**STATE OF MAINE**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*



**RFP# 202404090**

**Drinking Water Licensing System**

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| **RFP Coordinator** | *All communication regarding the RFP must be made through the RFP Coordinator identified below*.  **Name:** Brittany Hall **Title:** Procurement Administrator  **Contact Information:** [Brittany.hall@maine.gov](mailto:Brittany.hall@maine.gov) |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:*  **Date:** May 13, 2024, no later than 11:59 p.m., local time |
| **Proposal Submission** | *Proposals must be received by the Division of Procurement Services by:*  **Submission Deadline:** June 7, 2024, no later than 11:59 p.m., local time.  *Proposals must be submitted electronically to the following address:*  **Electronic (e-mail) Submission Address:** [Proposals@maine.gov](mailto:Proposals@maine.gov) |

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PUBLIC NOTICE

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**State of Maine**

**Department of Health and Human Services**

**RFP# 202404090**

**Drinking Water Licensing System**

The State of Maine is seeking proposals for an enterprise-wide COTS-SaaS licensing application. The first use case will be the drinking water licensing solution, which will replace the existing Safe Water Operator Certification System (SWOCS).

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

Proposals must be submitted to the State of Maine Division of Procurement Services, via e-mail, at: [Proposals@maine.gov](mailto:Proposals@maine.gov). Proposal submissions must be received no later than 11:59 p.m., local time, on June 7, 2024. Proposals will be opened the following business day. Proposals not submitted to the Division of Procurement Services’ aforementioned e-mail address by the aforementioned deadline will not be considered for contract award.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**RFP TERMS/ACRONYMS with DEFINITIONS**

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

| **Term/Acronym** | **Definition** |
| --- | --- |
| **Confidentiality** | Preserving authorized restrictions on information access and disclosure, including means for protecting confidential or sensitive information. A loss of Confidentiality is the unauthorized disclosure of information. |
| **Data Classification** | The process of risk assessment of data. See **Appendix F** (Technical Assessment Form) for the Data Classification process (see also “PII Confidentiality Impact Level”). |
| **Department** | Department of Health and Human Services |
| **Maine Safe Drinking Water Information System (SDWIS)** | The EPA-provided federal system used to manage the Department’s Drinking Water Program. The Maine SDWIS is hosted locally, with a national cloud-based system currently in-development by EPA. Maine SDWIS is a decision-making database used to administer compliance with the [Safe Drinking Water Act](https://www.epa.gov/sdwa). |
| [**MaineIT**](https://www.maine.gov/oit/) | The State’s Office of Information Technology |
| **Operator** | Well drillers, water operators, or site evaluators who are required to be licensed in Maine |
| **PII (Personally Identifiable Information)** | Data maintained by an agency that could potentially identify a specific individual and needs to be protected in accordance with state and/or federal law, including:   * any information that can be used to distinguish or trace an individual‘s identity, such as name, social security number, date and place of birth, mother‘s maiden name, or biometric records; and * any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information. |
| **PII Confidentiality Impact Level** | Includes low, moderate, or high levels and indicates the potential harm that could result to the subject individuals and/or the organization if PII were inappropriately accessed, used, or disclosed. (NIST SP 800-122). See **Appendix F** (Technical Assessment Form). PII is evaluated to determine its Confidentiality impact levels, so that appropriate safeguards can be applied to the PII. |
| **Recovery Point Objective (RPO)** | The point-in-time to which an application must be restored subsequent to a disaster or disruption. |
| **Recovery Time Objective (RTO)** | The duration-of-time within which an application must be restored subsequent to a disaster or disruption. |
| **RFP** | Request for Proposal |
| **Software as a Service (SaaS)** | An application hosted by (i.e., served from) the awarded Bidder’s servers and accessed by users via the web. |
| **Safe Water Operator Certification System (SWOCS)** | The Department’s current system for managing initial licensing, license renewals, and tracking of total contact hours for eligibility of renewal of Operator licenses. |
| **SDWIS Federal Reporting Services** | Federal database for states to report drinking water information periodically to the United States Environmental Protection Agency as required by the [Safe Drinking Water Act](https://www.epa.gov/sdwa). |
| **State** | State of Maine |
| **State Data** | Any information originating with the State, regardless of form or medium of disclosure (e.g., verbal, observed, hard copy, or electronic) or source of information. State Data includes any information:   * Concerning the State’s information technology infrastructure, systems and software and procedures; and * Originating with the State in the course of using and configuring the Services provided under the contract.   State Data includes any sensitive information held by the State that may be protected from disclosure pursuant to a federal or state statutory or regulatory scheme intended to protect that information, or pursuant to an order, resolution or determination of a court or administrative board or other administrative body. |

