

State of Maine
Master Score Sheet

RFP# 202407137				
Drinking Water Licensing System				
Bidder Name:		Bresa Tech LLC dba Bresatech	Global Environmental Consulting, Inc. (GEC)	Ignapius Inc. (dba Ignatius)
Proposed Cost:		\$4,102,400.00	\$791,635.00	\$1,873,186.00
Scoring Sections	Points Available			
Section I: Preliminary Information	Pass/Fail	Pass	Pass	Pass
Section II: Organization Qualifications and Experience	10.00	8.00	10.00	*3.00
Section III: Technical Assessment and Proposed Services	50.00	38.00	45.00	N/A
Section IV: Cost Proposal	40.00	7.72	40.00	N/A
TOTAL	<u>100.00</u>	<u>53.72</u>	<u>95.00</u>	<u>*Did not meet the minimum qualifying Section 2 score</u>

Janet T. Mills
Governor

Sara Gagné-Holmes
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# 202407137 Drinking Water Licensing System

I. Summary

Through RFP# 202407137 Drinking Water Licensing System, the Department sought proposals to replace the Safe Water Operator Certification System (SWOCS) with a configurable COTS-SaaS licensing application. Three (3) Bidders responded to the RFP:

Bresa Tech LLC dba Bresatech
Global Environmental Consulting, Inc. (GEC)
Ignapius Inc. (dba Ignatius)

Through the evaluation process, Global Environmental Consulting, Inc. (GEC) received the highest score and was determined to provide the best value to the State of Maine.

II. Eligibility and Evaluation Process

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

III. Qualifications & Experience of Conditional Awardee

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

IV. Proposed Services by Conditional Awardee

GEC provided a well-rounded response outlining an understanding of, and ability to meet, programmatic requirements of the RFP. Additionally, GEC demonstrated the means and skills necessary to meet the RFP's performance requirements through its project teams' competencies, subject matter expertise, and background.

V. Cost Proposal

GEC provided a total cost of \$791,635.00.

VI. Conclusion

Out of 100 possible points, the Evaluation Team awarded GEC a score of 95.00. The strength of GEC'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 Global Environmental Consulting Inc. represents the best value to the State of Maine.

Janet T. Mills
Governor

Sara Gagné-Holmes
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)

Nov-22-2024

Via Electronic Mail: matt.bomberger@bresatech.com

Bresa Tech LLC dba Bresatech
Matt Bomberger
Legacy Town Center 6860 Dallas Pkwy Ste 200
Plano, TX 75024

SUBJECT: Notice of Conditional Contract Award under RFP # 202407137 Drinking
Water Licensing System

Dear Matt Bomberger,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Maine Center for Disease Control and Prevention, for Drinking Water Licensing System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

- Global Environmental Consulting, Inc.

Global Environmental Consulting, Inc. received the evaluation team's highest ranking. The Department will be contacting the Global Environmental Consulting, 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 the apparent successful vendor. Global Environmental Consulting, 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 an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Office of State Procurement Services [formerly the Division of Purchases], Chapter 120, § (2) (2).

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

Sincerely,

Signed by:

Veronica Smith

FEC16F5FF697476...

Veronica Smith
Chief Operating Officer
Maine Center for Disease Control and Prevention

DocuSigned by:

Debra Downer

5DC6307B8558482...

Debra Downer
Deputy Director for Competitive Procurement
Division of Contract Management

Janet T. Mills
Governor

Sara Gagné-Holmes
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)

Nov-22-2024

Via Electronic Mail: laurie.potter@1gec.com

Global Environmental Consulting, Inc. (GEC)
Laurie Potter/Director of Business Development
3370 N Hayden Road Suite 123-302
Scottsdale, AZ 85251

SUBJECT: Notice of Conditional Contract Award under RFP # 202407137 Drinking
Water Licensing System

Dear Laurie Potter,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Maine Center for Disease Control and Prevention, for Drinking Water Licensing System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

- Global Environmental Consulting, Inc.

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

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

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

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

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

Sincerely,

Signed by:

Veronica Smith

FEC16F5FF697476...

Veronica Smith
Chief Operating Officer
Maine Center for Disease Control and Prevention

DocuSigned by:

Debra Downer

5DC6307B8558482...

Debra Downer
Deputy Director for Competitive Procurement
Division of Contract Management

Janet T. Mills
Governor

Sara Gagné-Holmes
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)

Nov-22-2024

Via Electronic Mail: graeme@ignatius.io

Ignapius Inc. (dba Ignatius)
Graeme Ownjazayeri, COO
221 3rd st., ste. 207
Newport, RI 02840

SUBJECT: Notice of Conditional Contract Award under RFP # 202407137 Drinking Water Licensing System

Dear Graeme Ownjazayeri,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Maine Center for Disease Control and Prevention, for Drinking Water Licensing System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

- Global Environmental Consulting, Inc.

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

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

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

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

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

Sincerely,

Signed by:

Veronica Smith

FEC16F5FF697476...

Veronica Smith
Chief Operating Officer
Maine Center for Disease Control and Prevention

DocuSigned by:

Debra Downer

5DC6307B8558482...

Debra Downer
Deputy Director for Competitive Procurement
Division of Contract Management

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Bresa Tech LLC dba Bresatech

DATE: October 16, 23, 29 and November 15, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Robert Chicoria, Amy Lachance, David Welch, Melanie Messina and Peter Bernard

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	10.00	8.00
Section III. Proposed Services	50.00	38.00
Section IV. Cost Proposal	40.00	7.72
<u>Total Points</u>	<u>100.00</u>	<u>53.72</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Bresa Tech LLC dba Bresatech

DATE: October 16, 23, 29 and November 15, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Eligibility Requirements (Stage One)
Section I. Preliminary Information

Evaluation Team Comments: N/A

- | |
|---|
| <ul style="list-style-type: none">• Demonstrated having a commercially available Software as a Service (SaaS) solution which can be utilized for the delivery of a Drinking Water Software Solution, which has been implemented within the last five (5) years and is currently in operation in at least one (1) state, municipality, or local government agency in the Continental United States, are invited to submit a bid. |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Bresa Tech LLC dba Bresatech

DATE: October 16, 23, 29 and November 15, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	10.00	8.00

Evaluation Team Comments: N/A

Part IV. Section II. Organizational Qualification and Experience (Stage Two)
1. Overview of the Organization
<ul style="list-style-type: none">• Provided three (3) relevant project examples, all within the last five (5) years.• Examples provided go as far back as 2014.• Organization size, qualifications and experience are scaled appropriately for this project.• Works with agencies in Vermont and Maine.• Provides licensing software for 200 license types in 50 professions in Vermont.• Organization appears to qualify into a State of Maine enterprise system.• Partners with the software developer Pegasystems.
2. Litigation
<ul style="list-style-type: none">• None indicated.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Bresa Tech LLC dba Bresatech

DATE: October 16, 23, 29 and November 15, 2024

**EVALUATION OF SECTION III
Technical Assessment and Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Technical Assessment and Proposed Services	50.00	38.00

Evaluation Team Comments: N/A

Part IV, Section III Technical Assessment and Proposed Services (Stage Three)

1. Services to be Provided

Part II

A. Operational Requirements

- Proposes to utilize Pega System to create solution.
- Emphasizes the capability of the proposed solution to ensure long-term flexibility and scalability due to the modular approach. Proposed scalability is beyond the RFP requirements.
- States it is a comprehensive government cloud-based COTS-SaaS licensing solution.
- Proposed system can handle future processing expansion.
- System includes smart features; automated notifications, interactive dashboard, and user friendliness.
- Omni-Channel communication providing real time updates via multiple platforms.
- Fully customizable documentation and reporting.
- Proposes all automated customizable workflows and intakes.
- Open architecture for extensive integration capabilities.
- Proposes to import 3000+ current licensing records.
- Emphasized a collaborative approach and proactive communication.
- Will setup a dedicated change request management process.
- Large system enhancements will be scheduled quarterly.
- Will meet the 2 weeks' notice for any planned patches or upgrades.
- Advanced customizable reporting and analytics capabilities utilizing a specific Report Browser application within the proposed platform.
- Data can also be extracted using Business Intelligence Exchange (BIX) and put into other formats including XML and CSV, etc.

B. Specific Drinking Water and Operator Capabilities

- Plans to utilize Pega GenAI to validate eligibility for license applications.
- Eligibility and workflows are fully automated with real-time data integration.
- Rules engine can handle complex decision-making processes.
- Uses Encryption for uploading and downloading documents securely.
- Centralized dashboard will provide a comprehensive view for operator profiles.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Bresa Tech LLC dba Bresatech

DATE: October 16, 23, 29 and November 15, 2024

- Course management portal for easy viewing of required courses.
- Can track approved courses in real time and automatic validation.
- Will provide secure access for training providers.
- Proposed platform has dynamic case management to handle complex data relationships.
- Included facility and role-based assignment capabilities.
- Can track all operators and clearly designate the primary operator.
- Highly flexible platform allows administrators to perform all required tasks, either digitally or by intuitive manual data entry.

C. Maintenance, Technical Support, and Training Requirements

- Includes end-user and business user training with a role-based approach.
- Three (3) sessions in the initial month will be offered.
- Pega Academy allows for a self-study approach.

D. General System User Interface (UI) Requirements

- Described in detail how the Pega Constellation Design system and Pega Platform will provide a simple, modern, intuitive system and interface.
- Provides features for users with accessibility restrictions.
- Plans to design and implement a centralized notifications center.
- Plans to work with DWP to configure notification settings.
- Did not specifically address if users have the option to batch-remove notifications.
- Multi-channel delivery and tracking along with follow-up notifications and plans to include cost of renewal.

E. Technical Requirements for SaaS Products

- Low code configurability offers flexibility to legislative changes.
- Highly scalable, both vertically and horizontally.
- Out of the box APIs support SOAP and REST.
- Secure portals and role-based access control utilizing Pega Web Mashup to securely embed user interfaces into websites or portals.
- Integrates with external payment processing systems.
- Event driven notifications utilizing multiple channels.
- Version control ensures everything stays current.
- Role based access control including Multi-Factor Authentication (MFA), Encryption and Audit logging.
- Plans to adhere to all policy requirements.

F. Disaster Recovery Requirements

- Plans to adhere to all recovery time requirements.
- Backups are done several times a day to ensure minimal data loss in the event of a full failure.
- Pega cloud is a multi-region disaster recovery with real time data replication.
- Professional managed data recovery with 24/7 monitoring.
- Data Recovery plan ensures continuous service availability.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Bresa Tech LLC dba Bresatech

DATE: October 16, 23, 29 and November 15, 2024

- Geo-redundant storage solution.
- Plans to perform automated Data Integrity checks and automated failover mechanisms for retrieval.
- End to end encryption both at rest and in transit.
- Access controls are limited to authorized personnel.
- Provided extensive detail how they will develop and implement procedures in the event of a major issue.

G. User Authentication

- Supports integration with Azure AD.
- Single sign-on capability.
- MFA, Secure User Management.

H. Potential Future Licensing Use Case Needs of an Enterprise-wide Solution

- Indicates ability to meet the potential future licensing needs.

2. Staffing

- Provided position titles, minimum qualifications and job descriptions.
- References “in-house team” but did not specifically address utilizing subcontractors or consultants.
- Provided a detailed staffing plan but did not address time allocations.

3. Implementation - Work Plan

- Outlined a Design, Prepare, Build, and Adopt plan for implementation utilizing the Agile Scrum methodology however, it was not displayed in a timeline chart.
- It is unclear how much Department staff time would be required for the development via Agile Scrums.

