

State of Maine
Master Score Sheet

RFP# 202405097					
Random Moment Time Study Services					
Bidder Name:		Diversified Services Network, Inc. (DSN)	Fairbanks LLC	Interactive Voice Applications, Inc. (IVA, Inc.)	Public Consulting Group LLC
Proposed Cost:		\$763,245.00	\$1,260,000.00	\$1,056,000.00	\$996,510.00
Scoring Sections	Points Available				
Section I: Preliminary Information	N/A	N/A	N/A	N/A	N/A
Section II: Organization Qualifications and Experience	30.00	23.00	23.00	28.00	25.00
Section III: Proposed Services	45.00	29.00	26.00	35.00	29.00
Section IV: Cost Proposal	25.00	25.00	15.14	18.07	19.15
TOTAL	<u>100.00</u>	<u>77.00</u>	<u>64.14</u>	<u>81.07</u>	<u>73.15</u>
Bidder Name:		Sivic Solutions Group, LLC			
Proposed Cost:		\$1,028,493.00			
Scoring Sections	Points Available				
Section I: Preliminary Information	N/A	N/A			
Section II: Organization Qualifications and Experience	30.00	23.00			
Section III: Proposed Services	45.00	22.00			
Section IV: Cost Proposal	25.00	18.55			
TOTAL	<u>100.00</u>	<u>63.55</u>			

Janet T. Mills
Governor

Sara Gagné-Holmes
Acting Commissioner



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

**Award Justification Statement
RFP# 202405097
Random Moment Time Study Services**

I. Summary

Through RFP# 202405097 Random Moment Time Study Services the Department sought proposals for Random Moment Time (RMTS) Study Services. Five (5) Bidders responded to the RFP:

Diversified Services Network, Inc. (DSN)
Fairbanks LLC
Interactive Voice Applications, Inc. (IVA, Inc.)
Public Consulting Group LLC
Sivic Solutions Group, LLC

Through the evaluation process, IVA, Inc. received the highest score and was determined to provide the best value to the State of Maine.

II. Evaluation Process

An Evaluation Team, composed of five (5) State employees, applied the consensus method in scoring the Bidders' Qualifications & Experience and Proposed Services. Scores for the Cost Proposals were assigned using a mathematical formula.

II. Qualifications & Experience of Conditional Awardee

IVA, Inc. offered an accomplished, experience-laden portfolio demonstrating the ability to deliver RMTS services required by the RFP and successfully perform under the prospective contract.

III. Proposed Services by Conditional Awardee

IVA, Inc. response outlined an understanding of, and ability to meet, programmatic requirements of the RFP. Additionally, IVA, Inc. demonstrated the means and skills necessary to meet the RFP's performance requirements through its project teams' competencies, subject matter expertise, and background.

IV. Cost Proposal

IVA, Inc. provided a cost for the initial period of performance and subsequent renewals totaling \$1,056,000.00.

V. Conclusion

Out of 100 possible points, the Evaluation Team awarded IVA, Inc. a score of 81.07. The strength of IVA, Inc.'s proposal outweighed the other Bidders through its qualifications and experience and the services and cost it proposed. The Evaluation Team determined that the proposal submitted by IVA, Inc. represents the best value to the State of Maine.

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Jul-31-2024

Via Electronic Mail: nrefai@dsnworldwide.com

Diversified Services Network, Inc. (DSN)
Nabil Refai, PMP, PhD / Vice President
2760 Forge Drive, Suite 100
Naperville, IL 60564

SUBJECT: Notice of Conditional Contract Award under RFP #202405097 Random
Moment Time Study Services

Dear Nabil Refai,

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

- Interactive Voice Applications, Inc. (IVA, Inc.)

IVA, Inc. received the evaluation team's highest ranking. The Department will be contacting IVA, Inc. 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 IVA, Inc. IVA, Inc. shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.


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

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

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

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

Sincerely,

DocuSigned by:

124E262DB45B4A5...
Bobbi Johnson
Director
Office of Child and Family Services

DocuSigned by:

5DC6307B8558482...
Debra Downer
Deputy Director for Competitive Procurement
Division of Contract Management

Janet T. Mills
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Jul-31-2024

Via Electronic Mail: lcarnes@fairbanksllc.com

Fairbanks LLC
Lisa B. Carnes, Principal
3880 Salem Lake Drive, Suite A
Long Grove, IL 60047

SUBJECT: Notice of Conditional Contract Award under RFP #202405097 Random
Moment Time Study Services

Dear Lisa B. Carnes,

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

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Bobbi Johnson

Director

Office of Child and Family Services

DocuSigned by:

Debra Downer

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Debra Downer

Deputy Director for Competitive Procurement

Division of Contract Management

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Jul-31-2024

Via Electronic Mail: john@ivacsp.com

Interactive Voice Applications, Inc. (IVA, Inc.)
John Young, President
5310 Harvest Hill, Suite 125
Dallas, TX 75230

SUBJECT: Notice of Conditional Contract Award under RFP #202405097 Random
Moment Time Study Services

Dear John Young,

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

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Bobbi Johnson
Director
Office of Child and Family Services

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Deputy Director for Competitive Procurement
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Jul-31-2024

Via Electronic Mail: bemaxcy@pcqus.com

Public Consulting Group LLC
Beth Maxcy, Manager
148 State Street, 10th Floor
Boston, MA 02109

SUBJECT: Notice of Conditional Contract Award under RFP #202405097 Random
Moment Time Study Services

Dear Beth Maxcy,

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

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Bobbi Johnson
Director
Office of Child and Family Services

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Debra Downer
Deputy Director for Competitive Procurement
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Jul-31-2024

Via Electronic Mail: Eric.Seguin@solixinc.com

Sivic Solutions Group, LLC
Eric Seguin, President and Chief Executive Office- Solix, Inc.
10 Lanidex Plaza West, Suite 300
Parsippany, NJ 07054

SUBJECT: Notice of Conditional Contract Award under RFP #202405097 Random
Moment Time Study Services

Dear Eric Seguin,

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

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Bobbi Johnson
Director
Office of Child and Family Services

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Debra Downer
Deputy Director for Competitive Procurement
Division of Contract Management

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Diversified Services Network, Inc. (DSN)

DATE: July 29, 2024, and July 30, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Robert Blanchard, Jordan Dean, Leigh-Anne Bordas, Donna Varney and Wayne Harmon

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	23.00
Section III. Proposed Services	45.00	29.00
Section IV. Cost Proposal	25.00	25.00
<u>Total Points</u>	<u>100.00</u>	<u>77.00</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Diversified Services Network, Inc. (DSN)

DATE: July 29, 2024, and July 30, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Diversified Services Network, Inc. (DSN)

DATE: July 29, 2024, and July 30, 2024

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

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

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Provides RMTS services to several states• Illinois CFS uses it but through phone sampling• 35 years' experience in public and private sector• 20+ years of experience providing RMTS services to various government and child welfare projects• Provided 3 project examples, however none of the examples provided specific detail directly related to child welfare (foster care) case worker RMTS
2. Subcontractors
<ul style="list-style-type: none">• Will not utilize subcontractors
3. Organizational Chart
<ul style="list-style-type: none">• Provided detailed chart which includes the project team with child welfare subject matter experts
4. Litigation
<ul style="list-style-type: none">• Indicates none
5. Financial Viability
<ul style="list-style-type: none">• Appear financially viable
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided, valid

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Diversified Services Network, Inc. (DSN)

DATE: July 29, 2024, and July 30, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	45.00	29.00

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Web based solution provides management and generation which seems appropriate• Requires a manual process not stored within the system for management of the roster outside the system and to be uploaded into the system• Requires individual work schedules which is concerning as it will require manual processing• Will notify with email including weblink• Process of accurately and completely capturing OCFS staff activities by walking them through a process at the time of the Moment is concerning as it does not follow a questionnaire style selection process, staff will elect a program and activity from dropdowns• Will provide OCFS custom pages, no visuals or examples included• Online training and 1-800 number for help• All users would have username and password to log in to complete moment which may result in case workers not timely completing moment due to lack of easy• Has a supervisor validation process which would be cumbersome• Will provide phone and email support to OCFS• Will provide web based tools for training• Has knowledge of RMS but does not demonstrate knowledge of Child Welfare to support staff• Did not specifically state each Moment will need a narrative response• 100% QA on all responses to be completed at the end of the quarter rather than during the quarter, which could mean asking for clarification on a moment 3 months later• Will hold focus groups with time study participants to discuss challenges• Provided detail response to installation steps

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Diversified Services Network, Inc. (DSN)

DATE: July 29, 2024, and July 30, 2024

<ul style="list-style-type: none">• Did not acknowledge/provide detail related to supporting changes to the RMTS process, as needed, due to changes in federal or Department requirements
B. Technology Requirements
<ul style="list-style-type: none">• Affirmed compliance to requirements• Utilizes an Azure platform
C. Reports
<ul style="list-style-type: none">• Met requirement
2. Staffing
<ul style="list-style-type: none">• None of the staffing descriptions support the QA of 100% of samples. Unclear if the DSN RMTS Analyst is supposed to support the QA of samples among other tasks at 1000 hours per year• Appears no staff assigned work more than ½ time on the project
3. Implementation - Work Plan
<ul style="list-style-type: none">• Full setup and testing in 2-week period will be a high State burden to staff• Proposes one single training for all 700 staff which would not work

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Diversified Services Network, Inc. (DSN)

DATE: July 29, 2024, and July 30, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$763,245.00	÷	\$763,245.00	x	25.00 points	=	25.00

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Fairbanks LLC

DATE: July 29, 2024, and July 30, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Robert Blanchard, Jordan Dean, Leigh-Anne Bordas, Donna Varney and Wayne Harmon

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Fairbanks LLC

DATE: July 29, 2024, and July 30, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Fairbanks LLC

DATE: July 29, 2024, and July 30, 2024

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

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

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Over 25 years in Medicaid reimbursement• Provided 3 projects examples, 1 related to the services in this RFP• Large scale of RMTS which they have developed and implemented• Has experience in Federal negotiations
2. Subcontractors
<ul style="list-style-type: none">• It is unclear why they are subcontracting with a Medicaid expert
3. Organizational Chart
<ul style="list-style-type: none">• Org chart appear to not be enterprise-wide not does it outline the project team
4. Litigation
<ul style="list-style-type: none">• Indicates none
5. Financial Viability
<ul style="list-style-type: none">• Only provided a financial summary
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided, valid

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Fairbanks LLC

DATE: July 29, 2024, and July 30, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	45.00	26.00

Evaluation Team Comments: Bidder's response did not fully follow the outline of the Response to Proposed Services, constant reference back to a previous section, which made it difficult for the team to determine if the Bidder responded to all the requirements