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

*Maine Center for Disease Control and Prevention*

**RFP# 202404090**

**Drinking Water Licensing System**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Department of Health and Human Services (Department), in collaboration with MaineIT, is seeking to replace the Safe Water Operator Certification System (SWOCS) with an enterprise COTS-SaaS licensing application as defined in this Request for Proposal (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the awarded Bidder will be selected, and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder.

The Department is dedicated to promoting health, safety, resiliency, and opportunity to all Maine Residents. The Department’s Maine Center for Disease Control and Prevention (Maine CDC) provides the leadership, expertise, information, and tools to assure conditions in which all Maine people can be healthy. Maine CDC’s Drinking Water Program (DWP) works to ensure Maine residents and visitors have access to safe drinking water in Maine, to protect public health, by administering and enforcing drinking water and subsurface wastewater regulations and providing education and technical and financial assistance.

DWP was created by the Maine Legislature through Maine’s [Water for Human Consumption Act](https://www.mainelegislature.org/legis/statutes/22/title22ch601.pdf), to ensure public drinking water systems in the State are protected, treated, monitored, and well-managed. The DWP is responsible for overseeing public water systems throughout the State, administering the Federal [Safe Drinking Water Act](https://www.epa.gov/sdwa) and [Maine Rules Relating to Drinking Water](https://www.maine.gov/dhhs/mecdc/environmental-health/dwp/cet/documents/DrinkingWaterRules.pdf). The Safe Drinking Water Act requires water systems to have licensed Operators (Operators). Therefore, the replacement of the SWOCS will be linked to Maine Safe Drinking Water Information System (SDWIS).

DWP is undertaking a modernization project to replace the system that manages professional licensing in conjunction with the current Safe Drinking Water Information System (SDWIS) application, SWOCS. The SWOCS is currently hosted locally, and the goal is to modernize it with a solution that is cloud hosted.

Through this RFP the Department is seeking procurement, implementation, and support of a solution which integrates with the Maine SDWIS, while providing management of two (2) licensing boards (Board of Licensure of Water System Operators, Maine Water Well Commission), the Department-managed site evaluators, and supporting the DWP structure and business processes. Implementation shall include the import of current data from the SWOCS.

The COTS-SaaS licensing application is expected to allow for:

1. Enterprise-wide licensing, of which the first use case will be the new SWOCS application.
2. Preparation and approval of initial Water Operator applications;
3. Operator license renewals;
4. Tracking an Operator’s status and confirming compliance with State certification requirements;
5. Tracking appropriate certifications for Operators regarding courses taken for recertification.
6. Integrate with State payment system to pay fees and provide receipts; and
7. Integrate with the SDWIS Federal Reporting Services.
8. **General Provisions**
   1. From the time the RFP is issued until award notification is made, all contact with the State regarding the RFP must be made through the RFP Coordinator. No other person/ State employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
   2. Issuance of the RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
   3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
   4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
   5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
   6. The RFP and the awarded Bidder’s proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the Department.
   7. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html) et seq.).
   8. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
   9. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.
9. **Eligibility to Submit Bids**

All interested parties who have a commercially available Software as a Service (SaaS) solution for the delivery of Drinking Water Software Solution which has been implemented within the last five (5) years and is currently in operation in at least one (1) state, municipality, or local government agency in the Continental United States, are invited to submit a bid.

