**STATE OF MAINE**

**Department of Health and Human Services**

*Office for Family Independence*



**RFP# 202407144**

**New Hire Reporting Program**

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| --- | --- |
| **RFP Coordinator** | *All communication regarding the RFP must be made through the RFP Coordinator identified below*.**Name:** Stacy Martin **Title:** Procurement Manager**Contact Information:** stacy.martin@maine.gov  |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:***Date:** August 26, 2024, no later than 11:59 p.m., local time |
| **Proposal Submission Deadline** | *Proposals must be received by the Division of Procurement Services by:***Submission Deadline:** September 30, 2024, no later than 11:59 p.m., local time.*Proposals must be submitted electronically to*:Proposals@maine.gov |

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PUBLIC NOTICE

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**State of Maine**

**Department of Health and Human Services**

**RFP# 202407144**

**New Hire Reporting Program**

The State of Maine is seeking proposals for a New Hire Reporting Program.

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

Proposals must be submitted to the State of Maine Division of Procurement Services, via e-mail, at: Proposals@maine.gov. Proposal submissions must be received no later than 11:59 p.m., local time, on September 30, 2024. Proposals will be opened the following business day. Proposals not submitted to the Division of Procurement Services’ aforementioned e-mail address by the aforementioned deadline will not be considered for contract award.

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**RFP TERMS/ACRONYMS with DEFINITIONS**

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

| **Term/Acronym** | **Definition** |
| --- | --- |
| **Child Support** | The legal obligation of parents to contribute to the economic maintenance of their children established administratively or by court order. |
| **Confidentiality** | Preserving authorized restrictions on information access and disclosure, including means for protecting confidential or sensitive information. A loss of Confidentiality is the unauthorized disclosure of information. |
| **Child Support Enforcement Maine (CSEME)** | Maine’s automated Child Support system. |
| **Data Classification**  | The process of risk assessment of data. See **Appendix F** (Technical Assessment Form) for the Data Classification process (see also “PII Confidentiality Impact Level”).  |
| **Department** | Department of Health and Human Services |
| **DSER** | The Department’s Division of Support Enforcement and Recovery |
| **Employee** | An independent contractor or a person who is compensated by or receives Income from an Employer or other payor, regardless of how such Income in denominated. |
| **Employer** | Any individual, partnership, limited liability company, firm, corporation, association, political subdivision, or department or agency of a state or the federal government, labor organization, or any other entity with an Employee conducting business within a state. |
| **Employer Participation Project (EPP) Report** | A list of all Employers who are not in statutory compliance. |
| **HIPAA** | [Health Insurance Portability and Accountability Act of 1996](https://www.hhs.gov/hipaa/index.html) |
| **Integrated Voice Response (IVR) System** | An automated telephone system that combines pre-recorded messages or text-to-speech technology with a dual-tone multi-frequency interface to engage callers, allowing them to provide and access information without a live agent. |
| **MaineIT** | Maine’s Office of Information Technology |
| **New Hire** | A person who resides or works in the State to whom the Employer anticipates paying earnings and who: * Was previously employed by the Employer but who has been separated from that prior employment for at least sixty (60) consecutive days; or
* Has not previously been employed by the Employer.
 |
| **New Hire Report** | An Employer report that includes the mandatory data elements identified by the State and federal government. |
| **Personally Identifiable Information (PII)** | Data maintained by an agency that could potentially identify a specific individual and needs to be protected in accordance with state and/or federal law, including:* any information that can be used to distinguish or trace an individual‘s identity, such as name, social security number, date and place of birth, mother‘s maiden name, or biometric records; and
* any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information.
 |
| **PII Confidentiality Impact Level**  | Includes low, moderate, or high levels and indicates the potential harm that could result to the subject individuals and/or the organization if PII were inappropriately accessed, used, or disclosed. (NIST SP 800-122). See **Appendix F** (Technical Assessment Form). PII is evaluated to determine its Confidentiality impact levels, so that appropriate safeguards can be applied to the PII.  |
| **RFP** | Request for Proposal |
| **State Directory of New Hires (SDNH)** | A Department database of newly hired Employees reported to the State by Employers.  |
| **State** | State of Maine |
| **State Data** | Any information originating with the State, regardless of form or medium of disclosure (e.g., verbal, observed, hard copy, or electronic) or source of information. State Data includes any information: * Concerning the State’s information technology infrastructure, systems and software and procedures; and
* Originating with the State in the course of using and configuring the services provided.