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Not clear how staff get entered (individually or by upload)• All users would have username and password to log in to complete moment which may result in case workers not timely completing moment due to lack of easy• Staff has 2 days to complete moment (no notification is provided to the supervisor) which does not consider vacation or sick time• Not clear if the email contains a link to the portal, or if the employee goes to the portal and logs in with username and password (not optimal)• Does not send secondary email to supervisor• Requires initial training prior to completing a Moment• Includes a decision tree process• Refer to CMS as approver of their RMS, but CMS does not approve OCFS RMTS• Only review RMC sampled responses. Not sure what the review process is for decision tree answers• Requests responded to within 24 hours, seems untimely since staff only have 2 days to complete the Moment• Provided a detailed training plan• Did not describe the plan to provide a finalized work plan and timeline to the Department within 15 calendar days of the start of the initial period of performance, reference attachment 9• Flagged additional cost for changes but not fully clear on what changes are charged for and what charges are included in routine maintenance• Department staff is expected to report federal and/or state changes in order for the Bidder to support changes to RMTS process

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Fairbanks LLC

DATE: July 29, 2024, and July 30, 2024

- | |
|---|
| <ul style="list-style-type: none">• Did not provide a detail response to managing the operation process, providing ongoing training, and hosting and administering any technical solution |
|---|

B. Technology Requirements

- | |
|--|
| <ul style="list-style-type: none">• Completes a 3rd party audit annually• References SOC report available in Appendix F, however, the evaluation team could not locate the report• Utilizes Amazon Web Cloud Services• Does not address accessibility compliance• Indicates will provide reports of data, but did not acknowledge providing the Department raw data |
|--|

C. Reports

- | |
|--|
| <ul style="list-style-type: none">• Offer ad-hoc reporting |
|--|

2. Staffing

- | |
|---|
| <ul style="list-style-type: none">• Does not include all staff titles and roles• Staffing plan does not include all roles• Did not specifically note how the subcontractor would interact with the organization |
|---|

3. Implementation - Work Plan

- | |
|---|
| <ul style="list-style-type: none">• Provided a realistic implementation work plan, however, did not delegate tasks to the subcontractor |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Fairbanks LLC

DATE: July 29, 2024, and July 30, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$763,245.00	÷	\$1,260,000.00	x	25.00 points	=	15.14

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: July 29, 2024, and July 30, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Robert Blanchard, Jordan Dean, Leigh-Anne Bordas, Donna Varney and Wayne Harmon

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	28.00
Section III. Proposed Services	45.00	35.00
Section IV. Cost Proposal	25.00	18.07
<u>Total Points</u>	<u>100.00</u>	<u>81.07</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: July 29, 2024, and July 30, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: July 29, 2024, and July 30, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	28.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• 30 years' experience proving similar services• Has been providing RMTS for OCFS since late 2015, the Department's experience has been positive with strong working relationships• The Department has not experienced any finding by State or Federal Auditors regarding RMTS services since working with IVA• Expert knowledge of the State's child welfare (foster care) services, including federal regulations• Provided 3 project examples, with 2 being child protective RMTS as outlined in the RFP• Provides ongoing support of the OCFS Cost Allocation Plan (PACAP)
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Provided and includes project team, with clear structure
4. Litigation
<ul style="list-style-type: none">• Indicates none
5. Financial Viability
<ul style="list-style-type: none">• Only provided a financial summary
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided, valid

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: July 29, 2024, and July 30, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	45.00	35.00

Evaluation Team Comments: Overall response lacks detail to the provision of services

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Provides a web based tool• Allows for management of staff rosters through roster updates within the system• Late notifications go to the employee and the supervisor for follow-up• Expiring moments are sent to the district manager for follow-up• Uses a decision tree tool for capturing activities, explanation of process lacks detail• Secure email bring employee to response page• Will provide quarterly reports within 3 business days of the end of the quarter• Provide telephone, email and video conferencing support• As current provider no additional transitional training needed• Will provide mandatory annual scenario-based webinar training• Online tutorials available• Will provide quarterly management reports that include recommendations and changes based on OCFS responses• Will use current system and will review recommendations/updates that are included in the price proposed• Will ensure staff stays up to date on the everchanging federal regulations and requirements in order to ensure the proper configuration of every client's system so applicable funding can be received• IVA staff will make suggestions, changes, or clarifications for continuous improvements to the system
B. Technology Requirements
<ul style="list-style-type: none">• Affirmed compliance to requirements• Completes annual SOC reporting• Utilizing proprietary RMTS hosting platform
C. Reports

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: July 29, 2024, and July 30, 2024

<ul style="list-style-type: none">• Met requirements
2. Staffing
<ul style="list-style-type: none">• Met requirements
3. Implementation - Work Plan
<ul style="list-style-type: none">• Did not provide, indicates current provider and if awarded no service interruption

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: July 29, 2024, and July 30, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$763,245.00	÷	\$1,056,000.00	x	25.00 points	=	18.07

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Public Consulting Group LLC

DATE: July 30, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Robert Blanchard, Jordan Dean, Leigh-Anne Bordas, Donna Varney and Wayne Harmon

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	25.00
Section III. Proposed Services	45.00	29.00
Section IV. Cost Proposal	25.00	19.15
<u>Total Points</u>	<u>100.00</u>	<u>73.15</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Public Consulting Group LLC

DATE: July 30, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Public Consulting Group LLC

DATE: July 30, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	25.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Have child welfare and RMTS experience in 28 states, however, minimal detail and depth of information provided related to experience with RMTS (foster care) services• Provided 3 project examples, with 1 clearly being child protective RMTS as outlined in the RFP• Provides services through multiple contracts with the Department, and has served OCFS in several policy and practice reviews
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Provided and included project team
4. Litigation
<ul style="list-style-type: none">• Provided, the team has no concerns at this time
5. Financial Viability
<ul style="list-style-type: none">• Appear financially viable
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided, valid

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Public Consulting Group LLC

DATE: July 30, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	45.00	29.00

Evaluation Team Comments:

Part IV, Section III Proposed Services

1. Services to be Provided

Part II

A. General Requirements

- Ability to notify staff via text when a Moment is to be completed
- Requires manual employee log in to complete Moment
- The roster is managed outside the application instead of directly within the application
- Roster requires staff to manually upload work schedules, holiday schedules, phone numbers, etc.
- Allows only assigned staff to respond, supervisors would not be able to answer if employees are not available due to illness or leave
- Follows a decision/question tree format allows staff to complete the Moment accurately
- Only allows for staff to email for technical assistance
- Offers 2-4 virtual trainings at implementation and available ongoing via dashboard, not clear if trainings will be required prior to completing a Moment
- Application appears hands-off in nature which will be problematic for field staff not to have the ability to have immediate assistance
- OCFS will be required to monitor training status
- Subsample quality review requiring 10% of staff to complete a narrative to be validated against selection, risk is PII may be entered into the narrative
- Ability to download reports directly from the application
- Offers biweekly meetings which seems excessive
- Offers to hold 2-3 focus groups to identify challenges
- Intends to use the Department's current decision tree, which may not be available due to propriety ownership
- Proposal seems to be only providing a software solution, but it is unclear what the Bidder's role is in supporting the services once the system is implemented

B. Technology Requirements

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Public Consulting Group LLC

DATE: July 30, 2024

- | |
|--|
| <ul style="list-style-type: none">• Affirmed compliance to requirements• Utilizes Amazon Web Cloud Services• Based on the Bidder's response, the system could be capturing PII, and therefore there is need for enhanced incident response and breach requirements, response does not include notification to the Department• Completes annual SOC auditing reporting |
|--|

C. Reports

- | |
|--|
| <ul style="list-style-type: none">• Met requirements |
|--|

2. Staffing

- | |
|--|
| <ul style="list-style-type: none">• Concern the staffing plan time allocation is low |
|--|

3. Implementation - Work Plan

- | |
|---|
| <ul style="list-style-type: none">• Provided a detailed work plan• Does not seem to correlate with the staffing plan hours |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Public Consulting Group LLC

DATE: July 30, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$763,245.00	÷	\$996,510.00	x	25.00 points	=	19.15

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Sivic Solutions Group, LLC

DATE: July 30, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Robert Blanchard, Jordan Dean, Leigh-Anne Bordas, Donna Varney and Wayne Harmon

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	23.00
Section III. Proposed Services	45.00	23.00
Section IV. Cost Proposal	25.00	18.55
<u>Total Points</u>	<u>100.00</u>	<u>63.55</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Sivic Solutions Group, LLC

DATE: July 30, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Sivic Solutions Group, LLC

DATE: July 30, 2024

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

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

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Works with many States• Provides RMTS services in Maine for DHHS/APS• Provided RMTS to other Child Welfare Organizations• Provided 3 project examples, however none of the examples provided specific detail directly related to child welfare case worker RMTS
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Provided a detailed chart which includes the project team
4. Litigation
<ul style="list-style-type: none">• Indicates none
5. Financial Viability
<ul style="list-style-type: none">• Appear financially viable
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided, valid

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Sivic Solutions Group, LLC

DATE: July 30, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	45.00	22.00

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Did not provide any description, examples, or example screens to support how the RMTS actually functions• Sends email with web link for a Moment to be completed• Unclear how the staff structure will be managed• Did not define how a Moment would be captured• Supports supervisor QA for validation, this would require the supervisor to be an expert in validating the information• Does not provide a process to walk user to the appropriate activity code• Provided a list of standard reports and intended use• Offers toll free telephone, email and website support• Robust technical support process• Provides graphical analysis report quarterly• Have a training sandbox for staff• Offers different types of training based on the individual learning style• QA team has child welfare experience• Will reach out to participants if clarification is needed on a Moment• Did not respond to providing recommendations for changing the response web pages in order to guide staff or developing a quarterly service report related to staff activities• Will create tip sheets for reoccurring problems• Did not respond to meeting with current time study participants to understand challenges• Provided a vague response to reviewing current time study operations, gaining an understanding of the current activities and time study process, and implementing federally approved Department RMTS process

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Sivic Solutions Group, LLC

DATE: July 30, 2024

- | |
|---|
| <ul style="list-style-type: none">• Did not respond to administering RMTS, supporting changes, managing operations, providing ongoing training, or hosting and administering the solution |
|---|

B. Technology Requirements

- | |
|---|
| <ul style="list-style-type: none">• Affirmed compliance to requirements• Annual SOC auditing and reporting• Utilizing proprietary RMTS hosting platform |
|---|

C. Reports

- | |
|--|
| <ul style="list-style-type: none">• Met requirements |
|--|

2. Staffing

- | |
|---|
| <ul style="list-style-type: none">• Unclear what the communication plan in the subcontractor/management section if for• Concern the staffing plan time allocation is low |
|---|