Demonstrations (Stage Four)

- Software appears to be capable of receiving applications, administering certifications and receiving payments. However, it will take a significant outlay of time to configure appropriately, and it has unnecessary functionality that adds complexity to both the internal and external users.
- Dashboard is easy to follow.
- Inferred each license could be created fairly quickly by one person, but the steps demonstrated suggest the initial process for each type (OP, WD, etc.) would be time consuming and require considerable input from multiple DWP sections.
- Provided vague details concerning SDWIS integration which appears to lack an in-depth knowledge of SDWIS complexity.
- Configuration of options seems unwieldy with too many options and lacked clarity of how to make changes.
- Cited Vermont as a current user example which relied heavily on State staff developing the forms that their system uses.
- Did not mention any reports or capability to export data to another application for analysis.
- No mention of proxy user for a particular location such as a water district.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Bresa Tech LLC dba Bresatech

DATE: October 16, 23, 29 and November 15, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

Cost Proposal (Stage Five)						
Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$791,635.00	÷	\$4,102,400.00	x	40.00 points	=	7.72

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Global Environmental Consulting, Inc. (GEC)

DATE: October 16, 23, 29 and November 14, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Robert Chicoria, Amy Lachance, David Welch, Melanie Messina and Peter Bernard

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	10.00	10.00
Section III. Proposed Services	50.00	45.00
Section IV. Cost Proposal	40.00	40.00
<u>Total Points</u>	<u>100.00</u>	<u>95.00</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Global Environmental Consulting, Inc. (GEC)

DATE: October 16, 23, 29 and November 14, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Eligibility Requirements (Stage One)
Section I. Preliminary Information

Evaluation Team Comments: N/A

- | |
|---|
| <ul style="list-style-type: none">• Demonstrated having a commercially available Software as a Service (SaaS) solution which can be utilized for the delivery of a Drinking Water Software Solution, which has been implemented within the last five (5) years and is currently in operation in at least one (1) state, municipality, or local government agency in the Continental United States, are invited to submit a bid. |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Global Environmental Consulting, Inc. (GEC)

DATE: October 16, 23, 29 and November 14, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	10.00	10.00

Evaluation Team Comments: N/A

Part IV. Section II. Organizational Qualification and Experience (Stage Two)

1. Overview of the Organization

- Provided three (3) relevant project examples.
- The current provider of these services in the State of Maine with several SDWIS interfacing applications currently in use at DWP, including SWOCS, SWIFT, and SWEET.
- Supports multiple state DWP agencies since 2000.
- Is the primary software developer.
- Long working history with EPA.

2. Litigation

- None indicated.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Global Environmental Consulting, Inc. (GEC)

DATE: October 16, 23, 29 and November 14, 2024

**EVALUATION OF SECTION III
Technical Assessment and Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Technical Assessment and Proposed Services	50.00	45.00

Evaluation Team Comments: N/A

Part IV, Section III Technical Assessment and Proposed Services (Stage Three)

1. Services to be Provided

Part II

A. Operational Requirements

- Hosted in the Azure Government Cloud.
- Optimized for chromium-based browsers, including Google Chrome and Microsoft Edge. Cannot be utilized with Mozilla Firefox nor Safari.
- Can manage unlimited number of state or operator/external users and priced based on size brackets of user totals.
- Can process as many applications and renewals as are requested by the State of Maine.
- Can include as many different license types or categories as needed.
- Allows the State to create and modify career paths for each type and level of certification. Training is included on how to set up the minimum requirements for each certification.
- Profile dashboard landing page displays current certifications and potential certifications (next level, for operators) with a separate dashboard for State staff.
- Provides email communication that integrates to Office 365 with renewal alert capabilities. Some activities will prompt automated email communication. Text or SMS is not available.
- State admin must create and modify career paths.
- Proposed report studio allows for configuration of letters and emails with a list of templates for specific Maine branding and wording.
- Proposed options for both automated and manual paper processing.
- Proposed system can help state staff track fees by updating the received date field as fees are received all the operator's certifications.
- In proposed system, all pages, grids, buttons, and displays function similarly.
- Provides search and filtering options so users can easily locate information.
- Initially, a state admin will enter critical information about each certificate type, including the fee rate which can be modified.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Global Environmental Consulting, Inc. (GEC)

DATE: October 16, 23, 29 and November 14, 2024

- System allows staff to batch approve submitted applications and can be configured to provide multiple state users authorization to approve applications. It can be configured to allow for automated approval of renewal applications, automatically confirming that the application meets certain criteria. Optional review and approval process by different approvers will be completed at an additional cost.
- Proposed system allows for deletion from Cert Tracker.
- Allows operators to ask questions to their support email initiating a workflow at GEC to ensure the question is addressed.
- Allows multiple statuses for operators as well as for certifications.
- New integration will have to be made for PayMaine II.
- Cannot automatically calculate license and any late fees, all has to be done manually and not included in their proposal.
- State they can easily extract and migrate data into Cert Tracker.
- Extra fees for a UAT environment after the first year.
- Will provide upgrade notification. There are no custom scheduled updates, updates happen for every customer.
- Provides built in reporting.
- Custom reports are an additional cost.

B. Specific Drinking Water and Operator Capabilities

- Met the requirements.

C. Maintenance, Technical Support, and Training Requirements

- Provides annual maintenance.
- Plans to utilize new modernized SDWIS at an additional cost.
- Plans to provide virtual training with in-person training at an additional cost.

D. General System User Interface (UI) Requirements

- Response does not appear to match the request.
- Notifications are sent but not stored in Cert tracker.
- Requests would have to be submitted to see verification.
- External notification tracking via email.
- Response does not appear to match the request.
- Notifications are sent but not stored in Cert tracker.
- Requests would have to be submitted to see verification.
- External notification tracking via email.
- Settings cannot be adjusted by a user. Users need to employ email rules (e.g., in Outlook) to manage notifications.
- Users cannot manage their notifications in Cert Tracker.
- Can integrate with Office 365.
- Has the ability to integrate with DocuWare, PayMaine II, and Maine Service Bus at no additional cost.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Global Environmental Consulting, Inc. (GEC)

DATE: October 16, 23, 29 and November 14, 2024

- Indicates the ability to integrate with the [Okta](#) platform and comply with OpenID 2.0, OAuth 2.0, and SAML 2.0.

E. Technical Requirements for SaaS Products

- Low code configurability offers flexibility to legislative changes.
- Public can have a separate website to view certificate data only.
- Only two (2) options for Role Based security are full access or read only.
- Indicates ability to meet most of the MaineIT requirements.
- Not 508 or WCAG 2.1 compliant.
- Address own policies but not how they correlate with the State of Maine policy.
- Data is encrypted at rest; transit only for PII processing.
- Referenced SOC 2 type 2 for most of the answers.
- Test Disaster Recovery (DR) annually.

F. Disaster Recovery Requirements

- Acknowledges ability to meet the 99% uptime, RTO, and RPO requirements.
- States any downtime of 10 min or less is not considered “downtime”.
- An uptime of 99.9% would be 8 hours 41 min 38s per year but this response states total scheduled downtime will typically not exceed 20 hours.
- Downtime due to planned, routine, and acts of nature are not considered downtime.

G. User Authentication

- Met the requirements.

H. Potential Future Licensing Use Case Needs of an Enterprise-wide Solution

- Optional functionality not currently in Cert Tracker.
 - Trigger reminders to schedule inspection within thirty (30) calendar days after receiving a new application.
 - Scan barcodes in place of entering a defined data element.
 - Add unknown barcodes to a list of unregistered barcodes.
 - Automatically flag violations repeated from previous routine inspections.
- Can add Swift Surveys at an additional cost.
- Inspection approval or rejection can be added at a cost.
- Cannot track changes within Cert Tracker has to be downloaded, tracked with Word and then re-uploaded into Cert Tracker.
- No mobile app.
- Plans to work with the state to discuss optional integration with Maine’s ESRI ArcGIS stack.

2. Staffing

- Provided position titles and job descriptions.
- Did not provide minimum qualifications.

3. Implementation - Work Plan

- Provided a detailed work plan outlining each phase.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Global Environmental Consulting, Inc. (GEC)

DATE: October 16, 23, 29 and November 14, 2024

Demonstrations (Stage Four)

- Their software demonstration proved to be intuitive and functional.
- Familiarity with SDWIS and plans to upgrade for DW-SAFTIES is a future benefit.
- Staff time required for customizing software would be reduced since the structure is already focused on drinking water operator certification.
- Customization “toggles” allow quick set up and modification as needed.
- SDWIS is GECs primary system to support.
- Stated this connection will be relatively straightforward.
- Allows for multiple certifications per individual with details for each.
- Allows a minimum certification level to be assigned to each Facility.
- Proxy cert management allows employers to manage certifications.
- Email notices are automated within software.
- Creates editable letters in bulk.
- Simplicity of application will make it easy for DWP to provide instruction/guidance to licensees/proxies.
- Useful feature that allows the State to specify categories of courses with Total Contact Hours (TCH) amounts required for each category.
- Career path option allows management of operator’s full work history.
- Ability to attach documents (diploma, etc.)
- Audit trail tracks status changes.
- Can publish external list of certified operators for public to search.
- QA/QC compliance checks reports are available (Incorrect number of operators).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Global Environmental Consulting, Inc. (GEC)

DATE: October 16, 23, 29 and November 14, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

Cost Proposal (Stage Five)						
Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$791,635.00	÷	\$791,635.00	x	40.00 points	=	40.00

Evaluation Team Comments: N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Ignapius Inc. (dba Ignatius)

DATE: October 16 & 23, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Robert Chicoria, Amy Lachance, David Welch, Melanie Messina and Peter Bernard

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	10.00	3.00
Section III. Proposed Services	50.00	N/A
Section IV. Cost Proposal	40.00	N/A
<u>Total Points</u>	<u>100.00</u>	<u>DNQ</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Ignapius Inc. (dba Ignatius)

DATE: October 16 & 23, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Eligibility Requirements (Stage One)
Section I. Preliminary Information

Evaluation Team Comments:

- | |
|---|
| <ul style="list-style-type: none">• Demonstrated having a commercially available Software as a Service (SaaS) solution which can be utilized for the delivery of a Drinking Water Software Solution, which has been implemented within the last five (5) years and is currently in operation in at least one (1) state, municipality, or local government agency in the Continental United States, are invited to submit a bid. |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER: Ignapius Inc. (dba Ignatius)

DATE: October 16 & 23, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	10.00	3.00

Evaluation Team Comments: N/A

Part IV. Section II. Organizational Qualification and Experience (Stage Two)
1. Overview of the Organization
<ul style="list-style-type: none">• Provided three (3) project examples. None of the projects demonstrated experience with drinking water licensing, SDWIS or other regulatory software.• Established in 2013.• Provided very limited details on their organizational qualifications and experience.• No government professional licensing experience.
2. Litigation
<ul style="list-style-type: none">• None indicated.

The Bidder's response to Organization Qualifications and Experience in Stage Two did not meet the minimum scoring requirements in order to move to Stage Three. Therefore, the Bidder's proposal is disqualified from further evaluation .

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/16/2024; 10/22/2024; 10/29/2024

EVALUATOR NAME: Peter Bernard

EVALUATOR DEPARTMENT: DHHS/CDC Drinking Water Program

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• The vendor answered 'yes'.
<ul style="list-style-type: none">• The vendor answered 'yes'.
<ul style="list-style-type: none">• The vendor answered 'yes'.

