**STATE OF MAINE**

**Department of Health and Human Services**

*Office of Aging and Disability Services*



**RFP# 202506085**

**Legal Services for Older Adults**

|  |  |  |
| --- | --- | --- |
| **RFP Coordinator** | **NAME:** | Casandra Manson |
| **TITLE:** | Procurement Administrator |
| **EMAIL:** | Casandra.R.Manson@maine.gov  |
| *All communication regarding the RFP must be made through the RFP Coordinator.* |
| **Informational Meeting** | **DATE:** | September 2, 2025  |
| **TIME:** | 1:00 p.m., local time |
| **LOCATION:** | *An Informational session regarding this RFP will be held via ZOOM.* [**WEBLINK FOR RFP 202506085**](https://mainestate.zoom.us/j/87800344182?pwd=xlmvP5yAq6F52bTailAL4Wmk2BUjoU.1)Meeting ID: 878 0034 4182 Passcode: 91777000 or by phone at +13052241968 using the meeting ID provided. |
| **Submitted Questions Due Date** | September 5, 2025, no later than 11:59 p.m., local time |
| *All questions must be received by the RFP Coordinator by the date and time listed above.*  |
| **Notice of Intent to Bid Due Date** | September 17, 2025, no later than 11:59 p.m., local time |
| *All notice of intents must be received by the RFP Coordinator by the date and time listed above.* |
| **Proposal Submission Deadline** | **DATE:** | September 25, 2025, no later than 11:59 p.m., local time. |
| **TO:** | Proposals@maine.gov |
| *Proposals must be received electronically by the Office of State Procurement Services by the date and time listed above.* |

**TABLE OF CONTENTS**

|  |  |
| --- | --- |
|  | **Page** |
|  |  |
| **PUBLIC NOTICE** | **3** |
|  |  |
| **RFP DEFINITIONS/ACRONYMS** | **4** |
|  |  |
| **PART I INTRODUCTION** | **7** |
| 1. PURPOSE AND BACKGROUND
 |  |
| 1. GENERAL PROVISIONS
 |  |
| 1. ATTESTATION
 |  |
| 1. CONTRACT TERM
 |  |
| 1. NUMBER OF AWARDS
 |  |
|  |  |
| **PART II SCOPE OF SERVICES TO BE PROVIDED** | **10** |
|  |  |
| **PART III KEY RFP EVENTS** | **16** |
| 1. INFORMATIONAL MEETING
 |  |
| 1. QUESTIONS
 |  |
| 1. AMENDMENTS
 |  |
| 1. NOTICE OF INTENT TO BID
 |  |
| 1. PROPOSAL SUBMISSION
 |  |
|  |  |
| **PART IV PROPOSAL SUBMISSION REQUIREMENTS** | **19** |
|  |  |
| **PART V PROPOSAL EVALUATION AND SELECTION** | **22** |
| 1. EVALUATION PROCESS – GENERAL INFORMATION
 |  |
| 1. SCORING WEIGHTS AND PROCESS
 |  |
| 1. SELECTION AND AWARD
 |  |
| 1. APPEAL OF CONTRACT AWARDS
 |  |
|  |  |
| **PART VI CONTRACT ADMINISTRATION AND CONDITIONS** | **25** |
| 1. CONTRACT DOCUMENT
 |  |
| 1. STANDARD STATE CONTRACT PROVISIONS
 |  |
|  |  |
| **PART VII RFP APPENDICES AND RELATED DOCUMENTS** | **26** |
|  **APPENDIX A** – PROPOSAL COVER PAGE |  |
|  **APPENDIX B** – RESPONSIBLE BIDDER CERTIFICATION |  |
|  **APPENDIX C** – ATTESTATION STATEMENT |  |
|  **APPENDIX D** – QUALIFICATIONS and EXPERIENCE FORM |  |
|  **APPENDIX E** – SUBCONTRACTOR FORM |  |
|  **APPENDIX F** – LITIGATION FORM |  |
|  **APPENDIX G** – RESPONSE TO PROPOSED SERVICES  |  |
|  **APPENDIX H** – COST PROPOSAL AND BUDGET NARRATIVE  |  |
|  **APPENDIX I** – PERFORMANCE MEASURE REPORT TEMPLATE  |  |
|  **APPENDIX J** – NOTICE OF INTENT TO BID  |  |
|  **APPENDIX K** – SUBMITTED QUESTIONS FORM |  |

