

Janet T. Mills
Governor

Sara Gagné-Holmes,
Commissioner



Maine Department of Health and Human Services
Division of Contract Management
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Tel.: (207) 287-3707; Fax: (207) 287-5031
TTY: Dial 711 (Maine Relay)

Oct-18-2024

Via Electronic Mail: gfrench@stellarware.com

Stellarware Corporation
George French, President
600 Longwater Drive, Suite 202
Norwell, MA 02061

SUBJECT: Notice of Conditional Contract Award under RFP #202407144 New Hire Reporting Program

Dear George French,

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

- Stellarware Corporation

The Department will be contacting the Stellarware Corporation 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 Stellarware Corporation. Stellarware Corporation 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 the 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,

DocuSigned by:



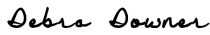
64F41AB634DB44F...

Ian Yaffe

Director

Office for Family Independence

DocuSigned by:



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Debra Downer

Deputy Director for Competitive Procurement

Division of Contract Management

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407144

RFP TITLE: New Hire Reporting Program

BIDDER: Stellarware Corporation

DATE: October 15, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Shannon Courtois, Jessica Mahns, Tonia Sawyer, Gregory Garneau, Toby Hilton, and Jyothi Mulle

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	N/A
Section III. Proposed Services	40.00	N/A
Section IV. Cost Proposal	25.00	N/A
<u>Total Points</u>	<u>100.00</u>	<u>N/A</u>

The Department awards Stellarware Corporation as the Sole Bidder. The Proposal was evaluated by the Evaluation Team but not scored.

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**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

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

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none">• 20 years of experience• Provides New Hire Reporting programs in 14 states• Focuses on information security• Currently manages the Child Support Lien Network for the Department and 31 other states• Demonstrated compliance with state and federal regulations• Provided three projects, all relevant to the RFP
2. Subcontractors	<ul style="list-style-type: none">• None
3. Organizational Chart	<ul style="list-style-type: none">• Provided
4. Litigation	<ul style="list-style-type: none">• None indicated
5. Financial Viability	<ul style="list-style-type: none">• Provided three years of CPA-reviewed financial statements
6. Certificate of Insurance	<ul style="list-style-type: none">• Provided, noting umbrella liability and excess E&O and cyber

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**EVALUATION OF SECTION III
Proposed Services**

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • Demonstrated a record of bringing employers into compliance and increasing the number of new hire reports • Proposed collaborating with Department to transfer services and build website • Proposed methodology for code testing, load testing, user acceptance testing, and conversion tests • Offered a clear picture of how data collection would be occur • Provided examples of new-hire websites maintained for other states and how data is reported • Proposed JIRA for issue tracking • Offered methodology for file transfer and employer resources within new hire program • Demonstrated capability within and interactive website • Demonstrated ability in remotely operating projects of similar size and scope • Demonstrated applicable compliance and risk management requirements and policies: HIPAA, IRS Publication 1075, FERPA, NIST, SOC Reporting
B. Employer Outreach
<ul style="list-style-type: none"> • Proposed: creating marketing materials, webinars, email campaigns, and training videos; operating an outreach service; and participating in trade shows • Proposed employer outreach tasks that include notifying nonclient employers and analyzing Employer Participation Project (EPP) data • Proposed using Bidder’s existing portal to upload data • Proposed an outreach campaign for noncompliant employers • Proposed comparing quarterly wage and new hire data on a quarterly basis • Proposed data validation based on State business rules • Offered new-hire record validation and automatic feedback through an employer interface • Proposed a system in which employers can, through an existing portal, easily correct data within seven days of error • Stressed Bidder focus on data reliability • Demonstrated a significant record of transitioning employers from outdated methods of reporting to modern methodologies • Proposed a new hire customer service for technical assistance

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<ul style="list-style-type: none"> • Proposed converting disc users/ tape users to electronic formats • Proposed incorporating protocols that meet the State’s security standards, using 128-bit encryption • Proposed an existing, streamlined communication module • Proposed tracking all communication through employer registry website • Proposed prioritizing email correspondence above faxes and mail to save the State significant money and streamline and expedite communications
C. Customer Service
<ul style="list-style-type: none"> • Demonstrated ability to respond within 24 hours • Proposed using existing comprehensive employee orientation and training program • Proposed direct training of new hires on first day of work via staff intranet • Provided new hire orientation schedule • Proposed training State employees working on project • Proposed employing experienced data entry/customer service staff • Addressed internal employee complaint process, but not external complaints • Described cross training program • Proposed 30 customer service representatives and seven technical staff
D. Methods of Data Transmission
<ul style="list-style-type: none"> • Proposed processing 95 percent of electronic reports within one business day • Proposed documenting compliance with proprietary Turnaround Compliance Report Module
E. Data Elements Reported by Employers
<ul style="list-style-type: none"> • Met requirement
F. Data Transfer Requirements
<ul style="list-style-type: none"> • Proposed Secure File Transfer Protocol
G. Accuracy/Quality Assurance Plan
<ul style="list-style-type: none"> • Proposed use of own proprietary validation process which offers immediate feedback on electronic submissions and quick turnaround for nonelectronic reporting
H. Website and Technical Requirements
<ul style="list-style-type: none"> • Proposed extensive collaboration with Department in developing website, with adherence to all policies and standards, required functionality, and recovery requirements
I. Confidentiality
<ul style="list-style-type: none"> • Agreed to adhere to industry and State IT standards • Agreed to confidentiality requirement • Process conforms with NIST • Staff receive training both upon hiring and annually • Proposed following all data in motion TLS 1.2 and rest data 128bit AES-XTS • Described secure storage methodology