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Vendor works w/Vermont and Maine to provide licensing for multiple professional licensing options. In Vermont, vendor provides licensing software for 200 license types in 50 professions.• It appears the vendor is not the software developer (Pega referenced as a separate product).• Technical support services not mentioned.
2. Litigation
<ul style="list-style-type: none">• Vendor reported no litigation.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/16/2024; 10/22/2024; 10/29/2024

EVALUATOR NAME: Peter Bernard

EVALUATOR DEPARTMENT: DHHS/CDC Drinking Water Program

Stage Three- Technical Assessment and Proposed Services	
Part II	
A. Operational Requirements	
	<ul style="list-style-type: none">• Bidder's description of each item in the proposal appears to meet the requirements in Part II-A.
	<ul style="list-style-type: none">• Bidder's description of change request management appears to adequately fulfill the requirements of the RFP.
	<ul style="list-style-type: none">• Bidder's description details granular reporting and query capabilities.
B. Specific Drinking Water and Operator Capabilities	
	<ul style="list-style-type: none">• Bidder's description of Operator interfaces appears to adequately fulfill the requirements of the RFP.
	<ul style="list-style-type: none">• Bidder's description of Operator educational data management appears to adequately fulfill the requirements of the RFP.
	<ul style="list-style-type: none">• Bidder has included facility- and role-based assignment capabilities in the proposal.
	<ul style="list-style-type: none">• Bidder's proposal includes manual records update functionality.
C. Maintenance, Technical Support, and Training Requirements	
	<ul style="list-style-type: none">• Bidder's proposal satisfactorily addresses software upgrades and maintenance.
	<ul style="list-style-type: none">• User guide and manual.
	<ul style="list-style-type: none">• 3 training sessions for end-user and business trainings (recorded)
	<ul style="list-style-type: none">• Independent study through Pega Academy
D. General System User Interface (UI) Requirements	
	<ul style="list-style-type: none">• Bidder proposes a "clean, user-friendly interfaces that meets the needs of both Operators and administrators."
	<ul style="list-style-type: none">• Bidder's proposal satisfactorily addresses this requirement.
	<ul style="list-style-type: none">• Bidder's proposal appears to fully address retention requirements.
	<ul style="list-style-type: none">• Bidder's proposal addresses users' ability to edit notification settings.
	<ul style="list-style-type: none">• Bidder's proposal includes ensuring users' ability to edit notification settings.
	<ul style="list-style-type: none">• Bidder's proposal includes "robust notification and automation capabilities."
	<ul style="list-style-type: none">• Bidder's proposal includes solution for customized reporting requirements.
	<ul style="list-style-type: none">• The bidder's proposal addresses each of the 4 interface requirements.
	<ul style="list-style-type: none">• Proposal appears to integrate with the Okta platform and comply with OpenID 2.0, OAuth 2.0, and SAML 2.0.
E. Technical Requirements for SaaS Products	
	<ul style="list-style-type: none">• Bidder references a "U.S.-based team."
	<ul style="list-style-type: none">• Proposal appears to include all architect features listed in the RFP.
	<ul style="list-style-type: none">• The proposal appears to comply with MaineIT policies and standards.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/16/2024; 10/22/2024; 10/29/2024

EVALUATOR NAME: Peter Bernard

EVALUATOR DEPARTMENT: DHHS/CDC Drinking Water Program

<ul style="list-style-type: none">• The bidder's proposal appears to meet this requirement.
F. Disaster Recovery Requirements
<ul style="list-style-type: none">• The bidder's proposal appears to meet uptime requirements.
<ul style="list-style-type: none">• The bidder's proposal appears to meet this requirement.
<ul style="list-style-type: none">• The bidder's proposal appears to meet the data recovery requirements.
<ul style="list-style-type: none">• The bidder's proposal appears to meet the data reconstruction requirement.
<ul style="list-style-type: none">• The proposal appears to clearly identify responsibilities.
<ul style="list-style-type: none">• The bidder's proposal appears to detail a robust storage solution that guards against data loss.
<ul style="list-style-type: none">• The bidder's proposal appears to meet this requirement.
G. User Authentication
<ul style="list-style-type: none">• The bidder's proposal appears to meet this requirement.
H. Potential Future Licensing Use Case Needs of an Enterprise-wide Solution
<ul style="list-style-type: none">• The bidder's proposal appears to meet these requirements.
<ul style="list-style-type: none">• The bidder's proposal appears to meet this requirement.
2. Staffing
<ul style="list-style-type: none">• The bidder's proposal appears to meet this requirement.
<ul style="list-style-type: none">• The bidder's proposal appears to reference their "in-house team" only. Subcontractors/consultants not discussed.
<ul style="list-style-type: none">• The bidder's proposal appears to meet this requirement.
3. Implementation - Work Plan
<ul style="list-style-type: none">• The bidder has provided an implementation work plan.

Stage Four- Demonstrations
<ul style="list-style-type: none">•

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

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: Robert F. Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Three examples were provided<ul style="list-style-type: none">○ State of Maine – Broad description but insufficient details to determine which Maine Program it applies to and the relevance to the Drinking Water Software Solution.○ South Florida Water Management District – Used for permitting system including online application submission, technical review, management approval, payment processing, refund processing, field inspections, permit modifications, permit renewal, compliance, and enforcement. This example appears to comply with the RFP requirements.○ State of Vermont – Professional License System. This example may comply with the RFP requirements.
<ul style="list-style-type: none">• For the three examples provided:<ul style="list-style-type: none">○ State of Maine – No Implementation dates were provided○ South Florida Water Management District – Initial release April 2018. Two additional releases were in September 2020 and October 2020. Within the required 5 years period.○ State of Vermont – Early 2020. Within the required 5 years period.
<ul style="list-style-type: none">• For the three examples provided:<ul style="list-style-type: none">○ State of Maine – Meets requirements○ South Florida Water Management District – Meets requirements.○ State of Vermont – Meets requirements.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: Robert F. Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
• Meets RFP Requirements
2. Litigation
• None

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: Robert F. Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

Stage Three- Technical Assessment and Proposed Services

Part IV, Section III Proposed Services

Part II

A. Operational Requirements

- Cloud-based
- Supports internet browsers
- Accommodates user requirements
- Supports new application and renewal requirements
- Manages diverse licensing requirements
- Accommodate multiple operator certification types
- System includes progression features
- The system will send Email and SMS notifications
- Interactive dashboard
- The system guides operators through the application and renewal processes
- Supports differing contact hours
- Can be customized by DWP
- Supports manual and automated processing
- Could not locate compliance
- User-friendly interface
- Consistent workflow across categories
- Powerful search capabilities
- Supports fee rate tables
- Supports multiple approvals
- Could not locate compliance
- Supports requests from the public portal
- Automatically assigns processing to appropriate users
- Not specifically mentioned
- Supports multiple statuses
- Can connect to PayMaine II and SDWIS
- Meets specified lookup result timing
- Will reduce manual intervention
- Can import current licensing records

- NIST Best practices
- Six (6) step change management process

- Advanced reporting and analytics capabilities

B. Specific Drinking Water and Operator Capabilities

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: Robert F. Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

<ul style="list-style-type: none"> No mention of validating eligibility
<ul style="list-style-type: none"> Meets RFP requirements
<ul style="list-style-type: none"> Meets RFP requirements
<ul style="list-style-type: none"> Meets RFP requirements Automated notifications for license renewals
C. Maintenance, Technical Support, and Training Requirements
<ul style="list-style-type: none"> Pega Cloud performs all updates automatically
<ul style="list-style-type: none"> Not mentioned
D. General System User Interface (UI) Requirements
<ul style="list-style-type: none"> Provided
<ul style="list-style-type: none"> Provided
<ul style="list-style-type: none"> Provided
<ul style="list-style-type: none"> Provided
<ul style="list-style-type: none"> Not found
<ul style="list-style-type: none"> Provided
<ul style="list-style-type: none"> Provided
<ul style="list-style-type: none"> Well documented
<ul style="list-style-type: none"> Supprts Okta, OpenID 2.0, OAuth 2.0, and SAML 2.0
E. Technical Requirements for SaaS Products
<ul style="list-style-type: none"> Data centers in U.S. and other countries
<ul style="list-style-type: none"> Can make revisions to workflows, business rules, and UI components without requiring coding knowledge Users can update processes to ensure compliance with new regulations in real time APIs support both SOAP and REST standards, enabling seamless integration with external systems and legacy applications Phased approach to the adaptation of Pega platform Secure public viewing capability Integration of payment processing including PayMaine II Automatic reminders issued Stays current with browser updates and technologies such as Adobe Role based access control
<ul style="list-style-type: none"> Will fully comply with the State of Maine's MainIT Policies and Standards Provided brief descriptions of how they will comply to each Policy and Standard
<ul style="list-style-type: none"> NIST SP800-53 Rev 4 not specified Rev 5 in Appendix F Will ensure solution achieves the NIST 800-53 Rev 5

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: Robert F. Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

F. Disaster Recovery Requirements
--

- | |
|---|
| <ul style="list-style-type: none">• Will fully comply |
| <ul style="list-style-type: none">• Continuous data replication and backup |
| <ul style="list-style-type: none">• 24/7/365 Data Recovery• Dedicated <u>global</u> operations team (does this violate U.S Based Requirement?)• Will ensure that the system meets the uptime, RTO, and RPO requirements |
| <ul style="list-style-type: none">• Automated scheduled backups multiple times daily |
| <ul style="list-style-type: none">• Will provide a comprehensive incident response plan that includes clear procedures for data restoration |
| <ul style="list-style-type: none">• Real-time data replication in different locations |
| <ul style="list-style-type: none">• Will provide a comprehensive incident response plan that includes clear procedures for data restoration |

G. User Authentication

- | |
|---|
| <ul style="list-style-type: none">• Internal State users to authenticate using their existing Office 365 credentials. |
|---|

H. Potential Future Licensing Use Case Needs of an Enterprise-wide Solution
--

- | |
|---|
| <ul style="list-style-type: none">• Not Specified• Not Specified• Not Specified• Not Specified• Scanning barcode capability• Not Specified• Not Specified• Mobile-Friendly interface |
| <ul style="list-style-type: none">• The Pega Platform includes built-in capabilities to integrate with Esri ArcGIS |

2. Staffing

- | |
|--|
| <ul style="list-style-type: none">• Position titles, job descriptions, and qualifications provided for Engagement Lead, Senior System Architect, Lead System Architect, System Architect Quality Assurance, and Lead Business Architect. |
| <ul style="list-style-type: none">• Not specified |
| <ul style="list-style-type: none">• Very detailed staffing plan but time allocations not included |

3. Implementation - Work Plan

- | |
|--|
| <ul style="list-style-type: none">• Work plan appears to be a duplication of staffing plan |
|--|

Stage Four- Demonstrations

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

Stage Five- Cost Proposal

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: Robert F. Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">• \$4,102,400.00• Training not included in Proposal - RFP Part IIC

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/24, 10/16/24, 10/22/24

EVALUATOR NAME: Amy Lachance

EVALUATOR DEPARTMENT: DHHS/CDC

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">The Bidder meets this requirement based on the information provided.
<ul style="list-style-type: none">Yes, the Bidder stated that they have implemented the solution within the last five years in two cases.
<ul style="list-style-type: none">Yes – the Bidder stated that it is in operation in three cases.

