

State of Maine
Master Score Sheet

RFP# 202501012				
Employment Verification Services				
Bidder Name:	Equifax Workforce Solutions LLC	RNN Group, Inc.	Truv Inc.	
Proposed Cost:				
a. 70,000 transactions per year	11,320,156.00	4,567,500.00	3,306,800.00	
b. 80,000 transactions per year	12,203,498.00	4,785,000.00	3,779,200.00	
c. 90,000 transactions per year	13,728,935.00	5,220,000.00	4,046,850.00	
d. 100,000 transactions per year	14,337,091.00	5,437,500.00	4,496,500.00	
e. 110,000 transactions per year	15,770,802.00	5,582,500.00	4,705,250.00	
Scoring Sections	Points Available			
Section I: Preliminary Information	Pass/Fail	Pass	Pass	Pass
Section II: Organization Qualifications and Experience	35.00	33.00	10.00	12.00
Section III: Proposed Services	40.00	30.00	12.00	16.00
Section IV: Cost Proposal				
a. 70,000 transactions	5.00	1.46	3.62	5.00
b. 80,000 transactions	5.00	1.55	3.95	5.00
c. 90,000 transactions	5.00	1.47	3.88	5.00
d. 100,000 transactions	5.00	1.57	4.13	5.00
e. 110,000 transactions	5.00	1.49	4.21	5.00
Section IV Total	25.00	7.54	19.79	25.00
TOTAL	<u>100.00</u>	<u>70.54</u>	<u>41.79</u>	<u>53.00</u>

Janet T. Mills
Governor

Sara Gagné-Holmes
Commissioner



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

Award Justification Statement
RFP# 202501012
Employment Verification Services

I. Summary

Through RFP# 202501012 Employment Verification Services, the Department sought proposals for providing services to verify beneficiary income and employment history. Three Bidders responded to the RFP:

Equifax Workforce Solutions LLC
RNN Group, Inc.
Truv Inc.

Through the evaluation process, Equifax Workforce Solutions LLC received the highest score and was determined to provide the best value to the State of Maine.

II. Eligibility and Evaluation Process

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

III. Qualifications & Experience of Conditional Awardee

Equifax Workforce Solutions LLC provided a well-rounded, experience-laden portfolio, reflecting a strong background in verifying income and employment history, as well as offering an array of staff competencies and subject matter expertise able to support the goals of the Maine Office for Family Independence in determining eligibility for programs such as MaineCare, Temporary Assistance for Needy Families (TANF), and Food Supplement (SNAP).

IV. Proposed Services by Conditional Awardee

Equifax Workforce Solutions LLC provided a comprehensive response outlining a clear understanding of and ability to meet programmatic expectations outlined in the RFP and demonstrated the means and skills necessary to meet the RFP's performance requirements.

V. Cost Proposal

Equifax Workforce Solutions LLC proposed a cost of \$67,360,482.00 from 7/1/2025 through 9/30/2032.

VI. Conclusion

Out of 100 possible points, the Evaluation Team awarded Equifax Workforce Solutions LLC a score of 70.54. The strength of Equifax Workforce Solutions LLC's proposal outweighed the other Bidders through its qualifications and experience and the services and cost it proposed. The Evaluation Team determined that the proposal submitted by Equifax Workforce Solutions LLC represents the best value to the State of Maine.

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Jun-18-2025

Via Electronic Mail: paul.lindenfelzer@equifax.com

Equifax Workforce Solutions
Paul Lindenfelzer, Account Executive
11432 Lackland Road
St. Louis, MO 63146

SUBJECT: Notice of Conditional Contract Award under RFP #202501012, Employment Verification Services

Dear Mr. Lindenfelzer,

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 (OFI) for Employment Verification Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder.

- Equifax Workforce Solutions

The bidder listed above received the evaluation team's highest ranking. The Department will be contacting the aforementioned bidder soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.


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

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

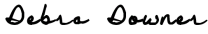
Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative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

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

Sincerely,

DocuSigned by:

64F41AB634DB44F...

Ian Yaffe
Director
Office for Family Independence

DocuSigned by:

5DC6307B8558482...

Debra Downer
Deputy Director for Competitive Procurement
Division of Contract Management

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Jun-18-2025

Via Electronic Mail: jennifersu@rnngroup.com

RNN Group, Inc
Jennifer Sutton
101 Marietta St, Suite 3305
Atlanta, GA 30303

SUBJECT: Notice of Conditional Contract Award under RFP #202501012, Employment Verification Services

Dear Ms. Sutton,

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 (OFI) for Employment Verification Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder.

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

Sincerely,

DocuSigned by:



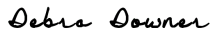
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Ian Yaffe

Director

Office for Family Independence

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Jun-18-2025

Via Electronic Mail: tommy.jayne@truv.com

Truv Inc.
Tommy Jayne
218 NW 24th Street, 2nd & 3rd Floors
Miami, FL 33127

SUBJECT: Notice of Conditional Contract Award under RFP #202501012, Employment Verification Services

Dear Mr. Jayne,

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 (OFI) for Employment Verification Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder.:

- Equifax Workforce Solutions

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

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

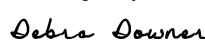
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Ian Yaffe
Director
Office for Family Independence

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Debra Downer
Deputy Director for Competitive Procurement
Division of Contract Management

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER: Equifax Workforce Solutions LLC

DATE: March 12 and May 5 & 20, 2025

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Ronda Albee, Shannon Courtois, Donald Ellis, Wayne Harmon,
Joseph Studholme

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	33.00
Section III. Proposed Services	40.00	30.00
Section IV. Cost Proposal		
a. 70,000 transactions per year	5.00	1.46
b. 80,000 transactions per year	5.00	1.55
c. 90,000 transactions per year	5.00	1.47
d. 100,000 transactions per year	5.00	1.57
e. 110,000 transactions per year	5.00	1.49
Section IV Total	25.00	7.54
<u>Total Points</u>	<u>100.00</u>	<u>70.54</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER: Equifax Workforce Solutions LLC

DATE: March 12 and May 5 & 20, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information - Eligibility

Evaluation Team Comments:

Demonstrated having a web-based Employment Verification Solution, interfacing with eligibility and enrollment systems to provide data, which has been implemented within the last five (5) years and is currently in operation in at least one (1) state, municipality, or local government agency in the Continental United States.

**STATE OF MAINE
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BIDDER: Equifax Workforce Solutions LLC

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	33.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Has been providing Social Service verification for 25.5 million people for 25 years• 45+ state implementations• Has 4.2 million employer contributors• Is the nation's largest commercial repository of income & employment data• Has been providing EVS to the Department since 2018• Employs The Work Number (TWN) – a proprietary web-based portal• Provided three projects, all related to the RFP
2. Subcontractors
<ul style="list-style-type: none">• None
3. Litigation
<ul style="list-style-type: none">• Named (on Form 10-Q) as a defendant in various legal actions, including administrative claims, regulatory matters, government investigations, class actions, and other litigation arising in connection with its business, limited specific information offered
4. Financial Viability
<ul style="list-style-type: none">• Provided three years of audited financials
5. Certificate of Insurance
<ul style="list-style-type: none">• Provided, noting professional/cyber liability

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER: Equifax Workforce Solutions LLC

DATE: March 12 and May 5 & 20, 2025

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	30.00

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. Employment Verification Services
<ul style="list-style-type: none"> • Acknowledges 24/7/365 and response time requirements • Proposed three methods of accessing data: Secure Web portal, batch process, API integration • Offers a process in which only a Social Security number (SSN) needed to search, with alternative methods available if SSN is not known • Proposed providing all the fields supplied by the various payroll providers • Network of employers includes two-thirds of Fortune 500 companies
B. Maintenance and Technical Support
<ul style="list-style-type: none"> • Proposed live tech support, 8am-8pm (EST) – phone and email, with after-hours support • Proposed tracking all issues with tracked/issue number/resolution status • Offered a “layered support” to assist the Department in maintaining continuity of operations while helping those individuals who have a question or a challenge • Proposed integrated chat sessions • Offered support desk services for Integration Support • Did not acknowledge requirements for Department access to issue resolution software • Project manager will be responsible for all delivery requirements and meet with the Department regularly • Did not acknowledge in-person consultation requirement or availability
C. Technology Requirements
<ul style="list-style-type: none"> • Overall, met technical requirements. However, for NIST 800-53 Rev 5, did not offer evidence of third-party audits
D. Reports
<ul style="list-style-type: none"> • Met requirement
2. Staffing

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER: Equifax Workforce Solutions LLC

DATE: March 12 and May 5 & 20, 2025

- | |
|--|
| <ul style="list-style-type: none">• Provided resume information of proposed staff rather than minimum qualifications for positions• Did not offer time allocation for account executive |
|--|

3. Implementation - Work Plan

- | |
|--|
| <ul style="list-style-type: none">• As current provider and if awarded contract, mobilization/implementation process would not be required |
|--|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER: Equifax Workforce Solutions LLC

DATE: March 12 and May 5 & 20, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Section IV. Cost Proposal	Lowest Submitted Cost	÷	Cost Being Scored	x	Score Weight	=	Points Awarded
a . 70,000 transactions per year	\$ 3,306,800.00	÷	\$ 11,320,156.00	x	5 points	=	1.46
b. 80,000 transactions per year	\$ 3,779,200.00	÷	\$ 12,203,498.00	x	5 points	=	1.55
c. 90,000 transactions per year	\$ 4,046,850.00	÷	\$ 13,728,935.00	x	5 points	=	1.47
d. 100,000 transactions per year	\$ 4,496,500.00	÷	\$ 14,337,091.00	x	5 points	=	1.57
e. 110,000 transactions per year	\$ 4,705,250.00	÷	\$ 15,770,802.00	x	5 points	=	1.49
Section IV Total					25 points		7.54