1. **Contract Term**

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

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract for four (4) renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

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

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | 7/1/2024 | 6/30/2026 |
| Renewal Period #1 | 7/1/2026 | 6/30/2028 |
| Renewal Period #2 | 7/1/2028 | 6/30/2030 |
| Renewal Period #3 | 7/1/2030 | 6/30/2032 |
| Renewal Period #4 | 7/1/2032 | 6/30/2034 |

1. **Number of Awards**

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

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

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

**The Department, in collaboration with MaineIT, is seeking a COTS-SaaS application vendor to configure, implement, and maintain an Enterprise licensing application. This Enterprise licensing application will be modular in nature and shall include but not be limited to online licensing, permitting and registration solution as defined in this Request for Proposal (RFP) document. It is preferred that the SAAS solution be a COTS product, built in a modular fashion to allow individual use cases to combine modular to meet their unique business needs.**

**The Enterprise Licensing System will handle personal, professional, occupational, facility, and business license requirements, including:**

* **License application processing**
* **License issuances**
* **Renewals**
* **Complaint tracking**
* **Violation and case management**
* **Inspection**
* **Regulatory compliance management.**
* **Enforcement management**
* **Credential online self-service public portal**
* **Education accreditation**
* **Technical and financial assistance functions**
* **Reporting and analytics**
* **Processing payment for licenses.**

**The first use case of this enterprise licensing app will be the new SWOCS application, as described below. Current multiple legacy systems do not provide the required centralized functionality for the State and its citizens.**