State Data includes any sensitive information held by the State that may be protected from disclosure pursuant to a federal or State statutory or regulatory scheme intended to protect that information, or pursuant to an order, resolution or determination of a court or administrative board or other administrative body. |

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

*Office for Family Independence*

**RFP# 202407144**

**New Hire Reporting Program**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Department of Health and Human Services (Department) is seeking a New Hire Report Program as defined in this Request for Proposal (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the awarded Bidder will be selected, and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder.

The Department is dedicated to promoting health, safety, resiliency, and opportunity to all Maine Residents. The Office for Family Independence (OFI), Division of Support Enforcement and Recovery (DSER) is the Department’s Child Support Enforcement program, required pursuant to [42 U.S.C. § 653a](https://www.govinfo.gov/content/pkg/USCODE-2009-title42/pdf/USCODE-2009-title42-chap7-subchapIV-partD-sec653a.pdf) to establish an automated directory to compile and report New Hire information from Employers. DSER’s New Hire Reporting requirements are described in [19-A M.R.S. § 2154](https://legislature.maine.gov/legis/statutes/19-A/title19-Asec2154.pdf).

Through this RFP, the Department intends to implement a New Hire Reporting Program, in compliance with [19-A M.R.S. § 2154](https://legislature.maine.gov/legis/statutes/19-A/title19-Asec2154.pdf), which:

* 1. Incorporates DSER’s existing [Maine Employer Portal](https://portal.maine.gov/newhire/);
	2. Collects data for the State Directory of New Hires (SDNH);
	3. Operates and maintains a New Hire internet website for Employers to use and submit New Hire information electronically.
	4. Transmits collected New Hire information through DSER’s Child Support Enforcement Maine (CSEME) system; and
	5. Provides extensive Employer outreach notifying Employers of the importance and requirements of New Hire Reporting.

**Exhibit 1** depicts the New Hire statistics for the last three (3) State fiscal years (July 1 – June 30) including the number of cases and methods in which New Hires were processed.

|  |
| --- |
| **Exhibit 1 – New Hire Statistics** |
| **State Fiscal Year** | **Disk/****Other** | **Electronic Reporting** | **Federal Reporting** | **Manual****Entries** | **Maine****Portal** | **Termination** | **Total** |
| 2021 | 1666 | 161,639 | 8,875 | 22,594 | 62,770 | 20,833 | 278,377 |
| 2022 | 2187 | 172,101 | 9,835 | 24,530 | 73,462 | 20,611 | 302,726 |
| 2023 | 2311 | 164,734 | 8,660 | 20,979 | 78,478 | 21,349 | 296,511 |
| **Annual Average** | **2055** | **166,158** | **9,123** | **22,701** | **71,570** | **20,931** | **292,538** |

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

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

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract for three (3) renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

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

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | January 1, 2025 | December 31, 2026 |
| Renewal Period #1 | January 1, 2027 | December 31, 2028 |
| Renewal Period #2 | January 1, 2029 | December 31, 2030 |
| Renewal Period #3 | January 1, 2031 | December 31, 2032 |

1. **Number of Awards**

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

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

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

1. **General Requirements**
2. Develop and implement a New Hire Program to ensure the Department’s compliance with [19-A M.R.S. § 2154](https://legislature.maine.gov/legis/statutes/19-A/title19-Asec2154.html).
	1. Collect data for the State Directory of New Hires (SDNH); and
	2. Transmit collected New Hire information through the Department’s Division of Support Enforcement and Recovery (DSER), Child Support Enforcement Maine (CSEME) system.
3. Ensure all programing, processes, procedures, materials, notices, press releases, trainings, and outreach (i.e. website) are approved by the Department prior to implementation and/or utilization.
	1. Ensure brochures, pamphlets, notices, and/or press releases include the Department’s logo and language which states *“The Department of Health and Human Services funds the New Hire Project. Any complaint, suggestions, or recommendations may be reported directly to the Department at...”*
		1. The Department will provide the awarded Bidder with an address and phone number to be included in such communications.
4. **Employer Outreach**
	* + 1. Develop and implement an extensive Employer outreach program by:
				1. Connecting with Employers at least once per calendar year, and as needed, via phone call, letters, notices, emails, and/or brochures, to:

Inform Employers of State and federally mandated New Hire Reporting requirements.

