**STATE OF MAINE REQUEST FOR PROPOSALS**

**RFP SUBMITTED QUESTIONS & ANSWERS SUMMARY**

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| **RFP NUMBER AND TITLE:** | RFP # 202505077 ERP Accounting Software |
| **RFP ISSUED BY:** | State of Maine Department of Education Child Development Services |
| **SUBMITTED QUESTIONS DUE DATE:** | July 9, 2025, no later than 11:59 p.m., local time |
| **QUESTION & ANSWER SUMMARY ISSUED:** | July 16, 2025 |
| **PROPOSAL DUE DATE:** | July 24, 2025, no later than 11:59 p.m., local time. |
| **PROPOSALS DUE TO:** | Proposals@maine.gov |

**Provided below are submitted written questions received and the Department’s answer.**

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| **1** | **RFP Section & Page Number** | **Question** |
| N/A | *How many legal entities will be required to be implemented?*  |
| **Answer** |
| The system will cover the financial services of one entity, Child Development Services (CDS). |

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| **2** | **RFP Section & Page Number** | **Question** |
| N/A | *How many entities the intercompany transactions will be required?*  |
| **Answer** |
| CDS is a state independent education unit (SIEU) under the oversight of the Maine Department of Education. Its financial interactions could include other State of Maine agencies, such as the Maine Department of Health and Human Services. CDS’s payroll is processed by an external vendor (ADP), and general ledger activity will be recorded in the system to be procured under this RFP. |

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| **3** | **RFP Section & Page Number** | **Question** |
| Document Name: AppendixE GENERAL TECHNICALREQUIREMENTS FORM- Section1.1.1- Page 1 of 6 | The Awarded Bidder must comply with all Maine OIT policies.*What compliances are required in a D365 System to define and limit the scope of a new ERP Implementation?* |
| **Answer** |
| OIT policies apply regardless of the technology proposed by the Bidder. If a Bidder proposes MicroSoft Dynamics 365 as the platform, compliance is still required and it does not change the scope of the implementation as defined by the RFP. |

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| **4** | **RFP Section & Page Number** | **Question** |
| Document Name: AppendixE GENERAL TECHNICALREQUIREMENTS FORMExternal SystemIntegrations - Section1.3.1- Page 2 of 6 | Automate data transfer for student records, provider logs, and service billing from CINC to the new ERP System,*What process will be required in a D365 System from Student Data perspective to define and limit the scope of a new ERP Implementation?*  |
| **Answer** |
| This requirement applies to proposals that include a billing solution as part of the proposed solution. It is up to the Bidder to determine the technology they will use for the solution, and how they will use it to meet the requirements. Details should be provided in their proposal according to proposal instructions. |

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| **5** | **RFP Section & Page Number** | **Question** |
| Document Name: AppendixE GENERAL TECHNICALREQUIREMENTS FORMExternal SystemIntegrations Section1.3.6- Page 2 of 6 | “Interoperability as required with DOE core data systems (Education Data Warehouse for student, staff, and organization data)"*What process will be required in D365 system from a student and staff data perspective to define and limit the scope of a new ERP implementation?*  |
| **Answer** |
| It is up to the Bidder to determine the technology they will use for the solution, and how they will use it to meet the requirements. Details should be provided in their proposal according to proposal instructions. |

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| **6** | **RFP Section & Page Number** | **Question** |
| Document Name: AppendixE GENERAL TECHNICALREQUIREMENTS FORMInterfaces and file transfersSection 1.4.2- Page 2 of 6 | “The successful Bidder will complete an interface analysis and deliver an interface-analysis document that defines the requirements for each interface. This includes, but is not limited to Data domains sent or received, Supportedcommunication methods (e.g., Web Services, SFTP, API’s), Service initiation approach (e.g., publish/subscribe, request/response), File/data format (e.g., XML, EDI, JSON, fixed record length, Comma-Separated Values), Dataexchange latency (e.g., real-time, daily, weekly, and monthly), Estimate of file/data size based on record length and Error handling and status response”*What integrations will be required in a D365 System to define and limit the scope of a new ERP Implementation?*  |
| **Answer** |
| Our current integrations are Data: CINC – IEP/Case Management, Medical Billing Software: Peak Knowledge, Medical Billing: EZClaims, Payroll: ADP, Bank: Bangor Savings. It will be up to the Bidder to complete the interface analysis for the solution. Details should be provided in their proposal according to proposal instructions. |