1. **Operational Requirements and Capabilities**
2. Provide and implement an Enterprise licensing system with the first use tenant for the drinking water program to manage the initial and renewal licensing process of Water Operators (Operators) in the State, which:
   1. Is a COTS-SaaS application with Maine specific configuration.
   2. Has the ability to import current data from Safe Water Operator Certification System (SWOCS) into the new solution.
   3. Stores data in a cloud-based application.
   4. Is supported by commonly used internet browsers (including at a minimum Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge) without requiring browser upgrades or plug-ins.
   5. Provides a visually interactive dashboard that allows Operators to track their progress and certification status.
   6. Displays a list of required courses that need to be taken for certification.
   7. Allows an Operator to apply, renew, and/or modify a license.
   8. Includes smart features like email and SMS notifications for exam results and license renewal reminders which must be fully integrated with the State’s Office 365.
   9. Has the ability to validate user’s eligibility to apply for a license.
   10. Has the ability to identify Operators within a particular facility and identifies the primary Operator for a facility.
   11. Supports different categories of Operators.
   12. Provides functionality for State users (administrators) to manually update a record when it has been submitted through paper processing.
   13. Tracks approved courses that Operators have taken.
       1. Allow organizations who provide Operator trainings the ability to upload information about training courses taken.
   14. Is customizable for different levels of Operator licenses with differing levels of required contact hours for renewal.
   15. Supports both automated and manual paper processing.
   16. Enables customization for certificates, letters, reports, and other materials to meet the State brand.
   17. Is user-friendly and allows novice users to freely navigate around the application process helping them easily understand the ways to qualify for a particular Operator license.
   18. Integrates with other applications seamlessly (i.e., State payment and current billing systems, as well as the Safe Drinking Water Information System (SDWIS) Federal Reporting Services).
   19. Ensures any lookup query returns response in less than (5) seconds, and data modification operation returns response less than (7) seconds, presuming Ethernet-connectivity of client device.
   20. Allows Operators to be more organized by displaying current and expiring licenses, and Operator type and/or facility.
   21. Requires less manual interaction to renew a license and has the ability to process a late fee.
   22. Allows the State and Operators of new applications to effectively communicate through different ways, including text, dashboard, and email.
   23. Allows Operators to securely upload/download documents.
   24. Allows mailed fees by Operators to be confirmed and documented upon receipt.
   25. Allows an Operator to conveniently view all licenses/permits/registrations tied to itself.
   26. Ensures every Operator certification type is accommodated in the new application.
   27. Provides new applications with the criteria needed for a higher level of certification.
   28. Allows State staff to enter applications, schedule inspections using calendar functions, generate inspection reports, approve/reject requests.
   29. Ensures all workflows shall have the same "look and feel".
   30. Provides robust search functionality based on key data elements.
   31. Allows for fee rate tables.
   32. Has the ability to approve or reject an inspection.
   33. Allows for multiple approvals throughout workflow.
   34. Has the ability for multiple users to update inspection documents using track changes and version control.
   35. Allows for the 'deletion' of documents without physical removal from database.
   36. Triggers reminders to schedule inspection within thirty (30) days after receiving a new application.
   37. Allows for scanning barcodes in place of entering a defined data element.
   38. Adds unknown barcodes to a list of unregistered barcodes.
   39. Adds requests received in the public portal to workflow for assignment.
   40. Allows for assigning requests to staff.
   41. Allows for assignments to be re-assigned to balance workloads.
   42. Allows for multiple business statuses (active, pending, etc.)
   43. Allows for multiple licenses/permits to be connected to a single entity.
   44. Has the ability to automatically flag violations repeated from previous routine inspections.
3. Provide a plan for change requests and system enhancement within sixty (60) days of start of initial period of performance.
4. All patch and version upgrades must be coordinated in advance (minimum two-week prior notice) with the Department, and be subjected to, at a minimum, Regression and User Acceptance Testing.
5. All field operations (as opposed to administrative operations) must be operable through a native-mobile app (both Android & iOS), with caching capability to facilitate disconnected-mode operational continuity.
6. Reporting & Query: Either built-in granular Reporting & Query capabilities, or, access to the back-end data store, coupled with detailed data model.
7. **Disaster Recovery Requirements**
8. Ensure the application has a ninety-nine percent (99.9%) uptime, Recovery Time Objective (RTO) of two (2) hours and a Recovery Point Objective (RPO) of one (1) hour.
9. Ensure the proposed application includes procedures that, in the event of data loss, at any scale, for any reason, the lost data is recoverable.
10. Ensure data recovery is robust, professionally managed, and available 24/7/365.
11. Ensure the proposed case management system has mechanisms required to reconstruct the affected data in the case of a system crash, data destruction, or disaster.
12. Ensure the data recovery program clearly defines all related responsibilities and the proposed assignment to the awarded Bidder and/or State staff.
13. Ensure the system employs redundant storage solutions to protect against data loss because of environmental damage to infrastructure, data corruption, or a systems data breach.
14. Develop and implement procedures to ensure that, in the event of a major problem at an installation, test, or production site, a mechanism exists to reconstruct the software tools and the affected data.
    1. Ensure the procedures clearly define all related responsibilities and the proposed assignment to the awarded Bidder’s and/or State staff.
15. **System Interface Requirements**
16. General Systems User Interface (UI) Requirements
17. Implement a user interface that is simple, modern, and reasonably intuitive to users. The UI shall allow each user to access and use each of the tools available to them.
18. Ensure the solution provides users with an in-platform notifications center that houses all appropriate notifications regarding actions taken and triggers or alerts generated on the system.
19. Ensure the notifications feature handles the trigger alerts and automated reports and indefinitely retains them in the solution even if removed from the appropriate user view.
20. Ensure users have the ability to edit their notification settings to reduce or improve the notifications received.
21. Ensure users have the option to remove individual notifications or batch-remove notifications when clearing notifications from the center.
22. Ensure the solution generates a notice to licensees whose licenses are expiring soon, including the cost of renewal.