Notify Employers when there are procedural changes to the New Hire Reporting requirements.

Contact all Employers with two (2) or more quarters of incomplete reporting in the Employer Participation Project (EPP).

* + - 1. Establish and implement procedures to inform Department-identified Employers who are in violation of the New Hire Reporting requirements pursuant to 19-A M.R.S. § 2154.
				1. Receive the EPP Report from the Department via email quarterly.
				2. Send notices by email or snail mail, monthly, to Department-identified Employers who appear not to be accurately reporting Employees on a consistent basis.
1. Upon detection of New Hire Reporting errors, send notices to Employers to correct the errors and return the report within seven (7) business days.
2. Encourage and facilitate Employers to use electronic reporting, whenever possible, of New Hire information, terminations, employment verification, electronic wage withholdings, and reporting of lump sum payments due to Employees.
	* + 1. Provide information regarding the ability to send Employer outreach notifications electronically.
3. **Customer Service**
	* + - 1. Respond to all inquiries related to New Hire Reporting requirements within two (2) business days.

Refer questions not directly related to New Hire Reporting requirements to the Department for response.

* + - * 1. Develop and implement customer service training and training materials for the awarded Bidder staff.
				2. Provide customer service training to new staff upon hire and annually to the awarded Bidder’s staff.
				3. Provide interim customer service training, as needed, to provide periodic updates and to communicate new or changed procedures.
1. Provide an Integrated Voice Response (IVR) System.
	* + - 1. Ensure the IVR provides answers to frequently asked questions and operator assistance, if requested by the caller.

Operator assistance shall be available Monday through Friday, 8:00 a.m. to 5:00 p.m. EST, excluding [State holidays](https://www.maine.gov/bhr/state-employees/holiday-schedule).

* + - * 1. Ensure all IVR scripts and modifications are approved by the Department prior to use.
1. Develop and implement Employer/Employee complaint processing procedures and complaint resolution procedures.
	* + - 1. Notify the Department within one (1) business day of any complaints against the awarded Bidder and advise the Department of the resolution of the complaint.
2. Respond timely and courteously to all requests from the Department in order of priority and then in order of requests.
3. Provide an initial plan for staffing and address future needs as New Hire Reporting numbers increase or decrease.
4. **Methods of Data Transmission**
5. Ensure all Employer reports are entered into the New Hire Reporting System within two (2) business days of receipt regardless of the reporting method utilized by the Employer.
	1. Transmit New Hire Reports to the Department, daily, in a format agreed-upon by the awarded Bidder and the Department.
6. Accept New Hire data from reporting Employers through:
	1. Electronic Reporting: Allow the ability for Employers to electronically transmit New Hire Reports through an encrypted method.
	2. Online Reporting: Provide a New Hire Reporting Website for Employers to enter New Hire Reports.
	3. Fax: Provide toll free (800 number) telephone service and provide a “never busy” or similar fax service.

Ensure Employers never connect to a busy signal when attempting to fax.