PUBLIC NOTICE

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**State of Maine**

**Department of Health and Human Services**

**RFP# 202506085**

**Legal Services for Older Adults**

The State of Maine is seeking proposals for Legal Services for Older Adults.

A copy of the RFP and all related documents can be obtained at: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps>

An Information Meeting will be held on September 2, 2025 at 1:00 p.m. at the following location: <https://mainestate.zoom.us/j/87800344182?pwd=xlmvP5yAq6F52bTailAL4Wmk2BUjoU.1>

Proposals must be submitted to the Office of State Procurement Services, via e-mail, at: Proposals@maine.gov. Proposal submissions must be received no later than 11:59 p.m., local time, on September 25, 2025. Proposals will be opened the following business day.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**RFP TERMS/ACRONYMS with DEFINITIONS**

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

| **Term/Acronym** | **Definition** |
| --- | --- |
| **Advice** | An individualized evaluation of the facts of a Client’s situation, with counseling and/or provision of information or guidance about the Client’s legal circumstances, including presentation of options for responding to the circumstances presented by the Client. Advice may also include a referral, such as from a Legal Helpline to a full-service program; or to another alternative source of Legal Assistance, such as a law school clinic or bar referral service; or to another legal resource for further assistance.  |
| **Area Agency on Aging** | As defined in the [Older Americans Act (OAA)](https://acl.gov/sites/default/files/about-acl/2020-04/Older%20Americans%20Act%20Of%201965%20as%20amended%20by%20Public%20Law%20116-131%20on%203-25-2020.pdf) as an agency designated under Sec. 305(a)(2)(A) of the OAA. The State has five (5) [Area Agencies on Aging](https://www.maine.gov/dhhs/oads/get-support/older-adults-disabilities/area-agencies-on-aging). |
| **Attorney** | Any person certified by the [Board of Overseers of the Bar](https://www.mebaroverseers.org/) to practice law in the State, refer to [4 M.R.S.A. Chapter 17](https://legislature.maine.gov/statutes/4/title4ch17sec0.html). |
| **Case** | A Legal Assistance matter provided to an eligible Client. A Case encompasses one legal matter. Accordingly, a Client may have more than one Case simultaneously and/or during a calendar year. When matters in litigation move from one forum to another, such as upon filing of an appeal by the Client or by an adversary or another litigant, a new Case is to be opened. |
| **Client** | An Older Adult eligible to receive Legal Services as described in this RFP. |
| **Closed Case** | A Legal Assistance Case is closed once all the work within the scope of Representation is completed and the Client’s legal issues have been resolved and/or the Client has been informed the Case is closed (consistent with State rules and program requirements). Cases may also be closed after a reasonable period of time during which the Client has not responded to requests for information or interaction, notwithstanding appropriate efforts to reach the Client. |
| **Department** | Maine’s Department of Health and Human Services |
| **Federal Poverty Level (FPL)** | The measure of poverty in the United States set by the United States Department of Health and Human Services annually using [Federal Poverty Guidelines](https://aspe.hhs.gov/poverty-guidelines).  |
| **Greatest Economic Need** | The need resulting from an income level at or below the FPL, refer to the [Maine State Plan on Aging](https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/2025-2028_Maine_State_Plan_on_Aging_Final.pdf). |
| **Greatest Social Need** | The need caused by noneconomic factors, refer to the [Maine State Plan on Aging](https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/2025-2028_Maine_State_Plan_on_Aging_Final.pdf). |
| **Legal Assistance** | Legal Advice and Representation, including Limited Representation, provided by an Attorney to older individuals with the Greatest Economic or Social Need and includes: * 1. To the extent feasible, counseling or other appropriate assistance by a Paralegal or law student under the direct supervision of an Attorney; and
1. Counseling or Representation by a non-lawyer as permitted by law.
 |
| **Legal Helpline** | The telephone system, maintained by the awarded Bidder, which accepts calls to assist individuals with Legal Services. |