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| **7** | **RFP Section & Page Number** | **Question** |
| Document Name: AppendixE GENERAL TECHNICALREQUIREMENTS FORMOutput RequirementsSection1.6.5.1 | “Integrate system data into required forms as needed”*What all forms will be required from integration perspective to define and limit the scope of new ERP Implementation?*  |
| **Answer** |
| The current forms being used are: AR: Invoices & Statements, AP: Bills & Statements & Aging Statements, GL: Journal Entry, General Ledger, COA, approval, Treasury: deposit. It will be up to the Bidder to complete the form analysis they will use for the solution.  |

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| **8** | **RFP Section & Page Number** | **Question** |
| Document Name: AppendixE GENERAL TECHNICALREQUIREMENTS FORMState and FederalCompliancesSection1.11- Page 4 of 6 | There are list of compliances mentioned in Section 1.11*What compliances required in D365 System to define and limit the Scope of new ERP Implementation?*  |
| **Answer** |
| Sections 1.11.1 to 1.11.7 describe the State and Federal requirements that must be met regardless of the technology proposed by the Bidder. |

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| **9** | **RFP Section & Page Number** | **Question** |
| Document Name: AppendixE GENERAL TECHNICALREQUIREMENTS FORMStandardsSection1.15- Page 4 of 6 | The System must be in compliance with the CEDS education data standards, as applicable, CEDS is a national collaborative effort to develop voluntary, common data standards for a key set of education data elements to streamline the exchange, comparison, and understanding of data within and across P-20W institutions and sectors.*What process will be required in D365 System to define and limit the scope of new ERP implementation?*  |
| **Answer** |
| It will be up to the Bidder to determine the technology they will use for the solution, and determine how they will use it to meet the requirements. Details should be provided in their proposal according to proposal instructions. |

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| **10** | **RFP Section & Page Number** | **Question** |
| N/A | Do you follow GAAP, GASB, or another accounting standard?  |
| **Answer** |
| CDS complies with GASB. |

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| **11** | **RFP Section & Page Number** | **Question** |
| Part II A5, Page 10 | How do you manage fund accounting and track restricted vs. unrestricted funds?  |
| **Answer** |
| Segmented GL Accounts, categorical reporting, hierarchal parent/child reporting are used to manage fund accounting and track restricted and unrestricted funds. |

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| **12** | **RFP Section & Page Number** | **Question** |
| Part II A4, Page 10 | What are your reporting requirements for auditors, boards, or regulatory agencies?  |
| **Answer** |
| For managerial reporting – Trial Balance, Profit & Loss, Balance Sheet, Budget vs Actual. Reporting needed by Fund, by location, by project, by program |

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| **13** | **RFP Section & Page Number** | **Question** |
| N/A | Do you have any DCAA or FedRamp requirements?  |
| **Answer** |
| Neither DCAA, nor FedRAMP, is a baseline requirement. However, Bidders are encouraged to cite the evidence of any third-party audit report to bolster their responses to the Technical Assessment Questionnaire. |

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| **14** | **RFP Section & Page Number** | **Question** |
| N/A | How do you manage compliance with government procurement or bidding requirements?  |
| **Answer** |
| The Maine DOE and Child Development Services (CDS) review all procurement-related documents to ensure compliance with applicable statutes, regulations, and policies. This review is conducted in coordination with the Maine Office of State Procurement Services, the Maine Office of Information Technology, and the Maine Office of the State Controller. Also, when needed the State Procurement Review Committee and the Office of the Attorney General will be consulted. There are no government procurement or bidding requirements requested in the scope of services for this RFP. |