* 1. Non-Electronic Reporting: Accept paper reports, a New Hire Reporting Form, the Employee’s Withholding Allowance Certificate (W-4 Form), and/or any form approved in advance by the Department.
	2. Other reporting methods: As determined and/or approved by DSER.
1. Maintain documentation sufficient to meet all Child Support Enforcement and federal audit requirements.
	1. The Department reserves the right to inspect records at any time.
2. **Data Elements Reported by Employers**
3. Ensure all Employer New Hire Reports include the mandatory data elements identified by the State and federal governments, specifically:
4. [New Hire Reporting for Employers](https://www.acf.hhs.gov/css/outreach-material/new-hire-reporting-employers) outlined by the Federal Office of Child Support Services.
5. Independent Contractors as outlined in [19-A M.R.S. § 2154](https://legislature.maine.gov/statutes/19-A/title19-Asec2154.pdf) (4B) and (10).
6. Optional data elements when reported by the Employer:
	1. Optional Employee data elements:
		1. Dependent health insurance availability; and
		2. Date Employee qualifies for family health insurance.
	2. Optional Employer data elements:
		1. Employer phone number;
		2. Employer Fax number; and
		3. Employer email address.
7. **Data Transfer Requirements**
8. Transmit New Hire Reports to the Department using a secure file transfer method which includes encryption. Procedures for the file submittal will be provided by the Department upon contract award.
9. Establish a communication link to transmit to the Department the required New Hire data elements.
10. Any transmission failures must be immediately communicated to the Department.
11. Electronically accept a quarterly secure file transfer of EPP Report data and complete outreach to Employers as needed to ensure Employers are cooperating with the New Hire Reporting requirements. The format of the file will be provided by the Department upon contract award.
12. **Accuracy/Quality Assurance Plan**
13. Determine if data received from Employers is illegible or incomplete and contact the Employer to complete, correct, or verify the data before transmission of the New Hire Report to the Department.
14. Ensure data provided to the Department meets the mandatory accuracy rate requirement of ninety-nine point eight percent (99.8%) or greater.
15. Determine if data received from Employers is duplicative: previously transmitted to Department.
16. Develop and send notice to Employers regarding data errors.
17. Cooperate fully with any data collection and evaluation activities or audits carried out by the Department or federal government.
18. **Website and Technical Requirements**
19. Develop and maintain a secured website for the New Hire Reporting Program which:
	1. Allows Employers to enter New Hire Reporting data.
	2. Provides information including, but not limited to:
		1. Answers to frequently asked questions for end users;
		2. New Hire forms;
		3. Training resources; and
		4. Links to applicable State and federal resources, including:

The Department’s Child Support Services [Employer webpage](https://www.maine.gov/dhhs/ofi/programs-services/child-support-services/employers).

* 1. Incorporates all functions of the [Maine Employer Portal](https://portal.maine.gov/newhire/) for New Hire Reporting.
	2. Meets specific technology requirements, including:
		1. Is accessible using a URL approved by the Department or MaineIT;
		2. Functions in all major browsers including Chrome, Edge, and Safari;
		3. Is mobile aware and function IOS and Android operating systems using the last two (2) major versions of the operating system;
		4. Contains customizations for the State to include content specific to the State and links to State-specific URLs;
		5. Is WCAG 2.1 AA and A compliant;
		6. Is encrypted at any point PII and PHI data is being gathered;
		7. All data gathered by the website will be encrypted in transit and at rest; and
		8. Provides 24/7 automated monitoring of uptime and real time resolution of any outages.
	3. Adheres to the MaineIT [Digital Accessibility and Usability Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DigitalAccessibilityPolicy.pdf).
	4. Ensures no data is released regarding the usage of the website without the written approval from the Department. This is regardless of whether the data would be given away, sold, bartered or through any other arrangement.
	5. Complies with the entire suite of MaineIT [Policies & Standards](https://www.maine.gov/oit/policies-standards).
	6. Default expectations shall include:
		1. Uptime: ninety-nine point nine percent (99.9%);
		2. Recovery Time Objective: Four (4) hours; and
		3. Recovery Point Objective: Four (4) hours.
	7. Under Ethernet-connectivity to the client device, lookup queries must return in less than three (3) seconds, and data-modification transactions must return in five (5) seconds.
1. **Confidentiality**
2. Comply with requirements for all applicable State and federal physical, administrative, and electronic safeguard standards and abide by MaineIT policies that govern the appropriate use, disclosure of, privacy of, and security of information provided by the Department or compiled by the awarded Bidder on behalf of the Department.
	1. [Risk Assessment Policy and Procedures (RA-1).](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/RiskAssessmentPolicyProcedure.pdf)
3. All information collected and compiled by the awarded Bidder on behalf of DSER under the terms and conditions defined in this RFP is the sole property of DSER. This data is private and Confidential data and must not be used for any other purpose than the New Hire Reporting project.
4. Ensure the proposed solution meets MaineIT requirements for unique user ID access and password for the New Hire Employer website.
5. Ensure the proposed solution provides a process for archiving and/or destroying data and sanitizing storage media in conformance with MaineIT and DSER data governance policies and subject to applicable HIPAA, and federal (e.g., Federal Information Processing Standards (FIPS), National Institutes of Standards and Technology (NIST)), and State laws.
6. Provide annual security and Confidentiality training for staff involved with the New Hire Reporting System.
7. Ensure electronic data is encrypted at rest and in motion.
8. Provide secure storage for all paper documents.
9. Provide information to the Department and MaineIT immediately for any security site violations or unauthorized access to data.
10. Notify the Department and MaineIT of any suspected loss of, theft of, inappropriate disclosure of unauthorized access of, or destruction of and/or corruption of Department information and agree to comply with State applicable breach notification laws or policies any time there is a suspected loss of personal information as defined by statute or policy.
11. **End of Contract Transition Responsibility**
12. Upon termination or other expiration of the contract resulting from this RFP, return to the Department, within thirty (30) calendar days, all New Hire Reporting Program information.
	1. Ensure timely transfer of all data and documentation occurs smoothly and without disruption to the Department.
	2. Documents to be included in information mailing and/or electronic communication to Employers to reflect changes in reporting procedures.
	3. Detailed statistics on operating volumes.
	4. Training outlines and materials developed for Employees.
	5. Written commitment to provide access to the New Hire Reporting facility by the Department and others in relation to re-procurement.
	6. A three (3) month supply of forms and notices.
13. Provide a list of Employer names, addresses and email addresses that receive forms or notices via electronic communication.
14. **Performance Measures**
15. Perform all services proposed in response to this RFP by achieving all Performance Measures listed in **Table 1**.
16. Submit data to support the performance measure utilizing **Appendix J** (Performance Measure Report Template) or via a third-party data source, as indicated within the performance measure data source column of **Table 1**.

