in Maine and Boston
- Direct relevant projects of building this contributions portal in CT, CO, and NJ, with a 4th State being added currently.
- Approaches PFML systems different than companies that approach UI systems – differences in programs.
- Created 350 portals for 70+ government agencies.
- Salesforce software focus.
- Also has currently 60 private insurance companies as clients – aware of the connection of PFML with private insurance paid leave programs.
- Has worked with Maine companies – Department of Public Safety and Maine Criminal Justice Academy.

    2. Subcontractors
- No subcontractors in this project.

    3. Organizational Chart
- Org chart of Senior management of company provided.
- Org chart for project team provided.
- Project team within United States.

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EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical Leave Program

- Role definition chart starting page 13.
- P – team member profiles provided with specific PFML experience.

4. Litigation
    - 4 pending cases with employee matters noted.
    - 1 past case with breach of contract noted with countersuit for collection of fees.

5. Financial Viability
    - Financial information provided.

6. Licensure/Certification
    - Project relevant certifications noted in Salesforce, Mulesoft, AWS.
    - Compliance certification of ISO 27001

7. Certificate of Insurance
    - Provided.

II. Proposed Services
    1. Services to be Provided.
        - P – clear they have researched Maine PFML program and stakeholders – noting potential stakeholders for feedback at the PFML Authority, Maine Leave Coalition, and others.
        - P – understands and has researched large scale risks of the project with the public visibility and high-stakes nature of the project.
        - Q – projection of fund contributions $100/million per year. Actuary and comparison to total payroll of Maine companies put this figure around $250-350/million for first couple years. How did they get here?
        - P- understands allowing for early registration of employees in system will create certainty that functionality is coming and start familiarizing with the system.
        - Work organized into 4 phases.
            1. Discover – July/August
            2. Deliver – August 2024-May 2025
            3. Transition – June 2025

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RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Slalom
DATE: 5/3/2024
EVALUATOR NAME: Luke Monahan
EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical Leave Program

    4. Support- through initial performance period.

- 4 initial release windows – November employer registration, online support private plan exemptions, January collections, May and after – increased functionality.
- Basic software stack is Salesforce, Amazon Connect, and Mulesoft.
- Integrates with existing PayMaine and Docuware services in Maine.
  1. Q – plan B if PayMaine doesn't work?
  2. Slalom notes Stripe would be used with additional licensing cost for that service, service cost for Slalom would not change.
- P – built a working demo of how portal would look to show in proposal, which can work in Maine specific PFML branding and resources into one front end design.
- P – details exemption process workflow with appeal functionality if denied.
- P – Mulesoft will facilitate batch file uploads.
- P – notes experience with other states and Cannabis industry (CO specifically) and they usually have ways of providing traditional money transfers.
- I – recommends eventual transition of service to Tableau to integrate case management, AI, and chat bot capabilities.
- I – Slalom has technology partners so selects base technologies to recommend based on project – they recommend Salesforce here because of flexibility, scalability, out of box features, and previous adaptations to other PFML contribution programs.
- P – contribution calculator demo-ed.
- Document transmission/storage mapping page 23.
- Project Management approach based on Project Management Institute.
- Table on page 32 summarizes approach to certain domains of this project management approach.
- P – focus on Human Centered Design.
- P – researching and incorporating feedback of key users – business owners, TPAs, and MDOL employees. Understand unique needs of Maine.
- P – has worked with and will work with National Payroll Reporting Consortium (NPRC).

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Leave Program

- Customer service functions are organized through phone, email, and chat functions.
- P – internal training plan for release 1 and 2 with instructor training, quick reference guides, and post training support channels (chat, phone, etc.).
- P – external training user plan – training video, instruction guides, FAQs, 1 hour "office hour" per stake holder group (employer, TPA, payroll processors), survey for knowledge gaps. For both release 1 and 2.
- Knowledge transfer and transition to Slalom support team around June 2025
    1. N – system needs to be integrated with third party administrator for claims around this time.
- N – assumes transition to a Maine IT team within PFML? Will not exist with current staffing plans, budgeting, and organizational structuring.
- Detailed requirement mapping in page 64-70.
- Q - Assumption 4.2.1 – what licenses are being referred to?
- Q – Assumption 4.2.2 – need to confirm this is workable with Maine OIT?
- N – no on-site meetings, assumes all resources remote and travel costs are additional.
- Department responsible for setting up stakeholder meetings.
- Note Attachment G – exemption request.
    1. N – no direct provisioning of COTS or SaaS – confirm with OIT if this is workable to license separate?