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: DHHS EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: Equifax

DATE: 04/04/2025

EVALUATOR NAMES: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Data Compliance		
Consensus decision: Met. If bidder is considered for award MaineIT would need to see additional third party audit reports		
Publicly available information	NIST 800-171	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
		Weak evidence. No details on how they have 'mapped its security program...'.
	Maine FOAA	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
		No evidence. Requirement not addressed.
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
		No evidence. Requirement not addressed.
	NIST 800-53: Rev5	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
		Weak evidence. 3 rd party audit's cited but not provided. Security program cited but no details provided on how requirement is met.
	Privacy Act of 1974	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
		No evidence. Requirement not addressed.
	U.S. DHHS-OCSE	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
		No evidence. Requirement not addressed.
MaineIT		
H1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak	

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: DHHS EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: Equifax

DATE: 04/04/2025

EVALUATOR NAMES: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

	Weak evidence. No details on how requirement is met.
H2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. No details on how requirement is met.
H3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. No details on how requirement is met. 'External security framework' cited but not provided.
A1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	No evidence. 'Security Policy' cited but not provided.
A2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	No evidence. 'Security Documentation' cited but not provided.
A3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. No details on how requirement is met.
A4	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation does not explicitly state requirement compliance.
Information Security Standards	
S1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Strong evidence. Client-facing security program details broad set of security controls: https://controlsframework.equifax.com/home
S2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation does not address the requirement.

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: DHHS EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: Equifax

DATE: 04/04/2025

EVALUATOR NAMES: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

S3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
S4	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation does not address the requirement.
S5	Quality of Response: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	'No' response.
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	No evidence. SBOM not available from bidder.
Cloud Service Provider Reqs	
CSP1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation does not address the requirement.
CSP2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
CSP3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation does not address the requirement. Bidder policies do not equate to SOM policies.
CSP4	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. WCAG compliance only. No other areas of requirement provided.
CSP5	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. 3 rd party certifications cited but not provided. Unable to locate Equifax via product search on Fedramp Marketplace website.

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: DHHS EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: Equifax

DATE: 04/04/2025

EVALUATOR NAMES: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

CSP6	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Data Exchange: https://controlsframework.equifax.com/home
CSP7	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Information Security: https://controlsframework.equifax.com/home
CSP8	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Access Controls: https://controlsframework.equifax.com/home
CSP9	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Access Control Procedures for Users: https://controlsframework.equifax.com/home
CSP10	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Policy cited but not provided. Client-facing security program does not sufficiently satisfy requirement.
CSP11	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Vulnerability Scanning Procedures: https://controlsframework.equifax.com/home
CSP12	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: DHHS EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: Equifax

DATE: 04/04/2025

EVALUATOR NAMES: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

	Client-facing security program details broad set of security controls that satisfy Security Assessments: https://controlsframework.equifax.com/home
CSP13	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy System and Information Integrity: https://controlsframework.equifax.com/home
CSP14	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Configuration Management: https://controlsframework.equifax.com/home
NIST Reqs	
N1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Physical Security: https://controlsframework.equifax.com/home
N2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Security Training: https://controlsframework.equifax.com/home
N3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Planning: https://controlsframework.equifax.com/home
N4	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Audit and Accountability: https://controlsframework.equifax.com/home

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: DHHS EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: Equifax

DATE: 04/04/2025

EVALUATOR NAMES: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

N5	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Personnel Security: https://controlsframework.equifax.com/home
N6	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Contingency Planning: https://controlsframework.equifax.com/home
N7	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation does not fully satisfy the requirement.
N8	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Identification and Authentication: https://controlsframework.equifax.com/home
N9	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Client-facing security program details broad set of security controls that satisfy Incident Response: https://controlsframework.equifax.com/home
N10	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation does not fully satisfy the requirement, policy cited but not provided or available online.
N11	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation does not fully satisfy the requirement, policy cited but not provided or available online.
N12	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

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RFP TITLE: DHHS EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: Equifax

DATE: 04/04/2025

EVALUATOR NAMES: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	Weak evidence. Explanation does not fully satisfy the requirement, policy cited but not provided or available online.
N13	<i>Quality of Response:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	Weak evidence. Explanation does not fully satisfy the requirement, policy cited but not provided or available online.
N14	<i>Quality of Response:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER: RNN Group, Inc.

DATE: March 12 and May 5, 7, & 20, 2025

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Ronda Albee, Shannon Courtois, Donald Ellis, Wayne Harmon,
Joseph Studholme

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	10.00
Section III. Proposed Services	40.00	12.00
Section IV. Cost Proposal		
a. 70,000 transactions per year	5.00	3.62
b. 80,000 transactions per year	5.00	3.95
c. 90,000 transactions per year	5.00	3.88
d. 100,000 transactions per year	5.00	4.13
e. 110,000 transactions per year	5.00	4.21
Section IV Total	25.00	19.79
<u>Total Points</u>	<u>100.00</u>	<u>41.79</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER: RNN Group, Inc.

DATE: March 12 and May 5, 7, & 20, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information - Eligibility

Evaluation Team Comments:

Demonstrated having a web-based Employment Verification Solution, interfacing with eligibility and enrollment systems to provide data, which has been implemented within the last five (5) years and is currently in operation in at least one (1) state, municipality, or local government agency in the Continental United States.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

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BIDDER: RNN Group, Inc.

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	10.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Founded in 2012, with HQ in Atlanta, GA• Performs income and employment verifications• Integrates Social Security Administration (SSA) data, proprietary 1st Source Database validation, and direct employer verification• Notes Security & Compliance Leadership Level 1 Certifications, including IRS1075, HIPAA, FISMA• Currently works with various states and federal agencies• Provided single reference contact for all three projects, but did not provide descriptions of projects• Two project entries are for the same project over two different time periods
2. Subcontractors
<ul style="list-style-type: none">• None
3. Litigation
<ul style="list-style-type: none">• None indicated
4. Financial Viability
<ul style="list-style-type: none">• Provided three years of non-audited financials
5. Certificate of Insurance
<ul style="list-style-type: none">• Provided, noting professional and cyber liability

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

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**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	12.00

Evaluation Team Comments: Bidder states its platform processes verification requests upon completion of the second factor (Login.gov) grant of consent by the applicant. This client-permissioned data access solution requires direct client/applicant access and, thus, is not compatible with the Department's workflow within the employment verification process.

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. Employment Verification Services
<ul style="list-style-type: none"> Offered an outsourced workflow solution, though did not indicate use of subcontractors Proposed a web-based employment verification system with real-time 24/7/365 availability Proposed availability, as a last resort, of an ad hoc search service Proposed verification requests upon completion of a second factor (via Login.gov) grant of consent by the applicant Proposed response time of less than two seconds Proposed verification of input using SSA data (employer information provided on the SSA Application for Benefits) Proposed use of SSA data would ensure a coverage rate exceeding 85% of all employment sectors Key Data points do not include Hourly Rate and Number of Hours Worked Proposed providing information on SSA cash benefits, self-employment contractors, and earned income
B. Maintenance and Technical Support
<ul style="list-style-type: none"> Proposed technical support availability through email, phone, and portal Offered Department accessibility to tickets within Bidder's resolution software Offered to acknowledge all support requests within 30 minutes, during business hours Offered critical issues resolution within four hours and non-critical within 24 hours Offered a video conferencing option for project management support Offered the use of Microsoft Teams as virtual support method, as well as step-by-step user guides and FAQs, quarterly performance reviews, and refresher training

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

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sessions
C. Technology Requirements
<ul style="list-style-type: none">• States will meet technology requirements, but the Consensus Technical Assessment shows a lack of evidence to meet State security policy, system security plan, or third-party audit requirements• Did not acknowledge planned outage preapproval requirement
D. Reports
<ul style="list-style-type: none">• Met requirement
2. Staffing
<ul style="list-style-type: none">• Overall, met staffing requirements. However, did not provide time allocations within the staffing plan
3. Implementation - Work Plan
<ul style="list-style-type: none">• Work plan only covers the first 61 days of initial contract period

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

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**EVALUATION OF SECTION IV
Cost Proposal**

Section IV. Cost Proposal	Lowest Submitted Cost	÷	Cost Being Scored	x	Score Weight	=	Points Awarded
a . 70,000 transactions per year	\$ 3,306,800.00	÷	\$ 4,567,500.00	x	5 points	=	3.62
b. 80,000 transactions per year	\$ 3,779,200.00	÷	\$ 4,785,000.00	x	5 points	=	3.95
c. 90,000 transactions per year	\$ 4,046,850.00	÷	\$ 5,220,000.00	x	5 points	=	3.88
d. 100,000 transactions per year	\$ 4,496,500.00	÷	\$ 5,437,500.00	x	5 points	=	4.13
e. 110,000 transactions per year	\$ 4,705,250.00	÷	\$ 5,582,500.00	x	5 points	=	4.21
Section IV Total					25 points		19.79

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: RNN

DATE: 04/04/2025

EVALUATOR NAMES: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Data Compliance		
Consensus Decision: Not Met. If bidder is considered for award MaineIT would need to see additional security policies, SSP, and any third party audits		
Publicly available information	NIST 800-171	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
		No evidence. Blank explanation. *evidence found in the provided document RNN Group Data Protection Policy_v2.1.pdf was also found weak. Weak encryption ciphers, no details on data in transit. Policy only covers small portions of required controls.
	Maine FOAA	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak No evidence. Blank explanation.
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak No evidence. Blank explanation.
	NIST 800-53: Rev5	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
		No evidence cited. Blank explanation. *evidence found in the provided document RNN Group Data Protection Policy_v2.1.pdf was also found weak. Weak encryption ciphers, no details on data in transit. Policy only covers small portions of required controls.
	Privacy Act of 1974	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak No evidence. Blank explanation.
	U.S. DHHS-OCSE	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak No evidence. Blank explanation.