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<ul style="list-style-type: none">• Proposed periodic destruction of source documents as determined by Department• Proposed a comprehensive incident management procedure
J. End of Contract Transition Responsibility
<ul style="list-style-type: none">• Met requirement
K. Performance Measures
<ul style="list-style-type: none">• Met requirement
L. Reports
<ul style="list-style-type: none">• Met requirement
2. Staffing
<ul style="list-style-type: none">• Met requirement
3. Implementation - Work Plan
<ul style="list-style-type: none">• Met requirement

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**EVALUATION OF SECTION IV
Cost Proposal**

Cost
\$310,993.00

Evaluation Team Comments:

- | |
|--|
| <ul style="list-style-type: none">• Noted that no development costs are passed to Department as bidder proposes use of its existing methodology and programs |
|--|

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407144

RFP TITLE: New Hire Reporting Program

BIDDER NAME: Stellarware Corporation

DATE: 10/07/24, 10/11/24

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Dept of Health and Human Services/CO - Finance

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• 20 years' experience• 14 New Hire Reporting programs• Child Support Lien Network• Transition projects in 30 days or less• ISO 270001 Certification - Information Security Standard• Employer Registry – Proprietary service offering• 3 projects provided All relevant
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Appear financially viable
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided, Expired 10/6/24, Umbrella liability \$3m

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EVALUATOR DEPARTMENT: Dept of Health and Human Services/CO - Finance

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • Multipronged, cost-effective approach • Outreach strategy, through various methods of communication • Provided mockup of website
<ul style="list-style-type: none"> • Marketing director to provide material for review • Acknowledges all requirements
B. Employer Outreach
<ul style="list-style-type: none"> • Acknowledges adherence to all requirements • Attention to employer groups and trade associations • Will continue to develop innovative strategic ways to reach more employers • Webinars, Training Videos, Email Campaigns • Undeliverable emails get added to a second attempt campaign notification
<ul style="list-style-type: none"> • EPP can be uploaded instead of emailed through State administrative portal • New Hire and EPP databases are kept separate
<ul style="list-style-type: none"> • Electronic submission is notified “number of records found to be invalid” • Acknowledge 7 day limit. • Will convert employers to electronic reporting
<ul style="list-style-type: none"> • Diskettes or Compact Discs, Tape, Interactive online form, upload files via SFTP,
<ul style="list-style-type: none"> • Prioritizes email correspondence over other methods • Can email or fax directly from system
C. Customer Service
<ul style="list-style-type: none"> • Acknowledge compliance
<ul style="list-style-type: none"> • Proposed extensive training plan • Will train State staff if the Department wants
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • Does not acknowledge notifying the Department
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
D. Methods of Data Transmission
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement

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E. Data Elements Reported by Employers
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
F. Data Transfer Requirements
<ul style="list-style-type: none"> • Proposes the use of SFTP • All transfers include encryption
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
G. Accuracy/Quality Assurance Plan
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • Matched against past 60 days to identify duplicate records
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement • Provided thorough response
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement • Provided thorough Quality Assurance plan
H. Website and Technical Requirements
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement • Will design & customize a similar website to meet Maine's requirements • Will comply with Maine IT policies
I. Confidentiality
<ul style="list-style-type: none"> • ISO 27001 plus 8 other policies & reporting systems • Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement • Staff must complete training within a specific time period • Online learning program
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement • Comprehensive batching procedure
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement • Comprehensive Incident Management procedure
<ul style="list-style-type: none"> • Acknowledged adherence to the requirement
J. End of Contract Transition Responsibility

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<ul style="list-style-type: none">• Acknowledged adherence to all requirements
<ul style="list-style-type: none">• Acknowledged adherence to the requirement
K. Performance Measures
<ul style="list-style-type: none">• Acknowledged adherence to the requirement
L. Reports
<ul style="list-style-type: none">• Acknowledged adherence to all requirements
<ul style="list-style-type: none">• Acknowledged adherence to the requirement
2. Staffing
<ul style="list-style-type: none">• Provided
<ul style="list-style-type: none">• None
<ul style="list-style-type: none">• Provided
3. Implementation - Work Plan
<ul style="list-style-type: none">• Provided

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">• Average of \$44,413 per year.

**STATE OF MAINE
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RFP TITLE: New Hire Reporting Program

BIDDER NAME: Stellarware Corporation

DATE: 10/08/2024 and 10/11/2024

EVALUATOR NAME: Gregory J. Garneau

EVALUATOR DEPARTMENT: DHHS/DSER

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P – operates 14 other new hire programs for child support agencies (File 2, p. 5)• P – currently operates CSLN network for 32 agencies including the State (File 2, p. 5)• P – listed current projects with RI, TN & WI (File 2, p. 5)
2. Subcontractors
<ul style="list-style-type: none">• None (File 2, p. 14)
3. Organizational Chart
<ul style="list-style-type: none">• Provided (File 2, p. 16-17)
4. Litigation
<ul style="list-style-type: none">• None (File 2, p. 19)
5. Financial Viability
<ul style="list-style-type: none">• Provided CPA-reviewed financial statements (File 2, p. 20-) for past 3 tax years.
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided ACORD certificate dated 9/19/2024) (File 2, p. 63)

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EVALUATOR DEPARTMENT: DHHS/DSER