23. Ensure the solution generates State-user-customized reports as necessary to maintain licensing integrity and to audit licensing requirements.
24. At a minimum, the application must interface with the State’s:
    1. Office 365 for internal (State) users;
    2. DocuWare for document processing;
    3. PayMaine II application for payment processing;
    4. Maine Service Bus (State-specific implementation of the Oracle Service Bus); and
    5. Implementation of the Esri ArcGIS stack for all mapping and geocoding features.
25. **User Authentication:**
    1. All internal (State) users must have consumer authentication from the State Executive Branch Office 365 Active Directory.
    2. MaineIT has launched an initiative for a centralized Enterprise Constituents Portal for citizens, businesses, and nonprofits. Once the Portal is fully operational, all existing externally-facing applications are expected to consume external authentication and identity proofing from the Enterprise Portal. This means that any product proposed by the Bidder must conform to modern open standards for Authentication (such as, OpenID 2.0, OAuth 2.0, SAML 2.0, etc.). However, this item does NOT have a direct bearing upon the Cost Proposal. Downstream of the Portal being operational, the awarded Bidder is expected to perform an impact assessment and follow the change management process in the contract resulting from this RFP for any additional effort and/or costs**.**
26. **Technical Requirements for SaaS Products**
27. Ensure all work delivered by the assigned project team is conducted within the Continental United States.
28. Architecture Features:
    1. Low-code Configurability: Flexibility in process owner's ability to adapt to legislative or legal changes without coding.
    2. Scalability: Capability to accommodate current and future business needs as well as anticipated legislative changes.
    3. Interfaces & APIs: A rich collection of out-of-the-box APIs for promoting reuse
    4. Modularity: Phased implementation by differing agencies, allowing agencies to use modules that are important to them.
    5. Public Reporting/Viewing Portal: Ability to provide secure public views of certain licensing data and case records as designated by the process owner for internal or public consumption.
    6. Payment Processing: Ability to integrate payment processing including the state's PayMaine II application.
    7. Notification/Alerts: Reminder notification systems for staff action and license renewals.
    8. Version Control: Staying current with functionality, browser clients and underlying embedded technology (I.e., Oracle, Java, Adobe, etc.) to maintain current security posture, business functionality.
    9. Role Based security, allowing for additional logical segmentation amongst the various agency use cases.
29. Comply with the entire suite of [OIT policies](https://www.maine.gov/oit/policies-standards), ensuring special attention is paid to:
30. [General Architecture Principles](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fgeneral-architecture-principles_1.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336396623%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=A%2FF33EDQhGjSHL17w7KiMGxJm4a%2FDp3Cda5FzQdR4VU%3D&reserved=0);
31. [System and Services Acquisition Policy and Procedures (SA-1)](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fsystem-services-acquisition-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336396623%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ctG1NriTCr583VeCddNadeCmmiiCjCOfWyJW98Isynw%3D&reserved=0) ;
32. [Application Deployment Certification Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fapplication-deployment-certification_0.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336396623%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=i0Qw%2BQa9EsT66qPqls5Ku0tQf%2BQ3%2F7pg31BgEByZ1pA%3D&reserved=0);
33. [Digital Accessibility and Usability Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fdigital-accessibility-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336396623%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=TinoDjn%2FZ%2BGxVPkphHmTCPXF%2F5iM4zlY6uUgHw0GTU0%3D&reserved=0);
34. [Remote Hosting Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fremote-hosting-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336396623%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=6FrMpQYaPk9sPHCZzbzAF%2B98JNyptS5EPu2xcsuzI28%3D&reserved=0);
35. [Data Exchange Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fdata-exchange-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=HhCWu%2B8%2BBYXd77kzFMXEjVJSfJfGbBRwfW5agpWjndg%3D&reserved=0);
36. [Information Security Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Finformation-security-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=GrAqzbPyyr3wQgKC2EE04q32Y%2F2PWxZvB4d1vkgtjwM%3D&reserved=0);
37. [Access Control Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=H66lLkOoTo%2BBuOAqSEYkViIKUbXh1HMMDNBMqpirwRU%3D&reserved=0);
38. [Access Control Procedures for Users](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-procedures-for-users.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=nTLSXzLSZHRWIavNBqMLrTVPY9vehvdd8V8q6aGNazM%3D&reserved=0);
39. [Risk Assessment Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Frisk-assessment-policy-procedure.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=1LxUodJE7HkyIzKSM9n0bB7%2F9yHuEQT4yqOuxSfdYiY%3D&reserved=0);
40. [Vulnerability Scanning Procedure](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fvulnerablity-scanning-procedure.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=6R5X2brJyaqLP6Abx1XoYPEyeJwtCvv8vPzkJ5p0EzE%3D&reserved=0);
41. [Security Assessment and Authorization Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2FSecurityAssessmentAuthorizationPolicy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=jLXyhJppTOAV9WoHmhMdGqioKR1xY08vVxC6tf7ahLI%3D&reserved=0);
42. [System and Information Integrity Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fsystem-information-integrity-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=esdEu4wwWAGZ0QyYpH9Y%2B7lkkN25LvllWzngrKWK3M0%3D&reserved=0);
43. [Configuration Management Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fconfiguration-management-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C8104b55761da4095e87108db352f7f9b%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162250336552895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=SonYJqdCUwld6BbX9CPhf9VelEDHjtlamZgAVpbl3gM%3D&reserved=0);
44. [Business Continuity and Disaster Recovery Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/BusinessContinuityDisasterRecoveryPolicy.pdf);
45. Ensure the proposed solution achieves the [NIST 800-53 Rev 5](https://csrc.nist.gov/publications/detail/sp/800-53/rev-5/final) for the remaining security and privacy control families to a security baseline appropriate to the impact level of the data as determined by the Department, including:
46. Physical and Environmental Protection;
47. Awareness and Training;
48. Planning;
49. Audit and Accountability;
50. Assessment, Authorization, and Monitoring;
51. Personnel Security;
52. PII Processing and Transparency;
53. Contingency Planning;
54. Identification and Authentication;
55. Incident Response;
56. System and Communications Protection;
57. Maintenance;
58. Media Protection; and
59. Supply Chain Risk Management to a security baseline appropriate to the impact level of the data as determined by the agency.
60. **Maintenance, Technical Support, and Training Requirements** 
    * + 1. Ensure the annually licensed software includes upgrades and maintenance.
        2. Provide train-the-trainer training of the implemented solution to existing State users.