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

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EVALUATOR DEPARTMENT: DAFS/OIT

MaineIT	
H1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Bidder fails to provide details on how requirements met.
H2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	No evidence. Blank explanation. <i>*Evidence found in provided document RNN Group IT Policy - Backup and Restore_v2.1.pdf and and RNN Group Business Continuity Plan V2.1.pdf combined provides an adequate level of evidence, though their backup plan alone is very light.</i>
H3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation has nothing to do with requirement.
A1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	No evidence. Blank explanation. <i>*Evidence found in provided document RNN Group IT Policy - Backup and Restore_v2.1.pdf and and RNN Group Business Continuity Plan V2.1.pdf combined provides an adequate level of evidence, though their backup plan alone is very light.</i>
A2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	No evidence. Blank explanation.
A3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	No evidence. Blank explanation.
A4	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak

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	No evidence. Blank explanation.
Information Security Standards	
S1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	No evidence. Blank explanation. *evidence found in the provided document RNN Group Data Protection Policy_v2.1.pdf was also found weak. Weak encryption ciphers, no details on data in transit. Policy only covers small portions of required controls.
S2	Quality of Response: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	'Not Applicable' response
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Blank explanation
S3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	No evidence. Blank explanation.
S4	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Cited attached cyber-policies, none of which address risk appetite.
S5	Quality of Response: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	'Not Applicable' response.
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	No evidence. Blank explanation.
Cloud Service Provider Reqs	
CSP1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to an unavailable technical proposal document.
CSP2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak

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	Weak evidence. Explanation points to an unavailable technical proposal document.
CSP3	<i>Quality of Response:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to an unavailable technical proposal document.
CSP4	<i>Quality of Response:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to an unavailable technical proposal document.
CSP5	<i>Quality of Response:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to an unavailable technical proposal document.
CSP6	<i>Quality of Response:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to an unavailable technical proposal document.
CSP7	<i>Quality of Response:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to an unavailable technical proposal document.
CSP8	<i>Quality of Response:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to an unavailable technical proposal document.
CSP9	<i>Quality of Response:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to an unavailable technical proposal document.

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CSP10	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to an unavailable technical proposal document.
CSP11	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to an unavailable technical proposal document.
CSP12	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to an unavailable technical proposal document.
CSP13	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to an unavailable technical proposal document.
CSP14	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to an unavailable technical proposal document.
NIST Reqs	
N1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation points to attached policy, none of which address the requirement.
N2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. No detail, statement only.
N3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: RNN

DATE: 04/04/2025

EVALUATOR NAMES: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i> Weak evidence. Explanation points to attached policy, none of which address the requirement.
N4	<i>Quality of Response:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i> Weak evidence. Explanation points to attached policy, none of which address the requirement.
N5	<i>Quality of Response:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i> Weak evidence. Explanation points to attached policy, none of which address the requirement.
N6	<i>Quality of Response:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i> Weak evidence. Explanation points to attached policy, none of which address the requirement.
N7	<i>Quality of Response:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i> Weak evidence. Policy document RNN Group Data Protection Policy_v2.1.pdf was weak. Weak encryption ciphers, no details on data in transit. Policy only covers small portions of required controls.
N8	<i>Quality of Response:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i> Weak evidence. Explanation points to attached policy, none of which address the requirement.
N9	<i>Quality of Response:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N10	<i>Quality of Response:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: RNN

DATE: 04/04/2025

EVALUATOR NAMES: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

	Weak evidence. Policy document RNN Group Data Protection Policy_v2.1.pdf was weak. Weak encryption ciphers, no details on data in transit. Policy only covers small portions of required controls.
N11	<i>Quality of Response:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	Weak evidence. Explanation points to attached policy, none of which address the requirement.
N12	<i>Quality of Response:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	RNN Group Data Retention and Disposal_v3.pdf
N13	<i>Quality of Response:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	Weak evidence. Explanation points to attached policy, none of which address the requirement.
N14	<i>Quality of Response:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER: Truv Inc.

DATE: March 12 and May 7 & 20, 2025

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Ronda Albee, Shannon Courtois, Donald Ellis, Wayne Harmon,
Joseph Studholme

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	12.00
Section III. Proposed Services	40.00	16.00
Section IV. Cost Proposal		
a. 70,000 transactions per year	5.00	5.00
b. 80,000 transactions per year	5.00	5.00
c. 90,000 transactions per year	5.00	5.00
d. 100,000 transactions per year	5.00	5.00
e. 110,000 transactions per year	5.00	5.00
Section IV Total	25.00	25.00
<u>Total Points</u>	<u>100.00</u>	<u>53.00</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER: Truv Inc.

DATE: March 12 and May 7 & 20, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information - Eligibility

Evaluation Team Comments:

Demonstrated having a web-based Employment Verification Solution, interfacing with eligibility and enrollment systems to provide data, which has been implemented within the last five (5) years and is currently in operation in at least one (1) state, municipality, or local government agency in the Continental United States.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER: Truv Inc.

DATE: March 12 and May 7 & 20, 2025

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	12.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Founded in 2020• Product is client-permissioned data access platform• Has a network of employers covering 96% of the U.S. Workforce• Covers 93.75% of employers in each Maine county• Has 93 payroll providers, 228 Professional Employer Organizers, and more than 20,000 custom enterprise connections• Provided three projects, all related to the RFP
2. Subcontractors
<ul style="list-style-type: none">• None
3. Litigation
<ul style="list-style-type: none">• None indicated
4. Financial Viability
<ul style="list-style-type: none">• Did not provide
5. Certificate of Insurance
<ul style="list-style-type: none">• Provided, noting cyber and errors/omissions liability

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER: Truv Inc.

DATE: March 12 and May 7 & 20, 2025

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	16.00

Evaluation Team Comments: Bidder states its platform is built on client-permissioned data access. This solution requires direct client/applicant access and, thus, is not compatible with the Department's workflow within the employment verification process

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. Employment Verification Services
<ul style="list-style-type: none"> Offered a web-based solution, hosted on a cloud-based infrastructure, available 24/7/365 Proposed a dashboard interface for Department searches Proposed capability permits benefit applicants to upload paystubs, W-2s, and 1099s
B. Maintenance and Technical Support
<ul style="list-style-type: none"> Proposed providing, upon Department request, dedicated email address and phone number Proposed technical support tracking via Notion.io issue resolution software, with read-only access for the Department Proposed a detailed training plan for Training Sync, Train the Trainer, and General Training
C. Technology Requirements
<ul style="list-style-type: none"> States will meet technology requirements, but the Consensus Technical Assessment shows a lack of evidence to meet State security policy, system security plan, or third-party audit requirements
D. Reports
<ul style="list-style-type: none"> Offered Department the additional capability of running required and ad hoc reports from dashboard
2. Staffing
<ul style="list-style-type: none"> Provided resume information, not position minimum qualifications Otherwise met all other staffing requirements
3. Implementation - Work Plan
<ul style="list-style-type: none"> Met requirement

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER: Truv Inc.

DATE: March 12 and May 7 & 20, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Section IV. Cost Proposal	Lowest Submitted Cost	÷	Cost Being Scored	x	Score Weight	=	Points Awarded
a. 70,000 transactions per year	\$ 3,306,800.00	÷	\$ 3,306,800.00	x	5 points	=	5.00
b. 80,000 transactions per year	\$ 3,779,200.00	÷	\$ 3,779,200.00	x	5 points	=	5.00
c. 90,000 transactions per year	\$ 4,046,850.00	÷	\$ 4,046,850.00	x	5 points	=	5.00
d. 100,000 transactions per year	\$ 4,496,500.00	÷	\$ 4,496,500.00	x	5 points	=	5.00
e. 110,000 transactions per year	\$ 4,705,250.00	÷	\$ 4,705,250.00	x	5 points	=	5.00
Section IV Total					25 points		25.00

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: DHHS EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: Truv

DATE: 04/04/2025

EVALUATOR NAME: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Data Compliance		
Consensus Decision: Not Met. If bidder is considered for award MaineIT would need to see additional security policies, SSP, and any third party audits		
Publicly available information	NIST 800-171	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
		Weak evidence. Following CCPA guidelines does not satisfy the requirement as it is one statute for one state regarding privacy rights. Some areas of concern within their provided policy overview: “..committed to protecting [CIA] of info resources in accordance with CCPA..” “..shall develop policies..”
	Maine FOAA	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak Weak evidence. Requirement not addressed.
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak Weak evidence. Requirement not addressed.
	NIST 800-53: Rev5	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak Weak evidence. Following CCPA guidelines does not satisfy the requirement as it is one statute for one state regarding privacy rights.
	Privacy Act of 1974	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak Weak evidence. Requirement not addressed.
	U.S. DHHS-OCSE	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

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EVALUATOR DEPARTMENT: DAFS/OIT

		Weak evidence. Requirement not addressed.
MaineIT		
H1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
H2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak	
	Weak evidence. CSP policy is not a substitute for bidder policy.	
H3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak	
	Weak evidence. CSP policy is not a substitute for bidder policy.	
A1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak	
	Weak evidence. This is an executive summary of a BCDR plan. “..Please see Truv’s Business Continuity Plan..”	
A2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak	
	Weak evidence. No mention of testing. No details on management.	
A3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak	
	Weak evidence. Explanation(IRP) has nothing to do with requirement (SLA).	
A4	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak	
	Weak evidence. Bidder is not explicit on state’s requirement.	
Information Security Standards		
S1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak	