| **Legal Services** | Includes Legal Assistance, Legal Helpline, and Medicare Part D services. |
| **Limited Representation** | Brief service in addition to or more extensive than Advice, such as document preparation or detailed direction as to how to take legal action pro se, including preparation of legal documents for use by a pro se litigant. Services delivered at self-help clinics or court-based Advice programs could fall under Advice or Limited Representation, depending upon the intensity and time expended on the service delivered. Program protocols and procedures may further assist in determinations of whether the services provided in a Case constitute Advice or Limited Representation. |
| **Medicare Part D** | United States federal government program to subsidize the costs of prescription drugs and prescription drug insurance premiums for Medicare beneficiaries. Medicare Part D was enacted as part of the [Medicare Modernization Act of 2003](https://www.govinfo.gov/content/pkg/PLAW-108publ173/pdf/PLAW-108publ173.pdf) and went into effect on January 1, 2006.  |
| **Nonprofit Organization** | As defined by [22 M.R.S. §5104(8)](http://legislature.maine.gov/legis/statutes/22/title22sec5104.html). |
| **OADS** | The Department’s Office of Aging and Disability Services |
| **Older Adult** | As defined by [22 M.R.S.A. §§ 5104 (1-B)](https://legislature.maine.gov/statutes/22/title22sec5104.html) “Aging, elderly or older person”. |
| [**Older Americans Act (OAA)**](https://acl.gov/sites/default/files/about-acl/2020-04/Older%20Americans%20Act%20Of%201965%20as%20amended%20by%20Public%20Law%20116-131%20on%203-25-2020.pdf) | A Federal law first enacted in 1965 and codified at [42 U.S.C. Chapter 35, Programs for Older Americans](https://acl.gov/sites/default/files/about-acl/2020-04/Older%20Americans%20Act%20Of%201965%20as%20amended%20by%20Public%20Law%20116-131%20on%203-25-2020.pdf). |
| **Open Case** | Upon acceptance by a Legal Assistance provider and notification of the acceptance to the Client, a Case is considered open. Notification of acceptance should be done in a manner appropriate to the Case and in accordance with [Maine Bar Rules](https://www.mebaroverseers.org/regulation/maine_bar_rules.html) and Legal Assistance program procedures. A Case is deemed to be open as of the date the Client’s Case has been accepted by the awarded Bidder, regardless of the date of the Client’s initial contact with the awarded Bidder, or the date data entry is completed. |
| **Panel Attorney** | A private Attorney who signs up with the awarded Bidder to provide Legal Assistance to eligible Clients at reduced fees. |
| **Paralegal** | A person, qualified by education, training or work experience, who is employed or retained by an Attorney, law office, corporation, governmental agency or other entity and who performs specific delegated substantive legal work for which an Attorney is responsible, [4 M.R.S.A. §921](https://legislature.maine.gov/statutes/4/title4sec921.html). |
| **Planning and Service Area** | An area designated by OADS under [Sec. 305(a)(1)(E) of the OAA](https://acl.gov/sites/default/files/about-acl/2020-04/Older%20Americans%20Act%20Of%201965%20as%20amended%20by%20Public%20Law%20116-131%20on%203-25-2020.pdf). |
| **Representation** | Full service legal intervention including but not limited to Representation in an administrative forum or in a court of law, and/or negotiation to settle a dispute, including settlements with administrative agencies. |
| **RFP** | Request for Proposals |
| [**Standards for the Provision of Civil Legal Aid**](https://www.americanbar.org/content/dam/aba/administrative/legal_aid_indigent_defendants/ls-sclaid-final-legal-aid-standards-2021.pdf) **- August 2021** | Standards adopted by the American Bar Association which focus on both the responsibilities of legal aid organizations as those that serve the civil legal needs of clients, who are most often low-income, and the role of practitioners who represent such clients under the aegis of such an organization. |
| **State** | State of Maine |
| [**State Performance Report for State Units on Aging – Appendix A: Data Element Definitions**](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=AppendixA) | A document developed by the U.S. Department of Health and Human Services, Administration for Community Living (ACL), Administration on Aging (AoA) which provides the full definitions for all data elements, code values, services, examples where applicable, and related terms along with links to additional resources, current Version 3.0. |