|  |
| --- |
| **Table 1****Mandatory Performance Measures** |
|
| **Performance Measure** | **Assessment Cycle** | **Supportive Documentation and Performance Measure Data Source** |
| **a.** | Improve New Hire ReportingCompliance | Quarterly | Outreach Contact Report |

# **Reports**

* 1. Track and record all data/information necessary to complete the required reports listed in **Table 2**:

|  |
| --- |
| **Table 2 – Required Reports** |
| **Name of Report or On-Site Visit** | **Description or Appendix #** |
| **a.** | New Hire Report by Employer  | List of Employers and the number of hires and terminations reported  |
| **b.** | On-Site Visit | As agreed upon between the awarded Bidder and the Department. |
| **c.** | Monthly Statistical Report | Include New Hire Reports:Received by date and type; Sent to Department by date and type;Received and sent of the number of independent contractors by date and type; and Other data as requested by the Department. The reports will be developed in cooperation with the Department. |
| **d.** | Employer Outreach/Education Summary | Annual Summary of Outreach and Activity  |

# Submit all the required reports to the Department in accordance with the timelines established in **Table 3**:

|  |
| --- |
| **Table 3 – Required Reports Timelines** |
| **Name of Report or On-Site Visit** | **Period Captured by Report or On-Site Visit** | **Due Date** |
| **a.** | New Hire Report by Employer  | Each Quarter | Thirty (30) calendar days after the end of each quarter |
| **b**. | On-Site Visit | Each Year | As agreed, upon between the awarded Bidder and the Department. |
| **c.** | Monthly Statistical Report | Each Month | The twentieth (20th) of each month |
| **d.** | Employer Outreach/EducationSummary | Point-in-time | Annually, by May 1st  |

**PART III KEY RFP EVENTS**

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

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

1. **Submitting the Proposal**
	1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
		1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
	2. **Delivery Instructions:** E-mail proposal submissions are to be submitted to the State of Maine Division of Procurement Services at Proposals@maine.gov.
		1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
			1. Proposal submission e-mails that are successfully received by the proposals@maine.gov inbox will receive an automatic reply stating as such.
		2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
		3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Please check with your organization’s Information Technology team to ensure that your security settings will not encrypt your proposal submission.
		4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
		5. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202407144 Proposal Submission – [Bidder’s Name]”**
		6. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:
* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