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: DHHS EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: Truv

DATE: 04/04/2025

EVALUATOR NAME: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

	Weak evidence. Explanation includes a robust vulnerability management policy but that alone cannot substitute for the requirement(s).
S2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
S3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation repeats bidders IRP; communication section does not explicitly cover requirement.
S4	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation includes a robust Risk Management policy but does not address requirement.
S5	Quality of Response: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	'Not Applicable' response.
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. "...does not provide [SBOM].."
Cloud Service Provider Reqs	
CSP1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation includes a robust DLP policy which does not address the requirement.
CSP2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
CSP3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
CSP4	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: DHHS EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: Truv

DATE: 04/04/2025

EVALUATOR NAME: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
CSP5	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. CSP policy is not a substitute for bidder policy.
CSP6	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation includes bidders data-integrity policy/procedures which does not fully meet the requirement.
CSP7	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation includes small portions of a complete ISP that would meet requirement.
CSP8	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Copy/paste of bidder's Data Integrity procedure/policy, which does not fully meet requirement.
CSP9	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
CSP10	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
CSP11	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
CSP12	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: DHHS EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: Truv

DATE: 04/04/2025

EVALUATOR NAME: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

	Weak evidence. Explanation includes bidders Roles and Responsibilities policy, which does not fully address the requirement.
CSP13	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak Explanation + previously cited Information Integrity policy/procedures.
CSP14	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
NIST Reqs	
N1	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
N2	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak Explanation + previously cited policy that includes details on security awareness and training.
N3	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak Weak evidence. Explanation includes bidders change management policy which does not fully satisfy requirement.
N4	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
N5	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak Although the explanation for this requirement alone is weak, other explanations have cited policies that add additional evidence (i.e. CSP7).
N6	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak

STATE OF MAINE
TEAM EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202501012

RFP TITLE: DHHS EMPLOYMENT VERIFICATION SERVICES

BIDDER NAME: Truv

DATE: 04/04/2025

EVALUATOR NAME: Ben Haschalk, Melanie Messina, Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
N7	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
N8	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
N9	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
N10	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation + previously cited policy that includes details regarding the requirement.
N11	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
N12	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation is a copy/paste of previous explanation including bidder adherence to CCPA, which does not satisfy the requirement.
N13	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Weak evidence. Explanation includes bidders risk assessment and TPRM, which does not fully satisfy the requirement.
N14	Quality of Response: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax

DATE: 3-3-2025 5-5-2025

EVALUATOR NAME: Ronda Albee

EVALUATOR DEPARTMENT: DHHS

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• P-meets and/or exceeds requirements without any new software needed.• P-Over 25 yrs of industry experience
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P- Previous and current experience with the State for the last 6 yrs.• P- TWN is the nation's largest consolidated commercial repository of income and employment data furnished directly by contributing employers and payroll providers each time they process payroll, with over 188 million active employment records and 734 million total employment records from 4.2 million employer contributors.
2. Subcontractors
<ul style="list-style-type: none">• P- Doesn't use subcontractors
3. Organizational Chart
<ul style="list-style-type: none">• P- has a dedicated service team
4. Litigation
<ul style="list-style-type: none">• Unable to locate
5. Financial Viability
<ul style="list-style-type: none">• P-Annual Report for the last 3 yrs
6. Certificate of Insurance
<ul style="list-style-type: none">• P-Certificate of Insurance provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax

DATE: 3-3-2025 5-5-2025

EVALUATOR NAME: Ronda Albee

EVALUATOR DEPARTMENT: DHHS

Part IV, Section III Proposed Services

1. Services to be Provided

Part II

A. Employment Verification Services

Equifax Workforce Solutions is the current provider of Employment Verification Services (EVS) for the State of Maine and has been for the past 6 years. Equifax has provided the Department with access to The Work Number® (TWN) database with 734M records. Equifax as the incumbent, would provide Employment Verification Services without service interruption.

- The Wk Number includes paystub-level detail supplied directly by employers and payroll. This information is updated each time the employer processes payroll.

B. Maintenance and Technical Support

- They have a Social Service Verification Contact Center dedicated to clients at 1-800-660-3399.
- All issues are tracked with an issue number and clients are updated on the resolution status.
- They have an email contact socialservices@equifax.com.
- Customer Support available from 8 a.m. to 8 p.m. via phone, email, integrated chat sessions.
- After-hours technical service support
- Equifax has a Project Manager responsible for project schedules, deliverables, risk management, and reporting; meeting regularly with the Department to review and discuss activities and deliverables.
- Equifax trains the Department's technical, operational, leadership, and end user staff providing the methods, materials, and desired outcomes. Equifax can provide ongoing training as needed when upgrades or enhancements are released.

C. Technology Requirements

- Equifax confirms work delivered by the project team is conducted within the Continental United States.
- Equifax complies with the entire suite of MaineIT policies.
- Equifax's security program follows the NIST Cybersecurity Framework and references NIST 800 53, ISO 27001, and PCI DSS. Systems are configured to industry standard baselines from Center for Internet Security (CIS) and the NIST Privacy Framework. Equifax Security Controls Framework is publicly viewable at: <https://controlsframework.equifax.com/home>
- All data is stored within the Continental United States

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax

DATE: 3-3-2025 5-5-2025

EVALUATOR NAME: Ronda Albee

EVALUATOR DEPARTMENT: DHHS

Equifax uses an active-active system to minimize the need to use backups. They can recover and immediately use a backup database. They maintain backups and retain data in accordance with customer and compliance requirements.

- The Wk Number infrastructure leverages dedicated secure environment, providing recovery and availability capabilities 99.6% of the time.
- Scheduled maintenance is conducted on after business hrs or on weekends, outside of the hours of 6:00 AM and 7:00 PM ET.
- They exceed the 99.5% uptime with 99.6%
- Equifax can provide EVS data in PDF format via web access or CSV file format via Batch process. With the price based on Employment records retrieved.

D. Reports

-

2. Staffing

- General Mngr
- Vice President of Government Solutions
- Vice President of Product and Solutions
- Acct Executive of Gov Solutions
- Solutions Architect of Gov Solutions
- Program Mngr of Gov Solutions
- Project Mngr of Gov Solutions
- Don't use subcontractors
- They have full-time Equifax employees.
- Account Executive, Paul Lindenfelzer is responsible for stakeholder satisfaction, providing a point of contact and accountability, problem resolution and improvement.
- 6 other dedicated team members.

3. Implementation - Work Plan

- The Department currently uses TWN and processes and operations will not be altered, impacted, or interrupted.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax

DATE: 3/2/25, 04/27/25

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: DHHS/CO Finance

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• The Work Number web portal solution – current solution used by Maine• Over 188 million active employment records• Over 734 million total employment records• 4.2 million employer contributors• 25 years of industry experience• Deployed in service in more than 45 local, state, and federal agencies• 3 contacts provided, Massachusetts, 10+ years, New York, 5+ years, and Rhode Island, less than a year
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Current provider for DHHS• Nations largest commercial repository of income & employment data• 4.2 million employer contributors• Currently working with more than 2/3rds state government agencies• Provided 3 relevant projects demonstrating capability to meet RFP needs
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Provided in Attachment 6, Part 2, Section 2 response
4. Litigation
<ul style="list-style-type: none">• Provided via link to Latest Financial Results from Investor Relations page of their website
5. Financial Viability
<ul style="list-style-type: none">• Provided 3 embedded 10-k reports – Unable to open• Reviewed financials included in Latest Financial Results from Investor Relations page of their website - Appears financially viable
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided, Professional Liability of \$1m, Expires 12/15/25
Part IV, Section III Proposed Services
1. Services to be Provided
Part II

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax

DATE: 3/2/25, 04/27/25

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: DHHS/CO Finance

A. <u>Employment Verification Services</u>
<ul style="list-style-type: none">• 3 methods of delivery: Web Portal, Batch Process, and AI system to system integration• Web Portal available 24/7/365 with response time of no more than 5 seconds• Only SSN needed to search, with alternative methods available if SSN is not known• Results able to be saved as pdf and attached to a casefile• Established network of 4.2m contributing employers and payroll providers• More than 2/3rds of fortune 500 companies• Solution provides all 11 requested data elements
B. <u>Maintenance and Technical Support</u>
<ul style="list-style-type: none">• The Social Service Verification Contact Center is dedicated to government customers• All issues tracked with an issue number• Clients are updated with status of resolution• Contact via phone, email, or integrated chat session• Response does not acknowledge department access to the tracking software• Equifax to provide an assigned project manager• Response does not specific availability or in-person consultations• Equifax is prepared to provide ongoing training as needed• Response does not acknowledge via an approved virtual platform
C. <u>Technology Requirements</u>
<ul style="list-style-type: none">• States all work is conducted within the Continental United States• States they will comply with the entire suite of MaineIT policies• States security is aligned with NIST Cybersecurity Framework• States all data is stored within the Continental United States• Incident Response Team is available 24/7/365• Defined and Documented Incident Response Plan• Employs and active-active system that minimizes the need to use backups• Maintains a 99.6% uptime• Planned maintenance is performed outside the hours of 6:00 AM and 7:00PM so will not impact on business hours• Advanced notice provided for scheduled outages• Consistently exceeds 99.5% uptime• Acknowledges adherence to this requirement
D. <u>Reports</u>
<ul style="list-style-type: none">• Acknowledges adherence to this requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax

DATE: 3/2/25, 04/27/25

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: DHHS/CO Finance

- Can provide tailored automated reporting meeting the requirements of the department

2. Staffing

- Provided position titles, job descriptions, and credentials of current staff instead of position minimum qualifications
- N/A
- Provided Did not include time allocation for Account Executive