**PART III KEY RFP EVENTS**

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

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

1. **Submitting the Proposal**
   1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP. E-mails containing original proposal submissions, or any additional or revised proposal files, received after the 11:59 p.m. deadline will be rejected without exception.
   2. **Delivery Instructions:** E-mail proposal submissions are to be submitted to the State of Maine Division of Procurement Services at [Proposals@maine.gov](mailto:Proposals@maine.gov).
      1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
         1. Proposal submission e-mails that are successfully received by the [proposals@maine.gov](mailto:proposals@maine.gov) inbox will receive an automatic reply stating as such.
      2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
      3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Please check with your organization’s Information Technology team to ensure that your security settings will not encrypt your proposal submission.
      4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
      5. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202404090 Proposal Submission – [Bidder’s Name]”**
      6. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:

* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

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

**Appendix C** (Eligibility to Submit Bids Form)

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

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

*PDF format preferred*

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

**Appendix E** (Litigation Form)

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

* **File 2 [Bidder’s Name] – Technical Assessment and Proposed Services:**

*PDF format preferred*

**Appendix F** (Technical Assessment Form)

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

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

* **File 3 [Bidder’s Name] – Cost Proposal:**

*Excel format preferred*

**Appendix H** (Cost Proposal Form)

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

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

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

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

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

**Proposal Format and Contents**

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

* 1. **Proposal Cover Page**

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

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

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

* 1. **Eligibility Requirements**

Bidders must provide documentation to demonstrate meeting eligibility requirements stated in PART I, C. of the RFP. This documentation includes:

1. **Appendix C** (Eligibility to Submit Bids Form)

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

* 1. **Overview of the Organization**

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

* 1. **Litigation**

Bidders must complete **Appendix E** (Litigation Form) providing a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome. If no litigation has occurred, write “none” on **Appendix E** (Litigation Form).

|  |  |
| --- | --- |
| **Required Attachments Related to Organization Qualifications and Experience** | |
| **Attachment #:** | **Attachment Name:** |
| One (1) | Qualifications and Experience Form |
| Two (2) | Litigation |

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

**Section III Technical Assessment and Proposed Services** (File #3)

1. Bidders must complete **Appendix F** (Technical Assessment Form) describing the Bidder’s capability to meet the stated requirements and policies identified.
2. Bidders must complete **Appendix G** (Response to Proposed Services Form) by providing a detailed response to the requirements outlined in this RFP.

|  |  |
| --- | --- |
| **Required Attachments Related to Proposed Services** | |
| **Attachment #:** | **Attachment Name:** |
| Three (3) | Job Descriptions |
| Four (4) | Staffing Plan |
| Five (5) | Implementation - Work Plan |

Attachments 3 – 5, must be included in numerical order, as part of File 3, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 3 – 5 will be reviewed and evaluated by the Department’s evaluation team under the Proposed Services section of this RFP.