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

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

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

*PDF format preferred*

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

**Appendix D** (Subcontractors Form), if applicable

**Appendix E** (Litigation Form)

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

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

*PDF format preferred*

**Appendix F** (Technical Assessment Form)

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

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

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

*Excel and PDF format preferred*

**Appendix H** (Cost Proposal Form)

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

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

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

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

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

**Proposal Format and Contents**

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

* 1. **Proposal Cover Page**

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

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

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

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

* 1. **Overview of the Organization**

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

* 1. **Subcontractors**

If subcontractors are to be used, including consultants, Bidders must complete **Appendix D** (Subcontractors Form) by providing a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

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

* 1. **Litigation**

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

* 1. **Financial Viability**

Bidders must provide the following information for each of the past three (3) tax years:

* + 1. Balance Sheets
		2. Income (Profit/Loss) Statements
	1. **Certificate of Insurance**

Bidders must provide a valid certificate of insurance on a standard ACORD form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services.

The awarded Bidders certificate of insurance shall include applicable liability to support compliance of the Department’s IT Service Contract (IT-SC).

|  |
| --- |
| **Required Attachments Related to Organization Qualifications and Experience**  |
| **Attachment #:** | **Attachment Name:** |
| One (1) | Qualifications and Experience Form  |
| Two (2) | Subcontractors Form |
| Three (3) | Organizational Chart |
| Four (4) | Litigation |
| Five (5) | Financial Viability  |
| Six (6) | Certificate of Insurance |

Attachments 1 – 6, must be included in numerical order, as part of File 2, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 1 – 6 will be reviewed and evaluated by the Department’s evaluation team under the Organization Qualifications and Experience section of this RFP.

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

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

|  |
| --- |
| **Required Attachments Related to Proposed Services** |
| **Attachment #:** | **Attachment Name:** |
| Seven (7) | Job Descriptions |
| Eight (8) | Staffing Plan |
| Nine (9) | Implementation - Work Plan |

Attachments 7 – 9, must be included in numerical order, as part of File 3, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 7 – 9 will be reviewed and evaluated by the Department’s evaluation team under the Proposed Services section of this RFP.

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

* 1. **General Instructions**
		1. Bidders must submit a cost proposal that covers the initial period of performance and subsequent renewals, starting 1/1/2025 and ending on 12/31/2032.
		2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
		3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
	2. **Cost Proposal Form Instructions**

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

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

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

**Section I. Preliminary Information (No Points)**

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

**Section II. Organization Qualifications and Experience (35 points)**

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

**Section III. Technical Assessment and Proposed Services (40 points)**

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

**Section IV. Cost Proposal (25 points)**

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

* 1. **Scoring Process:** The evaluation team will use a consensus approach to evaluate and score Sections II & III above. Members of the evaluation team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Section IV, the Cost Proposal, will be scored as described below.
	2. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in the RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded 25 points. Proposals with higher bids values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted cost proposal / Cost of proposal being scored) x 25 = pro-rated score

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

* 1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.
1. **Selection and Award**
	1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
	2. Notification of conditional award selection or non-selection will be made in writing by the Department.
	3. Issuance of the RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
	4. The Department reserves the right to reject any and all proposals or to make multiple awards.
2. **Appeal of Contract Awards**

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

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**
	1. The awarded Bidder will be required to execute a [IT Service Contract (IT-SC)](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/IT%20Service%20Contract%20%28IT-SC%29%20Template_1.12.24_0.pdf%22%20%5Co%20%22IT%20Service%20Contract%20%28IT-SC%29%20) with appropriate riders as determined by the issuing department.