3. Implementation - Work Plan

- Provided typical new client onboarding chart, as they are current provider
- Not displayed in a timeline chart

Part IV, Section IV. Cost Proposal and Budget Narrative

-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax Workforce Solutions LLC

DATE: 3/3/2025, 5/5/2025

EVALUATOR NAME: Donald Ellis

EVALUATOR DEPARTMENT: DHHS OFI

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Incumbent provider• Data is provided to the vendor by payroll providers when they process their payroll.• 4.2 million employer contributors.• At least 45 states have used the service.• Service offering is currently live in several states, including New York, Massachusetts, and Rhode Island.
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Incumbent provider
2. Subcontractors
<ul style="list-style-type: none">• No subcontractors
3. Organizational Chart
<ul style="list-style-type: none">• Org chart with names and titles provided
4. Litigation
<ul style="list-style-type: none">• Link to litigation provided
5. Financial Viability
<ul style="list-style-type: none">• Financially solid.• Years of financial statements provided.
6. Certificate of Insurance
<ul style="list-style-type: none">• \$1 million policy provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax Workforce Solutions LLC

DATE: 3/3/2025, 5/5/2025

EVALUATOR NAME: Donald Ellis

EVALUATOR DEPARTMENT: DHHS OFI

Part IV, Section III Proposed Services	
1. Services to be Provided	
Part II	
A. <u>Employment Verification Services</u>	
<ul style="list-style-type: none">• Incumbent vendor; Currently operating The Work Number web portal, which meets the requirements above.• Provider can provide all data fields as long as they are supplied by the payroll provider.• Does not mention meeting the 50% threshold; however, the number of contributing employers is substantial, and proposal indicates that their network would return “majority” for State’s clientele.	
B. <u>Maintenance and Technical Support</u>	
<ul style="list-style-type: none">• Phone and email address provided in the proposal• Issues are tracked via ticket number; and the Department can follow up.• Project manager is Department’s sole POC for services.• In-person consultations are not mentioned in the proposal.• Project manager availability is not mentioned in the proposal.• Extensive experience in training gov users.• Will continue to train Maine staff.	
C. <u>Technology Requirements</u>	
<ul style="list-style-type: none">• Equifax meets the requirement• Equifax maintains they will meet these requirements.• Solution is aligned with NIST framework.• Provider complies.• Active Active system with backups available.• Strive for 99.6% uptime.• Does not speak to RTO.• All outages scheduled outside of Department business hours.• Department is “notified” of outages.• Does not say that the Department may approve of the outages.• Strives for 99.6%• Provider complies	
D. <u>Reports</u>	
<ul style="list-style-type: none">• Equifax complies with this, and offers other reports as well.	
2. Staffing	
<ul style="list-style-type: none">• Provided• Provider does not have subcontractors.	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax Workforce Solutions LLC

DATE: 3/3/2025, 5/5/2025

EVALUATOR NAME: Donald Ellis

EVALUATOR DEPARTMENT: DHHS OFI

• Provided
3. Implementation - Work Plan
• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax

DATE: 2/26/2025, 4/17/2025

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• The Work Number (TWN) – Web based portal• 25 years – Social Service verification for 25.5 million people• 45+ state implementations• Provided three state references with contacts
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• See above
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Organizational Chart
<ul style="list-style-type: none">•
4. Litigation
<ul style="list-style-type: none">• Provided URL to investor portion of website
5. Financial Viability
<ul style="list-style-type: none">• Provided
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided, Current

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax

DATE: 2/26/2025, 4/17/2025

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Part IV, Section III Proposed Services	
1. Services to be Provided.	
Part II	
A. Employment Verification Services	
<ul style="list-style-type: none">• Current provider of this service to OFI<ul style="list-style-type: none">○ Q-Are the current services provided meeting expectations as outlined here?• Affirms 24/7/365 requirement• Affirms response time (5 seconds max)• Secure Web portal, batch process, API integration• Affirms all elements required are included	
B. Maintenance and Technical Support	
<ul style="list-style-type: none">• Provides live tech support, 8am-8pm (EST) – phone and email – Does offer after-hours support• All issues are tracked/issue number/resolution status• Mentions “layered support”• Also offers support desk services for Integration Support• Equifax PM responsible for all delivery requirements• PM meets regularly with agency• Provides training• Will collab with department to build training plans	
C. Technology Requirements	
<ul style="list-style-type: none">• Affirms• Confirms (TA overview)• Provides link to controls framework (TA Overview)• Confirms• Affirms• States they have 25/7/365 incident response team• Pre-defined response plan in place/tested annually• Client notification sent typically within 30 minutes of failure• Cites goal of 99.6% uptime.• Does not speak specifically to the 24 hour RTO• Affirms planned outages scheduled outside of 6am-7pm ET• Cites technology roadmap to ensure department knows of all planned updates• Affirms exceeds 99.5% metric• Affirms can do via PDF via web and CSV via batch. Does not speak to XML format which is the current method for the department	
D. Reports	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax

DATE: 2/26/2025, 4/17/2025

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

<ul style="list-style-type: none">• Affirms all• Currently delivers standard monthly reports
2. Staffing
<ul style="list-style-type: none">• Attachment 6• Not applicable• Attachment 7
3. Implementation - Work Plan
<ul style="list-style-type: none">• Attachment 8

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax Workforce Solutions LLC

DATE: 2/28/2025, 4/25/2025

EVALUATOR NAME: Joseph Studholme

EVALUATOR DEPARTMENT: DHHS OFI

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Web based solution that interfaces with eligibility systems and provides data• Implemented for over 5 years and still used currently• Used in more than 45 states• Meets requirement
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Successful strong history working with government agencies-including ME• Global data, analytics and technology company• Atlanta based, 11,000 employees• Used in more than 2/3 of state gov.
2. Subcontractors
<ul style="list-style-type: none">• N/A – Indicate no subcontractors
3. Organizational Chart
<ul style="list-style-type: none">• Chart for project staff located in Attachment 6 of Section III.
4. Litigation
<ul style="list-style-type: none">• Defendant in various legal actions. Some include claims for substantial damages. Given the number some are likely to result in adverse judgements. Seen by them as “normal course of business”. They believe they have defenses, but expect some adverse judgements and to settle in some cases.
5. Financial Viability
<ul style="list-style-type: none">• Provided 10-K• 76% of revenue from US, also operate in 20 international countries• Wide variety of markets- financial, mortgage, talent solutions, state and local government, automotive, telecommunication, e-commerce• Demand correlates to general levels of economic activity
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax Workforce Solutions LLC

DATE: 2/28/2025, 4/25/2025

EVALUATOR NAME: Joseph Studholme

EVALUATOR DEPARTMENT: DHHS OFI

Part IV, Section III Proposed Services	
1. Services to be Provided	
Part II	
A. Employment Verification Services	
<ul style="list-style-type: none">• Incumbent – can provide without interruption• 3 Channels- web portal, batch, API system integration• Meets 24/7/365 requirement and <5 sec adhoc response time• Potential to search by name, address, optional dob fields in SSN not available• Unclear if their network meets 50% requirement. They indicate 2/3 of Fortune 500 companies and 4.2 million contributing employers- applicability to Maine is unclear.• Meets requirement in providing a-k as long as its provided by the employer	
B. Maintenance and Technical Support	
<ul style="list-style-type: none">• Meets requirement in providing email/phone contacts.• Unclear if there is software accessible to the department. They do indicate having a contact center and using issue numbers to track.• After hours technical service support• Layered approach to maintain operations• PM is provided – indication they meet regularly and their responsibilities. Nothing specific to availability of business hours or for in-person consultations.• Meets requirement	
C. Technology Requirements	
<ul style="list-style-type: none">• Meets requirement• Meets requirement• Meets requirement• Meets requirement• Incident response team available 24/7/365 for security incidents• Q-Use Active-Active system to minimize need to use back up• Will respond to reports as “quickly as possible”. If they identify issue will communicate to confirm by email. Also send email when service is restored.• 99.6% uptime• Recovery time not really addressed• Any planned downtime would occur outside hours of 6am-7pm• Indicates consistently exceeds 99.5% uptime, excluding planned and critical updates requested by Department• Q- indicates providing EVS data in PDF or CSV for batch process. Pricing based on records retrieved per price response	
D. Reports	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Equifax Workforce Solutions LLC

DATE: 2/28/2025, 4/25/2025

EVALUATOR NAME: Joseph Studholme

EVALUATOR DEPARTMENT: DHHS OFI

- Will provide monthly reports for performance issues
- Quarterly reports of verifications and unemployment activities from previous quarter
- Standard usage reports with monthly invoices
- Can accommodate requests for inquiry type, total verifications and other details
- Error file lists all SSNs that failed submission.

2. Staffing

- Provided position titles and job descriptions
- Not Applicable
- Dedicated service team includes 6 people allocating 5%-40% of their time to the Department
- Current Account Exec assigned would continue to oversee and consult.