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

* 1. **General Instructions**
     1. Bidders must submit a cost proposal that covers the initial period of performance and subsequent renewals, starting 7/1/2024 and ending on 6/30/2034.
     2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
     3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
  2. **Cost Proposal Form Instructions**

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

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

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

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

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

**Section II. Organization Qualifications and Experience (10 points)**

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

**Section III. Technical Assessment and Proposed Services (50 points)**

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

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

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

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

**Stage One** **– Eligibility**: Proposals shall meet the requirements of Part I. C. “Eligibility to Submit Bids.” The Bidder shall complete **Appendix C** (Eligibility to Submit Bids Form). Proposals which do not include **Appendix C** or do not meet Part I. C “Eligibility to Submit Bids” requirements will be ineligible for award consideration. Proposals meeting the eligibility requirements will move on to Stage Two of the evaluation and scoring process.

**Stage Two – Qualifications and Experience**: Proposals meeting the eligibility requirements in Stage One will move on to be evaluated for Part IV, Section II “Qualifications and Experience” and will be scored by the evaluation team using the consensus approach. Members of the evaluation team will not score this section individually but, instead, arrive at a consensus as to assignment of points for this section. Proposals will be able to earn up to a maximum of **10** points for this section with a minimum score of **6** being required for a proposal to move onto Stage Three.

**Stage Three – Technical Assessment and Proposed Services**: Proposals with a score of **6** or higher in Stage Two will move on to be evaluated for Part IV, Section III “Technical Assessment and Proposed Services” and will be scored by the evaluation team using the consensus approach. Members of the evaluation team will not score this section individually but, instead, arrive at a consensus as to assignment of points for this section. Proposals will be able to earn up to a maximum of **50** points for this section with a minimum score of **30** being required for a proposal to move onto Stage Four.

**Stage Four – Demonstrations**: Proposals with a score of **30** or higher in Stage Three will move on to provide a demonstration to the evaluation team. The RFP Coordinator will contact Bidders who meet the minimum scoring requirement in Stage Two and Three to request, at their own expense, a webinar demonstration and to arrange the details of the demonstration. Demonstrations will be limited to ninety (90) minutes, include a demonstration of the solutions functions outline in Part II of the RFP, and will include a questions and answers session. Demonstrations are tentatively expected to occur the week of July 8, 2024, between 8:00 a.m. and 4:00 p.m. EST. These presentations are targeted to elicit information on:

Product functionality; and

Approach to implementing the software product for Maine.

Members of the evaluation team will arrive at a consensus regarding the degree to which the demonstrations achieve the requirements of this Request for Proposals. Based on this consensus, the post-demonstration scores may be adjusted (upward or downward) based on the demonstrations and according to the scoring weights described in Part V, B. of the RFP. Proposals that maintain the minimum score of **30** points outline in Stage Three, will move onto Stage Five.

**Stage Five – Cost Proposal**: Proposals which maintain the minimum score of **30** points for Part IV, Section III “Technical Assessment and Proposed Services” after Stage Four Demonstrations will move on to be evaluated for PART IV, Section IV. “Cost Proposal”. The total cost proposed for conducting all the functions specified in the RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded **40** points. Proposals with higher bids values will be awarded fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted cost proposal / Cost of proposal being scored) x 40 = pro-rated score

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

* 1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

1. **Selection and Award**
   1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
   2. Notification of conditional award selection or non-selection will be made in writing by the Department.
   3. Issuance of the RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
   4. The Department reserves the right to reject any and all proposals or to make multiple awards.
2. **Appeal of Contract Awards**

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

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**
   1. The awarded Bidder will be required to execute a [IT Service Contract (IT-SC)](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/IT%20Service%20Contract%20%28IT-SC%29%20Template_1.12.24_0.pdf) with appropriate riders as determined by the issuing department. Any downstream application subject to IRS or CMS regulatory compliance requirements will be subject to additional specific amendments.

*All exceptions will be negotiated between the awarded Bidder(s) and the State. The State will not accept any proposed exceptions as part of this RFP process. The State is not obligated to accept, negotiate, or compromise of any proposed exceptions.*

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

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

In addition, the awarded Bidder will be required to provide a valid certificate of insurance on a standard ACORD form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services, including applicable liability to support compliance of the Department’s [IT](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/BP54_IT%20Revised%2006222022.pdf) Service Contract (IT-SC).