3. Implementation - Work Plan

- | |
|---|
| <ul style="list-style-type: none">• Met requirement |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER: Sivic Solutions Group, LLC

DATE: July 30, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$763,245.00	÷	\$1,028,493.00	x	25.00 points	=	18.55

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/1/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Met• I- Provides RMTS services to several states• I- Illinois CFS uses it but through phone sampling.
2. Subcontractors
<ul style="list-style-type: none">• Met- None Reported
3. Organizational Chart
<ul style="list-style-type: none">• Met• I- Very detailed
4. Litigation
<ul style="list-style-type: none">• Met- None Reported
5. Financial Viability
<ul style="list-style-type: none">• Met
6. Certificate of Insurance
<ul style="list-style-type: none">• Met

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/1/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

Part IV, Section III Proposed Services	
1. Services to be Provided	
Part II	
A. General Requirements	
	<ul style="list-style-type: none"> • Met • I-Management and generation seems appropriate • C- requires management of the roster outside the system and to be uploaded into the system • C- requires individual work schedules • P- notify with email including weblink • C- Does not follow a questionnaire style selection process, Staff will elect a program and activity from dropdowns • I- OCFS custom pages, no visuals or examples included • I- online training and 1-800 number for help • I- has 90 reports available • All users would have username and password to log in to complete moment • P- noted later under #5 supervisor validation process.
	<ul style="list-style-type: none"> • Met • C- 15 days to receive reports may not meet DAFS needs • I- Webinar based training.
	<ul style="list-style-type: none"> • Met • C- Has knowledge of RMS but does not discuss knowledge of Child Welfare to support staff. • C- not stated directly but seems to indicate each moment will need a narrative response. • P- 100% QA on all responses • C- will complete QA at the end of the quarter rather than during the quarter, which could mean asking for clarification on a moment 3 months later.
	<ul style="list-style-type: none"> • Met • C- Duplicate line of language in B and C • C- Duplicate line of language within C - First line and last bullet • C- The initial language for the response to D seems unclear. • I- Lack of detail – numbering of the response requirements reset, and they did not correct.
	<ul style="list-style-type: none"> • Not Met • C- Did not discuss b: supporting the changes to the process as needed.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/1/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

<ul style="list-style-type: none">I- I am confused why the processes were not better defined in the sections above. Much of the detail to the meat of the service was just put into the chart, like the supervisor validation process. Seems that should have been in the first section.
B. Technology Requirements
<ul style="list-style-type: none">Met, though not an expert in the quality of the responses.
<ul style="list-style-type: none">Met
<ul style="list-style-type: none">Met
<ul style="list-style-type: none">Not Met- not sure the answer provided verifies the question asked
<ul style="list-style-type: none">Not Met- not sure the answer provided verifies the question asked
<ul style="list-style-type: none">Met
<ul style="list-style-type: none">Met
<ul style="list-style-type: none">Met
<ul style="list-style-type: none">Met
C. Reports
<ul style="list-style-type: none">Not met- did not see this specifically, though it spoke about vast reporting multiple times. The answer to this section was a non answer.
2. Staffing
<ul style="list-style-type: none">Met
<ul style="list-style-type: none">Met
<ul style="list-style-type: none">ProvidedC- None of the Staffing description supports the QA of 100% of samples. OCFS does thousand of samples per quarter and none of the staff assigned work more than ½ time on the project. It looks like the DSN RMTS Analyst is supposed to do that among other tasks at 1000 hours per year.
3. Implementation - Work Plan
<ul style="list-style-type: none">Met – intense scheduleC- full setup and testing in 2-week period seems like it could be a high State burden to staff.C- one single training for all 700 staff won't work. PG 63
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">MetNo increases over first years, 2% increases in renewals which seem very low

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/24/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Department of Health and Human Services-Office of Child and Family Services

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P-Previous experience with a child welfare agency dating back to 2019
2. Subcontractors
<ul style="list-style-type: none">• Not Applicable
3. Organizational Chart
<ul style="list-style-type: none">• P-Provided a detailed enterprise-wide organization chart and structure• P-Child Welfare SME part of organization• P-Provided detailed job descriptions
4. Litigation
<ul style="list-style-type: none">• P-No Litigation
5. Financial Viability
<ul style="list-style-type: none">• Provided 3 years of financial statements• N-not audited or reviewed by CPA as required by RFP
6. Certificate of Insurance
<ul style="list-style-type: none">• Met Requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/24/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Department of Health and Human Services-Office of Child and Family Services

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• P-Web based tool• P-Automatic emails• Q-other than batch loading how can the staffing structure be managed• P-Flexible system access based on secured log ins• P-Walking staff through a process at the time of the moment• Q- quarterly report summarizing the quarterly Moments, per the Cost Allocation Plan, for cost allocation purposes.
<ul style="list-style-type: none">• Q-Specifics of quarterly reporting not outlined• P-Phone and email user support• P-web based training for new workers and when there are new codes or new screens.
<ul style="list-style-type: none">• P-Phone and email support• P- Webinar based training specifically addressed• P-Outlined SME's with knowledge and understanding of RMTS• Q-how do they monitor progress
<ul style="list-style-type: none">• P-focus group• P-review current plan• P-Installation steps outlined
<ul style="list-style-type: none">• P-email, phone, onscreen help guides
B. Technology Requirements
<ul style="list-style-type: none">• P-access via a one time use code• P-no PII in system• P-accessible from all devices and accessible.• P-hosted on Azure and has a 99% uptime SLA• P-Reports only released to client• P-System regularly scanned for security
<ul style="list-style-type: none">• P-Physical Security maintained, controlled and protected by Microsoft• P-DSN RMS completed security training prior to accessing the system• P-event logs
<ul style="list-style-type: none">• P
<ul style="list-style-type: none">• P-full back up every week• P-Differential every 12 or 24 hours

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/24/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Department of Health and Human Services-Office of Child and Family Services

• P-Transactional every 10 mins
• Q-unsure if this can be achieved based on answer given
• P-outages off hours
• P-99.9%
• Q-how will transition be accomplished
• P-no addiotnal charge
• Q-unclear if it can be provided in format other than excel
C. Reports
• N-did not specifically commit to these timeframes for reporting
2. Staffing
• P-titles and descriptions provided
• N/A
• P-staffing outlined
3. Implementation - Work Plan
• P-detailed work plan describing taks

Part IV, Section IV. Cost Proposal
•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/12/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">35 years' experience with both public and private sector	
2. Subcontractors	
<ul style="list-style-type: none">No subcontractors	
3. Organizational Chart	
<ul style="list-style-type: none">Provided	
4. Litigation	
<ul style="list-style-type: none">No cases	
5. Financial Viability	
<ul style="list-style-type: none">Provided	
6. Certificate of Insurance	
<ul style="list-style-type: none">Provided	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/12/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• The pool of staff is updated quarterly. Mandatory to submit an updated employee roster quarterly.• Has training and instruction documents. The Bidder will also have a phone number and email address available for staff to call/email with their questions.• The system provides 90+ reports that can be exported in Adobe, Microsoft Word and Excel.
<ul style="list-style-type: none">• The Bidder can provide webinar-based trainings that can also be available through a SharePoint site.
<ul style="list-style-type: none">• The Bidder will work with the State to create a training schedule.• Currently provides these services in multiple states.• The Bidder corrects the discrepancy and sends an email to the sampled staff. The email is sent as a training method.• The Bidder will create a resource document that will have common errors that will be linked on a response webpage.• The system automatically timestamps and logs any changes to the original response.• The Bidder has 90+ standard reports however can customize if needed.
<ul style="list-style-type: none">• The Bidder would like to hold a focus group to gain knowledge of the current system.• The Bidder would like to hold a kickoff meeting with program staff to understand the current activities, goals, and identify any current issues.• The Bidder can configure software in 2 weeks once structure is finalized.
<ul style="list-style-type: none">• Staff receive 24-hour reminder, staff and supervisor receive a 48 hour reminder.• System has option to have built-in reminders with different options.
B. Technology Requirements
<ul style="list-style-type: none">• The Bidder states they will comply with MaineIT Policies and Standards.• The Bidder states they will comply with NIST requirements.• The Bidder states all servers are located within the U.S.• Full backups weekly with other backups every 12 or 24 hours.• Transaction logs backup every 10 min.• Routine maintenance is done outside of business hours.• The Bidder states their database has a 99.9% uptime.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/12/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

<ul style="list-style-type: none">• The Bidder agrees to a smooth transition.
<ul style="list-style-type: none">• The Bidder agrees to providing data at no additional charge. Data should be received in an excel format.
C. Reports
<ul style="list-style-type: none">• The Bidder agrees to obtain the best results possible.
2. Staffing
<ul style="list-style-type: none">• The Bidder provided position titles, descriptions, and minimum qualifications.
<ul style="list-style-type: none">• The Bidder will not be using subcontractors.
<ul style="list-style-type: none">• The Bidder provided staffing plan with position titles and time allocated per contract year.
3. Implementation - Work Plan
<ul style="list-style-type: none">• The Bidder provided a 2 week timeline with continued after training.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/12/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Est. 1989• Web-based, COTS RMTS• MS Azure (hosting)• SQL Server• 20+ years admin RMS for state gov'ts.• DSN RMTS offers 90+ standard reports• Built-in validation sampling• Complies w/ Federal requirements• Batch data processing capable• Experienced staff (CW) related to federal programs• Provided three projects
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• N/A
5. Financial Viability
<ul style="list-style-type: none">• Provided Income statement
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided/All current

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/12/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Part IV, Section III Proposed Services	
1. Services to be Provided	
Part II	
A. General Requirements	
	<ul style="list-style-type: none"> • Provide sufficient evidence for the above
	<ul style="list-style-type: none"> • Affirms
	<ul style="list-style-type: none"> • Web-based RMS training available • Provide custom training materials • Ongoing monitoring of progress • Real-time response data to enhance monitoring • 90+ standard reports
	<ul style="list-style-type: none"> • Focus group • Thorough review of current operations • Kick-off meeting • Provides thorough description of set with frequency matrix enumerating through each activity
	<ul style="list-style-type: none"> • Provided table outlining the activity associated with each contact point
B. Technology Requirements	
	<ul style="list-style-type: none"> • Affirms compliance. Provided TA detail in attachment F
	<ul style="list-style-type: none"> • Affirms compliance. Provided TA detail in attachment F
3. Store all data within the Continental United States.	
	<ul style="list-style-type: none"> • Affirms
	<ul style="list-style-type: none"> • Microsoft Azure SQL database creates: <ul style="list-style-type: none"> ○ Full backups every week. ○ Differential backups every 12 or 24 hours. ○ Transaction log backups approximately every 10 minutes. <p>This allows for flexible backup points in time, with a minimum of 10 minutes, in the event that a restore or relocation of resources is needed.</p>
	<ul style="list-style-type: none"> • Affirms
	<ul style="list-style-type: none"> • Affirms
	<ul style="list-style-type: none"> • 99.9% commitment
	<ul style="list-style-type: none"> • Affirms
	<ul style="list-style-type: none"> • Agrees/Affirms
C. Reports	
	<ul style="list-style-type: none"> • Acknowledges/agrees to do their best to meet this requirement
2. Staffing	
	<ul style="list-style-type: none"> • Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/12/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