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • Part II.A.1 response begins File 3, page 31. • P – discussed file transfer and employer resources pages on p. 42. • P – proposed to incorporate State child support program websites into new hire website.
<ul style="list-style-type: none"> • Part II.A.2 response begins File 3, page 45. • P – marketing director to work with project team and DSER to develop materials. Notes experience and can customize outreach materials for the State.
B. Employer Outreach
<ul style="list-style-type: none"> • Part II.B.1 response begins File 3, p. 47. • P – describes employer outreach tasks including notifying nonclient employers and analyzing EPP data.
<ul style="list-style-type: none"> • Part II.B.2 response begins File 3, p. 52. • P – describes outreach campaign; compares quarterly wage and new hire data quarterly.
<ul style="list-style-type: none"> • Part II.B.3 response begins File 3, p. 59. • P – describes validation system in detail.
<ul style="list-style-type: none"> • Part II.B.4 response begins File 3, p. 62. • P – describes detailed plans to increase and facilitate electronic reporting.
<ul style="list-style-type: none"> • Part II.B.5 response begins File 3, p. 66. • P – email priority. Can communicate to employers within system.
C. Customer Service
<ul style="list-style-type: none"> • Part II.C.1 response begins File 3, p. 68. • P – have “contact us” page in system.
<ul style="list-style-type: none"> • Part II.C.2 response begins File 3, p. 69. • P – describes training and supervision of staff.
<ul style="list-style-type: none"> • Part II.C.3 response begins File 3, p. 73. • P – commits to providing IVR system; describes implementation and options.
<ul style="list-style-type: none"> • Part II.C.4 response begins File 3, p. 74. • P – described employer/employee complaint reporting and resolution process.
<ul style="list-style-type: none"> • Part II.C.5 response begins File 3, p. 75. • P – describes client communication process including responding to client inquiries within 1 day.

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- Part II.C.6 response begins File 3, p. 75 and refers to Attachment 8: Staffing Plan.
- P – described staffing plan and attached plan as required.

D. Methods of Data Transmission

- Part II.D.1 response begins File 3, p. 76.
- P – Agreed to meet or exceed this requirement.

- Part II.D.2 response begins File 3, p. 77.
- P – described electronic (file transfer data), online and fax reporting processes.

- Part II.D.3 response begins File 3, p. 87.
- Q – Agreed to do but did not describe how would do.

E. Data Elements Reported by Employers

- Part II.E.1 response begins File 3, p. 88.
- P – described in detail its data verification system.

F. Data Transfer Requirements

- Part II.F.1 response begins File 3, p. 90.
- P – described use of secure file transfer protocol and compliance with other protection standards.

- Part II.F.2 response begins File 3, p. 90.
- P – stated would establish a secure communication link using standard accepted protection protocols.

- Part II.F.3 response begins File 3, p. 90.
- P – transmission failures automatically and immediately reported.

- Part II.F.4 response begins File 3, p. 91.
- P – agreed to accept quarterly secure file transfer data.

G. Accuracy/Quality Assurance Plan

- Part II.G.1 response begins File 3, p. 92.
- P – describes system alerts to invalid data and steps to be taken to verify with employers.

- Part II.G.2 response begins File 3, p. 94.
- P – system meets 99.8% accuracy through quality assurance and verification steps.

- Part II.G.3 response begins File 3, p. 94.
- P – reports matching with existing reports generates duplicate error message.

- Part II.G.4. response begins File 3, p. 96.
- P – employers notified by system of invalid new hire records by email. Subsequent attempts by other methods.

- Part II.G.5 response begins File 3, p. 99.

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<ul style="list-style-type: none"> • P – agreed to requirement and described in detail how would do so.
H. Website and Technical Requirements
<ul style="list-style-type: none"> • Part II.H.1 response begins File 3, p. 104. • P – describes past experience with developing new hire portals, commits to State IT policies and standards, and commits to required functions.
I. Confidentiality
<ul style="list-style-type: none"> • Part II.I.1 response begins File 3, p. 107. • P – describes experience with security of information, commits to industry and State IT standards.
<ul style="list-style-type: none"> • Part II.I.2 response begins File 3, p. 108. • P – acknowledges and agrees to requirement.
<ul style="list-style-type: none"> • Part II.I.3 response begins File 3, p. 108. • P – acknowledges and agrees to requirement.
<ul style="list-style-type: none"> • Part II.I. 4 response begins File 3, p. 108. • P – acknowledges and agrees to requirement.
<ul style="list-style-type: none"> • Part II.I.5 response begins File 3, p. 108. • P – meets requirement; provided outline of training.
<ul style="list-style-type: none"> • Part II.I.6 response begins File 3, p. 110. • P – describes encryption to be used in motion and at rest.
<ul style="list-style-type: none"> • Part II.I.7 response begins File 3, p. 110. • P – describes how security and physical storage is maintained.
<ul style="list-style-type: none"> • Part II.I.8 response begins File 3, p. 111. • P – agrees and provides incident protocols.
<ul style="list-style-type: none"> • Part II.I.9 response begins File 3, p. 112. • P – describes and agrees to breach protocols.
J. End of Contract Transition Responsibility
<ul style="list-style-type: none"> • Part II.J.1 response begins File 3, p. 112. • P – acknowledges and agrees to end of contract transition requirements.
<ul style="list-style-type: none"> • Part II.J.2 response begins File 3, p. 113. • P – agrees to do so in format specified by the State.
K. Performance Measures
<ul style="list-style-type: none"> • Part II.K.1 response begins File 3, p. 113. • P – describes successful performance with other states; anticipates will meet or exceed performance measures.
L. Reports
<ul style="list-style-type: none"> • Part II.L.1 response begins File 3, p. 115.

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<ul style="list-style-type: none">• P – gave sample reports from TN portal; included required reports and information for each category.
<ul style="list-style-type: none">• Part II.L.2 response begins File 3, p. 121.• P – Acknowledged and agreed to provide listed reports; also available on a dashboard.
2. Staffing
<ul style="list-style-type: none">• Part IV, § III.1 attachment 7 response begins File 3, p. 123 and Attachment 7.• P – provided.
<ul style="list-style-type: none">• File 3, p. 124, no subcontractors or consultants to be used.• Not applicable since will not use subcontractor or consultants
<ul style="list-style-type: none">• Part IV, § III.2 attachment 8 response begins File 3, p. 124 and Attachment 8.• P – provided.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Part IV, § III.2 attachment 9 response begins File 3, p. 124 and Attachment 9.• P – provided.
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">• Part IV, § IV response begins File 4, p. 3 and Attachment H.• No individual comments.• Q – may want to discuss how cost proposal compares to developing in-house staffing and expertise.