3. Implementation - Work Plan

- Typical new client onboarding provided. Noted that n/a since Maine is already onboarded and using the product.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012
RFP TITLE: Employment Verification Services
BIDDER NAME: RNN
DATE: 3-3-2025 5-5-2025
EVALUATOR NAME: Ronda Albee
EVALUATOR DEPARTMENT: DHHS

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• P-Web based employment verification system via API or batch file exchange.• Implemented with in the last 5 yrs• Operational in multi state- Oregon State 1 yr ago.
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P- leverage SSA wage and employer data with an 85 % fulfillment rate across all employers• A multi-tiered approach• Replicating the incumbent's provider file• Works with State and Federal Agencies currently 2018-present.
2. Subcontractors
<ul style="list-style-type: none">• P-Doesn't use
3. Organizational Chart
<ul style="list-style-type: none">• I couldn't find
4. Litigation
<ul style="list-style-type: none">• N- Tax lein in 2019, terminated.
5. Financial Viability
<ul style="list-style-type: none">• P-Provided 2021-2023
6. Certificate of Insurance
<ul style="list-style-type: none">• P-provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN

DATE: 3-3-2025 5-5-2025

EVALUATOR NAME: Ronda Albee

EVALUATOR DEPARTMENT: DHHS

Part IV, Section III Proposed Services

1. Services to be provided

Part II

A. Employment Verification Services

- They provide a web-based employment verification solution designed to provide real-time, 24/7/365 availability.
- Ad hoc search service is available and supported, but as a last resort.
- RNN instantly processes verification requests
- RNN leverages Social Security Administration (SSA) wage and employment data. This approach ensures a coverage rate exceeding 85% across all employment sectors.
- Meets all of the key data points.

B. Maintenance and Technical Support

- They provide an Acct Mngr and Dedicated Support Contacts:
- Email: government@rnnngroup.com.
- Phone: +1 (470) 558-2109
- Online - accessible via secure web login
- Issue Tracking & Resolution System with assigned tickets to ensure timely follow-up and resolution.
- Live technical support
- RNN has a dedicated account management team
- On-site consultations and technical support can be provided with reasonable notice.
- Uses on demand training via TEAMS, Step-by-step user guides and FAQs, and Quarterly performance reviews and refresher training sessions.

C. Technology Requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN

DATE: 3-3-2025 5-5-2025

EVALUATOR NAME: Ronda Albee

EVALUATOR DEPARTMENT: DHHS

- Conducted exclusively within the Continental United States.
- RNN is in compliance with NIST 800-53, FISMA, FCRA, PCI DSS, GLBA, and HUD PIH 2018-18.
- Some policies reference State of Maine IT governance standards, RNN ensures federal compliance and adapts policies as needed for state-specific requirements.
- Their plan discusses:
 - Awareness and Training- Annual security awareness training for all employees handling sensitive PII data
 - Planning- Documented security policies & plans outlining risks and controls and quarterly risk assessments.
 - Audit and Accountability- Logging and system monitoring along with automated anomaly detection and audit trails
 - Assessment, Authorization, and Monitoring- Continuous security monitoring and annual vulnerability assessments
 - Personnel Security – Background checks and Role-Based Access Control
 - System and Communications Protection- End-to-end AES-256 encryption for data in transit and at rest. Token authentication.
 - data centers are housed in U.S.-based.
 - RNN manages data backup with a 24-hour Recovery Time and 4-hour Recovery Point Objective.
 - “Affirmed”
 - Does not conduct maintenance activities during the business week.
 - They agree to an availability metric of 99.5% uptime in a calendar month
 - They offer raw data in CSV and XML formats, other structured formats are available upon request with nominal custom scripting.

C. Reports

- designed and submitted monthly with invoice.

2. Staffing

- 5 Staff
- Project Lead- Vice President of Operations
- Financial Oversight & Strategy- Senior Vice President of Finance
- Client Account Management- Director of Account Management
- Client Success & Engagement- Vice President of Client Success
- Compliance & Regulatory Oversight- Director of Regulatory Compliance
- n/a
- 5 Staff (above) and 10 call center Researchers

3. Implementation - Work Plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN

DATE: 3-3-2025 5-5-2025

EVALUATOR NAME: Ronda Albee

EVALUATOR DEPARTMENT: DHHS

- Day 1 to Day 13 which is go live date
- Phase:
 - 1- Project Initiation
 - 2- System Configuration & Development
 - 3-Testing and validation
 - 4-Training & Change management
 - 5-Go live

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN Group

DATE: 3/2/25, 4/27/25

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: DHHS/CO Finance

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Social Security Administration (SSA) Databases• API, SFTP, or RNN WebApp• 1st Source Database & Center of Excellence• Implemented through “Coast Professionals” reseller/integrator• 2 contacts provided, Federal Fiscal Services, 7 yrs, and Oregon, 1 yr
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Integrates Social Security Administration (SSA) data, proprietary 1st Source Database validation, and direct employer verification• RNN’s Center for Excellence, located in Atlanta, provides manual employer outreach• Compliant with HUD PIH 2018-18, FCRA, FISMA, GLBA, and PCI DSS• Provided 3 contacts for projects without any project descriptions and 2 contacts are for two periods of the same project
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Nothing provided
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Attestation of financial statement provided by SVP-Finance instead of independent firm• Appear financially viable
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided, Cyber Liability of \$2m, Expires 6/8/25

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN Group

DATE: 3/2/25, 4/27/25

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: DHHS/CO Finance

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. Employment Verification Services
<ul style="list-style-type: none">• Provides a web-based employment verification system• Real-time 24/7/365 availability• Outsourced workflow solution? – No subcontractors listed• Dependent upon fewer number of “authoritative” sources• Ad-hoc search service is available but not recommended, will be used as last resort• Applicant provides consent through Login.gov• Response time is less than 2 seconds• Use of SSA data ensures a coverage rate exceeding 85% of all employment sectors• Aligns with HUDs Enterprise Income Verification (EIV)• Key Data points do not include Hourly Rate and Number of Hours Worked• Provides information on Social Security cash benefits in addition to earned income
B. Maintenance and Technical Support
<ul style="list-style-type: none">• Technical support available through email, phone, and portal• Tickets within RNNs resolution software, accessible by the department• Critical issues resolved within 4 hours• Non-critical within 24 hours• Acknowledges adherence to all requirements• Available via Microsoft Teams• Step-by-step user guides and FAQs• Proactive notification of feature enhancements & system updates
C. Technology Requirements
<ul style="list-style-type: none">• States all work will be conducted within the Continental United States• States they will comply with all MaineIT policies and aligns with IT’s governance framework• Affirms compliance with NIST 800-53, FISMA, FCRA, PCI DSS, GLBA, and HUD PIH 2018-18• Portals meet ADA and Section 508 standards• State their solution meets NIST 800-53 Rev 5 to the impact level of the data as determined by the department• Response acknowledges b, c, d, e, f, and k• Data centers housed in US based Tier III+ secure facilities• 24-hour Recovery Time Objective (RTO) and 4-hour Recovery Point Objective (RPO)• Stated “Affirmed”

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN Group

DATE: 3/2/25, 4/27/25

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: DHHS/CO Finance

- Maintenance activities conducted outside of business week
- Will provide advance notice but will not seek pre-approval from the department
- Will adhere to a metric of 99.5% of uptime in a calendar month
- Will provide data in CSV or XML format

C. Reports

- Acknowledges adherence to this requirement, as a customized service to standard offering

2. Staffing

- Provided information embedded in response box instead of as attachment
- Provided names, titles, roles, and experience of proposed staff
- N/A
- Provided information embedded in response box instead of as attachment
- Did not provide time allocations

3. Implementation - Work Plan

- Provided information embedded in response box instead of as attachment
- Provided a 61 day project plan, not displayed in a timeline chart

Part IV, Section IV. Cost Proposal and Budget Narrative

-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN Group, Inc

DATE: 3/3/2025, 5/5/2025

EVALUATOR NAME: Donald Ellis

EVALUATOR DEPARTMENT: DHHS OFI

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Uses 3rd party (SSA) to allow applicants to verify their income.• Vendor has direct employer verification.• 2 current projects were listed; one implemented one year ago. These were both implemented where they were the sub-contractor. The contractor's name was included as the contract, rather than the end-user entity.
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Employment and Income verification services provider.• Uses SSA data set.
2. Subcontractors
<ul style="list-style-type: none">• No sub-contractors listed; although the proposal indicates third party participation.
3. Organizational Chart
<ul style="list-style-type: none">• Org chart with names and titles provided.
4. Litigation
<ul style="list-style-type: none">• Minimal litigation. No suits or judgments listed.
5. Financial Viability
<ul style="list-style-type: none">• Financially viable as of 2023• Steady growth from 2021-2023
6. Certificate of Insurance
<ul style="list-style-type: none">• \$2 million policy included.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN Group, Inc

DATE: 3/3/2025, 5/5/2025

EVALUATOR NAME: Donald Ellis

EVALUATOR DEPARTMENT: DHHS OFI

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. <u>Employment Verification Services</u>
<ul style="list-style-type: none">• Vendor supports ad hoc verification, but pushes solution that limits the need for this service.• Uses SSA data: (Unsure where the data is coming from.)• Appears that the applicant must do the legwork for this, rather than the Department employees.• Not all fields are available. (Hourly rate, and hours worked are missing.)
B. <u>Maintenance and Technical Support</u>
<ul style="list-style-type: none">• Email and phone provided.• Issue resolution software would be made available to Dept users.• Impressive resolution timeframes are included in the proposal.• Provider complies.• On-demand training and support are available.• Uses Microsoft Teams as virtual platform.
C. <u>Technology Requirements</u>
<ul style="list-style-type: none">• Provider complies.• Provider complies.• Provider complies.• Provider complies.• Provider states compliance; little detail as to how this is accomplished outside of failover and backups.• See #5.• Department is notified by outages, but will not be consulted for approval.• Provider states they agree to meet the uptime standard.• Provider states that the data can be provided in several different formats, specifically calling out XML and CSV.
C. <u>Reports</u>
<ul style="list-style-type: none">• Provider states they will provide reports with bill.
2. Staffing
<ul style="list-style-type: none">• Names and qualifications listed.• No sub-contractors listed.• What about SSA? Unclear how that relationship works.• Job titles (with minimum qualifications) provided.• Org chart provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN Group, Inc

DATE: 3/3/2025, 5/5/2025

EVALUATOR NAME: Donald Ellis

EVALUATOR DEPARTMENT: DHHS OFI

3. Implementation - Work Plan

- High level project plan included.
- Project plan lasts for about 2 months; which includes 2 weeks of post go-live support.
- State UAT is not included in the project plan.
- All tasks to be completed by provider.