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">Appears to have an organization scaled appropriately for this project.Has worked with other Maine agency, as well as implemented a licensing system in another state.Focuses on the organization's capabilities to fit into a State of Maine enterprise system, unifying IT infrastructure.Mentions integration with federal Drinking Water Database, SDWIS, but this may prove more complicated than the vendor assumes.
2. Litigation
<ul style="list-style-type: none">No concerns identified.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/24, 10/16/24, 10/22/24

EVALUATOR NAME: Amy Lachance

EVALUATOR DEPARTMENT: DHHS/CDC

Stage Three- Technical Assessment and Proposed Services
Part IV, Section III Proposed Services
Part II
A. Operational Requirements
<ul style="list-style-type: none">• Proposes to utilize Pegasystem to create solution.• Addressed each of the requirements above specifically, stating that their proposed solution was capable of meeting each of them.• Emphasizes the capability of the proposed solution to ensure long-term flexibility and scalability due to the modular approach.
<ul style="list-style-type: none">• Specifically addressed these requirements and confirmed capability to meet them.• Emphasized a collaborative approach and proactive communication.
<ul style="list-style-type: none">• Pega Platform allows for both standard and customized reports.• Pega Platform uses generative AI – is this ok in Maine?• Utilizes Dashboards.
B. Specific Drinking Water and Operator Capabilities
<ul style="list-style-type: none">• Bidder illustrated ability of the proposed solution to apply for, renew and/or modify a license with case flow example.• Again, “AI-powered decisioning capabilities” – OK?• Has audit trail capabilities.
<ul style="list-style-type: none">• Bidder asserted that Pega Systems has capability to meet all of these requirements, with illustrations.
<ul style="list-style-type: none">• Pega Systems has dynamic case management to handle complex data relationships, as required.
<ul style="list-style-type: none">• Pega Systems allows administrators to perform all required tasks, either digitally or on paper.
C. Maintenance, Technical Support, and Training Requirements
<ul style="list-style-type: none">• Pega Platform will have scheduled upgrades as part of annual licensing.• License includes comprehensive maintenance, including security patches and bug fixes.
<ul style="list-style-type: none">• Pega Systems includes end-user and business user training with role-based approach.• Initially, three sessions in one month will be offered.• Pega Academy allows for self study.
D. General System User Interface (UI) Requirements
<ul style="list-style-type: none">• Pega Constellation Design System is utilized to create user interface, allowing for consistency and ease of use.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/24, 10/16/24, 10/22/24

EVALUATOR NAME: Amy Lachance

EVALUATOR DEPARTMENT: DHHS/CDC

<ul style="list-style-type: none">• Personalized dashboards and streamlined user flows.• Accessibility features included.
<ul style="list-style-type: none">• Notifications tailored to user roles, with flexibility to control.
<ul style="list-style-type: none">• Pega Platform allows for indefinite retention, audit trail and data security.
<ul style="list-style-type: none">• Pega Platform allows for customizable notification preferences.
<ul style="list-style-type: none">• Will work with Maine DWP to align this functionality.
<ul style="list-style-type: none">• Pega Platform can handle this using its business rules engine.
<ul style="list-style-type: none">• Pega Platform has customizable reporting templates and ad hoc report generation along with pre-built reports.
<ul style="list-style-type: none">• Pega Platform is capable of integrating with these tools.
<ul style="list-style-type: none">• Pega Platform can integrate with the Okta platform.
E. Technical Requirements for SaaS Products
<ul style="list-style-type: none">• US-based team is used.
<ul style="list-style-type: none">• Pega Platform is capable of integrating with these business needs using low-code configurability, scalability and modularity.
<ul style="list-style-type: none">• Proposed solution can comply with all of these policies.
<ul style="list-style-type: none">• Solution can meet all of these security and privacy controls.
F. Disaster Recovery Requirements
<ul style="list-style-type: none">• Pega Cloud is resilient and reliable.
<ul style="list-style-type: none">• Pega Cloud has comprehensive data backup and recovery.
<ul style="list-style-type: none">• Pega Cloud has continuous availability of data recovery professionals.
<ul style="list-style-type: none">• Pega Cloud has automated back-ups, real-time data replication and roll-back capabilities.
<ul style="list-style-type: none">• Stated that this will occur.
<ul style="list-style-type: none">• Pega Cloud has geo-redundant storage and security for breaches.
<ul style="list-style-type: none">• Software tools include automated back-up, version control and disaster recovery.
<ul style="list-style-type: none">• Relies on state staff for some functionality.
G. User Authentication
<ul style="list-style-type: none">• Stated that solution will integrate as required.
H. Potential Future Licensing Use Case Needs of an Enterprise-wide Solution
<ul style="list-style-type: none">• Discusses inspection checklists, mobile friendly interface, label generation, etc. which are not part of requirements.
<ul style="list-style-type: none">• Has mapping capabilities, but these are not required.
2. Staffing
<ul style="list-style-type: none">• Attachment 3.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/24, 10/16/24, 10/22/24

EVALUATOR NAME: Amy Lachance

EVALUATOR DEPARTMENT: DHHS/CDC

<ul style="list-style-type: none">• In-house team will work with state staff.
<ul style="list-style-type: none">• Attachment 4.• Has qualified staff.• Process is very time intensive for state staff.• Not an off-the-shelf solution – needs to be fully developed.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Attachment 5.• Pro

Stage Four- Demonstrations
<ul style="list-style-type: none">•

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

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/23/2024, 10/24/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM - DHHS

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Yes, they listed 3 water management districts including the State of Maine using the Pega Government platform, which is a cloud based SaaS
<ul style="list-style-type: none">• Yes, they listed 2 projects where it has been working since 2018 for one module, the rest were in 2020.
<ul style="list-style-type: none">• Yes, 3 States, State of Maine, South Florida Water Mgmt District and the State of Vermont

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Pegasystems is currently in use at the SOM in other projects• Cloud Based – reduced maintenance costs, better reliability• Is designed for a lower total cost of ownership• COTS-SaaS• Not sure how long they have been in business?• Listed 3 valid projects
2. Litigation
<ul style="list-style-type: none">• None Listed

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/23/2024, 10/24/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM - DHHS

Stage Three- Technical Assessment and Proposed Services	
Part IV, Section III Proposed Services	
Part II	
A. Operational Requirements	
<ul style="list-style-type: none">• States it is a comprehensive cloud based COTS-SaaS licensing solution• Gov't cloud – FedRAMP and Soc 2 Type 2• Scalability beyond what was requested• Can handle future processing capacity• System includes smart features – automated notifications, interactive dashboard, user friendly• No code capability for any future changes• Omni-Channel communication -real time updates multiple platforms• Fully customizable documentation• Support for paper processing• Customizable workflows and intakes – all automated• Open architecture for extensive integration capabilities• Will import 3000+ records• Long term flexibility and scalability	
<ul style="list-style-type: none">• Will setup dedicated change request management process• Large system enhancements will be scheduled quarterly• Will meet the 2 week notice for any planned patches or upgrades	
<ul style="list-style-type: none">• Each report can be customized• Has a specific Report Browser application within Pega Platform for reports• Data can also be extracted using BIX and put into other formats including XML and CSV, etc.	
B. Specific Drinking Water and Operator Capabilities	
<ul style="list-style-type: none">• Uses Pega GenAI – unsure if this violates the AI moratorium at the SOM• Eligibility is fully automated• Rules engine can handle complex decision making processes• Automatic creation of workflows• Real Time Data Integration• Declarative processing• Uses Encryption for uploading and downloading documents securely• Provides a comprehensive view for operator profiles	
<ul style="list-style-type: none">• Course management portal for easy viewing of required courses• Fully customizable• Can track approved courses in real time and automatic validation	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/23/2024, 10/24/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM - DHHS

<ul style="list-style-type: none">• Will provide secure access for training providers• Real time updates, will reduce administrative workload
<ul style="list-style-type: none">• Built to streamline the full lifecycle of licensing• Will do facility based case management• Ability to manage complex data relationships and easily identify operators and all assigned licenses and certifications• Can track all operators and clearly designate the primary operator• Comprehensive and organized system ensuring regulatory compliance
<ul style="list-style-type: none">• Highly flexible and intuitive manual data entry• Whether digital or manual are treated consistently and efficiently
C. Maintenance, Technical Support, and Training Requirements
<ul style="list-style-type: none">• Offer both major version upgrades and patch releases as part of their annual licensing.• No disruption of ongoing operations• Backwards compatibility• Proactive system monitoring, security patches and technical support.
<ul style="list-style-type: none">• Training materials and hands on knowledge of the application• Will develop a user guide and manual for end-user and business user training• Role based training• Pega Academy – Self Study• Public Training – in person or virtual• Private training – virtually or on-site
D. General System User Interface (UI) Requirements
<ul style="list-style-type: none">• Described in detail the Pega Constellation Design system, and Pega Platform will provide a simple, modern, intuitive system and interface.
<ul style="list-style-type: none">• Will design and implement a centralized notifications center
<ul style="list-style-type: none">• Will meet this requirement• Maintains an audit trail
<ul style="list-style-type: none">• Fully customizable notifications for users
<ul style="list-style-type: none">• Will work with DWP to configure notification settings, does not specifically say you can batch remove notifications
<ul style="list-style-type: none">• Customizable automatic notifications and set timed reminders.• Will include cost of renewal• Multi-channel delivery and tracking along with follow-up notifications
<ul style="list-style-type: none">• Can generate customized reports and can be specific to the DWP needs.
<ul style="list-style-type: none">• Will meet this requirement, ensuring data accuracy, automation and user friendly interfaces

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/23/2024, 10/24/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM - DHHS

<ul style="list-style-type: none">Has built in capabilities to integrate with Okta platform and fully comply as requested
E. Technical Requirements for SaaS Products
<ul style="list-style-type: none">All work will be conducted within the USA
<ul style="list-style-type: none">Low code – model driven architectureHighly scalable – vertically and horizontallyOut of the box APIs support SOAP and RESTSecure portals and role based access control, use Pega Web Mashup to securely embed user interfaces into websites or portalsIntegrates with external payment processing systemsEvent driven notifications, multiple channels to notifyVersion control ensures everything stays currentRole based access control, MFA, Encryption and Audit logging
<ul style="list-style-type: none">Will meet all of these policy requirements, will deliver a secure and compliant application
<ul style="list-style-type: none">Will ensure their solution achieves NIST 800-53 Rev 5.
F. Disaster Recovery Requirements
<ul style="list-style-type: none">Enterprise grade uptime with a SLA of 99.9% availability.Automated failover and data replication, can meet RTO of 2 hours and RPO of 1 hour
<ul style="list-style-type: none">Backups are done several times a day to ensure minimal data loss in the event of a full failurePega cloud is a multi-region disaster recovery with real time data replication
<ul style="list-style-type: none">Professional managed data recovery24/7 monitoringDR planning – ensuring continuous service availability
<ul style="list-style-type: none">Automated Data Backups, stored across multiple data centersReal time data replicationAudit trails and case versioningTransaction logs and rollback capableComprehensive incident response plan
<ul style="list-style-type: none">Will meet requirement
<ul style="list-style-type: none">Geo-redundant storageData Integrity checksEnd to end encryption both at rest and in transitAccess controls

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/23/2024, 10/24/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM - DHHS