• None used
• Provided attachment 8
3. Implementation - Work Plan
• Provided attachment 9

Part IV, Section IV. Cost Proposal
•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/22/24

EVALUATOR NAME: Donna Varney

EVALUATOR DEPARTMENT: OCFS Information Services

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P- Experience providing RMTS to various government and child welfare projects
2. Subcontractors
<ul style="list-style-type: none">• P-No subcontractors
3. Organizational Chart
<ul style="list-style-type: none">• P-have a RMTS team with analysts and IT specialist and a SME of child welfare
4. Litigation
<ul style="list-style-type: none">• P- no litigation
5. Financial Viability
<ul style="list-style-type: none">• P-is financially viable
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Diversified Services Network, Inc. (DSN)

DATE: 7/22/24

EVALUATOR NAME: Donna Varney

EVALUATOR DEPARTMENT: OCFS Information Services

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• P- Has their own software tool and instructions,
<ul style="list-style-type: none">• P- Included in their instructions, 800 phone number for assistance during work hours. Has a web based training available to staff.
<ul style="list-style-type: none">• Web based training and instructions
<ul style="list-style-type: none">• N- Would need to train all staff prior to a change of system.
<ul style="list-style-type: none">• P-has a plan in place to meet this criteria
<ul style="list-style-type: none">• P-provided this criteria has provided a plan to meet these requirements
B. Technology Requirements
<ul style="list-style-type: none">• Q-States they will meet Maine IT policies and Standards-
<ul style="list-style-type: none">• Q-States they will comply
<ul style="list-style-type: none">• P-report they meet this requirement
<ul style="list-style-type: none">• P-Have the ability to meet this requirement, back ups less than 24 hours
<ul style="list-style-type: none">• P-Have the ability to meet this requirement, back ups less than 24 hours
<ul style="list-style-type: none">• P-States they will comply, done outside business hours
<ul style="list-style-type: none">• P-States they meet this criteria
<ul style="list-style-type: none">• Q-They state they will ensure a smooth transition and back up data from current vendor for last 7 years-How?
<ul style="list-style-type: none">• P-They state that they agree to this
C. Reports
<ul style="list-style-type: none">• P-States they will strive to obtain the best results possible.
2. Staffing
<ul style="list-style-type: none">• P-Provided job descriptions.
<ul style="list-style-type: none">• P-none used
<ul style="list-style-type: none">• P- State they have the experience to meet these requirements
3. Implementation - Work Plan
<ul style="list-style-type: none">• P-Provided a work plan
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/10/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">• Met• I- used New Mexico as an example	
2. Subcontractors	
<ul style="list-style-type: none">• Met• Will use a CMS SME – not sure why.	
3. Organizational Chart	
<ul style="list-style-type: none">• Met	
4. Litigation	
<ul style="list-style-type: none">• Not provided Attachment 4 is the same as Attachment 1	
5. Financial Viability	
<ul style="list-style-type: none">• Included• Not certified	
6. Certificate of Insurance	
<ul style="list-style-type: none">• Met	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/10/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

Part IV, Section III Proposed Services	
1. Services to be Provided	
Part II	
A. General Requirements	
	<ul style="list-style-type: none"> • Met • C- Not clear how the Staff get entered, individually or by upload- OCFS has only one coordinator • I- each user has a username and password for the system • I – Staff has 2 days to complete moment • I- Not clear if the email contains a link to the portal, or if the employee goes to the portal and logs in with username and password (not optimal) • C- does not send secondary email to supervisor • P- Requires initial training to be complete at least once • P- includes a decision tree process • I- They refer to CMS as approver of their RMS, but CMS does not approve OCFS RMTS • I- They only review RMC sampled responses. Not sure what the review process is for decision tree answers.
	<ul style="list-style-type: none"> • Met • C- not sure, based on the language, the RMTS training is required at each moment or only the staffs first moment.
	<ul style="list-style-type: none"> • Not Met – am not finding distinct answers to b
	<ul style="list-style-type: none"> • Not Met • Attachment 9 does not describe anything n detail of the how it will be accomplished.
	<ul style="list-style-type: none"> • Not met • C- Not seeing a clear answer to b, c, or e • C- Will charge for changes to the system
B. Technology Requirements	
	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> • met
	<ul style="list-style-type: none"> • met
	<ul style="list-style-type: none"> • met
	<ul style="list-style-type: none"> • met
	<ul style="list-style-type: none"> • met
	<ul style="list-style-type: none"> • Met

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/10/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

<ul style="list-style-type: none">• Met?- are reports raw data?
C. Reports
<ul style="list-style-type: none">• met
2. Staffing
<ul style="list-style-type: none">• Not met, did not describe the RMC in part 2
<ul style="list-style-type: none">• met
<ul style="list-style-type: none">• Not met, did not describe the RMC in part 2
3. Implementation - Work Plan
<ul style="list-style-type: none">• Met

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">• Met• No cost increase included over 10 years.• They possibly calculated their renewal years incorrectly. The first 4 years are \$145,000 per year and then the renewal periods which are 2-year periods, they still put as \$145,000 rather the \$290,000• That possibly underestimates the cost of the renewal years by \$435,000

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/25/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Department of Health and Human Services/Office of Child and Family Services

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Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P-Previous and current experience with RMTS dating back to 1999• I-Several large-scale systems• P-Provided 3 project examples within the last 5 years
2. Subcontractors
<ul style="list-style-type: none">• Q-They intend to use 1 subcontractor/contractor• P-Provided name, contact, experience and structure
3. Organizational Chart
<ul style="list-style-type: none">• N-Org chart did not provide project team or a clear designation of to whom the project team reports.
4. Litigation
<ul style="list-style-type: none">• P-None identified
5. Financial Viability
<ul style="list-style-type: none">• N-no indication statements audited or reviewed by a Certified Public Accountant.
6. Certificate of Insurance
<ul style="list-style-type: none">• P-ACORD provided

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/25/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Department of Health and Human Services/Office of Child and Family Services

Part IV, Section III Proposed Services	
1. Services to be Provided	
Part II	
A. General Requirements	
	<ul style="list-style-type: none"> • P-Web based tool • P-Manage staff structure and generate quarterly reports • P-Notification to staff of completion • P-Provides portal • P-Quarterly reporting
	<ul style="list-style-type: none"> • P-Quarterly reporting and on demand reports • P-Call center for staff support • P-Training modules available • Q-Says it will develop and deliver at time of implentation
	<ul style="list-style-type: none"> • P-Call center, and learning materials available online • P-reports of discrepancies and recommendations
	<ul style="list-style-type: none"> • Q-did not explain in this section but referred to Implementation Workplan in Attachment 9
	<ul style="list-style-type: none"> • Q-For A and C and E not explained in this section. Referred to Section 1 above, For D not explained here. Referred to Section 2.b. above • Q-what is a standard change v a significant change
B. Technology Requirements	
	<ul style="list-style-type: none"> • N-Says see Appendix F but I did not find and appendix F
	<ul style="list-style-type: none"> • Q-Answered at part of Appendix F per note here
	<ul style="list-style-type: none"> • P-Hosted by AWS
	<ul style="list-style-type: none"> • P-Backup provided
	<ul style="list-style-type: none"> • P-stated well under 24 hours
	<ul style="list-style-type: none"> • P-99% uptime changes made outside of business hours
	<ul style="list-style-type: none"> • P-99.5% ability
	<ul style="list-style-type: none"> • Q-no specifics details on how
	<ul style="list-style-type: none"> • P-Indicates reports can be provided in a format specific to the Department
C. Reports	
	<ul style="list-style-type: none"> • P-reports and Due dates outlined
2. Staffing	
	<ul style="list-style-type: none"> • P-position titles, descriptions and qualifications.
	<ul style="list-style-type: none"> • N-subcontractor oversight and management not clear
	<ul style="list-style-type: none"> • P-Provided titles and time allocation

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/25/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Department of Health and Human Services/Office of
Child and Family Services

3. Implementation - Work Plan
<ul style="list-style-type: none">• P-detailed with dates

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/15/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

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Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Leadership brings more than 25 years' experience in Medicaid reimbursement.
2. Subcontractors
<ul style="list-style-type: none">• 1 subcontractor
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• No cases
5. Financial Viability
<ul style="list-style-type: none">• Provided
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/15/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Experience with multiple Statewide RMTS programs.• Ability to update staffing list anytime.• Participant needs to reach out to Bidder if new email needs to be sent, login no longer works after 2 days. Coordinator can also send email as reminders.• Coordinator receives past due time studies after 2 days but can also view in real-time.• The Bidder does not allow participants to complete their surveys until online training is complete.• The Bidders staff will conduct weekly reviews for compliance.
<ul style="list-style-type: none">• Requests are responded to within 24 hours of a business day.• The Bidder has developed specialized trainings that cover the functions of the system.• Training materials are posted on a secure website.• The Bidder provides training on the staffing list.
<ul style="list-style-type: none">• The Bidder only referenced prior and future sections.
<ul style="list-style-type: none">• The Bidder provided a timeline only.
<ul style="list-style-type: none">• The Bidder referenced prior sections.• For significant changes to the system, Bidder will collaborate with OCFS to determine adjustments and additional costs.
B. Technology Requirements
<ul style="list-style-type: none">• The Bidder states they will comply with MaineIT policies and standards.
<ul style="list-style-type: none">• The Bidder states they will comply.
<ul style="list-style-type: none">• The Bidder states that data will be stored within the U.S.
<ul style="list-style-type: none">• If data were to be lost, it would be less than 24 hours.• Additional backups are done bi-weekly, when are regular backups completed?
<ul style="list-style-type: none">• The Bidder states that the recovery time is expected to be less than 24 hours.
<ul style="list-style-type: none">• Produce releases are done bi-weekly and outside of business hours.
<ul style="list-style-type: none">• Currently operates at a 99.9% uptime
<ul style="list-style-type: none">• Long history of transferring client onto their system.
<ul style="list-style-type: none">• Reports are available in real-time.• Reports will be provided to the Department based upon the agreement between the Bidder and OCFS.
C. Reports