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| **15** | **RFP Section & Page Number** | **Question** |
| Part II A6, Page 10 | Do you require solutions that support grant management or federal funding compliance (e.g., 2 CFR Part 200 / Uniform Guidance)?  |
| **Answer** |
| CDS receives funding from multiple sources including state and federal grants. Expenses will need to post to specific grants and reporting will be needed for grant funding. |

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| **16** | **RFP Section & Page Number** | **Question** |
| Part II A5, Page 10 | How do you allocate and track funding from different sources (e.g., local, state, federal)?  |
| **Answer** |
| Segmented GL accounts for each grant. Expenses need to post to specific grants. |

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| **17** | **RFP Section & Page Number** | **Question** |
| N/A | How are capital assets and projects currently tracked and reported?  |
| **Answer** |
| N/A, capital assets and projects are not currently recorded. |

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| **18** | **RFP Section & Page Number** | **Question** |
| N/A | What would be your user counts in the following areas: General access users (anyone transacting within the system), Planning & Budgeting Module Users (FP&A), Time & Expense only users, View & Approve only users.  |
| **Answer** |
| 18 total General access users with the potential for a single license to access multiple roles broken down in these areas as follows. Planning & Budgeting - 5, Accountant users – 6, AP -3 AR – 5. View & Approve – 2 |

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| **19** | **RFP Section & Page Number** | **Question** |
| N/A | Is the team open to a 1-hour discovery call, prior to the demo? |
| **Answer** |
| This RFP does not provide such an opportunity.  |

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| **20** | **RFP Section & Page Number** | **Question** |
| Part V, B, 4 | Would you like our team to come on-site for the demo portion? |
| **Answer** |
| Demonstrations will be held via an online webinar. |

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| **21** | **RFP Section & Page Number** | **Question** |
| Cost Proposal | To provide an accurate estimate for the Software Subscription Cost, we kindly request CDS to share the total number of users, as this information is essential for calculating the appropriate subscription pricing  |
| **Answer** |
| Current total users – 13, Potential total users– 18. The variance is due to 2 open positions and change in AR process expected. |

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| **22** | **RFP Section & Page Number** | **Question** |
| Part II - Scope of Services to be provided, Pg 9 | Could you please confirm if there is any additional document detailing functional requirements, similar to the Technical Assessment or Technical Requirements form, that we should refer to?  |
| **Answer** |
| No. The functional requirements are detailed in the Scope of Services to be Provided, A. Functional Requirements.  |

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| **23** | **RFP Section & Page Number** | **Question** |
| N/A | What is the total number of employees at CDS (including full-time, part-time, and seasonal staff)?  |
| **Answer** |
| 428 total employees.  |

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| **24** | **RFP Section & Page Number** | **Question** |
| PART IA, 2b | Will the awarded vendor be responsible for data migration from the current Microsoft Great Plains system and any ancillary systems (e.g., PKHBS, EZ Claims, etc.)? If so, can you estimate the volume of data and the types of files involved?  |
| **Answer** |
| Please refer to Sections 1.4.2 and 1.13. Analysis will need to be completed to determine the final inventory of files to be migrated.  |

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| **25** | **RFP Section & Page Number** | **Question** |
| N/A | How many separate agencies or business units under CDS will require segmented financial tracking or reporting capabilities within the ERP system? |
| **Answer** |
| All of our business units require segmented financial tracking – currently 21. |

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| **26** | **RFP Section & Page Number** | **Question** |
| N/A | Are there any third-party applications currently integrated with the Great Plains system (or used manually) that must be integrated with the new ERP system? |
| **Answer** |
| Please refer to Section 1.3 and 1.4. It will be up to the Bidder to complete the third-party applications analysis they will use for the solution and determine how they will use it to meet the requirements. Details should be provided in their proposal according to the proposal’s instructions. |

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| **27** | **RFP Section & Page Number** | **Question** |
| N/A | Will CDS require time and attendance tracking as part of the solution, either now or as a future enhancement?  |
| **Answer**  |
| No. Time & attendance is done through ADP. |

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| **28** | **RFP Section & Page Number** | **Question** |
|  | Does the Department require support for position-based budgeting (i.e., budgeting at the staff position level with associated salaries and benefits), or is line-item-based forecasting sufficient for your financial planning and grant compliance needs?  |
| **Answer** |
| CDS would like the option to choose between either feature, and bidders should indicate and cost the features accordingly. |