2. Implementation – Work Plan
    - 6 week defining phase,
    - 42 delivery phases with 2-week sprints.
    - Registration capability by late November.
    - Contribution collections capability by late January.
    - Project timeline page 50.
    - Defining phase includes stake holder focus groups.
    - Testing plans gather user feedback early and often.

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Leave Program

- Testing includes unit testing, functional testing, system and interface testing, user acceptance testing, and regression testing.

3. Technical Assessment
   - Provided for review.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Slalom
DATE: 5/8/2024
EVALUATOR NAME: Rene LeBlanc
EVALUATOR DEPARTMENT: MaineIT

****

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Individual Evaluator Comments:

Pre-Note: I did not like them sending lots of different files for each "file". 9 different File 2s, 5 different File 3s, 6 different File 4s. They could have made all the attachments as appendices in one document.

I. *Organization Qualifications and Experience*
  1. *Overview of Organization*
      - *The first paragraph, second sentence doesn't make sense.*
      - *After the first paragraph, it was a pretty good overview.*
      - *They have 2 successful PFML states already using their product.*
      - *Uses SalesForce as the technology basis (positive)*
      - *They offer both delivered services where the state can take over maintenance as well as hosted and supported services.*
      -
  2. *Subcontractors*
      - *Does not plan to use subcontractors.*
      -
      -
  3. *Organizational Chart*
      - *They provided org charts as well as descriptions of the different teams they would have involved.*
      -
  4. *Financials*
      - *Provided D&B, insurance, etc. But sent them as separate files which made the review much more difficult.*
  5. *Etc.*

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II. *Proposed Services*
   1. *Services to be Provided*
      - *Right off the bat they have 5 pages of exceptions to the Rider B – IT. Legal should be consulted before arriving at a final score for this vendor.*
      - *They did not specifically state they would comply with PHI security but placed the onus on the user (us) to configure SalesForce to protect it. (Technical Assessment Form).*
      - *They did agree to all policies other than that one.*
      - *When I finally found the file that had their services to be provided, they started in with a discussion of risk mitigation before they even said what their offering would do.*
      - *I do like the fact that they have documented potential issues we may encounter and provided options for how they overcame them with other implementations.*
      - *They propose DocuWare and the document storage mechanism which we currently use.*
      - *They also propose to use PayMaine as their payment processing system.*
      -
   2. *Implementation – Work Plan*
      - *They presented a good implementation plan with documented reporting components.*
      - *They outlined their project management plan, which was good.*
      - *A nit-picky thing, but in the "1.3.8 Change Management and End User Training" they said for details on the training see the "Recommended Training Approach" section. But there is nothing with that title. The training section is: "1.2.8.2 Overall Training Approach" and subsequent sub-items.*
      - *Section 1.3.8.5, they reference how they will do a knowledge transfer so we can support the system using SalesForce. It sort of reads like it's for user support, but I'm worried they expect us to take on a software maintenance role as well.*
      - *Section 1.3.9 mitigates the previous concern, but I'm still not comfortable it will adequately address our needs. They are proposing a staff of 4 to support the entire system. They say that we will additionally have the Salesforce Premier Success Plan, but*

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> *that would mean our staff would have to understand the system well enough to use that service.*
> - *They provided a good timeline detailing key milestones.*
> - *They require us to obtain all the technology ourselves. That includes:*
>   1. *All Salesforce components*
>   2. *MuleSoft*
>   3. *AWS Web Hosting Services*
>   4. *Copado*
> - *They require us to set up JIRA for them to use for their Application Lifecycle Management.*

3. *Cost considerations:*
   - *Their price quote did include costs (which they are not commtting to) for the Software and services. So it is somewhat comparable. But there is still no OIT staff assigned to DOL who can perform the administration on the AWS Cloud, SalesForce, etc. And someone would need to work through IT Procurement to purchase all of those for us.*
   -

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Slalom
DATE: 5/9/2024
EVALUATOR NAME: Sarah Brydon
EVALUATOR DEPARTMENT: DOL

****

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****

Individual Evaluator Comments:

I. *Organization Qualifications and Experience*
1. *Overview of Organization*

   - *Conversational, engaging tone*
   - *"We understand how to build great experiences for government constituents"*
   - *Work with governments but also with private insurance companies*

2. *Subcontractors*
   - *None*
   -
   -
3. *Organizational Chart*
   - *Appreciate the thorough explanation of the team members/roles/responsibilities*
   - *Staff in Maine, commitment to Maine*
   - *Some litigation to be aware of*
4. *Etc.*