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/15/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

<ul style="list-style-type: none">• The Bidder has standard reports available.• The Bidder agrees to the reporting timelines.• Reports are available in real-time.
2. Staffing
<ul style="list-style-type: none">• Provided
<ul style="list-style-type: none">• The Bidder lists subcontractor but does not explain the oversight and management of the subcontractor.
<ul style="list-style-type: none">• Provided
3. Implementation - Work Plan
<ul style="list-style-type: none">• Provided, no tasks delegated to subcontractor.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/16/2024, 7/19/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• 2004 LLC• Leadership team comprised completely of Deloitte staff• Each leadership team member has 25+ years with Medicaid reimbursement claiming programs• No Fairbanks claim has ever been denied by fed partners due to the technology itself• Provided matrix to show states served, year, and what modules deployed• Provided three projects as representative of services/products delivered
2. Subcontractors
<ul style="list-style-type: none">• 1 subcontractor/provided name, background
3. Organizational Chart
<ul style="list-style-type: none">• Provided leadership (named) and areas of practice
4. Litigation
<ul style="list-style-type: none">• N/A
5. Financial Viability
<ul style="list-style-type: none">• Provided income statement for 2021/22/23
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided/Current

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/16/2024, 7/19/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Speaks to managing the different types of staff moments (some federally reimbursable, others not) – app determines proper allocation• Random sampling ensures statistical validity
<ul style="list-style-type: none">• 100% of inquiries to Fairbanks' support staff received initial response within one business day with 98% resolved within 24 hours
<ul style="list-style-type: none">• Staff List Training• Time study participant training• Provides ongoing training• Users not allowed to access the Time Study if they have not completed training
<ul style="list-style-type: none">• Provided in attachment 9
<ul style="list-style-type: none">• Referenced info provided in previous sections
B. Technology Requirements
<ul style="list-style-type: none">• Affirms compliance. Ref. Appendix F
<ul style="list-style-type: none">• Affirms compliance. Ref. Appendix F
<ul style="list-style-type: none">• The Fairbanks system is hosted on Amazon Web Services (AWS), utilizing a MySQL database hosted on a multi-availability zone (Multi-AZ) Amazon Relational Database Service (RDS) in United States regions.
<ul style="list-style-type: none">• Cites multiple locations where data is stored by virtue of using Amazon RDS. Confirms that "full system operations [can be] restored well under 24 hours".
<ul style="list-style-type: none">• The Fairbanks system is subject to continuous monitoring with real-time alerts distributed to dedicated team members. In the event of service degradation or disruption, immediate remediation efforts are executed, with full system operations restored well under 24 hours.
<ul style="list-style-type: none">• The Fairbanks system operates at 99.9% uptime, and the architecture on AWS (including existing redundant application servers with a load balancer) allows for an agile response to heavy system utilization or hardware instability. Bi-weekly production releases are performed outside business hours and result in a few seconds of downtime.
<ul style="list-style-type: none">• Same as #6
<ul style="list-style-type: none">• Acknowledges and affirms
<ul style="list-style-type: none">• Acknowledges and affirms
C. Reports
<ul style="list-style-type: none">• Agrees/Affirms

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/16/2024, 7/19/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

2. Staffing
<ul style="list-style-type: none">• Attachment #7 Provided
<ul style="list-style-type: none">• One subcontractor with supervisory oversight by the Managing Partner
<ul style="list-style-type: none">• Attachment #8 Provided
3. Implementation - Work Plan
<ul style="list-style-type: none">• Attachment #9 Provided

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/25/24

EVALUATOR NAME: Donna Varney

EVALUATOR DEPARTMENT: OCFS Information Services

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
• I-Serves over 13 million individuals across 15 states.	
2. Subcontractors	
• Use subcontractors	
3. Organizational Chart	
• Very little detail as to who Basic chart,	
4. Litigation	
• none	
5. Financial Viability	
• Consistent net income, provided 3 years basic information	
6. Certificate of Insurance	
• provided	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Fairbanks LLC

DATE: 7/25/24

EVALUATOR NAME: Donna Varney

EVALUATOR DEPARTMENT: OCFS Information Services

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Meet these requirements
<ul style="list-style-type: none">• - meet requirements, Have training that is web based
<ul style="list-style-type: none">• P-Have Training and monitoring
<ul style="list-style-type: none">• Have a plan for implementation- Provided this information, gave detail as to how they would notify staff with reminders
<ul style="list-style-type: none">• Provided this information, gave detail as to how they would notify staff with reminders
B. Technology Requirements
<ul style="list-style-type: none">• State they comply with this
<ul style="list-style-type: none">• State they comply
<ul style="list-style-type: none">• Q-States United States Regions, but doesn't say continental US
<ul style="list-style-type: none">• Q-Expected to be well below 24 hours? Has it ever been more?
<ul style="list-style-type: none">• States it will be well under 24 hours
<ul style="list-style-type: none">• Outside business hours
<ul style="list-style-type: none">• Outside of business hours
<ul style="list-style-type: none">• Has plan to do this.
<ul style="list-style-type: none">• States they understand and can accommodate this. Real time reporting
C. Reports
<ul style="list-style-type: none">•
2. Staffing
<ul style="list-style-type: none">• P-Provided job descriptions and experience
<ul style="list-style-type: none">• They have one contractor that will be acting as a program and policy resource.
<ul style="list-style-type: none">• Provided
3. Implementation - Work Plan
<ul style="list-style-type: none">• Provided a detailed plan
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/8/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Met• P- Current service provider for OCFS• P- Provides RMTS to multiple State IV-E systems
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Organizational Chart
<ul style="list-style-type: none">• Met
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Provided uncertified
6. Certificate of Insurance
<ul style="list-style-type: none">• Met

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/8/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Met• P- Allows for management of staff rosters through roster updates within the system.• P- late notifications go to the employee and the supervisor for follow-up• P- Expiring moments are sent to the district manager for follow-up.• P- uses a decision tree toll for capturing activities.• I- should have explained the process in more detail.• P- Current reporting is integrated into the DHHS CAP.• P- That is exactly how it works currently and has worked successfully using that model since 2016. They helped create the original Child Welfare CAP and have supported OCFS changing it successfully multiple times.• I- Overall the proposal not particularly selling their product but basing the proposal on current experience with OCFS- which has been exceptional, but they should have been more detailed in their responses.
<ul style="list-style-type: none">• Met• P- provides final reporting on the third day after the end of the quarter.• I- Called us New Hampshire in the response to 2b• P- provides telephone and email-based support• P- Their reporting is accurate and timely;• P- OCFS has never had any worker complaints about their direct support service.• P- Current training is Maine scenario based, appropriate, and meets requirements.• P- Provides quarterly webinar training for new staff and supervisors.• P- System requires and supports annual retraining.
<ul style="list-style-type: none">• Met• P- Have an in depth understanding of the Maine CPS service model and DHHS cost allocation plan they helped develop.• P- OCFS and DAFS have both used the quarterly management report to understand challenges and improve practice over time.• P- Actively support the staff through phone-based outreach with questions regarding accuracy of responses provided.
<ul style="list-style-type: none">• Met• Not needed, currently implemented

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/8/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

<ul style="list-style-type: none">• Met• P- No implementation needed.• P- They actively engaged with OCFS with suggestions of RMTS and DHHS CAP changes being implemented to increase claims based on changes to federal regulations at no charge. When they become aware of federal regulations, they reach out to ensure OCFS is informed of the changes and offer suggestions, training, and assistance.• P- They continue to make changes and additions to the decision tree based on changes to federal regulations at no charge.
B. Technology Requirements
<ul style="list-style-type: none">• P- Have met all OIT requirements for current service provision
<ul style="list-style-type: none">• P- Have met OIT requirements for current service provision
<ul style="list-style-type: none">• Met
<ul style="list-style-type: none">• Met
<ul style="list-style-type: none">• Met
<ul style="list-style-type: none">• Met
<ul style="list-style-type: none">• Met
<ul style="list-style-type: none">• Met
<ul style="list-style-type: none">• Met
<ul style="list-style-type: none">• Met
C. Reports
<ul style="list-style-type: none">• Met
2. Staffing
<ul style="list-style-type: none">• Met• P- President is very qualified with specific experience and is deeply involved in all areas of the service.• I- Provided minimum detail
<ul style="list-style-type: none">• N/A
<ul style="list-style-type: none">• Met• I- Stephanie Taylor Marshall has been a huge asset to the RMTS program and the RMTS services overall success. She is a truly outstanding service provider.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Met• P- Already implemented

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">• No implementation costs since it is the current provider.• Used an average 6% growth rate to costs over the service years which meets

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/8/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/25/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Maine Department of Health and Human
Services/Office of Child and Family Services

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
• P-Previous and current RMTS including with several Child welfare agencies	
2. Subcontractors	
• N/A	
3. Organizational Chart	
• P-enterprise wide chart	
4. Litigation	
• N/A	
5. Financial Viability	
• P-statements present	
• N-Not audited	
6. Certificate of Insurance	
• P-ACORD present	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/25/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Maine Department of Health and Human
Services/Office of Child and Family Services

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• P-Rooster updates explained, notices explained, quarterly reporting explained
<ul style="list-style-type: none">• P-activity precision report• P-help desk and email• Web based trainings for new staff, and ongoing as well as administrators
<ul style="list-style-type: none">• P-Online trainings• Q-how is staff responses monitored on daily basis
<ul style="list-style-type: none">• P-IVA system in place current• P-plan to meet with staff and provide any needed updates
<ul style="list-style-type: none">• P-Administration outlined• P-Supporting changes• Q-Hosting not outlined
B. Technology Requirements
<ul style="list-style-type: none">• P-Requirements outlined and met
<ul style="list-style-type: none">• P-in compliance
<ul style="list-style-type: none">• P-all centered in continental USA
<ul style="list-style-type: none">• P-Continuous backups
<ul style="list-style-type: none">• P-can be recovered within 24 hrs
<ul style="list-style-type: none">• P-outages scheduled outside of business
<ul style="list-style-type: none">• P-maintains at least 99.5% uptime
<ul style="list-style-type: none">• P-Is current vendor
<ul style="list-style-type: none">• P-able to provide raw data
C. Reports
<ul style="list-style-type: none">• P-quarterly and ad hoc• P-able to meet stated due dates
2. Staffing
<ul style="list-style-type: none">• P-outlined here detail provided in attachment
<ul style="list-style-type: none">• N/A
<ul style="list-style-type: none">• P-detail provided in attachment
3. Implementation - Work Plan
<ul style="list-style-type: none">• P-would be a continuation of service• Q-if changes were required what would the plan be for those updates