<ul style="list-style-type: none">Listed in detail how they will develop and implement procedures in the event of a major issue
G. User Authentication
Supports integration with Azure AD Single sign-on capable MFA, Secure User Management
H. Potential Future Licensing Use Case Needs of an Enterprise-wide Solution
<ul style="list-style-type: none">Robust compliance and workflowsConfigurable formsMobile friendlyIntegrated case managementOut of the box barcode tools and support for existing barcodesDocket number linking
<ul style="list-style-type: none">Built in capabilities with Esri ArcGIS, supported integration with REST APIsReal time map layers and dataAddress validation, using Esri's geocoding APIs
2. Staffing
<ul style="list-style-type: none">Provided, included titles, what they are responsible for, and their roles
<ul style="list-style-type: none">In house team – no subcontractors or consultants
<ul style="list-style-type: none">Provided, very detailed
3. Implementation - Work Plan
<ul style="list-style-type: none">Provided realistic and detailed plan

Stage Four- Demonstrations
<ul style="list-style-type: none">

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

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: David Welch

EVALUATOR DEPARTMENT: Maine Center for Disease Control, Drinking Water Program

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
1. Bidder answered yes and provided paragraphs describing how their solutions are SaaS
Bidder answered yes and presented examples of: <ul style="list-style-type: none">• two State of Maine implementations• one State of Vermont implementation• two South Florida Water Management District implementations
Bidder answered yes and provided three examples <ul style="list-style-type: none">• State of Maine, 6 months to implement, been in operation for 10 years• South Florida Water Management District, 5 months to implement, been in operation for 4 years• State of Vermont, 3 years to implement, been in operation for 6 years

Stage Two- Organization Qualifications and Experience
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 the State of Maine dates back to 2014• N- Project 2 for South Florida Water Management District took over 2 years to develop and implement• P- Project 3 is a system that handles 60,000 license per year with over 200 license types for 50 different professions in Vermont• P- Delivers a configurable Commercial Off-the-Shelf Software-as-a-Service product

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: David Welch

EVALUATOR DEPARTMENT: Maine Center for Disease Control, Drinking Water Program

2. Litigation
<ul style="list-style-type: none">• No litigation

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: David Welch

EVALUATOR DEPARTMENT: Maine Center for Disease Control, Drinking Water Program

Stage Three- Technical Assessment and Proposed Services

Part IV, Section III Proposed Services

Part II

A. Operational Requirements

- Proposal indicates that a cloud-based COTS-SaaS licensing solution can be delivered for the DWP by March 1, 2025. However, in reading through the entire proposal, it seems like much work will need to be done via Agile Scrums for the Discover and Prepare phases of development.
- A. Vendor's solution can be cloud-based or on premises.
- B. Vendor's solution supports commonly used browsers such as Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge
- C. Solution has the capacity to support 5 internal and 2,000 external licensee users
- D. Solution has the ability to process the required amount of renewals per year
- EF. Solution is able to support the different licensing categories that are required
- G. Solution allows for custom workflows and configurations for different license type
- HIJ. Solution provides for real-time notifications for certification achievement, including SMS and email as well as Office 365 integration
- J. Solution has an interactive dashboard for each operator
- K. Solution is customizable for different contact hours for license types
- L. Solution enables full customization of certificates, letters, reports, and other materials, including up to 10 pre-configured email/letter templates
- M. Solution has hybrid processing capabilities to allow for manual paper processing
- N- Cannot see that system supports documentation of mailed fees by check
- O. Solution has a user-friendly interface that includes tool-tips, progress indicators, and clear instructions
- P. Solution has a uniform look and feel for all workflows
- Q. Solution has a robust search functionality
- R. Solution supports fee rate tables that are configurable
- S, Solution's case management framework supports multiple approval stages in different workflows
- T. Solution supports data versioning and transaction logging, which allows for rollback of accidental deletions or corruption

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: David Welch

EVALUATOR DEPARTMENT: Maine Center for Disease Control, Drinking Water Program

<ul style="list-style-type: none">• U. Solution automates the intake of requests and assigns them to the appropriate workflow• VW. Solution's custom workflow capabilities are built to ensure the DWPs operational needs are fully met• X. Solutions case management system allows for tracking of different licenses statuses• Y. Solution's open architecture allows for seamless integration with PayMaine II and SDWIS• Z. Solution meets requires 5 and 7 second response thresholds• AA. Solution reduces manual intervention and allows for processing late fees• BB. Solution will facilitate the import of 3,000 current licensing records from the current SWOC system
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
B. Specific Drinking Water and Operator Capabilities
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
C. Maintenance, Technical Support, and Training Requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
1. Provide virtual or in-person train-the-trainer training of the implemented solution to existing State users.
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
D. General System User Interface (UI) Requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements, using the Pega platform
<ul style="list-style-type: none">• Proposal details how it will meet these requirements, using the Pega platform
<ul style="list-style-type: none">• Proposal details how it will meet these requirements, using the Pega platform
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements, using the Pega platform
<ul style="list-style-type: none">• Proposal details how it will meet these requirements, using the Pega platform
<ul style="list-style-type: none">• Proposal details how it will meet all four of these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
E. Technical Requirements for SaaS Products

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Bresa Tech LLC dba Bresatech

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: David Welch

EVALUATOR DEPARTMENT: Maine Center for Disease Control, Drinking Water Program

• Proposal details that it will meet these requirements
• Proposal details how it will meet all nine of these requirements
• Proposal details how it will meet all 15 of these requirements
• Proposal details how it will meet these requirements, and has done so in a current SOM effort.
F. Disaster Recovery Requirements
• Proposal details how it will meet these requirements, using the Pega platform
• Proposal details how it will meet these requirements, using the Pega platform
• Proposal details how it will meet these requirements, using the Pega platform
• Proposal details how it will meet these requirements, using the Pega platform
• Proposal details how it will meet these requirements
• Proposal details how it will meet these requirements, using the Pega platform
• Proposal details how it will meet these requirements, using the Pega platform
G. User Authentication
• Proposal details how it will meet these requirements, using the Pega platform integration with the Azure cloud
H. Potential Future Licensing Use Case Needs of an Enterprise-wide Solution
• Proposal details how it will meet these requirements
• Proposal details how it will meet these requirements
2. Staffing
• Attachment 3 is provided, containing position titles and job descriptions
• Proposal details how it will meet these requirements
• Attachment 4 is provided, which outlines a Design, Prepare, Build, and Adopt plan for implementation, using the Agile Scrum methodology
3. Implementation - Work Plan
• Attachment 5 is provided, which outlines a Design, Prepare, Build, and Adopt plan for implementation, using the Agile Scrum methodology

Stage Four- Demonstrations
•

Stage Five- Cost Proposal
Part IV, Section IV. Cost Proposal
•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/16/2024; 10/22/2024; 10/29/2024

EVALUATOR NAME: Peter Bernard

EVALUATOR DEPARTMENT: DHHS/CDC Drinking Water Program

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• The vendor answered 'yes'.
<ul style="list-style-type: none">• The vendor answered 'yes'.
<ul style="list-style-type: none">• The vendor answered 'yes'.

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• The vendor is the software developer.• Vendor appears to have several applications currently in use at DWP, including SWOCS, SWIFT, and SWEET.• Vendor has long working history with EPA.• Vendor has experience developing applications that interface with SDWIS.• What is the vendor's track record for responding to client (DWP) needs – i.e., technical support, application modifications/expansion?
2. Litigation
<ul style="list-style-type: none">• Vendor reported no litigation.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/16/2024; 10/22/2024; 10/29/2024

EVALUATOR NAME: Peter Bernard

EVALUATOR DEPARTMENT: DHHS/CDC Drinking Water Program

Stage Three- Technical Assessment and Proposed Services	
Part IV, Section III	Proposed Services
Part II	
A. Operational Requirements	
<ul style="list-style-type: none">• The bidder's proposal appears to meet these requirements.	
<ul style="list-style-type: none">• The bidder's proposal appears to meet this requirement.	
<ul style="list-style-type: none">• The proposal notes built-in reports, dashboard metrics, and data access/customization.	
B. Specific Drinking Water and Operator Capabilities	
<ul style="list-style-type: none">• The bidder's proposal appears to meet all 4 requirements.	
<ul style="list-style-type: none">• The bidder's Cert Tracker proposal appears to address these needs.	
<ul style="list-style-type: none">• The bidder's proposal appears to meet these requirements.	
<ul style="list-style-type: none">• Manual data entry is allowable in Cert Tracker.	
<ul style="list-style-type: none">• Data can be imported from an Excel file.	
C. Maintenance, Technical Support, and Training Requirements	
<ul style="list-style-type: none">• Annual maintenance	
<ul style="list-style-type: none">• 8-40 hours' training, depending on role with Cert Tracker	
<ul style="list-style-type: none">• Online Knowledge Center.	
D. General System User Interface (UI) Requirements	
<ul style="list-style-type: none">• The bidder's proposal addresses the requirement, stating that Cert Tracker is designed to be "intuitive and user-friendly."	
<ul style="list-style-type: none">• The bidder's proposal appears to meet the requirement.	
<ul style="list-style-type: none">• These reports/notifications are configured by State admin.	
<ul style="list-style-type: none">• Per bidder's proposal, settings cannot be adjusted by a user. Vendor suggests users employ email rules (in Outlook) to manage notifications.	
<ul style="list-style-type: none">• Again, vendor suggests users employ Outlook email rules to manage notifications.	
<ul style="list-style-type: none">• Per bidder's proposal, notifications are configured by State admin.	
<ul style="list-style-type: none">• The bidder's proposal appears to meet the requirement.	
<ul style="list-style-type: none">• GEC currently interfaces with Office 365	
<ul style="list-style-type: none">• Enhancements needed for DocuWare, PayMaine II, etc.	
<ul style="list-style-type: none">• GEC software uses SAML and OAuth, can integrate w/OKTA	
E. Technical Requirements for SaaS Products	
<ul style="list-style-type: none">• The bidder's proposal guarantees the requirement.	
<ul style="list-style-type: none">• The bidder's proposal appears to meet these requirements.	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/16/2024; 10/22/2024; 10/29/2024

EVALUATOR NAME: Peter Bernard

EVALUATOR DEPARTMENT: DHHS/CDC Drinking Water Program

<ul style="list-style-type: none">• Bidder “meets most of the requirements of the State’s IT policies. Cert Tracker is not currently 508 compliant or WCAG 2.1 compliant...” Compliance with 508 and WCAG expected in 2025.• GEC meets the SOC 2 Type 2
<ul style="list-style-type: none">• The bidder’s proposal touches on each of these points.
F. Disaster Recovery Requirements
<ul style="list-style-type: none">• The bidder’s proposal appears to address all points in Section F.
<ul style="list-style-type: none">• The bidder’s proposal appears to address all points in Section F.
<ul style="list-style-type: none">• The bidder’s proposal appears to address all points in Section F.
<ul style="list-style-type: none">• The bidder’s proposal appears to address all points in Section F.
<ul style="list-style-type: none">• The bidder’s proposal appears to address all points in Section F.
<ul style="list-style-type: none">• The bidder’s proposal appears to address all points in Section F.
<ul style="list-style-type: none">• The bidder’s proposal appears to address all points in Section F.
G. User Authentication
<ul style="list-style-type: none">• Bidder proposes to integrate Office 365 Active directory authentication into GEC portal.
H. Potential Future Licensing Use Case Needs of an Enterprise-wide Solution
<ul style="list-style-type: none">• Items d-g – functionality not currently in Cert Tracker
<ul style="list-style-type: none">• Bidder proposes to discuss integration with Esri ArcGIS stack
2. Staffing
<ul style="list-style-type: none">• Attachment to proposal addresses this.
<ul style="list-style-type: none">• Bidder will not use subcontractors or consultants.
<ul style="list-style-type: none">• The bidder’s proposal appears to meet this requirement.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Bidder included Implementation Work Plan.