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

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

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

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

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

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

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

* 1. Payments and Other Provisions

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

*NOTE: The Department will not issue Payment for a transaction(s) if one (1) or more of the required data elements is/are missing. The data elements are subject to change by the State or federal government. In addition, the Department will not issue payment for duplicate records submissions.*

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

**Appendix A** – Proposal Cover Page

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

**Appendix C** – Qualifications and Experience Form

**Appendix D** – Subcontractors Form

**Appendix E** – Litigation Form

**Appendix F** – Technical Assessment Form

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

**Appendix H** – Cost Proposal Form

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

**Appendix J** – Performance Measure Report Template

**Appendix K** – Submitted Questions Form

**APPENDIX A**

**State of Maine**

**Department of Health and Human Services**

*Office for Family Independence*

**PROPOSAL COVER PAGE**

**RFP# 202407144**

**New Hire Reporting Program**

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

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

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

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

**APPENDIX B**

**State of Maine**

**Department of Health and Human Services**

*Office for Family Independence*

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

**RFP# 202407144**

**New Hire Reporting Program**

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

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

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

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

**APPENDIX C**

**State of Maine**

**Department of Health and Human Services**

*Office for Family Independence*

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202407144**

**New Hire Reporting Program**

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

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

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

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

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

**APPENDIX D**

**State of Maine**

**Department of Health and Human Services**

*Office for Family Independence*

## SUBCONTRACTORS FORM

**RFP# 202407144**

**New Hire Reporting Program**

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

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| --- |
| **If subcontractors, including consultants, are to be used, provide each individual subcontractor’s business or consultant’s name, contact person, address, phone number, and a brief description of the subcontractor’s organizational or consultant’s capacity and qualifications. Bidders may add additional Subcontractors/Consultants as needed.** |

|  |
| --- |
| **Subcontractor/Consultant** |
| **Subcontractor Business or Consultant’s Name:** |  |
| **Contact Person:** |  |
| **Address:** |  |
| **Phone Number:** |  |
| **E-Mail:** |  |
| **Subcontractor/consultant organizational capacity and qualifications** |
|  |

|  |
| --- |
| **Subcontractor/Consultant** |
| **Subcontractor Business or Consultant’s Name:** |  |
| **Contact Person:** |  |
| **Address:** |  |
| **Phone Number:** |  |
| **E-Mail:** |  |
| **Subcontractor/consultant organizational capacity and qualifications** |
|  |

**APPENDIX E**

**State of Maine**

**Department of Health and Human Services**

*Office for Family Independence*

## LITIGATION FORM

**RFP# 202407144**

**New Hire Reporting Program**

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

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

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

**APPENDIX F**

**State of Maine**

**Department of Health and Human Services**

*Office for Family Independence*

**TECHNICAL ASSESSMENT FORM**

**RFP# 202407144**

**New Hire Reporting Program**

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

****

**APPENDIX G**

**State of Maine**

**Department of Health and Human Services**

*Office for Family Independence*

## RESPONSE TO PROPOSED SERVICES FORM

**RFP# 202407144**

**New Hire Reporting Program**

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

****

**APPENDIX H**

**State of Maine**

**Department of Health and Human Services**

*Office for Family Independence*

**COST PROPOSAL FORM**

**RFP# 202407144**

**New Hire Reporting Program**

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

**Instructions:** The Bidder must complete and submit budget forms providing a detailed breakdown of expenses in performing the services for the initial period of performance and subsequent renewals as described in this RFP and in the Bidder’s proposal. The total cost summary amount on schedule 1 of the Cost Proposal Form is the proposed cost to be used in the scoring cost formula for evaluation purposes.

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

****

**APPENDIX I**

**State of Maine**

**Department of Health and Human Services**

*Office for Family Independence*

**CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT**

**RFP# 202407144**

**New Hire Reporting Program**

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

****

**APPENDIX J**

**State of Maine**

**Department of Health and Human Services**

*Office for Family Independence*

**PERFORMANCE MEASURE REPORT TEMPLATE**

**RFP# 202407144**

**New Hire Reporting Program**

**The performance measure report template may be obtained in an Excel (.xlsx) format by double clicking on the document icon below.**



**APPENDIX K**

**State of Maine**

**Department of Health and Human Services**

*Office for Family Independence*

**SUBMITTED QUESTIONS FORM**

**RFP# 202407144**

**New Hire Reporting Program**

This form should be used by Bidders when submitting written questions to the RFP Coordinator as defined in Part III of the RFP.

If a question is not related to any section of the RFP, enter “N/A” under the RFP Section & Page Number. Add additional rows as necessary. Submit this document in WORD format, not PDF.

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

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