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/25/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Maine Department of Health and Human
Services/Office of Child and Family Services

Part IV, Section IV. Cost Proposal
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/10/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none">• Decades of experience• Has contracts with agencies across the U.S providing RMTS services.
2. Subcontractors	
	<ul style="list-style-type: none">• No subcontractors
3. Organizational Chart	
	<ul style="list-style-type: none">• Provided
4. Litigation	
	<ul style="list-style-type: none">• No cases
5. Financial Viability	
	<ul style="list-style-type: none">• Provided
6. Certificate of Insurance	
	<ul style="list-style-type: none">• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/10/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Offers 2 ways to track employee rosters, Roster Updates or file upload.• Notifies staff and supervisor if moments are unanswered after 1 business day.
<ul style="list-style-type: none">• Support available 7-5 EST via phone or email and after hours as needed.• Offers quarterly webinar training for new and existing staff with the option to provide mandatory annual training.
<ul style="list-style-type: none">• Staff member that has worked with OCFS since the implementation in 2016.• Will use the system that is already in place and will review recommendations/updates for the current system that is included in the price proposed.
<ul style="list-style-type: none">• Staff stay up to date with federal requirements.• Provide quarterly webinars to ensure staff understand the systems.• Uses SmartRMS™ for hosting and supporting RMTS.
B. Technology Requirements
<ul style="list-style-type: none">• The Bidder agrees to comply with MaineIT policies and standards.• The Bidder agrees to comply with MaineIT policies and standards.• The Bidder agrees to store data within the continental U.S.• The Bidder will restore data with continuous backups. The State can do a backup on their servers as well.• The Bidder agrees to recover services within 24 hours.• Planned outages will not occur during business hours. State will be notified if services are impacted due to an outage.• The Bidder currently maintains at least 99.5% of uptime.• The Bidder is the current vendor and will continue services without interruption. Data is currently stored in the system and able to be exported.• Data is stored in the system and available in XML, Excel or CSV.
C. Reports
<ul style="list-style-type: none">• The Bidder states they currently provide these reports on the 3rd business day of each month following the end of each quarter.
2. Staffing
<ul style="list-style-type: none">• Provided positions, job descriptions and minimum qualifications for project staff. Provided resumes for key staff (2).• The Bidder is not using subcontractors.• Provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/10/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

3. Implementation - Work Plan
<ul style="list-style-type: none">• The Bidder has implemented and is currently maintaining all services as the current vendor.• No timeline chart provided.• No program development and implementation task, the month it will be carried out and the person/position responsible for each task was provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/19/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

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Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• 30 years partnering with DHHS agencies (since 1994)• Based in Dallas, TX• Participates in annual SOC 2 audit/TX-RAMP Certified• USDA recommended software• Currently has operational contracts with Maine OCFS• Provided 3 projects: Oklahoma, Delaware, and Mississippi
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Provided three years of income statements (21, 22, 23)
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided/all current

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/19/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Describes method of compliance to each above
<ul style="list-style-type: none">• Describes method of compliance to each above• Helpdesk available 7am-5pm (email and phone)• Systems already in place for OCFS and users already trained/familiar with systems
<ul style="list-style-type: none">• Quarterly interactive scenario-based webinar training• Have staff members who are knowledgeable about ME OCFS RMS system
<ul style="list-style-type: none">• “As our system is already in place for ME OCFS, the system would continue to function without interruption. IVA staff will meet with ME OCFS staff to review recommendations from the current system and planned updates to the SmartRMS™ pages for modernization and improved accuracy. These recommendations and planned updates are included in the proposed pricing”.
<ul style="list-style-type: none">• SmartRMS is hosted and supported by IVA since 2016
B. Technology Requirements
<ul style="list-style-type: none">• “IVA, Inc. complies with the State’s MaineIT Policies and Standards as detailed in the Technical Assessment Form (Appendix F) in the Cloud Service Provider Requirements section above”
<ul style="list-style-type: none">• VA, Inc. complies with the State’s MaineIT Policies and Standards as detailed in the Technical Assessment Form (Appendix F) in the NIST Requirements section above.
<ul style="list-style-type: none">• Affirms compliance
<ul style="list-style-type: none">• Affirms
<ul style="list-style-type: none">• Affirms
<ul style="list-style-type: none">• IVA, Inc. schedules any planned outages outside of business hours. Customers will be notified of any potential service impacting outages.
<ul style="list-style-type: none">• IVA, Inc. maintains at least 99.5% uptime.
<ul style="list-style-type: none">• Yes
<ul style="list-style-type: none">• Historical data is already stored in the system and available via export by the state. The following files formats are supported: XML, Excel, and CSV
C. Reports
<ul style="list-style-type: none">• VA, Inc. provides the Activity Precision Report on the third business day of the month following quarter end
2. Staffing

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/19/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

• Provided
• No subcontractors
• provided
3. Implementation - Work Plan
• provided

Part IV, Section IV. Cost Proposal
•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/23/24

EVALUATOR NAME: Donna Varney

EVALUATOR DEPARTMENT: OCFS Information Services

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P-Current provider of this service to Maine OCFS
2. Subcontractors
<ul style="list-style-type: none">• P- no subcontractors used
3. Organizational Chart
<ul style="list-style-type: none">• P- Small group of people working on this project.
4. Litigation
<ul style="list-style-type: none">• P- No litigation
5. Financial Viability
<ul style="list-style-type: none">• Q-Income less this past year than the previous two years• Q-Not audited due to being a private Texas Corp
6. Certificate of Insurance
<ul style="list-style-type: none">• P-Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Interactive Voice Applications, Inc. (IVA, Inc.)

DATE: 7/23/24

EVALUATOR NAME: Donna Varney

EVALUATOR DEPARTMENT: OCFS Information Services

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• P- The process they provide is what is currently being used.
<ul style="list-style-type: none">• P-There is a help desk and technical support available, Current staff are trained in using this system so no new training is needed. Web Based Training is available.
<ul style="list-style-type: none">• P- Web based training provided
<ul style="list-style-type: none">• P-No interruptions to service due to currently in place system.
<ul style="list-style-type: none">• P- System is currently in place and they work on continuous improvements .
B. Technology Requirements
<ul style="list-style-type: none">• P- Currently works with Maine IT Policies and meets requirements
<ul style="list-style-type: none">• P- Complies with Maine IT currently
<ul style="list-style-type: none">• P-Located in the United States
<ul style="list-style-type: none">• P- Continuous backups currently
<ul style="list-style-type: none">• P-Services recovered within 24 hours
<ul style="list-style-type: none">• P-Planned outages outside of business hours.
<ul style="list-style-type: none">• P-Met
<ul style="list-style-type: none">• P-System already in place and used-no interruptions to service
<ul style="list-style-type: none">• P-Data is already stored and available via export.
C. Reports
<ul style="list-style-type: none">• P-Provided the 3rd business day of the month following quarter end
2. Staffing
<ul style="list-style-type: none">• P- Provided- experienced staff
<ul style="list-style-type: none">• P- No subcontractors
<ul style="list-style-type: none">• P- Provided and meets requirements
3. Implementation - Work Plan
<ul style="list-style-type: none">• P-Provided, maintained services with no interruptions.
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/8/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

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Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Met- Provided Overview• I- Pennsylvania looks to be most similar
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Met
4. Litigation
<ul style="list-style-type: none">• Met
5. Financial Viability
<ul style="list-style-type: none">• Met
6. Certificate of Insurance
<ul style="list-style-type: none">• Met

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/8/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • P- Met • C- requires employee log in to complete. • P- Can send by notification by text • C- the roster is managed outside the application instead of directly within the application. • C- allows only assigned staff to respond, Supervisors would not be able to answer if employees are not available due to illness or leave. • P- Decision/Question tree format
<ul style="list-style-type: none"> • Met • I- Support only through email • I- Provides a passive web-based training portal. • P- Similar question pattern to current system.
<ul style="list-style-type: none"> • Not Met • C- I have real concerns based on the hands-off nature of the application. Though support is available through email, it will be a significant issue with field staff • C- OCFS must monitor training status • C- not sure the system keeps users from entering moments until their training is complete. • I- Subsample quality review requiring staff to complete a narrative to be validated against selection. Seems good QA practice but not sure Staff would like that. • C- Everything in email contacts did not meet bii.3. No direct staff contact. • P- can download reports directly from the application
<ul style="list-style-type: none"> • Met • I- Why would we need biweekly status meetings for the life of the project?
<ul style="list-style-type: none"> • Met • I- Again noted only email support
B. Technology Requirements
<ul style="list-style-type: none"> • C- Did not agree to meet OIT requirements
<ul style="list-style-type: none"> • I- Answer all questions but vague in detail. • I- Did not define Data Breach and Notification Standards.
<ul style="list-style-type: none"> • Met

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/8/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

• Met
• Not Met
• Met
• Met
• Met
• Met
• Met
C. Reports
•
2. Staffing
• Met
• Met
• Met
3. Implementation - Work Plan
• Met

Part IV, Section IV. Cost Proposal
• Met
• <1% growth rate over 10 years which seems very low

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/25/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Department of Health and Human Services/Office of Child and Family Services

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">• P-has both child welfare and RMTS experience in several states• P-Provided at least 3 examples within the last 5 years	
2. Subcontractors	
<ul style="list-style-type: none">• N/A	
3. Organizational Chart	
<ul style="list-style-type: none">• P-detailed org chart outlining structure	
4. Litigation	
<ul style="list-style-type: none">• Q-20 cases out lined 14 settled or dismissed,6 pending litigation, Unclear if any are relevant to RMTS work	
5. Financial Viability	
<ul style="list-style-type: none">• P-Provided with auditors statement	
6. Certificate of Insurance	
<ul style="list-style-type: none">• P-ACORD provided	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/25/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Department of Health and Human Services/Office of Child and Family Services

Part IV, Section III Proposed Services	
1. Services to be Provided	
Part II	
A. General Requirements	
	<ul style="list-style-type: none"> • P-Web based • I-ability to set up text notifications • I-can access from tablet, computer or smart phone • P-detailed staff structure and ability to generate reporting • P-automated notifications • P-decision tree to walk users through
	<ul style="list-style-type: none"> • P-reporting • P-helpdesk and email support • P-Training for new users both as caseworkers and supervisors and available online training material
	<ul style="list-style-type: none"> • I-onscreen documentation that staff have undergone the training • P-monitoring progress of RMTS results daily and providing information and recommendations • P-contact staff for clarification on activities
	<ul style="list-style-type: none"> • P-Detailed plan, stakeholder meeting, regular status meetings, risk plan
	<ul style="list-style-type: none"> • P-plan outlining administration and activities • P-able to make changes to system as needed • P-able to virtually train all staff
B. Technology Requirements	
	<ul style="list-style-type: none"> • P-Provided and compliant
	<ul style="list-style-type: none"> • P-Provided and compliant
	<ul style="list-style-type: none"> • P-Continental USA
	<ul style="list-style-type: none"> • Q-what is there restore point
	<ul style="list-style-type: none"> • P-able to recover within 24 hrs
	<ul style="list-style-type: none"> • P-99.9 availability • P-will be preapproved • P-after business hours
	<ul style="list-style-type: none"> • P-AWS cloud 99.5% availability
	<ul style="list-style-type: none"> • P-outlined how they will transition
	<ul style="list-style-type: none"> • P-able to provide raw data in desired format for no additional charge
C. Reports	
	<ul style="list-style-type: none"> • PABLE to provide reporting and within timeframes outlined