Part IV, Section IV. Cost Proposal and Budget Narrative

-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012
RFP TITLE: Employment Verification Services
BIDDER NAME: RNN
DATE: 2/26/2025, 4/22/2025
EVALUATOR NAME: Wayne Harmon
EVALUATOR DEPARTMENT: DAFS/OIT

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• API or batch file exchange using API, SFTP, or RNN WebApp• Affirms state and federal implementation within last five years• Provides State of Oregon reference with contact
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Founded in 2012• Atlanta, GA HQ• Security & Compliance Leadership Level 1 Certs, including IRS1075, HIPAA, FISMA
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Organizational Chart
<ul style="list-style-type: none">• Did not find this
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Provided
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN

DATE: 2/26/2025, 4/22/2025

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Part IV, Section III Proposed Services	
1. Services to be Provided	
Part II	
A. Employment Verification Services	
<ul style="list-style-type: none">• Web based solution• 24/7/365• Focuses on smaller numbers of authoritative sources• Workflow designed to eliminate need for ad-hoc verifications• Uses SSA data• <= 2sec resp time• Affirms will provide required elements• Provides additional SS-related elements	
B. Maintenance and Technical Support	
<ul style="list-style-type: none">• Affirms all• Critical issues resolved 4 hours• Non-critical addressed within 24 hours• Internal ticketing system• Email/phone/online support available (support hours?)• Affirms all• Training via MS Teams• Affirms all	
C. Technology Requirements	
<ul style="list-style-type: none">• TA review• TA review• TA Review• Affirms• 24 hr RTO/4 hr RPO• Affirms• Affirms, notes impracticality of getting consent from entire client base• Agrees to 99.5% uptime• Affirms will do	
C. Reports	
<ul style="list-style-type: none">• Notes that this is a customization of standard offering but will comply if selected	
2. Staffing	
<ul style="list-style-type: none">• Provided• N/A	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN

DATE: 2/26/2025, 4/22/2025

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

• Provided
3. Implementation - Work Plan
• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN Group, Inc.

DATE: 2/28/25, 4/25/2025

EVALUATOR NAME: Joseph Studholme

EVALUATOR DEPARTMENT: DHHS OFI

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Web based design integrates with 3rd party systems providing data• Successfully implemented within the past 5 years• Operational in multiple state and federal agencies• Meets requirement
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Integrates SSA, proprietary 1st source database and direct employer verification. Using platform they say seamlessly integrates with eligibility systems via API, SFTP, batch processing.
2. Subcontractors
<ul style="list-style-type: none">• Not applicable
3. Organizational Chart
<ul style="list-style-type: none">• In Staffing Plan
4. Litigation
<ul style="list-style-type: none">• Indicate no litigation
5. Financial Viability
<ul style="list-style-type: none">• Indicate Low-Moderate business risk – Stable with high likelihood for continued operations
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN Group, Inc.

DATE: 2/28/25, 4/25/2025

EVALUATOR NAME: Joseph Studholme

EVALUATOR DEPARTMENT: DHHS OFI

Part IV, Section III Proposed Services	
1. Services to be Provided	
Part II	
A. <u>Employment Verification Services</u>	
<ul style="list-style-type: none"> • Meets 24/7/365 requirement • Reduced complexity by using smaller number of authoritative sources • Ad hoc available but preferred to use as last resort in business design • Meets response time requirement with results under 2 sec • Leverages SSA data rather than direct employer which allows 85% coverage across all sectors, including self employed and contractors • Aligns with HUD model and ensures greater consistency • Missing hourly rate and hours worked in response data • Includes SSA cash benefits- OASI, SSDI, SSI, SS dep, veterans benefits 	
B. <u>Maintenance and Technical Support</u>	
<ul style="list-style-type: none"> • Provides email and phone contacts for support • Issue related software is accessible to department and tickets are tracked in real time • Dedicated support team to ensure satisfactory resolution to technical issues • Meets requirement • Meets requirement • Customized trainings via TEAMS 	
C. <u>Technology Requirements</u>	
<ul style="list-style-type: none"> • Meets requirement • Meets requirements • Meets requirement • Meets requirement • 24 hour recovery time objective • 4 hour recovery point objective • Meets requirement • Maintenance not done during business week • Customers are notified in advance of maintenance cycle • Impractical to obtain consent from entire client base • Indicate committed to achieving , unclear if its currently achieved • Available CSV and XML 	
C. <u>Reports</u>	
<ul style="list-style-type: none"> • Customization to standard but will be designed and submitted with monthly invoice 	
2. Staffing	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: RNN Group, Inc.

DATE: 2/28/25, 4/25/2025

EVALUATOR NAME: Joseph Studholme

EVALUATOR DEPARTMENT: DHHS OFI

- Provided
- N/A
- Provided – 5 senior positions and 10 Call Center Staff. Time allocation unclear

3. Implementation - Work Plan

- Focus on staff training and change management
- Replicate incumbent providers file import/export process
- Plan outline provided- 50 days from contract award to go-live. 2 week go live support stabilization period.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv Inc.

DATE: 3-3-2025 5-5-2025

EVALUATOR NAME: Ronda Albee

EVALUATOR DEPARTMENT: DHHS

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• P-Web based platform which interfaces with state eligibility systems.• Implemented in Utah.• Georgia
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Founded in 2020, providing web-based Employment Verification, with a platform built on client-permissioned data access
2. Subcontractors
<ul style="list-style-type: none">• Does not utilize any subcontractors
3. Organizational Chart
<ul style="list-style-type: none">•
4. Litigation
<ul style="list-style-type: none">• Experienced none
5. Financial Viability
<ul style="list-style-type: none">• Triple digit annualized growth since 2020. Raised round a less of \$5million in 2024.
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv Inc.

DATE: 3-3-2025 5-5-2025

EVALUATOR NAME: Ronda Albee

EVALUATOR DEPARTMENT: DHHS

Part IV, Section III Proposed Services	
1. Services to be Provided	
Part II	
A. <u>Employment Verification Services</u>	
<ul style="list-style-type: none">Provides a cloud-based infrastructure ensuring it meets the 99.5% uptime requirement and remains available 24/7/365, except for scheduled maintenanceMeets all of the above	
B. <u>Maintenance and Technical Support</u>	
<ul style="list-style-type: none">Truv offers a dedicated support email address: support@truv.comTruv leverages an issue resolution software, to track all reported issues and provides a way to monitor the status of reported issues from submission to resolution.Truv will provide a dedicated Customer Success Manager throughout the project who will be available to address any concerns during regular business hours of 8:00 a.m. to 5:00 p.m. EST.Can provide in person with reasonable notice.customized based on the Department's needsTraining Sync / Train the Trainer / General Training / On going support	
C. <u>Technology Requirements</u>	
<ul style="list-style-type: none">Is conducted within the Continental United States.Will work to ensure that all relevant policies and procedures are closely followed.Their plan addressed all of the above	
C. <u>Reports</u>	
<ul style="list-style-type: none">Real-time System Availability report available at https://status.truv.com/.Usage Reporting via the Truv dashboard (can be downloaded).Additionally, Truv will provide monthly reports with the monthly invoice.	
2. Staffing	
<ul style="list-style-type: none">Provided:Chief Executive Officer and Co-FounderChief Technology Officer and Co-FounderVice President, Product and Client ExperienceVice President, Public SectorHead of Sales EngineeringAccount Executive, Public SectorDoesn't use subcontractors	
<ul style="list-style-type: none">The following are 5% dedicatedChief Executive Officer and Co-Founder	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv Inc.

DATE: 3-3-2025 5-5-2025

EVALUATOR NAME: Ronda Albee

EVALUATOR DEPARTMENT: DHHS

- Chief Technology Officer and Co-Founder
- Vice President, Product and Client Experience
- The Vice President is 25% dedicated
- Sales Engineering & Customer Success Mngr is 100% dedicated.
- Account Executive, Public Sector 50% allocation

3. Implementation - Work Plan

- 1-6 weeks
- 1- Dashboard instalation
- 4-6 - Truv Platform Setup & Configuration
- 2-4 User Acceptance Testing
- Training

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv Inc

DATE: 3/2/25, 4/27/25

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: DHHS/CO Finance

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• 96% of the US workforce• 220 million Americans• 93.75% of top employees in Maine• 2 contacts provided, Georgia & Utah, implemented less than a year.
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Founded in 2020• Client-permissioned data access• Network of employers covering 96% of the US Workforce• 93 payroll providers, 228 Professional Employer Organizers, and over 20,000 custom enterprise connections• Provided 3 relevant projects, two for other States and one for Auto lending
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Not provided
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Provided a letter of assurance from VP, Finance
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided, Cyber Liability of \$5m, Expires 11/4/25