   M

II. *Proposed Services*
1. *Services to be Provided*
   - *Like the proactive identification of anticipated obstacles*
   - *Salesforce/MuleSoft*

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- *P: focus on early successes to build trust with key audiences*
- *P: NPRC familiarity*
- *N: ongoing support? What's available for IT resources long term?*
2. *Implementation – Work Plan*
   - *2-week sprint approach*
   - *Seems like a lot of implementation support*
   - *P: Thorough approach to testing*

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME:　　　TCS
DATE:　　　　　5/12/2024
EVALUATOR NAME: Kim Smith
EVALUATOR DEPARTMENT: Labor

****

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****

Individual Evaluator Comments:

Directions: Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.

1. Organization Qualifications and Experience
    a. Overview of Organization
        i. 56 years consulting, 20+ in public sector
        ii. 600,000 EEs worldwide, 50,000 in US
        iii. UI program more developed, also has pension program
        iv. 9 states for UI, including Maine
        v. Other industries are financial and health care
    b. Subcontractors – no indication? Work Plan p51 2nd paragraph states no subcontractors will be used
    c. Organizational Chart – provided charts by unit and title; included representative resumes
    d. References
        i. T Vaughn, MO UI
        ii. Erma Cook, MS UI
        iii. K Funk, WY UI
        iv. No PFML?
    e. Litigation – maintains these are confidential, assume nothing in the public record, attests to nothing that would impact operations
    f. Other
        i. Financials – provides overview and link to website; financial statements included and offer to provide full audit reports if requested. Look fine
        ii. D&B report is only one page. Shows minimal risk expected
        iii. Insurance $1M
    g. Overall proposal:
        i. Numbering/lettering of responses does not match RFP. Difficult to follow what requirements have been covered. P16 "i" is not the first requirement, p21 "ii" is not the second requirement in the RFP. Appears to have only responded to 3 of the 8 items in

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> Part II(A)(a). NB: Appendix A p63 includes table with each item and whether base, integration, configuration or customization

    ii. Flipped around a lot trying to find answers to questions, such as what formats would ERs use to upload wage records

    iii. Unsure what other states are using TCS PFML solution. Not interested in being first – MDOL is too small a state/program to be able to handle a first-run system and our timeframe is so short

2. Proposed Services
   a. Base product meets 97% of RFP, 3% requires "minor customization"
   b. Intro includes potential risks and mitigations p11
   c. Solution designed on microservices. Question how easily the plug and play will work.
   d. Solution configured to track contributions, fees, penalties, overpayments, underpayments, etc. includes accounting functions to track financial transactions p25
   e. Reports and dashboards included
   f. Lots of attestation that the system can do what we need, is configured to do so out of the box, staff will have access to records, screens, etc. Light on the "how".
      i. Didn't respond with specifics about items in the RFP, many cases just the "core/config/cust" table in Appendix A
   g. Training includes classroom, virtual, sandbox, videos, performance-based learning. Done in two stages
   h. External user training – live 2-hour webinars, libraries with videos, reference cards, etc.
   i. Appendix A
      i. Customization for state staff to enter notes p65
      ii. Customization for NACHA rules? P 68
      iii. Rest are "As Delivered" or minor configuration
   j. Assumptions file p3
      i. Will use State's payment gateway – PayMaine
      ii. No ID proofing "as part of Premiums scope of work"
      iii. Solution will integrate with States "owned BI tool" – does this mean sharing software with UI?
      iv. Project work carried out in US, does include some onsite at MDOL – but also includes offshore (Question – did we state must be stateside in RFP??
      v. Only English language is included

3. Implementation – Work Plan
   a. Go live listed as 12/15/2024
   b. Work Plan section p51 lists six month implementation and six month warranty period, assume after which bugs are at cost? Warranty period includes "hyper care support" to resolve defects
   c.

RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal
BIDDER NAME: Tata Consulting
DATE: 5/6/2024
EVALUATOR NAME: Luke Monahan
EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical
Leave Program

****

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****

Individual Evaluator Comments:

I.   Organization Qualifications and Experience
1.   Overview of Organization
- 50 years' experience in the banking sector.
- 20 years' experience with public/government clients.
- Previous focus on UI programs.
- Also, government pension programs, health care, private insurance, and child welfare organizations.
- 600,000+ employees.
- Current vendor of Maine UI's modernization system.
- Involvement in 9 State UI systems in the last 20 years.
- UK Pension system (NEST) as analogue to functionality that Maine PFML is requesting.
- N - No direct State PFML program projects previously.