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

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

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

1. **Standard State Contract Provisions**
   1. Contract Administration

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

* 1. Payments and Other Provisions

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

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

**Appendix A** – Proposal Cover Page

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

**Appendix C** – Eligibility to Submit Bids Form

**Appendix D** – Qualifications and Experience Form

**Appendix E** – Litigation Form

**Appendix F** –Technical Assessment Form

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

**Appendix H** – Cost Proposal Form

**Appendix I** – Confidentiality and Non-Disclosure Agreement

**Appendix J** – Submitted Questions Form

**APPENDIX A**

**State of Maine**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

**PROPOSAL COVER PAGE**

**RFP# 202404090**

**Drinking Water Licensing System**

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

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

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

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

**APPENDIX B**

**State of Maine**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

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

**RFP# 202404090**

**Drinking Water Licensing System**

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

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

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

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

**APPENDIX C**

**State of Maine**

**Department of Health and Human Services**

## *Maine Center for Disease Control and Prevention*

## ELIGIBILITY TO SUBMIT A BID FORM

**RFP# 202404090**

**Drinking Water Licensing System**

|  |  |  |
| --- | --- | --- |
| **Bidder’s Organization Name:** |  | |
| **Eligibility Certification** | | |
| The Bidder must provide documented evidence which demonstrates meeting the eligibility requirements outlined in PART I, C. of the RFP. | | |
| 1. Does the Bidder have a commercially available Software as a Service (SaaS) solution for the delivery of Drinking Water Software Solution which has been implemented within the last 5 years and is currently in operation in at least one (1) a state, municipality, or local government agency located in the Continental United States?   *Provide a list of government agencies, including contact information of each agency, the number of years the system has been fully implemented and in operation with the entity, and the length of time it took to fully implement the system with the entity.* | | Yes or  No |

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency Name** | **Contact Information** | **Years fully implemented/in operation** | **Length of time to implement** |
|  |  |  |  |
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**APPENDIX D**

**State of Maine**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202404090**

**Drinking Water Licensing System**

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

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

|  |
| --- |
| **Provide a description of projects that occurred within the past five (5) years which reflect experience and expertise needed in performing the functions described in Part II – Scope of Services to be Provided of the RFP. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.** |

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

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

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

**APPENDIX E**

**State of Maine**

**Department of Health and Human Services**

## *Maine Center for Disease Control and Prevention*

## LITIGATION FORM

**RFP# 202404090**

**Drinking Water Licensing System**

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

|  |
| --- |
| **Provide a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree. For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome. If no litigation has occurred, write “none.”** |

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

**APPENDIX F**

**State of Maine**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

**TECHNICAL ASSESSMENT FORM**

**RFP# 202404090**

**Drinking Water Licensing System**

The Technical Assessment Form can be obtained by double-clicking the Excel (.xlsx) icon below.



**APPENDIX G**

**State of Maine**

**Department of Health and Human Services**

## *Maine Center for Disease Control and Prevention*

## RESPONSE TO PROPOSED SERVICES FORM

**RFP# 202404090**

**Drinking Water Licensing System**

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

****

**APPENDIX H**

**State of Maine**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

**COST PROPOSAL FORM**

**RFP# 202404090**

**Drinking Water Licensing System**

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

**Instructions:** The Bidder must complete and submit budget forms providing a detailed breakdown of expenses in performing the services for the initial period of performance and subsequent renewals as described in this RFP and in the Bidder’s proposal. The total cost amount is the proposed cost to be used in the scoring cost formula for evaluation purposes.

**The Budget Form may be obtained in an Excel (.xlsx) format by double clicking on the document icon below.**



**APPENDIX I**

**State of Maine**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

**CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT**

**RFP# 202404090**

**Drinking Water Licensing System**

**The Confidentiality and Non-Disclosure Agreement may be obtained in a PDF (.pdf) format by double clicking on the document icon below.**

****

**APPENDIX J**

**State of Maine**

**Department of Health and Human Services**

*Maine Center for Disease Control and Prevention*

**SUBMITTED QUESTIONS FORM**

**RFP# 202404090**

**Drinking Water Licensing System**

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

|  |  |
| --- | --- |
| **RFP Section & Page Number** | **Question** |
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*\* If a question is not related to any section of the RFP, state “N/A” under “RFP Section & Page Number”.*

*\*\* Add additional rows, if necessary.*