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/25/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Department of Health and Human Services/Office of Child and Family Services

2. Staffing
<ul style="list-style-type: none">• P-positions, descriptions, and qualifications provided
<ul style="list-style-type: none">• N/A
<ul style="list-style-type: none">• P-staff plan with titles and allocation included
3. Implementation - Work Plan
<ul style="list-style-type: none">• P-displayed in timeline chart and describes milestones

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/18/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">• National leader providing RMS services• 28/50 States with RMTS experience	
2. Subcontractors	
<ul style="list-style-type: none">• No subcontractors	
3. Organizational Chart	
<ul style="list-style-type: none">• Provided	
4. Litigation	
<ul style="list-style-type: none">• 20 cases – 8 pending, 7 dismissed, 4 settled, 1 removed.	
5. Financial Viability	
<ul style="list-style-type: none">• Provided	
6. Certificate of Insurance	
<ul style="list-style-type: none">• Provided	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/18/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Notify participants via text.• Import or manually upload rosters.• Should take OCFS staff no longer than 2 minutes to complete the Moment.
<ul style="list-style-type: none">• 16 standard reports available.• The Bidder will provide email for technical assistance.• 2-4 virtual training sessions prior to the first sample. Trainings will also be available on the staff's dashboard.
<ul style="list-style-type: none">• 10% of surveys include an additional question asking the staff person to explain their activities.
<ul style="list-style-type: none">• Bi-Weekly status meetings for the duration of the contract.• The Bidder plans to hold 2 to 3 focus groups to identify any current challenges.• Proposed going live 1/1/25.
<ul style="list-style-type: none">• The Bidder will provide a demo for leadership.• Moment response times can be customized.
B. Technology Requirements
<ul style="list-style-type: none">• The Bidder agrees to comply with MaineIT policies and standards.
<ul style="list-style-type: none">• The Bidder agrees to comply.
<ul style="list-style-type: none">• The Bidder states all data will be stored within the U.S.
<ul style="list-style-type: none">• The Bidder uses a cloud.• Recovery point objective no earlier than the night prior.
<ul style="list-style-type: none">• Recovery time objective no more than 72 hours.
<ul style="list-style-type: none">• The Bidder will notify department 2 days and 1 hour before the planned outage.• Bidder does system updates after business hours.
<ul style="list-style-type: none">• The Bidder currently has 99.9% up time.
<ul style="list-style-type: none">• The Bidder is committed to a smooth transition. Will request past reports and existing training materials to support the smooth transition.
<ul style="list-style-type: none">• The Bidder agrees to provide the department with raw data as requested for no additional charge.
C. Reports
<ul style="list-style-type: none">• The Bidder agrees to reporting requirements.
2. Staffing
<ul style="list-style-type: none">• The Bidder provided position titles, descriptions, and minimum qualifications.
<ul style="list-style-type: none">• The Bidder is not using subcontractors.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/18/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

<ul style="list-style-type: none">• The Bidder provided staffing plan with position titles and time allocated.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/19/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Founded in 1986• HQ Boston, MA• 2,500 employees/40 offices globally• Experience in all 50 states• Provided three projects, all still currently active• Provided data regarding additional work done with multiple agencies in the US
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• Provided
5. Financial Viability
<ul style="list-style-type: none">• Provided
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided/all current

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/19/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Provided in detail
<ul style="list-style-type: none">• Provided in detail
<ul style="list-style-type: none">• Provided/Affirmed each point
<ul style="list-style-type: none">• Provided, in detail, affirming each point
<ul style="list-style-type: none">• Affirms, complies
B. Technology Requirements
<ul style="list-style-type: none">• Affirms, complies
<ul style="list-style-type: none">• Affirms, complies
<ul style="list-style-type: none">• Affirms, complies
<ul style="list-style-type: none">• Recovery plan tested annually
<ul style="list-style-type: none">• RTO 72 hours unless otherwise specified by client
<ul style="list-style-type: none">• RPO is the night prior to disaster
<ul style="list-style-type: none">• Same as above
<ul style="list-style-type: none">• As PCG's EasyRMTS™ system is hosted in the AWS Cloud, we have a 99.9% high available up time. This does not include planned/scheduled down time for maintenance or system upgrades, for which PCG will seek Department approval in writing prior to occurrence. PCG will then notify the Department both 2 days and 1 hour before the planned outage. PCG performs all system updates after normal business hours and the system is inaccessible for a brief period of time, typically less than 10 minutes.
<ul style="list-style-type: none">• Same as above
<ul style="list-style-type: none">• Affirms
<ul style="list-style-type: none">• Affirms
C. Reports
<ul style="list-style-type: none">• Affirms
2. Staffing
<ul style="list-style-type: none">• Provided
<ul style="list-style-type: none">• N/A
<ul style="list-style-type: none">• Provided
3. Implementation - Work Plan
<ul style="list-style-type: none">• Provided, no subcontractors

Part IV, Section IV. Cost Proposal

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/19/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/25/24

EVALUATOR NAME: Donna Varney

EVALUATOR DEPARTMENT: OCFS Information Services

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
•	P-Provided an overview of their Organization. Experience with RMTS
2. Subcontractors	
•	P-Not using subcontractors
3. Organizational Chart	
•	P-Provided an organizational chart showing the RMTS Staff information
4. Litigation	
•	N-Has had several litigation filings. Some are still pending
5. Financial Viability	
•	Provided two years of financial records and an audit report
6. Certificate of Insurance	
•	Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Public Consulting Group LLC

DATE: 7/25/24

EVALUATOR NAME: Donna Varney

EVALUATOR DEPARTMENT: OCFS Information Services

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• P-Have EasyRMTS program-a web-based program accessible by phone, computer and tablet- provided sample of decision tree.
<ul style="list-style-type: none">• P-Reports can be exported in Excel, Word, PDF, can be filtered for timeframe.
<ul style="list-style-type: none">• P-Has a training dashboard which provides training materials as soon as added to the system.
<ul style="list-style-type: none">• P-Provided this plan
<ul style="list-style-type: none">• P-Provided this detail- meets requirements• Provided license agreement
B. Technology Requirements
<ul style="list-style-type: none">•
<ul style="list-style-type: none">• P-provided this information in detail
<ul style="list-style-type: none">• P-states they comply with this• Q-cloud hosted environments in geographically dispersed locations- How many off shore? Risk of potentially leaked data?
<ul style="list-style-type: none">• N- 72 hours
<ul style="list-style-type: none">• N-72 Hours
<ul style="list-style-type: none">• P- after business hours and with notice
<ul style="list-style-type: none">• P-States they have ability to switch to another server with no impact to user.
<ul style="list-style-type: none">• P-states they are committed to this
<ul style="list-style-type: none">• P-States they will provide this.
C. Reports
<ul style="list-style-type: none">• P-Provided what a report would look like
2. Staffing
<ul style="list-style-type: none">• P-Provided
<ul style="list-style-type: none">• P-No subcontractors
<ul style="list-style-type: none">• P-Provided this
3. Implementation - Work Plan
<ul style="list-style-type: none">• P-Provided a work plan
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Sivic Solutions Group, LLC

DATE: 7/10/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Met• I- Works with many States• I- Provides RMTS services in Maine for DHHS/APS• P- Provided RMTS to other Child Welfare Organizations
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Organizational Chart
<ul style="list-style-type: none">• Met
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Met
6. Certificate of Insurance
<ul style="list-style-type: none">• Met

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Sivic Solutions Group, LLC

DATE: 7/10/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Not Met• I- States in description that the software meets HIPPA requirements, but appendix F security question states it holds no PII. "RMTS software does not request, require, nor retain any PII therefore this statute does not apply. "• I- email with weblink• C- did not describe a i• C- Did not describe process for 1d – simply states sampled person selects program and activity codes.• P- Supports Supervisor QA• C- After reading the entire proposal I still have no idea how the service works, if it is a question process leading staff through a questionnaire or that they simply add a specific code with no assistance or question flow. They didn't provide any description, examples, or example screens to support how the RMTS actually functions. They didn't explain how the roster system works, who manages it, how its managed.
<ul style="list-style-type: none">• Met• P- Provides phone, email and website inquiry support.• I- Use of multiple training formats and a training environment• I- Includes testing or trained information• I- would prefer to provide in person training, we cannot support that• C- Train the trainer model will not be supported.
<ul style="list-style-type: none">• Not Met• P- QA team has Child Welfare experience• P- Will complete a 100% sample QA• P- Will contact participant directly if their response is unclear or incorrect• C- Did not respond to b ii 2 in this section• C- Did not respond to b iii in this section
<ul style="list-style-type: none">• Not Met• C- Did not respond to 4.a• I- Stated "Because of our familiarity with the current time tracking systems, the SSG Team will be able to quickly complete these activities with minimal time and effort needed from the State's staff." – They are not aware of our current process that I am aware of, or they previously stated• C- After reading this, I am really not sure what they are planning to do.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Sivic Solutions Group, LLC

DATE: 7/10/2024

EVALUATOR NAME: Robert Blanchard

EVALUATOR DEPARTMENT: DHHS/OCFS

<ul style="list-style-type: none">• Not Met• C- Did not respond to a, b, d, or e• C- May have responded to c, but I am unclear.
B. Technology Requirements
<ul style="list-style-type: none">•
<ul style="list-style-type: none">•
<ul style="list-style-type: none">• See Technical Assessment form
<ul style="list-style-type: none">• See Technical Assessment form
<ul style="list-style-type: none">• See Technical Assessment form
<ul style="list-style-type: none">• See Technical Assessment form
<ul style="list-style-type: none">• See Technical Assessment form
<ul style="list-style-type: none">• See Technical Assessment form
<ul style="list-style-type: none">• See Technical Assessment form
C. Reports
<ul style="list-style-type: none">•
2. Staffing
<ul style="list-style-type: none">• Met
<ul style="list-style-type: none">• N/A
<ul style="list-style-type: none">• Met
3. Implementation - Work Plan
<ul style="list-style-type: none">• Met