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RFP TITLE: New Hire Reporting Program

BIDDER NAME: Stellarware Corporation

DATE: 10/09/2024,10/10/2024

EVALUATOR NAME: Toby Hilton

EVALUATOR DEPARTMENT: DAFS/OIT

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none">• Meets RFP requirements• P - Has (20) years' experience supporting (14) New Hire Reporting programs and the Child Support Lien Network (CSLN).• P - Recently awarded ISO 27001 certification.
2. Subcontractors	<ul style="list-style-type: none">• Meets RFP requirements
3. Organizational Chart	<ul style="list-style-type: none">• Meets RFP requirements
4. Litigation	<ul style="list-style-type: none">• Meets RFP requirements• P – No litigation.
5. Financial Viability	<ul style="list-style-type: none">• Meets RFP requirements• P – Provided financial statements and balance sheets for the past 4 years.
6. Certificate of Insurance	<ul style="list-style-type: none">• Meets RFP requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407144

RFP TITLE: New Hire Reporting Program

BIDDER NAME: Stellarware Corporation

DATE: 10/09/2024,10/10/2024

EVALUATOR NAME: Toby Hilton

EVALUATOR DEPARTMENT: DAFS/OIT

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • Meets RFP requirements
<ul style="list-style-type: none"> • Meets RFP requirements • P - Has a marketing Director will work with the Project Team to draft outreach material. • P - Provided a sample of a state-approved brochure.
B. Employer Outreach
<ul style="list-style-type: none"> • Meets RFP requirements • P – Offers extensive outreach capabilities.
<ul style="list-style-type: none"> • Meets RFP requirements • I – The State Administrative Portal offering.
<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
C. Customer Service
<ul style="list-style-type: none"> • Meets RFP requirements for the (2) business day response time. • N – Did not mention the (a) referral of questions not related to New Hire Reporting requirements to the Department for response.
<ul style="list-style-type: none"> • Meets RFP requirements
<ul style="list-style-type: none"> • N – No detail on IVR
<ul style="list-style-type: none"> • Q – Questionable as to whether bidder understood this requirement.
<ul style="list-style-type: none"> • Meets RFP requirements
<ul style="list-style-type: none"> • Meets RFP requirements
D. Methods of Data Transmission
<ul style="list-style-type: none"> • Meets RFP requirements • P – Strives for a 1 business day turnaround regardless of reporting method.
<ul style="list-style-type: none"> • Meets RFP requirements • Q – As part of validation, “Hire date cannot be greater than 07/01/1997”
<ul style="list-style-type: none"> • Meets RFP requirements
E. Data Elements Reported by Employers
<ul style="list-style-type: none"> • Meets RFP requirements • I – Checks for duplicated data before sending to the state.
F. Data Transfer Requirements
<ul style="list-style-type: none"> • Meets RFP requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: DAFS/OIT

<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
G. Accuracy/Quality Assurance Plan
<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
<ul style="list-style-type: none"> • Meets RFP requirements
<ul style="list-style-type: none"> • I – Has an employer interface that allows employers to log in to the portal to correct reporting errors via an easy-to-use interface.
<ul style="list-style-type: none"> • Meets RFP requirements
H. Website and Technical Requirements
<ul style="list-style-type: none"> • Meets RFP requirements
I. Confidentiality
<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
<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
<ul style="list-style-type: none"> • Meets RFP requirements
<ul style="list-style-type: none"> • Meets RFP requirements
<ul style="list-style-type: none"> • I - Source data will be destroyed at periodic intervals as defined by the State
<ul style="list-style-type: none"> • Meets RFP requirements
<ul style="list-style-type: none"> • Meets RFP requirements
J. End of Contract Transition Responsibility
<ul style="list-style-type: none"> • Meets RFP requirements
<ul style="list-style-type: none"> • Meets RFP requirements
<ul style="list-style-type: none"> • I - Willing to develop an outgoing transition plan leveraging knowledge gained from prior transitions.
K. Performance Measures
<ul style="list-style-type: none"> • Meets RFP requirements
L. Reports
<ul style="list-style-type: none"> • Meets RFP requirements
<ul style="list-style-type: none"> • Meets RFP requirements
<ul style="list-style-type: none"> • I - Can also provide the data on an online e-dashboard that can be accessed at Maine's convenience.
2. Staffing

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407144

RFP TITLE: New Hire Reporting Program

BIDDER NAME: Stellarware Corporation

DATE: 10/09/2024,10/10/2024

EVALUATOR NAME: Toby Hilton

EVALUATOR DEPARTMENT: DAFS/OIT

• Meets RFP requirements
• Meets RFP requirements
• Meets RFP requirements
3. Implementation - Work Plan
• Meets RFP requirements

Part IV, Section IV. Cost Proposal
• Meets RFP requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407144

RFP TITLE: New Hire Reporting Program

BIDDER NAME: Stellarware Corporation

DATE: 10/09/2024

EVALUATOR NAME: Jessica Mahns

EVALUATOR DEPARTMENT: DHHS/DSER

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P-Established NHRS reporting in 14 States• P-Worked in CS industry for 20 years• P-Awarded ISO 27001 Certification for IS Management
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Provided 3 years CPS reviewed Financial Statements
6. Certificate of Insurance
<ul style="list-style-type: none">• Liability Insurance expires 10-06-24