2.   Subcontractors
- None anticipated.
-

3.   Organizational Chart
- Top organization and project team org chart with role clarifications provided.

4.   Litigation

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- TCS did not disclose litigations claiming they are privileged customer information.

5. Financial Viability
   - Financial documents provided.

6. Licensure/Certification
   - W-8 and TSO 27001 certifications noted.

7. Certificate of Insurance
   - Provided for review.

II. Proposed Services
   1. Services to be Provided.
      - P - Cloud based SaaS solution proposed would meet 97% of requested function in native state.
         1. 71% met out of box.
         2. 14% with minor configuration of existing screens
         3. 12% met with integration.
         4. 3% would need to be configured in the system.
      - TCS owns all aspects of the system so can control regular updates (6-month refreshes) of the system and enhancement.
      - P - Understands the 6-month project window and says they can deliver the needed functionality by 12/15/24 to allow for registration of employers before 1/1/25.
      - P - Have PFML experts on staff who research Maine statute and specific needs of PFML programs/systems.
      - P – Good understanding of current scope and future scope needed for system in image on page 14.
      - P – Full self service registration portal for employers and self-elected individuals as specified, also allowing for private plan exemption applications through portal.
      - P – Robust wage reporting solution
         1. Prompts self-generated reminders for registered employers.
         2. Migrates data from existing systems.
         3. Computes and checks errors for flagging.

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     4. Allows for corrected wage reporting submissions.
- P – Robust payment collection system
  1. Calculates amount due based off wage data entered, corrected wage date, or migrated date from other systems.
  2. Payments made via ACH credit/debit or credit card.
  3. Checks or cash can be entered separately if needed.
  4. Prompts amount due and automated delinquency reports if underpayment.
  5. Initiates credit for overpayments.
- P - Employer portal allows historical records, entering/tracking appeals, tracking and managing private plans, responding to MDOL inquiries, changing address or TPA, and terminating elected coverage.
- P – demo screens of portal functionality pages 18-21.
- P – educational materials incorporated through personalized dashboards, virtual tours, guides/info on landing page, and voice bots/chat bot support (functional demo screens page 22-23).
- I – uses the state payment system (PayMaine).
  1. Plan B if this doesn't work functionally?
- P – employers can upload wage reports or verify wage reports (from importation).
- P – MDOL staff portal allows 360 account view of employer activities, and workflows to address exemptions, overpayments/underpayments, manually entering cash/check, and making case notes and status upgrades for employers (functional demo screens page 31-32).
- P – BI allows for scheduled reports, real time reports, and user designed reporting.
- P – decoupled micro-services architecture of the system allows integration with future systems (i.e. third-party benefits administrator).
- P – potential data system integrations in table on page 36-37.
- P – system is configurable from approved MDOL users (demo screen page 39-42) to change business process, reporting, user access, etc.
- P – user interface ADA compliant, uses "plain language" approach, and designed to be intuitive for diverse consumers.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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EVALUATOR DEPARTMENT: Maine Department of Labor – Paid Family Medical Leave Program

- P – uses clean design, intuitive workflows, and configurable user dashboards.
- P – blended training approach uses instructor led trainings, web-based learnings, application simulation, performance bases learning, and nano-videos.
- P – 4 stages of internal training:
    1. 3 weeks after contract start to familiarize current MDOL staff with base system.
    2. Immediately before deployment to fully train system to MDOL staff.
    3. For 6 months post go-live for onboarded staff.
    4. Periodic refresher training.
- P – external stakeholder training through 2-hour webinars.
- P – customer service organized through voice, email, chat. External stakeholders can connect with chatbots through those 3 methods and if issue not resolved then triaged to MDOL staff for resolution (reduces workload for new/few staff).

2. Implementation – Work Plan
    - 6-month proposed project timeline on page 51.
    - Includes initiation phase, initial training on base system, gap analysis, then 4 sprints that integrate "show and tell" then user acceptance testing in each iteration.
    - P – MDOL staff get access to base product almost immediately to begin familiarizing ourselves with and providing design feedback on.
    - Proposed sprint focuses in table on page 55.
    - Overall SIT and UAT before training.
    - P- intensive support in the 6 months after go live – "war room" review, daily triage, access to trainings.
    - Change to supportive "helpdesk" approach in maintenance/support phase (after 6 months of go-live).
    - I – three levels of support.
        1. Level 1 – basic questions from external users fielded by MDOL staff. If can't resolve escalate to level 2.
        2. Level 2 – TCS issue resolution. If can't resolve escalate to level 3.