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| **29** | **RFP Section & Page Number** | **Question** |
|  | In addition to the core financial modules (GL, AP/AR, and Budgeting), does the Department intend to include modules such as Procurement, Fixed Assets, HR/Payroll, or Case Management — either in the initial scope or as future phases?  |
| **Answer** |
| Please refer to the RFP for the Functional Requirements being requested.  |

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| **30** | **RFP Section & Page Number** | **Question** |
|  | The RFP mentions that externally facing applications must eventually integrate with the State’s Enterprise Constituents Portal using modern authentication standards (e.g., SAML 2.0, OAuth 2.0, OpenID). To ensure full alignment and avoid unnecessary customization, can you confirm which identity provider or authentication service the State plans to use for this portal integration — and whether this requirement will be enforced at go-live or in a future phase?  |
| **Answer** |
| This application is not expected to be externally facing, so integration with the constituent portal is not required at go-live or future phase. Bidders must propose how they will meet the authentication requirements for internal users. Bidders should also reference <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/GeneralArchitecturePrinciples.pdf>, "Any net-new technology products must consume authentication from the State of Maine enterprise A.D". |

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| **31** | **RFP Section & Page Number** | **Question** |
|  | User Access and Role Clarification: You reference that the system must support at least 10 concurrent users. To ensure we provide an accurate quote tailored to your organization's needs, could you please provide the number of users for each of the following categories: Full Users: Users requiring comprehensive access to ERP functionalities, including finance and other core modules. Typical Roles: Accounting Managers, Accounting Staff Manager Users: Users in managerial roles who need capabilities such as approving budgets, journals, purchase orders, HR requests, and conducting financial reporting. Typical Roles: Case Managers, Senior Management, etc. Employee Users: Users who primarily need access to self-service functionalities to submit expense reports and receipts for purchase card transactions. Typical Roles: General staff members without managerial or administrative responsibilities. Understanding the distribution of these user types within your organization will enable us to provide a precise and tailored quote. |
| **Answer** |
| Full Users – 2, Staff Manager – 6, AP Users – 3, AR Users – 5, Employee – 0. Total 16 Licenses for 18 users. The variance is due to 2 open positions and change in AR process expected. |

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| **32** | **RFP Section & Page Number** | **Question** |
|  | The requirements note alignment with NIST 800-53 audit logging standards. To ensure full compliance, are there any **State-specific requirements** for **log retention, audit log access by external parties,** or **exporting audit data** to State systems? |
| **Answer** |
| Detailed policies, which align with NIST 800-53 audit logging standards, will be provided to the awarded Bidder after the contract is signed. |

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| **33** | **RFP Section & Page Number** | **Question** |
|  | Can you provide technical documentation for the CINC platform to confirm supported integration methods (e.g., API, file export, SFTP), expected data formats, and transfer frequency for the student records, provider logs, and service billing data? Will test data or sandbox access to CINC be available during implementation to validate the integration and data mapping?  |
| **Answer** |
| The Department prefers more modern technology such as those suggested. The only information that currently comes over from CINC is an agency invoice report. The report contains the approval date, vendor ID, CINC ID, service log ID, amount to be paid, service name, account to be paid from, and date of service. Bidders should propose the method to be used. The awarded Bidder is expected to work with the Department and the CINC vendor to ensure appropriate validation and data mapping.  |

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| **34** | **RFP Section & Page Number** | **Question** |
|  | To accurately scope the payroll integration, can you confirm whether the State’s current ADP configuration supports API-based data transfer or secure flat-file export? Additionally, will Sparkrock be responsible for ongoing transformation, scheduling, and reconciliation of payroll journal entries, or will these steps be handled by an intermediary system or team?  |
| **Answer** |
| ADP configuration will support API based data transfer; but is not currently implemented. The awarded Bidder will be responsible for ongoing transformation, scheduling, and reconciliation of payroll journal entries. Currently they are being handled in-house. |