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">• Met• Includes an annual 2% growth rate, which seems very low.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Sivic Solutions Group, LLC

DATE: 7/25/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Maine Department of health and Human Services/Office of Child and Family Services

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">• I-current provider of RMTS for Maine Office of Aging and Disability Services• P-Experaince providing Child Welfare RMTS• P-provided 3 examples within the last 5 years	
2. Subcontractors	
<ul style="list-style-type: none">• N/A	
3. Organizational Chart	
<ul style="list-style-type: none">• Q-unclear if a enterprise wide org chart was provided. Seems to have a project org chart only.	
4. Litigation	
<ul style="list-style-type: none">• N/A	
5. Financial Viability	
<ul style="list-style-type: none">• P-statements provided with auditor certification	
6. Certificate of Insurance	
<ul style="list-style-type: none">• P-ACORD provided	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Sivic Solutions Group, LLC

DATE: 7/25/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Maine Department of health and Human Services/Office of Child and Family Services

Part IV, Section III Proposed Services	
1. Services to be Provided	
Part II	
A. General Requirements	
	<ul style="list-style-type: none"> • P-Web based system • Q-they state they will conduct quarterly random moment time sampling of participation state staff. What does that mean for when sampling is done. • P-Able to provide face to face and web based trainings • Q-how is staffing structure managed • P-seems to have a variety of reporting
	<ul style="list-style-type: none"> • P-Quarterly reporting • P-Live training, Web trainings, Written material, Recordings
	<ul style="list-style-type: none"> • P-reporting and recommendations • P-response monitoring daily, QA in place • P-Help Desk and support email
	<ul style="list-style-type: none"> • P-Preliminary Project Plan, Meeting with State Management, Kickoff, Finalize plan
	<ul style="list-style-type: none"> • N-lacked details
B. Technology Requirements	
	<ul style="list-style-type: none"> • P-Met
	<ul style="list-style-type: none"> • P-Met
	<ul style="list-style-type: none"> • N-not answered referred to technical requirements
	<ul style="list-style-type: none"> • N-not answered referred to technical requirements
	<ul style="list-style-type: none"> • N-not answered referred to technical requirements
	<ul style="list-style-type: none"> • N-not answered referred to technical requirements
	<ul style="list-style-type: none"> • N-not answered referred to technical requirements
	<ul style="list-style-type: none"> • N-not answered referred to technical requirements
	<ul style="list-style-type: none"> • N-not answered referred to technical requirements
C. Reports	
	<ul style="list-style-type: none"> • Q-does not specifically indicate they can provide 15 days after the end of quarter. Only that reports are available at every stage.
2. Staffing	
	<ul style="list-style-type: none"> • P-titles, descriptions and qualifications
	<ul style="list-style-type: none"> • N/A
	<ul style="list-style-type: none"> • P-titles and time allocation • Q-unsure if there is enough time allocated tp help desk and QA/Training

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Sivic Solutions Group, LLC

DATE: 7/25/2024

EVALUATOR NAME: Leigh-Anne Bordas

EVALUATOR DEPARTMENT: Maine Department of health and Human Services/Office of Child and Family Services

3. Implementation - Work Plan
<ul style="list-style-type: none">• P-describes program and task and timeframe

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Sivic Solutions Group, LLC

DATE: 7/23/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Team proposed has background & experience providing RMTS services• National leader in RMTS services• RMTS services for OADS – current (Supports Medicaid admin claiming for Adult Protective Services.)
2. Subcontractors
<ul style="list-style-type: none">• No subcontractors
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• No cases
5. Financial Viability
<ul style="list-style-type: none">• Provided
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Sivic Solutions Group, LLC

DATE: 7/23/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• More than 20 years' experience.• HIPPA Compliant.• The Bidders system allows for new data fields using the configuration functionality.• System uses Employee ID rather than username and password.• System can be configured to send up to 4 reminders.
<ul style="list-style-type: none">• Reports can be generated in graphical formats.• The Bidder will track reoccurring questions/issues to address in future training.• Will provide support via phone and email.• Provides many options for staff to receive trainings depending on their learning style (Written materials, Live in-person, web-based trainings).• The Bidder will develop training curriculums each year with OCFS staff.
<ul style="list-style-type: none">• The bidder will contact staff directly if sample is unclear or incorrect and work with staff to correct the sample.
<ul style="list-style-type: none">• The Bidder will develop a project calendar that will track all project activities.• Configuration period will be short.
<ul style="list-style-type: none">• The Bidder provided their core set of principles.
B. Technology Requirements
<ul style="list-style-type: none">• The Bidder states they will comply with the State of MaineIT policy and standards.
<ul style="list-style-type: none">• The Bidder states they will comply with NIST 800-53 Rev 5.
<ul style="list-style-type: none">• Data will be stored in New Jersey.
<ul style="list-style-type: none">• The Bidder states they will comply.
<ul style="list-style-type: none">• The Bidder states they will comply.
<ul style="list-style-type: none">• The Bidder states they will comply.
<ul style="list-style-type: none">• The Bidder states they will comply.
<ul style="list-style-type: none">• The Bidder states they will comply.
<ul style="list-style-type: none">• The Bidder states they will comply.
C. Reports
<ul style="list-style-type: none">• Reports can be produced at any time.• The Bidder will comply with reporting timelines.
2. Staffing
<ul style="list-style-type: none">• Provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Sivic Solutions Group, LLC

DATE: 7/23/24

EVALUATOR NAME: Jordan Dean

EVALUATOR DEPARTMENT: DHHS/OCFS

<ul style="list-style-type: none">• The Bidder is not using subcontractors.
<ul style="list-style-type: none">• Provided.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Sivic Solutions Group, LLC

DATE: 7/19/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Founded in 1988/NYC• Purchased by Solix in 2017• Experience in Maine OADS, PUC, MUSF, MTEAF, MSAD 58(Phillips, ME)• Provided 3 projects (still ongoing) and an additional table of projects spanning the US
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Organizational Chart
<ul style="list-style-type: none">• Provided very high-level org structure along with a key personnel chart
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Provided
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided, all current

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Sivic Solutions Group, LLC

DATE: 7/19/2024

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• Provided in detail
<ul style="list-style-type: none">• Affirms, provided much additional information supporting ability to comply with this
<ul style="list-style-type: none">• Affirms
<ul style="list-style-type: none">• Asserts strong contract management discipline
<ul style="list-style-type: none">• Affirms each above with supporting descriptive narrative
<ul style="list-style-type: none">• Provided detailed outline of PM principles
B. Technology Requirements
<ul style="list-style-type: none">• Affirms
<ul style="list-style-type: none">• Affirms
<ul style="list-style-type: none">• Affirms
<ul style="list-style-type: none">• Affirms
<ul style="list-style-type: none">• Affirms
<ul style="list-style-type: none">• Affirms
<ul style="list-style-type: none">• Affirms
<ul style="list-style-type: none">• References TA Form
<ul style="list-style-type: none">• References TA Form
C. Reports
<ul style="list-style-type: none">• Provided
2. Staffing
<ul style="list-style-type: none">• Provided
<ul style="list-style-type: none">• N/A
<ul style="list-style-type: none">• Provided
3. Implementation - Work Plan
<ul style="list-style-type: none">• Provided

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Sivic Solutions Group, LLC

DATE: 7/26/24

EVALUATOR NAME: Donna Varney

EVALUATOR DEPARTMENT: OCFS Information Services

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P-Provided an overview of experience and their objectives.• I-Currently provides RMTS for OADS and APS.
2. Subcontractors
<ul style="list-style-type: none">• P-no subcontractors will be used
3. Organizational Chart
<ul style="list-style-type: none">• _Provided a detailed Org Chart with people listed on project
4. Litigation
<ul style="list-style-type: none">• P-No litigation
5. Financial Viability
<ul style="list-style-type: none">• Q-question of net loss• P-provided auditor report and financial info
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202405097

RFP TITLE: Random Moment Time Study Services

BIDDER NAME: Sivic Solutions Group, LLC

DATE: 7/26/24

EVALUATOR NAME: Donna Varney

EVALUATOR DEPARTMENT: OCFS Information Services

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none">• P-online system, web based trainings• Q-85% participation?
<ul style="list-style-type: none">• P- Real time reporting -Have training programs that are live in person, web based trainings, webinars and web meetings They ave a project training plan
<ul style="list-style-type: none">• Q- not answered in detail. vague
<ul style="list-style-type: none">• P-Work plan provided
<ul style="list-style-type: none">• Q-Not answered. Presented a diagram.
B. Technology Requirements
<ul style="list-style-type: none">• _refers to a technical assessment form
<ul style="list-style-type: none">• refers to a technical assessment form
<ul style="list-style-type: none">• refers to a technical assessment form
<ul style="list-style-type: none">• refers to a technical assessment form
<ul style="list-style-type: none">• refers to a technical assessment form
<ul style="list-style-type: none">• refers to a technical assessment form
<ul style="list-style-type: none">• refers to a technical assessment form
<ul style="list-style-type: none">• refers to a technical assessment form
<ul style="list-style-type: none">• refers to a technical assessment form
C. Reports
<ul style="list-style-type: none">• Provided samples of reports
2. Staffing
<ul style="list-style-type: none">• P-Provided this information ,meets requirements
<ul style="list-style-type: none">• No subcontractors will be used
<ul style="list-style-type: none">• P- Single point of contact person
3. Implementation - Work Plan
<ul style="list-style-type: none">• P-Provided a work plan
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•



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

**Janet T. Mills
Governor**

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

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202405097
RFP TITLE: Random Moment Time Study Services**

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

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

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.

DocuSigned by:

Robert Blanchard

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Signature

Jun-27-2024

Date



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

**Janet T. Mills
Governor**

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

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202405097
RFP TITLE: Random Moment Time Study Services**

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

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

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

I understand 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.

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DocuSigned by:

Leigh-Anne Bordas

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Signature

Jun-28-2024

Date



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

**Janet T. Mills
Governor**

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

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202405097
RFP TITLE: Random Moment Time Study Services**

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

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

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

I understand 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.

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DocuSigned by:

Jordan Dean

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Signature

Jun-27-2024

Date



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

**Janet T. Mills
Governor**

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

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202405097
RFP TITLE: Random Moment Time Study Services**

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

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

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

I understand 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.

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DocuSigned by:

Wayne Harmon

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Signature

Jun-27-2024

Date



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

**Janet T. Mills
Governor**

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

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202405097
RFP TITLE: Random Moment Time Study Services**

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

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

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

I understand 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.

DocuSigned by:

Donna Varney

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Signature

Jun-27-2024

Date