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv Inc

DATE: 3/2/25, 4/27/25

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: DHHS/CO Finance

Part IV, Section III Proposed Services	
1. Services to be Provided	
Part II	
A. Employment Verification Services	
<ul style="list-style-type: none">• Web-based Solution hosted on cloud-based infrastructure• Available 24/7/365• Dashboard interface for Department searches• Clients can upload paystubs, W-2s, and 1099s into Truv’s system• Extensive coverage spans 96% of the US Workforce• Direct integrations with employers, payroll providers, financial institutions, and professional employer organizations (PEOs)• Acknowledges all data element requirements	
B. Maintenance and Technical Support	
<ul style="list-style-type: none">• Support provided via dedicated email address and dedicated phone number provided upon request• Tracking via Notion.io issue resolution software, with read-only access for the Department• Propose support through the department’s implementation of Truv’s Employment Verification solution• Acknowledge adherence to the requirements• Propose training materials and FAQs• Provided a thorough and detailed training plan for Training Sync, Train the Trainer, and General Training	
C. Technology Requirements by	
<ul style="list-style-type: none">• States all work will be conducted within the Continental United States• Provided thorough detailed response acknowledging all other items• Will comply with the full suite of MaineIT Policies• Proposes to adhere to “relevant” policies• States the proposed solution is compliant with NIST 800-53 Rev 5 requirements• Solution relies on AWS with primary region us-west-2 and us-east-1• Thorough and detailed response provided confirming adherence to this requirement• Thorough and detailed response provided confirming adherence to this requirement• Platform will be available for the majority of each calendar month• Scheduled maintenance will be limited to once per month• Acknowledge department approval in writing• Proposes commitment of 99.5% uptime, excluding “force majeure” events• Status page can be accessed for real-time system updates	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv Inc

DATE: 3/2/25, 4/27/25

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: DHHS/CO Finance

<ul style="list-style-type: none">Detailed response acknowledging adherence to this requirement
C. Reports
<ul style="list-style-type: none">Acknowledges adherence to the reporting requirementsCustomers can access usage information from dashboard that can be downloaded
2. Staffing
<ul style="list-style-type: none">Provided listing of proposed staff, titles, and their credentialsN/AProvided
3. Implementation - Work Plan
<ul style="list-style-type: none">Provided

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

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv Inc

DATE: 3/3/2025, 5/5/2025

EVALUATOR NAME: Donald Ellis

EVALUATOR DEPARTMENT: DHHS OFI

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Vendor has web-based solution with results coming directly from payroll providers.• Proposal indicates access to 96% of the US workforce, and over 93% of “top employers in each county” in Maine.• Vendor is live in at least 2 states (Georgia and Utah). (Both of these projects have been live for less than 1 year.• The client must verify the income in order for the Department to obtain income verification.
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Client permissioned data access for income verification.
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Provided with proposal
4. Litigation
<ul style="list-style-type: none">• No litigation listed.
5. Financial Viability
<ul style="list-style-type: none">• Financial statements not provided, but letter asserting financial viability supplied.
6. Certificate of Insurance
<ul style="list-style-type: none">• \$5 million policy included.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv Inc

DATE: 3/3/2025, 5/5/2025

EVALUATOR NAME: Donald Ellis

EVALUATOR DEPARTMENT: DHHS OFI

Part IV, Section III Proposed Services	
1. Services to be Provided	
Part II	
A. Employment Verification Services	
<ul style="list-style-type: none">• Provider states solution meets the requirements.• 96% of workforce coverage• Section does not speak to the data elements provided.	
B. Maintenance and Technical Support	
<ul style="list-style-type: none">• Email address provided with the proposal.• Phone number not provided, but provider states they will have dedicated phone number for support.• Committed to support during business hours, and in person meetings, as needed.• Customized training solutions. They will train front line staff, or they can do train the trainer model.• Use of agreed upon virtual platform.	
C. Technology Requirements	
<ul style="list-style-type: none">• Provider complies.• Provider complies.• Provider complies.• Provider complies. (AWS cloud)• No details, but provider commits to meeting 24-hour standard.• Recovery Time is "set to 24 hours"• Not much mention of active/active or how failover works.• Proposal says that solution will be available for "most of" the calendar month. Does not go into specifics of percentage of availability.• Does allow for Department approval of scheduled downtime.• Does limit scheduled downtime to once per month.• Provider commits to the required uptime.• Mentioned heavily in the calculation of uptime. Could be a concern with client responsibility and payroll provider responsibility.• Provider states they can provide raw data in XML format.	
C. Reports	
<ul style="list-style-type: none">• Provider will provide reports with each invoice.• Department can run own reports from the provider's dashboard.	
2. Staffing	
<ul style="list-style-type: none">• Names and resumes for project staff are included in the proposal.	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv Inc

DATE: 3/3/2025, 5/5/2025

EVALUATOR NAME: Donald Ellis

EVALUATOR DEPARTMENT: DHHS OFI

- No subcontractors.
- Staff allocation plan is included.

3. Implementation - Work Plan

- Very high-level work plans attached. 3 items included 1) contract, 2) web portal 3) API.
- Testing is included, but the UAT effort is not listed. Overall project length for implementation would be 1 week. This does not account for training or provisioning Department workforce.

Part IV, Section IV. Cost Proposal and Budget Narrative

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv

DATE: 2/28/2025, 4/22/2025

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">Fully web-based capable of interfacing with state agencies/real-time employment & income dataCloud hostedCovers 96% of US workforceNo need to store the data/real time deliveryUtah and Georgia presented with contacts
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">
2. Subcontractors
<ul style="list-style-type: none">N/A
3. Organizational Chart
<ul style="list-style-type: none">
4. Litigation
<ul style="list-style-type: none">None
5. Financial Viability
<ul style="list-style-type: none">Provided brief statement
6. Certificate of Insurance
<ul style="list-style-type: none">Provided, current

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv

DATE: 2/28/2025, 4/22/2025

EVALUATOR NAME: Wayne Harmon

EVALUATOR DEPARTMENT: DAFS/OIT

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. Employment Verification Services
<ul style="list-style-type: none">• Direct connect with employers and payroll providers• Leverages connections “from trusted sources”• 220+ million individuals covered• 20,000+ integrations• 93.75% employers covered in each maine county• Affirms element coverage
B. Maintenance and Technical Support
<ul style="list-style-type: none">• Email/Phone support provided• Affirms hours• Did not see a statement confirming a project manager but said they will work closely with the Dept• Provided
C. Technology Requirements
<ul style="list-style-type: none">• TA Review• TA Review• TA Review• Affirms• Affirms• Affirms• Affirms• Affirms• Affirms
C. Reports
<ul style="list-style-type: none">• Affirms
2. Staffing
<ul style="list-style-type: none">• Provided
3. Implementation - Work Plan
<ul style="list-style-type: none">• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv Inc.

DATE: 2/28/2025, 4/25/25

EVALUATOR NAME: Joseph Studholme

EVALUATOR DEPARTMENT: DHHS OFI

Individual Evaluator Comments:

Part I. Preliminary Information
Eligibility Requirements
<ul style="list-style-type: none">• Web based employment verification with seamless interface with state system• Has been implemented within past 5 years• Operational in two states• Meets requirement
Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Founded 2020• Client permissioned data base• Covers 96% of workforce, 93.75% of top employers in each maine county• Supports w2,self employment and benefits income• Lower cost than traditional services
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Organizational Chart
<ul style="list-style-type: none">• Did not locate
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Cannot disclose financials as a private company• Provided statement of financial stability from VP finance
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv Inc.

DATE: 2/28/2025, 4/25/25

EVALUATOR NAME: Joseph Studholme

EVALUATOR DEPARTMENT: DHHS OFI

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. Employment Verification Services
<ul style="list-style-type: none">• Response indicates meets requirement• 96% coverage• Provides a-k
A. Maintenance and Technical Support
<ul style="list-style-type: none">• A. meets requirement• B. meets requirement• C. demonstrates commitment to satisfy departement• Meets requirements• Training and support plan provided
B. Technology Requirements
<ul style="list-style-type: none">• Affirmed• Affirmed• Affirmed• Unclear- relies on AWS cloud infrastructure with primary and backup both appearing to be in US.• Meets requirement• Meets requirement• Meets requirement• They ensure systems available at least 99.5% of time, accounting for scheduled maintenance and unexpected disruptions (Force Majeure) outside their control• Supports the requirement to access raw data on request, in XML at no additional charge
C. Reports
<ul style="list-style-type: none">• Real time system availability• Usage reporting dashboard with on demand downloading• Monthly reports as required with invoice
2. Staffing

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202501012

RFP TITLE: Employment Verification Services

BIDDER NAME: Truv Inc.

DATE: 2/28/2025, 4/25/25

EVALUATOR NAME: Joseph Studholme

EVALUATOR DEPARTMENT: DHHS OFI

- Provided
- N/A
- One position at 100% allocation for operational support and engagement
- One at 50% allocation- Account Exec
- One at 25% allocation- Vice president Public sector
- Three at 5%- CEO, CTO, VP client experience

3. Implementation - Work Plan

- Truv dashboard and portal readily available for implementation within one week
- Integrated API solution approximately 2 month to launch estimate



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202501012
RFP TITLE: Employment verification Services**

I, Ronda Albee, 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:

Ronda Albee

B1D707B4-1B03-46B...

Signature

Feb-27-2025

Date



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202501012
RFP TITLE: Employment verification Services**

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).

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DocuSigned by:

Shannon Courtois

70A92B13EE3142C...

Signature

Feb-28-2025

Date



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202501012
RFP TITLE: Employment verification Services**

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

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

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

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Signed by:

Donald Ellis

78480BC88FE7400...

Signature

Feb-27-2025

Date



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202501012
RFP TITLE: Employment verification Services**

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

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

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

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

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:

Wayne Harmon

0891322293774132...

Signature

Feb-27-2025

Date



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202501012
RFP TITLE: Employment verification Services**

I, Joseph Studholme, 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:

Joseph Studholme

600466790F34408...

Signature

Feb-27-2025

Date



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202501012
RFP TITLE: Employment verification Services**

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

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

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

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Signed by:

Ben Haschalk

0140DE506C00447...

Signature

Feb-27-2025

Date



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
Office for Family Independence**

Janet T. Mills
Governor

Sara Gagné-Holmes
Commissioner

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202501012
RFP TITLE: OFI EMPLOYMENT VERIFICATION SERVICES**

I, Melanie Messina accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Information Technology. 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).

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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.

Signature

3/13/2025

Date