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407144

RFP TITLE: New Hire Reporting Program

BIDDER NAME: Stellarware Corporation

DATE: 10/09/2024

EVALUATOR NAME: Jessica Mahns

EVALUATOR DEPARTMENT: DHHS/DSER

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • Work with State to transfer services and build website working remotely and timely to meet state and federal requirements • Protecting security and ensuring accuracy • Code testing, Load testing UAT, Conversion tests • Uses JIRA- issue tracking tool • Interactive website • FAQs • Contact 24/7
<ul style="list-style-type: none"> • Marketing Director with SOM • Distribute employer outreach material • Distribute via fx, mail, electronically, website • Include the departments logo
B. Employer Outreach
<ul style="list-style-type: none"> • Create Marketing materials • Operate outreach service • Webinars, training videos, trade associations • Notifications to employers of procedural changes • Notify employers that are non-compliant at least once a year and as needed • Notices and materials sent to employers with incomplete reporting
<ul style="list-style-type: none"> • Automated module-State Administrative Portal • EPP module track vendor's progress • Unreported Employee page on website for employer
<ul style="list-style-type: none"> • Data validation based on States business rules • New Hire record validation and automatic feedback • Employer interface
<ul style="list-style-type: none"> • New Hire customer Service for technical assistance • Converting disc users/ tape users to electronic formats • New Hire portal for Employers • Employer outreach/Employer resources webpage
<ul style="list-style-type: none"> • Email correspondence is prioritized • Electronic communication through Employer registry website
C. Customer Service
<ul style="list-style-type: none"> • Contact Us Page

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: DHHS/DSER

<ul style="list-style-type: none"> • Direct access through email/telephone • Responds within one day • Resolution of call within the 2day requirement
<ul style="list-style-type: none"> • Directly trains employees • Can train State individuals working on this project. • Trains new hired employees on their first workday. • Orientation schedule provided • Training available on staff intranet
<ul style="list-style-type: none"> • Live person available 8am-5pm • Website available for FAQ /Customer service and tech support
<ul style="list-style-type: none"> • Will notify state within one business day • Employee handbook and HR
<ul style="list-style-type: none"> • Ongoing customer service to the state
<ul style="list-style-type: none"> • 30 Customer service reps • 7 technical staff
<p>D. Methods of Data Transmission</p>
<ul style="list-style-type: none"> • Process electronic reports within the 2-business day requirement • 95% electronic reports processed within 1 business day
<ul style="list-style-type: none"> • Validation measures • Using Reporting website • Electronic reporting • Fax reporting e-fax service to prevent busy signals • Can accept paper New Hires- non electronic batching process provided • Agreed to meet Child Support enforcement and federal audit requirements.
<p>E. Data Elements Reported by Employers</p>
<ul style="list-style-type: none"> • Validation process-receive alerts for incomplete records • Understands data elements required • Data verification system
<p>F. Data Transfer Requirements</p>
<ul style="list-style-type: none"> • Encrypted Secure File Transfer Protocol • Security controls
<ul style="list-style-type: none"> • Secure communication link to department
<ul style="list-style-type: none"> • System alerts with transmission failures • Will accept quarterly secure file transfer of EPP
<p>G. Accuracy/Quality Assurance Plan</p>
<ul style="list-style-type: none"> • Validation process • Agrees to 99.8 % accuracy rate

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407144

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DATE: 10/09/2024

EVALUATOR NAME: Jessica Mahns

EVALUATOR DEPARTMENT: DHHS/DSER

<ul style="list-style-type: none"> • Provided stats
<ul style="list-style-type: none"> • Duplicates will be rejected
<ul style="list-style-type: none"> • Data validation process
<ul style="list-style-type: none"> • Follow up with employers
<ul style="list-style-type: none"> • Agrees to cooperate fully
H. Website and Technical Requirements
<ul style="list-style-type: none"> • Will customize a website to meet Maine’s requirements
I. Confidentiality
<ul style="list-style-type: none"> • Meets 9 compliance and risk management requirements
<ul style="list-style-type: none"> • Recognized as understood
<ul style="list-style-type: none"> • Agrees to ensure proposed solution
<ul style="list-style-type: none"> • State that their process is compliant with state requirements
<ul style="list-style-type: none"> • Upon employee hire and annually in October
<ul style="list-style-type: none"> • Electronic data is encrypted
<ul style="list-style-type: none"> • Procedure in place
<ul style="list-style-type: none"> • Included protocols for this
<ul style="list-style-type: none"> • Agreed
J. End of Contract Transition Responsibility
<ul style="list-style-type: none"> • Understands the responsibility
<ul style="list-style-type: none"> • This list will be provided to the department and can prepare an outgoing transition plan
K. Performance Measures
<ul style="list-style-type: none"> • Will use Outreach Module
L. Reports
<ul style="list-style-type: none"> • Provides state report on the web dashboard
<ul style="list-style-type: none"> • On site visits
<ul style="list-style-type: none"> • Monthly stat reports
<ul style="list-style-type: none"> • Can provide reports by hard or electronic copy or online dashboard
2. Staffing
<ul style="list-style-type: none"> • Provided
<ul style="list-style-type: none"> • Will not use subcontractors or consultants
<ul style="list-style-type: none"> • Provided staffing plan
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Provided

Part IV, Section IV. Cost Proposal

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 10/09/2024

EVALUATOR NAME: Jessica Mahns

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407144

RFP TITLE: New Hire Reporting Program

BIDDER NAME: Stellarware Corporation

DATE: 10/9/2024, and 10/10/2024

EVALUATOR NAME: Jyothi Mulle

EVALUATOR DEPARTMENT: DAFS/OIT

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Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none"> • P - Stellarware has over twenty (20) years of experience in managing and enhancing all components for New Hire. • P – Having fourteen (14) New Hire Reporting programs across the country is a plus. • P – Stellarware is flexible for client’s ever-evolving needs. • P – Their Child Support Lien Network (CSLN), working with over thirty-two (32) US agencies. • P - One stop shop solution, guaranteeing increase in electronic reporting rates • P – Educating employers on importance of new hire reporting • P - Stellarware understands the importance of providing timely and accurate information • P – Stellarware New Hire Reporting can be used easily by employers and state staff. Employers can submit questions 24/7. • P – Stellarware can establish a secure employer mailbox for communications.
2. Subcontractors	
	<ul style="list-style-type: none"> • I – No subcontractors
3. Organizational Chart	
	<ul style="list-style-type: none"> • N – Not providing any details related to the staff – qualification and experience
4. Litigation	
	<ul style="list-style-type: none"> • P – No Litigations so far
5. Financial Viability	
	<ul style="list-style-type: none"> • P – Looks like Stellarware meets its financial obligation while also generating enough income to support growth and other goals.
6. Certificate of Insurance	
	<ul style="list-style-type: none"> • P – Provided a valid Certificate of Insurance