Stage Four- Demonstrations
<ul style="list-style-type: none">•

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

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/16/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: Robert F. Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Current State of Maine provider• Commercially available• Meets RFP requirements
<ul style="list-style-type: none">• Current State of Maine provider• West Virginia – 2022 Start• Kansas – 2023 Start• Meets RFP requirements
<ul style="list-style-type: none">• All 3 examples meet RFP Requirements

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
a. Meets RFP Requirements
2. Litigation
b. None

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/16/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: Robert F. Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

Stage Three- Technical Assessment and Proposed Services

Part IV, Section III Proposed Services

Part II

A. Operational Requirements

- Azure Cloud Based
- Supports Chrome and Edge. Does not support Firefox or Safari
- Unlimited number of state or external users. Requirements over 5 state users and/or 2000 external users will require a contract amendment
- Will meet the requirement of one to two hundred (100-200) new applications and twelve hundred (1,200) renewals
- Will support the different categories and versions of operator licenses
- Can accommodate as many operator certification types as needed
- Create and modify career paths for each type and level of the certification
- Numerous features to generate emails, including but not limited to exam results and license renewal reminders.
- Provides operators with a profile page/dashboard that shows their current and potential certifications. It also has a state user dashboard to view the status of operator certifications and renewals
- Email communications via Office 365, Does not support Text or SMS communications
- Provides different certification paths for different types of licenses. Each certification type can be customized by the state user
- Letter and email templates to reflect Maine branding and wording with the needed data from the database. Other types of documents and reporting can be customized
- Supports both automated and manual paper processing
- Can track of fees received from operators
- User-friendly interface that allows operators to determine how to qualify for a license
- All pages, grids, buttons, and displays function similarly with the same branding
- Extensive search and filtering options for state users
- Allows for fee rate tables
- Can also be configured to authorize multiple state users to approve applications. Optional review and approval process by different approvers at extra cost
- Document can be deleted by state admin and automatically deleted from back-end database

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/16/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: Robert F. Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

<ul style="list-style-type: none">• Could coordinate with the state to route questions to the appropriate state staff person by topic• Could coordinate with the state to route requests to the appropriate state staff person by topic• State admins can reroute a request by email to another admin• Allows for multiple statuses for operators If state admin adds a comment the operator cannot see the state comment• Can be integrated with PayMaine II. Already integrated with SWOCS• Will meet requirements• When an operator renews it is a 2-button action• GEC fully understands the mapping and migration of data from SWOCS to Cert Tracker
<ul style="list-style-type: none">• Will provide a plan within 60 calendar days• Regression and UAT are performed internally before a new version is released State can be part of the testing.• Meets the two-week minimum notice requested.
<ul style="list-style-type: none">• Multiple built-in reports• Dashboard metrics• Other custom reports are available either as part of the SaaS or at additional cost dependent on requirements• Reports, Evaluations, Compliance, and Processing (RECAP) - Reports, available at extra cost
B. Specific Drinking Water and Operator Capabilities
<ul style="list-style-type: none">• Validation can occur automatically, manually, or by some percentage of each method• Operator Profile Page displays all the required information detailed above• All uploads and downloads occur via the GEC secure portal• Operator Profile Page displays all current, past, and upgraded certificates
<ul style="list-style-type: none">• Displays required courses for each certification• Tracks taken courses• the submission of courses and approval is done outside provided software
<ul style="list-style-type: none">• Minimum required certification level(s), can be one or multiple licenses or certifications• Association for all operators of a facility, which clarifies the licenses held by each operator• primary operator for each facility can be specified

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/16/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: Robert F. Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

<ul style="list-style-type: none">Information received in hard copy can be entered or updated manually by state admins
C. Maintenance, Technical Support, and Training Requirements
<ul style="list-style-type: none">Part of the SaaS
<ul style="list-style-type: none">Training will be provided via webinars
D. General System User Interface (UI) Requirements
<ul style="list-style-type: none">State users have a dashboard with information like the number of active requests, new operators registered, renewals completed, upgrades completed, and instances where a work facility has an incorrect number of required operators.
<ul style="list-style-type: none">Can set multiple dates for email reminders of upcoming certifications that will expire,
<ul style="list-style-type: none">Trigger alerts and automated reports are configured by the state admins
<ul style="list-style-type: none">State Admins can set up notifications but they cannot be adjusted by an operator
<ul style="list-style-type: none">Users will need to manage notifications using their state email capabilities
<ul style="list-style-type: none">Email template can be set up to include renewal costs
<ul style="list-style-type: none">Standard reports are available and custom reports can be generated for internal or external use
<ul style="list-style-type: none">Integrates with Office 365Additional enhancements to use DocuWare included in priceIntegration with PayMaine II is included in priceIntegration with Maine Service Bus is included in price
<ul style="list-style-type: none">Integrates with the Okta platformUses SAML and OAUTH
E. Technical Requirements for SaaS Products
<ul style="list-style-type: none">All work will be completed within the continental U.S.
<ul style="list-style-type: none">Some legislative or legal changes can be handled by state admins, while some logic will need to be changed in the codeCan accommodate additional and future business needs and legislation changesApplication was built to add additional APIs as they are needed and requestedCan accommodate other program areas that wish to track CertificationCan develop a public-facing website for the public to view certification dataWill work with Maine to integrate with the PayMaine II application, part of the submitted pricingProvides multiple notifications when a certification is about to expire

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/16/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: Robert F. Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

<ul style="list-style-type: none">• Updates all components of the application and all other GEC software applications to prevent and mitigate any security vulnerabilities. Encourages use of current supported browsers• Role-based security
<ul style="list-style-type: none">• meets most of the requirements of the State's IT policies. Cert Tracker is not currently 508 compliant or WCAG 2.1 compliant. Details for each Policy and Standard are included
<ul style="list-style-type: none">• Controls in place over physical access, security monitoring, infrastructure configuration management, and data backups• KnowBe4 Security Awareness and phishing campaign training• Maintains version control in code using Azure DevOps• Annual SOC 2 Type 2 audit report in addition to continuous vulnerability scanning each month• Procedures for conducting security assessments to ensure the integrity, confidentiality, and availability of information• Conducts background checks before the start date of any new hire. Staff must sign a statement indicating they have read, understand, and will follow all security policies• Any sensitive data is encrypted while in transit and at rest• Maintains a business continuity and disaster recovery plan, tested annually• Valid user IDs and passwords are required to access the application and related databases• Maintains an incident management and response policy• Any sensitive data is encrypted while at rest• Maintains a change management policy that governs the development, acquisition, implementation, and maintenance of the application• External physical devices like hard drives or thumb drives are scrubbed before reuse or disposal to avoid compromising confidential information• Performs a security assessment or reviews the third-party's system and organizational control reports, or the third party is subjected to continuous monitoring controls.
F. Disaster Recovery Requirements
<ul style="list-style-type: none">• Historically achieved over 99.9% availability• RTO of 2 hours, and an RPO of 1 hour
<ul style="list-style-type: none">• Maintains disaster recovery and backup policies and procedures as required by SOC 2 Type 2 audits
<ul style="list-style-type: none">• Incremental and full backups of the databases are performed daily and weekly

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/16/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: Robert F. Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

<ul style="list-style-type: none">• Maintain point-in-time recovery for the ongoing last two weeks. In addition, performs weekly, monthly, and yearly snapshots
<ul style="list-style-type: none">• All related responsibilities are included in the Incident Response and Disaster Recovery Plan
<ul style="list-style-type: none">• Not sure if this meets RFP requirements
<ul style="list-style-type: none">• Will rebuild from the source code through Azure Pipelines
G. User Authentication
<ul style="list-style-type: none">• Will integrate with the Office 365 Active Directory
H. Potential Future Licensing Use Case Needs of an Enterprise-wide Solution
<ul style="list-style-type: none">• Applications can be approved/rejected using the automated auto-approval function. No mention of calendar functions• Automatically accept/ or reject a certification application based on criteria• Operators or the state can upload documents to the software at several locations. Implied track changes• Not currently available. It is available in SWIFT Surveys also used by Maine• Barcodes are not supported. Would be a custom feature at additional cost• See e. above• Would be a custom feature at an additional charge• Hosted in the Microsoft Azure Government Cloud using Chrome or Edge. Mobile app not available
<ul style="list-style-type: none">• Would work with the state to discuss integration with Maine's ESRI ArcGIS stack (additional costs??)
2. Staffing
<ul style="list-style-type: none">• Provided for Director of Business Development (POC), Chief System Architect, Chief Operating Officer (COO), DevOps Director, Three (3) Subject Matter Experts (SME), Project Manager/SME; Product Development Manager; Programmer; Customer Success Manager, and Admin II
<ul style="list-style-type: none">• No subcontractors or consultants
<ul style="list-style-type: none">• Staffing plan with Project time allocations
3. Implementation - Work Plan
<ul style="list-style-type: none">• Timeline chart not provided• Tasks described by month but the person(s) responsible not provided• Not applicable
Stage Four- Demonstrations
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/16/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: Robert F. Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

Stage Five- Cost Proposal
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">• \$791,635.00

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/24, 10/16/24, 10/22/24

EVALUATOR NAME: Amy Lachance

EVALUATOR DEPARTMENT: DHHS/CDC

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Yes, currently available for use.
<ul style="list-style-type: none">• Yes, gave examples of use in 2022 and 2023.
<ul style="list-style-type: none">• Yes, WV & KS.

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Organization appears to be scaled appropriately to take on this project.• GEC is focused on Drinking Water technology, aligned closely with the DWP's functionality.• Cert Tracker product is currently in use in other states and is an upgrade from SWOCS software currently in use. This could make for a smooth transition.• Cert Tracker will automatically be upgraded to integrate with the new federal database, DW-SAFTIES, within the next two years when the DWP will be required to migrate to DW-SAFTIES.• GEC specifically called out product capabilities, which match RFP requirements well.
2. Litigation
<ul style="list-style-type: none">• No issues noted.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/24, 10/16/24, 10/22/24

EVALUATOR NAME: Amy Lachance

EVALUATOR DEPARTMENT: DHHS/CDC

Stage Three- Technical Assessment and Proposed Services
Part IV, Section III Proposed Services
Part II
A. Operational Requirements
<ul style="list-style-type: none">• Cert Tracker is a COTS SaaS application that is a newer version of the current certification tracking software in use within the DWP.• Discussion of software functionality is tailored specifically to DWP current needs.• Cert Tracker is already integrated with SDWIS, and this software will be automatically upgraded to the new federal database, DW-SAFTIES.• Bidder stated that all above requirements can be met.
<ul style="list-style-type: none">• Maintains formal change request process.• Provides advance notice of release changes.• UAT environments set up for initial process, can maintain beyond first year at cost.
<ul style="list-style-type: none">• Offers built-in reports, dashboard metrics, and customized reports.
B. Specific Drinking Water and Operator Capabilities
<ul style="list-style-type: none">• Sets up customizable “career paths” for certification processes.• User portal for details.• Secure downloads available.
<ul style="list-style-type: none">• Course list and course uploads accessed through portal.• Operator training courses available through portal.
<ul style="list-style-type: none">• These abilities are part of software solution.
<ul style="list-style-type: none">• Both manual and digital functionality is present.
C. Maintenance, Technical Support, and Training Requirements
<ul style="list-style-type: none">• These are provided.
<ul style="list-style-type: none">• Training is available to install and set up software, as well as to train users.• In-person training is available.• Knowledge Center available for all users.• Ticket system is available for support.
D. General System User Interface (UI) Requirements
<ul style="list-style-type: none">• Interface is intuitive and user-friendly.• Dashboard for state users.
<ul style="list-style-type: none">• “Report studio” allows for customized notifications.
<ul style="list-style-type: none">• Email notifications are stored as part of Outlook.
<ul style="list-style-type: none">• Notifications are standard in frequency, can be shunted to folder via rule.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/24, 10/16/24, 10/22/24