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3. Level 3 – system reconfiguration.

3. Technical Assessment
   - Provided for review.

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EVALUATOR NAME: Rene LeBlanc
EVALUATOR DEPARTMENT: Maine IT

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****

Individual Evaluator Comments:

Directions: *Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.*

I.   *Organization Qualifications and Experience*
    1. *Overview of Organization*
        • *Very good. Identified the types of businesses they are interacting with.*
        • *Focused on state agencies and primarily Labor departments.*
        • *Identifiied they have a strong UI base and described corollaries between UI and PFML.*
        • *I don't see PFML experience, but resume's indicate they have PFML in their team.*
    2. *Subcontractors*
        • *They do not engage Subcontractors.*
    3. *Organizational Chart*
        • *Very good. They laid out how their business areas were organized, then also provided a chart of how they would support this specific project.*
    4. *Financial's*
        • *Provided*
    5. *Etc.*

STATE OF MAINE
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EVALUATOR NAME: Rene LeBlanc
EVALUATOR DEPARTMENT: Maine IT

II. *Proposed Services*
   1. *Services to be Provided*
      - *They already have a system built*
         1. *71% of our requirements are already available*
         2. *14% require minimal configuration changes*
         3. *12% will be met via integration*
         4. *Only 3% require customization, which they state as minor*
      - *They provided very good descriptions of functionality along with screen shots of existing functions.*
         1. *The business will have to determine if the functions meet their needs.*
      -
   2. *Implementation – Work Plan*
      - *They detailed how they would proceed with standing up the solution then work with Maine to tailor it to meet our needs.*
      - *They provided an implementation timeline chart showing they will be ready for Jan 1st.*
      - *They provided good descriptions of how they would perform system testing as well as UAT testing.*
         1. *They hit on:*
            a. *Data migration testing (do we have data to migrate?)*
            b. *Performance testing*
            c. *Security testing*
            d. *Usability testing included ADA*
            e. *Regression testing*
      - *They plan to train all 30 DOL users*
      - *They built a cross reference chart to all deliverables, including IT policies and procedures.*
         1. *They indicated they would meet all of them.*

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EVALUATOR NAME: Sarah Brydon
EVALUATOR DEPARTMENT: DOL

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****

Individual Evaluator Comments:

I. *Organization Qualifications and Experience*
    1. *Overview of Organization*
        - *Government and financial experience but no PFML contrib projects specifically (but they have PFML expertise within their staff?)*
        - *Evasive about litigation*
    2. *Subcontractors*
        - *None*
        -
        -
    3. *Organizational Chart*
    4. *Etc.*

    M

II. *Proposed Services*
    1. *Services to be Provided*
        - *P: "Digital by default"*
        - *I: Payroll integration via web services API solution*
        - *I: Customer experience – digital self-service features, integrated voice recognition (???)*
        - *P: Opt-out rate of less than 10% on a previous project*
        - *Q: Technology refresh every 6 months – does that mean they only do releases/upgrades every 6 months?*
        - *P?: "decoupled micro-services architecture"*
        - *P: Dashboards and informational resources throughout*
        - *P: Configurability by Dept staff*

STATE OF MAINE
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2. *Implementation – Work Plan*
   - *I: 97% supported via configuration and integration – 3% would need customization*
   - *Q: "waiving the implementation cost of every solution enhancement"??*
   - *P: ability for employer to register prior to 1/1/2025 (if project goes according to plan)*
   - *Two hour webinar for training external users*

Janet T. Mills
Governor

Laura Fortman
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal

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

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

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

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

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

Sarah Brydon   5/13/2024

Signature   **Date**

Rev. 4/4/2023

Janet T. Mills
Governor

Laura Fortman
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal

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

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

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

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

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

_____   _5/1/2024_____
Signature   **Date**

Rev. 4/4/2023

STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura Fortman
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202403062
RFP TITLE: PFML Contribution Collection Online Portal

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

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

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

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

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

_____
Signature

5/1/24
Date

Rev. 4/4/2023

STATE OF MAINE
DEPARTMENT OF LABOR

Janet T. Mills
Governor

Laura A. Fortman
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202403062
RFP TITLE: PFML Contributions Portal RFP

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

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

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

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

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

_____
Signature

5/1/2024
_____
Date

Rev. 4/4/2023