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407144

RFP TITLE: New Hire Reporting Program

BIDDER NAME: Stellarware Corporation

DATE: 10/9/2024, and 10/10/2024

EVALUATOR NAME: Jyothi Mulle

EVALUATOR DEPARTMENT: DAFS/OIT

Part IV, Section III Proposed Services

1. Services to be Provided

Part II

A. General Requirements

- P – Assured that Stellarware have experience in remotely operating projects of this size and scope.
 - P – Assured that every decision will be consider the needs of Maine's employers and State staff.
 - P – Confirming that being immediately and constantly available via the telephone and Internet to State staff and if required their team will travel to Maine if necessary.
 - P – Stellarware uses JIRA for issue tracking.
 - P – Assuring thorough code testing, load testing and User Acceptance testing done before Production migration.
 - P – weekly meetings with the State regarding technical environment, database.
 - I – A preliminary data extract is done to review and analyze.
 - P – Provided a Walkthrough of how the JIRA issues are created, worked and communicated after resolving.
 - P – Shared applicable compliance and risk management requirements and policies like HIPAA, IRS Publication 1075, FERPA, NIST, SOC Reporting and couple others.
 - P – Stellarware assures 24/7 contact and allows employers to download forms, report new hires, consult multitudes of child support resources, requirements, and laws. Adheres to DHHS Web standards.
 - P – Provided some examples of the Home page and Reporting fundamentals.
 - I – the Law page provides details and links to all federal and state legislation relative to New Hire Reporting, with these employers can stay informed of requirements and new laws affecting them.
 - I – Frequently Requested forms page offers link to the Multistate Employer Registry.
 - P – Employer Resources page provides names, addresses, phone numbers and links to websites of local, state and national resources.
-
- P – Plans to provides draft outreach material for the State of Maine to review.
 - P - Plans to provide a clear, concise information and the requirements which will be easy for employers to understand and respond.
 - P – Proof-of-concept of New Hire Reporting brochure provided for Maine employers.

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EVALUATOR NAME: Jyothi Mulle

EVALUATOR DEPARTMENT: DAFS/OIT

<ul style="list-style-type: none"> • P - Ensures brochures, pamphlets, notices, and/or press releases include the Department’s logo and the language, “The Department of Health and Human Services funds the New Hire Project. Any complaint, suggestions, or recommendations may be reported directly to the Department.” Stellarware will also incorporate any address and phone number provided by the State
<p>B. Employer Outreach</p>
<ul style="list-style-type: none"> • P – Adequate information provided • P – Agrees to provide all mentioned above • P – Agrees to build a proactive outreach program approved by the State.
<ul style="list-style-type: none"> • P – Recognizes that EPP compares Quarterly Wage (QW) data and New Hire Reporting (W-4) data distributed quarterly. • P – Assures to create a secure State Administrative Portal, allowing approved state users to upload the EPP rather than email. • P – Assures Outreach Module & Employer Registry are one of a kind and the ideal method for tracking progress. Outreach is always a telephone call, email, fax, or USPS mail, in that order, allowing us the opportunity to build strong working relationships with employers.
<ul style="list-style-type: none"> • P – Agrees to work with employer to correct any data on the reports within 7 days of the error and convert them to an electronic reporting method. • P – Provide an employer interface for easy correct the submissions.
<ul style="list-style-type: none"> • P – Assures and emphasizes on the electronic submission. • P – Stellarware incorporated protocols that meet the State’s security standards, uses 128-bit encryption, follows NIST, HIPAA, IRS Publication 1075.
<ul style="list-style-type: none"> • P – Prioritizes email correspondence above faxes and mail, saving significant money for State.
<p>C. Customer Service</p>
<ul style="list-style-type: none"> • P – Contact page details SDNH’s mailing address, phone number, fax number. • P – Assures that employers can email 24/7.
<ul style="list-style-type: none"> • P – Plans to directly train, supervise and employ experienced Data entry/Customer service and all other project staff.
<ul style="list-style-type: none"> • P – Stellarware provided websites are informative and interactive allowing employers to access 24/7 customer service. • P – Ready to implement an integrated voice response system if state requires.
<ul style="list-style-type: none"> • P – Stellarware agrees to notify State within one business day of any complaints. • P – Newly hired employees go through orientation process.
<ul style="list-style-type: none"> • P – confirms that Staff members respond to emails and internet inquiries and return client calls within one day.

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EVALUATOR NAME: Jyothi Mulle