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| **35** | **RFP Section & Page Number** | **Question** |
| Part II, page 9 | Is the implementation go-live date of July 1, 2026 firm, or is there flexibility in implementation of the system?  |
| **Answer** |
| The anticipated go-live date is July 1, 2026; however, this date is flexible. CDS prefers that the system be implemented as soon as practicable, with the final implementation timeline to be determined during contract negotiations with the awarded Bidder. |

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| **36** | **RFP Section & Page Number** | **Question** |
|  | Are vendors expected to provide **training and change management services** beyond standard end-user training? Please provide details.  |
| **Answer** |
| Yes, training and support is expected beyond end-user training. Implementation support is key. The Department will be responsible for Organizational Change Management for its staff, but the awarded Bidder is required to provide adequate training and support for the system to be accepted by users. |

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| **37** | **RFP Section & Page Number** | **Question** |
|  | Does the State require any specialized support options, such as **24/7 support and/or emergency support**, or is business hours coverage acceptable?  |
| **Answer** |
| Standard business hours of support is acceptable. |

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| **38** | **RFP Section & Page Number** | **Question** |
| Part IV, A, 1, page 23 | Does the State anticipate using **its own SaaS contract template**, or is it open to vendor MSAs?  |
| **Answer** |
| The awarded Bidder will be required to execute an [IT Service Contract (IT-SC) with Confidentiality and Non-Disclosure Agreement (NDA)](https://www.maine.gov/dafs/bbm/procurementservices/forms) including appropriate riders as determined by the issuing department.  |

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| **39** | **RFP Section & Page Number** | **Question** |
|  | Can you confirm the current data exchange mechanisms and frequency (real-time vs. batch) for your key external systems, and whether your team anticipates continuing those integrations as-is? |
| **Answer** |
| Bidders should anticipate clarifying the detail requirements, including frequency, with the Department. The proposal should explain the proposed methods. Bidders should not assume that current exchange methods will be continued as-is. |

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| **40** | **RFP Section & Page Number** | **Question** |
|  | Are there any scenarios where users will need offline access or specific mobile app functionality (e.g., for field-based staff)?  |
| **Answer**  |
| No. |

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| **41** | **RFP Section & Page Number** | **Question** |
|  | What reporting tools are your team currently using, and do you have expectations for retaining or replacing those with ERP-native reporting, Power BI, etc.?  |
| **Answer** |
| ERP native reporting is ideal. Currently, Excel is used for most of the reporting.  |

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| **42** | **RFP Section & Page Number** | **Question** |
|  | Can you provide a high-level overview of systems currently storing financial, grant, or transactional history that will need to be migrated?  |
| **Answer** |
| See response to question #24. |

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| **43** | **RFP Section & Page Number** | **Question** |
|  | The RFP requests migration of up to 5 years of operational data. We support historical data migration across key financial areas; however, in some cases, certain data elements (e.g., historical cash receipts) may be imported without links to original transactions such as invoices. Could you confirm whether your team requires full 5 years of historical data migration, and if transaction-level relational history for all data types is required, or is summarized or decoupled data is acceptable in some cases?  |
| **Answer** |
| Expectation is previous fiscal years will be imported by Trial Balance only. The current fiscal year (July 1, 2025) will be fully migrated.  |

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| **44** | **RFP Section & Page Number** | **Question** |
| Part IV, Section II, page 17 and Part IV, A, 1, page 23 | Does the State have any procurement-related preferences or constraints (e.g., Buy American Act, local vendor prioritization, state contract vehicles like NASPO ValuePoint) that would apply to this purchase decision?  |
| **Answer** |
| Any procurement-related preferences would be outlined in the Request for Proposals (RFP). This RFP does not include specific eligibility requirements. CDS seeks a Bidder who can demonstrate the qualifications and expertise necessary to deliver the services specified in the RFP. The selected Bidder will be required to enter into an [IT Service Contract (IT-SC) with Confidentiality and Non-Disclosure Agreement (NDA)](https://www.maine.gov/dafs/bbm/procurementservices/forms) and any additional riders deemed appropriate by the issuing department. |