EVALUATOR NAME: Amy Lachance

EVALUATOR DEPARTMENT: DHHS/CDC

<ul style="list-style-type: none">Handled through email software.
<ul style="list-style-type: none">Admins can configure notifications.
<ul style="list-style-type: none">Standard and customizable reports are available.Dashboard has metrics.
<ul style="list-style-type: none">Integrates with Office 365Needs enhancements to integrate with DocuWare and Maine Service bus – provided as part of this bid.SWOCS already integrated with PayMaine II, can integrate Cert Tracker.
<ul style="list-style-type: none">Can integrate with Okta -provided as part of the bid.
E. Technical Requirements for SaaS Products
<ul style="list-style-type: none">All work will be conducted in the Continental US.
<ul style="list-style-type: none">These requirements can be met.
<ul style="list-style-type: none">Policies can be met, except: Cert Tracker is not currently 508 compliant or WCAG compliant – will be met in 2025.Also, uses audit reports to show FISMA/NIST compliance.
<ul style="list-style-type: none">Uses role-based permission and login lockout to ensure cybersecurity.Provided information attesting to meeting all other items listed.
F. Disaster Recovery Requirement
<ul style="list-style-type: none">Meets these requirements.
<ul style="list-style-type: none">Maintains disaster recovery and backup capability, with testing.
<ul style="list-style-type: none">Daily backupsSystem alerts are responded to quickly.
<ul style="list-style-type: none">Redundant and secure data processes.
<ul style="list-style-type: none">Disaster Recovery plan meets these requirements.
<ul style="list-style-type: none">Backups are performed frequently and issues are investigated and resolved.Backups are performed frequently and issues are investigated and resolved.Disaster Recovery plan meets these requirements.
G. User Authentication
<ul style="list-style-type: none">Will work to integrate 365 Active Directory.
H. Potential Future Licensing Use Case Needs of an Enterprise-wide Solution
<ul style="list-style-type: none">Can interface with SWIFT inspection software, already used by DWP.Other integrated capabilities may be available.
<ul style="list-style-type: none">Would work with state to integrate Esri ArcGIS.
2. Staffing
<ul style="list-style-type: none">Attachment 3.Qualified staff with significant experience with drinking water data.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/24, 10/16/24, 10/22/24

EVALUATOR NAME: Amy Lachance

EVALUATOR DEPARTMENT: DHHS/CDC

<ul style="list-style-type: none">• No subcontractors.
<ul style="list-style-type: none">• Included – qualified staff who have implemented similar solutions previously.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Would just require configuring the new software to the existing data, and training staff.• Data integration would be seamless as currently using Bidder's software.

Stage Four- Demonstrations
<ul style="list-style-type: none">•

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

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/2024, 10/22/2024, 10/25/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM - DHHS

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Their cert tracker application is a commercially available SaaS solution• Yes, Cert Tracker is the cloud based replacement for the SWOCS which Maine is using and West Virginia and Kansas have been using cert tracker since 2022 and 2023.
Yes, several, West Virginia and Kansas

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Current provider• Currently using legacy software – will switch to cloud based cert tracker• Very automated• Can connect to any legacy system• Can be integrated with state payment system• Supporting States, agencies since 2000• COTS-SaaS solution• Provided 3 relevant projects
2. Litigation
<ul style="list-style-type: none">• None listed

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/2024, 10/22/2024, 10/25/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM - DHHS

Stage Three- Technical Assessment and Proposed Services	
Part IV, Section III	Proposed Services
Part II	
A. Operational Requirements	
<ul style="list-style-type: none">• COTS-SaaS application, Azure Gov't cloud• Cannot be used in Firefox or Safari – does not meet requirement• Licenses are priced based on size brackets• The state has to create career paths• State admin can create and modify career paths• Cert Tracker can only email reminders, it has no SMS capability• Provides report studio for creating custom reports• Provides extensive search and filtering options• Cannot automatically calculate fees and any late fees, all has to be done manually.• Multiple approvals through workflow is a separate functionality under a different scope of work.• Didn't answer U correctly? Stating a tiered level of support could be provided at an additional cost.• Same exact answer for V about assigning tasks to staff• Can have multiple statuses but if State comments the operator will not see comment• New integration will have to be made for PayMaine II• State they can easily extract and migrate data into Cert Tracker	
<ul style="list-style-type: none">• Extra fees for a UAT environment after the first year• Will follow notification – Cert Tracker is a subscription service – there are no custom scheduled updates, updates happen for every customer	
<ul style="list-style-type: none">• Provides built in reporting• Custom reports are an additional cost• Other options for reports RECAP – not included in this proposal	
B. Specific Drinking Water and Operator Capabilities	
<ul style="list-style-type: none">• State admins can build and manage certification career paths• Operators can easily see info in cert tracker• Can upload through the secure GEC portal• Operator can apply for new, upgrade or renewal cert from the certificates section on an operator profile page	
<ul style="list-style-type: none">• Can display – based on what State admins set up• Can track courses or ask for new classes in cert tracker	

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/2024, 10/22/2024, 10/25/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM - DHHS

<ul style="list-style-type: none"> State admin has to setup the organization in Cert Tracker
<ul style="list-style-type: none"> Can do multiple primaries 2 min review to identify what facilities have issues
<ul style="list-style-type: none"> Will meet this requirement, must have valid email address in Cert Tracker
C. Maintenance, Technical Support, and Training Requirements
<ul style="list-style-type: none"> Provides annual maintenance New modernized SDWIS – will require contract modification?
<ul style="list-style-type: none"> Listed in detail hours for training that are included In person training is an additional charge Knowledge center available 4 hour response to tickets
D. General System User Interface (UI) Requirements
<ul style="list-style-type: none"> Developed to be intuitive and user friendly
<ul style="list-style-type: none"> Response does not appear to match the request Emails are sent but not stored in cert tracker Requests would have to be submitted to see verification
<ul style="list-style-type: none"> Same response as question 2
<ul style="list-style-type: none"> Admin can setup notifications but users cannot edit their settings
<ul style="list-style-type: none"> Users cannot manage their notifications in Cert Tracker
<ul style="list-style-type: none"> State admins can configure notifications of expirations
<ul style="list-style-type: none"> Provides standard reports but also can work with State admins to create customized reports
<ul style="list-style-type: none"> Can integrate with O365 Cannot integrate out of the box with DocuWare, will be an additional cost Integration with PayMaine II will be an additional cost Cannot currently integrate with Maine Service Bus – will be an additional cost Will be an additional cost
E. Technical Requirements for SaaS Products
<ul style="list-style-type: none"> Ensures will stay in the USA
<ul style="list-style-type: none"> Integration with PayMaine II is an additional cost Can adjust code as needed Public does not have access to GEC portal or Cert Tracker, can have a separate website to view certificate data only Only two options are full access or read only
<ul style="list-style-type: none"> They state they meet “most” of the policies Not 508 or WCAG 2.1 compliant

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/2024, 10/22/2024, 10/25/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM - DHHS

<ul style="list-style-type: none"> • They address their own policies but not how it correlates with the State of Maine policy
<ul style="list-style-type: none"> • Data is encrypted at rest, not in transit, only for PII processing • SOC 2 type 2 for most of the answers • Test DR annually, no more than that
F. Disaster Recovery Requirements
<ul style="list-style-type: none"> • Any down time of 10 min or less is not considered down time • An uptime of 99.9% would be 8 hours 41 min 38s per year but this response states total scheduled downtime will typically not exceed 20 hours. • Downtime due to planned, routine, acts of nature are not considered downtime.
<ul style="list-style-type: none"> • Backups are done daily and weekly, not more often • Ensures lost data is recoverable
<ul style="list-style-type: none"> • Same answer as question 2
<ul style="list-style-type: none"> • Have point in time recovery for 2 weeks
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Keeps quarterly backups at an on-premise location? Location is not specified.
<ul style="list-style-type: none"> • Very similar answer to question 6. • State they will rebuild the system from source code
G. User Authentication
<ul style="list-style-type: none"> • Will work with State to integrate AD authentication
H. Potential Future Licensing Use Case Needs of an Enterprise-wide Solution
<ul style="list-style-type: none"> • Can add Swift Surveys at an additional cost • Cannot approve or reject an inspection, can be added at a cost • Cannot track changes within Cert Tracker – has to be downloaded, tracked with Word and then re-uploaded into Cert Tracker • Trigger reminders are not in Cert Tracker • Cert Tracker cannot scan barcodes, may be able to add, additional charge • Cannot do unknown barcodes • Automatically flag is a custom feature that may be able to be added for an additional charge • No mobile app
<ul style="list-style-type: none"> • Cannot integrate with Maine's ESRI ArcGIS stack, this would be a discussion
2. Staffing
<ul style="list-style-type: none"> • Provided, didn't list minimum qualifications, just listed names, title and a short description of their background
<ul style="list-style-type: none"> • No subcontractors
<ul style="list-style-type: none"> • Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/2024, 10/22/2024, 10/25/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM - DHHS

3. Implementation - Work Plan
<ul style="list-style-type: none">• No times included in Implementation work plan• No months listed or how long anything will take• Does not list who will be doing what task

Stage Four- Demonstrations
<ul style="list-style-type: none">•

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

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: David Welch

EVALUATOR DEPARTMENT: : Maine Center for Disease Control, Drinking Water Program

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">Bidder answered Yes and described that their Cert Tracker application is a commercially available SaaS solution for organizations to track Operator Certification and related activities for the Maine Drinking Water Program.
<ul style="list-style-type: none">Bidder answered Yes and described that the cloud-based Cert Track is being used by West Virginia and Kansas, since 2022 and 2023, respectively.
<ul style="list-style-type: none">Bidder answered Yes and described that the cloud-based Cert Track is being used by West Virginia and Kansas, since 2022 and 2023, respectively.