EVALUATOR DEPARTMENT: DAFS/OIT

<ul style="list-style-type: none"> • P – Assures 30 highly experienced customer service representatives and 7 technical staff.
D. Methods of Data Transmission
<ul style="list-style-type: none"> • P - Assures collecting, entering, and transmitting the records to the State within two (2) business days, regardless of reporting methods.
<ul style="list-style-type: none"> • P – Ensures all requirements met and validates the information.
<ul style="list-style-type: none"> • P Agrees to maintain documentation to meet State and federal audit requirements.
E. Data Elements Reported by Employers
<ul style="list-style-type: none"> • P – Ensures to send inappropriate data elements to State for validation.
F. Data Transfer Requirements
<ul style="list-style-type: none"> • P – Incorporates Secure File Transfer Protocol (SFTP) for file transfer.
<ul style="list-style-type: none"> • P – follows National Institute of Standards and Technology (NIST) security controls.
<ul style="list-style-type: none"> • P – System alert will be automatically triggered for any failures.
<ul style="list-style-type: none"> • P – Accepts to provide quarterly secure file transfer of EPP report data.
G. Accuracy/Quality Assurance Plan
<ul style="list-style-type: none"> • P – Implemented multiple strategies to take corrective action on incomplete New Hire reports.
<ul style="list-style-type: none"> • P - As part of our rigorous quality assurance process, Stellarware implement extensive record verification steps on all incoming data. T
<ul style="list-style-type: none"> • P – Assures that all reports will be verified against the New Hire Reports in the database submitted within 60 days or das defined by the State.
<ul style="list-style-type: none"> • P – Implements business rules according to the State data requirements.
<ul style="list-style-type: none"> • P – Ensures to cooperate fully.
H. Website and Technical Requirements
<ul style="list-style-type: none"> • P – Adheres to the Maine IT Digital Accessibility and Usability Policy and comply with MaineIT Policies and Standards.
<ul style="list-style-type: none"> • P – Agrees to the above Recovery point and times.
<ul style="list-style-type: none"> • P – Agrees to ensure the Ethernet-connectivity to the client devices.
I. Confidentiality
<ul style="list-style-type: none"> • P – Meets applicable compliance and risk management requirements like ISO/IEC 27001 – Information Security Management System, SOC Reporting – Service Organization Control Reporting, NIST 800-53 – Security and Privacy Controls for Federal Information Systems and Organizations,

**STATE OF MAINE
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EVALUATOR NAME: Jyothi Mulle

EVALUATOR DEPARTMENT: DAFS/OIT

<p>NIST 800-63 – Digital Identity Guidelines, NIST 800-171 – Protecting Controlled Unclassified Information in Nonfederal Systems and Organizations, HIPAA – Health Insurance Portability and Accountability Act, FISMA – Federal Information Security Management Act, FERPA – Family Education Rights and Privacy Act, IRS Publication 1075 – Tax Information Security Guidelines for Federal, State and Local Agencies</p>
<ul style="list-style-type: none"> • P – Understands the data privacy and confidentiality.
<ul style="list-style-type: none"> • P – Ensures to meet MaineIT requirements for unique user ID access and password for the New Hire Employer website.
<ul style="list-style-type: none"> • P – Implements industry best-practice security controls.
<ul style="list-style-type: none"> • P – Does provide annual Information security and confidentiality training.
<ul style="list-style-type: none"> • P – follows all data in motion TLS 1.2 and rest data 128bit AES-XTS.
<ul style="list-style-type: none"> • P – Provides a comprehensive batch procedure.
<ul style="list-style-type: none"> • P – agrees to provide information in case any security site violation.
<ul style="list-style-type: none"> • P – Agrees to notify Department and MaineIT.
<p>J. End of Contract Transition Responsibility</p>
<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • P – Agrees to return within 30 days on termination of contract.
<p>K. Performance Measures</p>
<ul style="list-style-type: none"> • P – Agrees to provide comprehensive Outreach Module, complete with campaign generation outreach templates, electronic distribution, monitoring/tracking, and a state staff electronic dashboard.
<p>L. Reports</p>
<ul style="list-style-type: none"> • P – Agrees to provide monthly statistical reports.
<ul style="list-style-type: none"> • P – Can provide weekly, monthly, quarterly, and annually reports by hard or electronic copy but online e-dashboard will be accessible.
<p>2. Staffing</p>
<ul style="list-style-type: none"> • P – Provided the details of the staff
<ul style="list-style-type: none"> • P – No subcontractors
<ul style="list-style-type: none"> • P – Provided the details
<p>3. Implementation - Work Plan</p>
<ul style="list-style-type: none"> • P – Provided the details of the contract

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

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407144

RFP TITLE: New Hire Reporting Program

BIDDER NAME: Stellarware Corporation

DATE: 10/10/2024

EVALUATOR NAME: Tonia Sawyer

EVALUATOR DEPARTMENT: DHHS-OFI-DSER

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P-Seems to have a great deal of experience (20+ years) in managing New Hire programs• P-Certification in information security management services.• I-Included a lot of information about other types of programs they run.• P-Focused on making a smooth transition and experience doing so.• P-Emphasis on data security• I- they manage CSLN too, which we have used for many years.
2. Subcontractors
<ul style="list-style-type: none">• Bidder reports no subcontractors.
3. Organizational Chart
<ul style="list-style-type: none">• P- Looks like they have a solid infrastructure in place.
4. Litigation
<ul style="list-style-type: none">• P-no reported litigation
5. Financial Viability
<ul style="list-style-type: none">• P-nothing concerning
6. Certificate of Insurance
<ul style="list-style-type: none">• P-seems adequate

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407144

RFP TITLE: New Hire Reporting Program

BIDDER NAME: Stellarware Corporation

DATE: 10/10/2024

EVALUATOR NAME: Tonia Sawyer

EVALUATOR DEPARTMENT: DHHS-OFI-DSER

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • P-record of bringing employers into compliance and increasing the number of new hire reports • P-walkthrough of how they will use JIRA to manage implementation and any technical problems that arise. • P-Manages new hire programs for 13 other states and the District of Columbia. • P-examples of new hire websites they maintain for other states and how data is reported. • P- Clear picture of how they will collect data.
<ul style="list-style-type: none"> • P-Proof of concept of marketing materials • P-Affirmed that they can meet the requirements set forth in the RFP
B. Employer Outreach
<ul style="list-style-type: none"> • P-A wide variety of methods for employer outreach and education
<ul style="list-style-type: none"> • P-Experience working with EPP • P-Existing portal for state users to upload EPP and other data. • P-Comprehensive plan
<ul style="list-style-type: none"> • P-Fast feedback to employers with errors • P-Focus on data reliability • P-Employers able to correct issues electronically through an existing portal.
<ul style="list-style-type: none"> • P-Direct technical assistance provided to employers. • I-Still accepts diskettes, tapes and CDs. • P-Record of transitioning employers using out dated methods of reporting to more modern methods.
<ul style="list-style-type: none"> • P-Streamlined electronic communication through their system. • P-All communication is tracked.
C. Customer Service
<ul style="list-style-type: none"> • P-Typical response is within one day or sooner. • P-Forwards questions to the state when appropriate.
<ul style="list-style-type: none"> • P-Existing, comprehensive orientation and training program for employees. • I-Provides training to employers as well-not relevant to this question.
<ul style="list-style-type: none"> • Q-Not sure there was enough said about how they will implement an IVR. They don't currently have one.
<ul style="list-style-type: none"> • P-Reports that they can meet this criteria and have complaint policy in place.
<ul style="list-style-type: none"> • P-applies same customer service policy to all internal and external customers.

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EVALUATOR DEPARTMENT: DHHS-OFI-DSER

<ul style="list-style-type: none"> • P-Existing, experienced staff • P-Staff is cross-trained
D. Methods of Data Transmission
<ul style="list-style-type: none"> • P-Majority of records are transmitted within the same business day. • P-Documented with Turnaround Compliance Report • P-Module within their system used for transmitting reports to the state.
<ul style="list-style-type: none"> • P-Accepts/processes all these reporting methods. • P-Heavy emphasis on data reliability. Existing quality assurance control for each type of submission.
<ul style="list-style-type: none"> • P-In agreement with this requirement.
E. Data Elements Reported by Employers
<ul style="list-style-type: none"> • P-Processes in place to ensure required data elements. • P-Immediate follow-up on invalid records.
F. Data Transfer Requirements
<ul style="list-style-type: none"> • P-meets this criterion.
<ul style="list-style-type: none"> • P-meets this criterion.
<ul style="list-style-type: none"> • P-Meets this criterion.
<ul style="list-style-type: none"> • P-Extensive experience, and existing module within their system to deal with EPP data.
G. Accuracy/Quality Assurance Plan
<ul style="list-style-type: none"> • P-Extensive review of new hire records with editing as needed.
<ul style="list-style-type: none"> • P-Record of meeting this accuracy rate for other states with which they contract.
<ul style="list-style-type: none"> • P-Modules in place to determine duplicate records.
<ul style="list-style-type: none"> • P-Immediate feedback to employers when they submit electronically with list of invalid records. • P- Established process for responding to employers who report by a non-electronic method about data reliability issues.
<ul style="list-style-type: none"> • P-Has identified tasks that will allow them to acheive the goals based on this requirement.
H. Website and Technical Requirements
<ul style="list-style-type: none"> • P-Meets these criteria.
I. Confidentiality
<ul style="list-style-type: none"> • P-Extensive experience and commitment to data security.
<ul style="list-style-type: none"> • P-Meets this criterion.
<ul style="list-style-type: none"> • P-Unique user ID and passwords will be a requirement
<ul style="list-style-type: none"> • P-Complies with the above standards.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: DHHS-OFI-DSER

<ul style="list-style-type: none"> • P-This standard is already in place.
<ul style="list-style-type: none"> • P-Meets this criterion.
<ul style="list-style-type: none"> • P-Extensive description of their batching process, storage, and destruction of paper documents, which meets this criterion.
<ul style="list-style-type: none"> • P-Agrees with this requirement.
<ul style="list-style-type: none"> • P-Agrees with this requirement.
J. End of Contract Transition Responsibility
<ul style="list-style-type: none"> • P-Commitment made to following these expectations
<ul style="list-style-type: none"> • P-Able to meet this criterion.
K. Performance Measures
<ul style="list-style-type: none"> • P-Good track record of increasing compliance with New Hire reporting in other states where they have already implemented their program.
L. Reports
<ul style="list-style-type: none"> • P-Extensive and well-developed report modules within their system.
<ul style="list-style-type: none"> • P-Able to meet the time frames required.
2. Staffing
<ul style="list-style-type: none"> • P-Have developed comprehensive job descriptions and minimum qualifications.
<ul style="list-style-type: none"> • N/A
<ul style="list-style-type: none"> • P-Well-developed staffing plan.
3. Implementation - Work Plan
<ul style="list-style-type: none"> • P-Detailed and clear work plan • P-Collaborative and flexible • P-Reasonable time frames.
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> • P-Huge plus in that there are no costs affiliated with system development, since they have a system in place already.



**STATE OF MAINE
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SERVICES**

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407144
RFP TITLE: New Hire Reporting System**

I, Shannon Courtois 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:

Shannon Courtois

50A02B43E55142C...

Signature

Oct-02-2024

Date



STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES

Janet T. Mills
Governor

Sara Gagné-Holmes
Acting Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407144
RFP TITLE: New Hire Reporting System

I, Gregory Garneau 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.

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Signed by:

Gregory Garneau

29C5C367097A451...

Signature

Oct-02-2024

Date



STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES

Janet T. Mills
Governor

Sara Gagné-Holmes
Acting Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407144
RFP TITLE: New Hire Reporting System

I, Toby Hilton 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.

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Signed by:

Toby Hilton
245238AF07A745Z...

Signature

Oct-02-2024

Date



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407144
RFP TITLE: New Hire Reporting System**

I, Jessica Mahns 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.

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Signed by:

Jessica Mahns

AC419321AAE4486...

Signature

Oct-02-2024

Date



STATE OF MAINE
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SERVICES

Janet T. Mills
Governor

Sara Gagné-Holmes
Acting Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407144
RFP TITLE: New Hire Reporting System

I, Jyothi Mulle 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.

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DocuSigned by:

Jyothi Mulle
088906728DFDC43D...

Signature

Oct-02-2024

Date



STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES

Janet T. Mills
Governor

Sara Gagné-Holmes
Acting Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407144
RFP TITLE: New Hire Reporting System

I, Tonia Sawyer 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.

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Signed by:

Tonia Sawyer

5B5026D350D04A3

Signature

Oct-02-2024

Date