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">P- Has worked with the Maine Drinking Water Program for over 20 yearsP- Developed the current legacy systemP- Proposed system Cert Tracker seems very well developed to meet numerous needs<ul style="list-style-type: none">Cloud basedAlready integrated with SDWIS in two other statesCan be integrated with state payment system, their current system SWOCS is already integratedHas transitioned West Virginia and Kansas to Cert Tracker

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: David Welch

EVALUATOR DEPARTMENT: : Maine Center for Disease Control, Drinking Water Program

<ul style="list-style-type: none">○ Can integrate with Office 365 to send emails from State accounts○ Operates able to edit and maintain their own profiles
2. Litigation
<ul style="list-style-type: none">● No litigation

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: David Welch

EVALUATOR DEPARTMENT: : Maine Center for Disease Control, Drinking Water Program

Stage Three- Technical Assessment and Proposed Services

Part IV, Section III Proposed Services

Part II

A. Operational Requirements

- Proposal is a ready-made application that seems to just need to be installed and customized for Maine's needs.
- A. Proposed Solution Cert Tracker is hosted in the Azure Government Cloud
- B, Proposed Solution Cert Tracker is optimized for chromium-based browsers, including Google Chrome and Microsoft Edge. It cannot be used with Mozilla Firefox nor Safari
- C, Proposed Solution Cert Tracker can manage an unlimited number of state or operator/external users, and is priced based on brackets of user totals
- D. Proposed Solution Cert Tracker can easily process as many applications and renewals as are requested by Maine
- EF. Proposed Solution Cert Tracker can include as many different license types or categories as needed
- G. Proposed Solution Cert Tracker allows the state to create and modify career paths for each type and level of certification. Training is included on how to set up the minimum requirements for each certification
- H. Proposed Solution Cert Tracker has numerous smart features to generate emails, but does not have SMS capability
- I. Proposed Solution Cert Tracker has a profile.dashboard page that users land on that shows their current certifications and potential certifications (next level, for operators). It also has a visually attractive and easy to use dashboard for state staff
- J. Proposed Solution Cert Tracker provides email communication that integrates to office 365. It also has renewal alerts capabilities. Some activities in Cert Tracker will prompt automated email communication. Text or SMS is not available
- K. Proposed Solution Cert Tracker provides different career paths for different license types. Each type can be customized by the state admin for different required contact hours, levels of education, experience, fees, and coursework for each certification level
- L. Vendor has a report studio that allows for configuration of letters and email templates for specific Maine branding and wording. The list of email templates that are provided include:
 - Reminder for Expired Certifications

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: David Welch

EVALUATOR DEPARTMENT: : Maine Center for Disease Control, Drinking Water Program

- Certification Expiration Upcoming
 - Certification Approval
 - Certification Denied
 - Request More Information for Certification
 - New Operator Request (email to admins)
 - Operator Request Received
 - Operator Request Processed
 - Operator Profile Updates
 - Operator Status Change
 - Connections Change Request
 - Test Score Update (for Operator Notice and Proxy Notice)
- Vendor also has reports created, that include:
 - Certifications – Certificates Due for renewal next 30 days
 - Certifications – Past Due Certificates for active operators
 - Certifications – Status Changes
 - Operators – Report
 - Operators – Connections (note – connections to facilities)
 - Operators – Designations
 - Operators – Proxy Connections
 - Approved Courses
 - Fees Report
 - Exam(s) Report
- M. Proposed Solution Cert Tracker has options for both automated and manual paper processing
- N. Proposed Solution Cert Tracker can help state staff keep track of fees by updating the received date field as fees are received, for any or all of the operator's certifications
- O. Proposed Solution Cert Tracker was developed to be intuitive and user-friendly for both state staff and operators.
- P. In proposed Solution Cert Tracker, all pages, grids, buttons, and displays function similarly. An added benefit is that GEC cloud-based applications are designed to work similarly, so Maine users will already be familiar with workflow processes, how to navigate between pages, and how to access customer support
- Q. Proposed Solution Cert Tracker provides extensive search and filtering options so users can easily find the information they're looking for
- R. During the initial setup of proposed Solution Cert Tracker, a state admin enters critical information about each certificate type, including the fee rate.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: David Welch

EVALUATOR DEPARTMENT: : Maine Center for Disease Control, Drinking Water Program

State admin can designate different fees by certificate type, and these values can be modified by state admin at any time
<ul style="list-style-type: none">• S. Proposed Solution Cert Tracker allows staff to batch approve submitted applications and can be configured to give multiple state users authorization to approve applications. It can be configured to allow for automated approval of renewal applications, automatically confirming that the application meets certain criteria• T. Proposed Solution Cert Tracker allows for deletion from Cert Tracker• UV. Proposed Solution Cert Tracker allows operators to ask questions to their support email, which initiates a workflow at GEC to ensure the question is addressed• W. Questions coming it to GECs Zendesk can be forwarded to the correct state staff (including assignment by topic), The state staff can then reforward to another state staff is necessary• X. Proposed Solution Cert Tracker allows multiple statuses for operators such as active, retired, inactive, and deceased as well as for certifications, such as active, expired, suspended, revoked, or forfeited• Y. Proposed Solution Cert Tracker is already integrated with SDWIS, and can be integrated with other databases for renewal of other licenses besides operators. The GEC system being replaced is already integrated with PayMaine II, and a new integration will be created for Cert Tracker.• Z. Proposed Solution Cert Tracker meets the 5 and 7 second requirements• AA. Proposed Solution Cert Tracker meets the requirement of less manual interaction to renew a license and supports late fees• BB. Vendor GEC developed the current system, so they fully understand the mapping and integration from SWOCS to Cert Tracker. They recently completed this task for another state.
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
B. Specific Drinking Water and Operator Capabilities
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
C. Maintenance, Technical Support, and Training Requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: David Welch

EVALUATOR DEPARTMENT: : Maine Center for Disease Control, Drinking Water Program

D. General System User Interface (UI) Requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how users can accomplish this
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet all four of these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
E. Technical Requirements for SaaS Products
<ul style="list-style-type: none">• Proposal details that it will meet these requirements
<ul style="list-style-type: none">• Proposal details that it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet all 15 of these requirements
<ul style="list-style-type: none">• Proposal details how it will meet all 14 these requirements
F. Disaster Recovery Requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
G. User Authentication
<ul style="list-style-type: none">• Proposal details how it will meet these requirements. Vendor has done this successfully with other state clients
H. Potential Future Licensing Use Case Needs of an Enterprise-wide Solution
<ul style="list-style-type: none">• Maine DWP already uses another GEC application that handles inspections
<ul style="list-style-type: none">• Vendor will work with the state to discuss integration with Maine's ESRI ArcGIS stack
2. Staffing
<ul style="list-style-type: none">• Attachment 3 is provided, containing position names, titles, and job descriptions
<ul style="list-style-type: none">• Proposal details how it will meet these requirements
<ul style="list-style-type: none">• Attachment 4 is provided. Project time allocation is shown for each of the staff members listed in attachment 3

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Global Environmental Consulting, Inc. (GEC)

DATE: 10/15/2024, 10/22/2024, 10/28/2024

EVALUATOR NAME: David Welch

EVALUATOR DEPARTMENT: : Maine Center for Disease Control, Drinking Water Program

3. Implementation - Work Plan

- Attachment 5 is provided, indicating that Phase 1 (Set Up Web Services for SDWIS Connectivity) is already done. Indicates that Phase 2 of training can be done as early as December. Phase 3 of customizations and integrations can be done as needed. Phase 4 of settings and migration to be done in January 2025. Phase 5 of UAT into production to occur in February of 2025, and Application Go Live with Water Systems to occur in March 2025

Stage Four- Demonstrations

-

Stage Five- Cost Proposal

Part IV, Section IV. Cost Proposal

-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Ignapius Inc. (dba Ignatius)

DATE: 10/16/2024, 10/22/2024

EVALUATOR NAME: Peter Bernard

EVALUATOR DEPARTMENT: DHHS/CDC Drinking Water Program

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• The vendor answered 'yes'.
<ul style="list-style-type: none">• The vendor answered 'yes'.
<ul style="list-style-type: none">• The vendor answered 'yes'.

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• No government professional licensing experience.• No reported experience with SDWIS or other regulatory software.• Technical support services not mentioned.
2. Litigation
<ul style="list-style-type: none">• Vendor reported no litigation.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Ignapius Inc. (dba Ignatius)

DATE: 10/16/2024, 10/22/2024

EVALUATOR NAME: Robert F Chicoria

EVALUATOR DEPARTMENT: DHHS CDC

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Commercially available SaaS. Meets RFP Requirements
<ul style="list-style-type: none">• Implemented 65+ since 2020. Meets RFP Requirements
<ul style="list-style-type: none">• In operation in multiple government agencies. Meets RFP Requirements• 3 examples<ul style="list-style-type: none">○ Port Authority New York New Jersey○ North Dakota University System○ Arkansas Department of Finance and Administration (DFA)

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Unsure if it meets the requirements – very brief statement
2. Litigation
<ul style="list-style-type: none">• Not marked

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Ignapius Inc. (dba Ignatius)

DATE: 10/15/24, 10/16/24, 10/22/24

EVALUATOR NAME: Amy Lachance

EVALUATOR DEPARTMENT: DHHS/CDC

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Yes, available as SaaS solution based on information provided.
<ul style="list-style-type: none">• Yes, implemented more than 65 times since 2020.
<ul style="list-style-type: none">• Yes, in NY, ND and AS

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• This Bidder did not provide very much information concerning their qualifications and how they intend to meet the requirements of this project, leaving the impression that they may not be capable of taking this on.• The projects cited are not particularly aligned with this scope.• Does not appear to be a robust proposal for this RFP.
2. Litigation
<ul style="list-style-type: none">• No issues noted.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Ignapius Inc. (dba Ignatius)

DATE: 10/15/2024, 10/22/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Yes, it is a SaaS commercially available solution, cloud based. Licensing management, compliance tracking, inspection scheduling and reporting.
<ul style="list-style-type: none">• Implemented 65 times since 2020. Deployed in regulatory and compliance environments, similar to the requirements of the Drinking Water program.
<ul style="list-style-type: none">• Yes, with multiple state and local government agencies but the ones listed do not look like state municipalities. They listed a University, Port Authority in NJ and Arkansas DFA – not sure what DFA means.

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Established in 2013• Saas – does not mention COTS• Low code cloud based software• Provided 3 projects, none of them related to drinking water licensing
2. Litigation
<ul style="list-style-type: none">• None listed

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407137

RFP TITLE: Drinking Water Licensing System

BIDDER NAME: Ignapius Inc. (dba Ignatius)

DATE: 10/15/2024, 10/22/2024

EVALUATOR NAME: David Welch

EVALUATOR DEPARTMENT: Maine Center for Disease Control, Drinking Water Program

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:

Stage One- Eligibility
Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">Bidder answered Yes and states that their platform has been implemented more than 65 times since 2020 in various regulatory and compliance environments, including licensing and permit management systems similar to the requirements of the Drinking Water Program.
<ul style="list-style-type: none">Bidder answered Yes.Currently in operation with multiple state and local governments including licensing including licensing and permit management systems similar to the requirements of the Drinking Water Program
<p>Bidder answered Yes.</p> <ul style="list-style-type: none">Port Authority New Your New Jersey, 3 months to implement 4+ years in operationNorth Dakota University System, 6 months to implement, 3 months in operationArkansas DFA, 1 month to implement, 2 years in operation

Stage Two- Organization Qualifications and Experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">N- Descriptions of projects are lacking detailsN- No mention of integrating with SDWIS
2. Litigation
<ul style="list-style-type: none">No litigation



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407137
RFP TITLE: Drinking Water Licensing System**

I, Peter Bernard 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.

Signed by:

Peter Bernard

64F2F1E1762140E...

Signature

Oct-15-2024

Date



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407137
RFP TITLE: Drinking Water Licensing System**

I, Robert Chicoria 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.

Signed by:

Robert Chicoria

2f924000966042A...

Signature

Oct-15-2024

Date



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407137
RFP TITLE: Drinking Water Licensing System**

I, Amy Lachance 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.

Signed by:

Amy Lachance

102C003804874B3...

Signature

Oct-15-2024

Date



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407137
RFP TITLE: Drinking Water Licensing System**

I, Melanie Messina 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:

Melanie Messina

0004E200F248430...

Signature

Oct-15-2024

Date



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407137
RFP TITLE: Drinking Water Licensing System**

I, David Welch 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.

Signed by:

David Welch

6DEB0231DD30473...

Signature

Oct-15-2024

Date