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

**RFP# 202506085**

**Legal Services for Older Adults**

**PART I INTRODUCTION**

1. **Purpose and Background**

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

The Department is dedicated to promoting health, safety, resiliency, and opportunity to all Maine Residents. The Department’s Office of Aging and Disability Services (OADS) is responsible for the provision of services that promote the highest level of independence, health and safety of older citizens, vulnerable adults, and adults with disabilities. OADS is designated as the [State Unit on Aging](https://acl.gov/programs/aging-and-disability-networks/state-units-aging) by the [U.S. Department of Health and Human Services Administration for Community Living](https://acl.gov/) to administer the [Older Americans Act (OAA)](https://acl.gov/about-acl/authorizing-statutes/older-americans-act) in the State. Part of the [OAA Title III](https://acl.gov/about-acl/older-americans-act-oaa) includes funding for the provision of Legal Assistance.

The services resulting from this RFP will support and maintain Statewide Legal Services for Older Adults in Greatest Economic and Social Need pursuant to [22 M.R.S.A. §§ 5106 (11-A)](http://legislature.maine.gov/legis/statutes/22/title22sec5106.html). These Legal Services are intended to provide important assistance to Older Adults in accessing long-term care options and other community-based services as well as to protect Older Adults against direct challenges to their independence, choices, and financial security. These Legal Services will enhance the ability of Older Adults to remain independent in their homes and communities, with optimized choice and individual autonomy, for as long as possible.

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

Bidders must be a Nonprofit Organization in the State pursuant to [22 M.R.S. §5106(11-A)](http://legislature.maine.gov/legis/statutes/22/title22sec5106.html), in order to submit a bid.

1. **Contract Term**

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

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract for two (2) renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

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

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | 1/1/2026 | 9/30/2027 |
| Renewal Period #1 | 10/1/2027 | 9/30/2029 |
| Renewal Period #2 | 10/1/2029 | 9/30/2030 |

1. **Number of Awards**

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

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

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

1. **General Requirements**
	* + 1. Provide at least one (1) administrative office located within the State.
			2. Provide hours of operation to meet the needs of Older Adults.
			3. Comply with the Standards for Legal Assistance Provider Selection as defined by [45 CFR 1321.93(d)](https://www.ecfr.gov/current/title-45/part-1321#p-1321.93(d)).
			4. Host and maintain a publicly available website that includes information on Legal Services and how Clients can access services.
				1. Ensure the website adheres to the State’s MaineIT [Digital Accessibility Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DigitalAccessibilityPolicy.pdf) and [Social Media for State Business Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SocialMediaStateBusiness.pdf).
				2. Ensure no data is released regarding the usage of the website without the written approval from the Department. This is regardless of whether the data would be given away, sold, bartered, or through any other arrangement.
				3. Ensure any data collected, used, and reported on will be de- identified meeting the definition of TLP White as required by the MaineIT [Data Classification Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DataClassificationPolicy.pdf).
				4. Ensure the website does not include:
		1. TikTok, which describes the social networking service TikTok or any successor application or service developed or provided by ByteDance Limited or an entity owned by ByteDance Limited.
	1. Obtain and maintain insurance as outlined in the State of Maine [IT-Service Contract](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/IT%20Service%20Contract%20%28IT-SC%29%20Template%20%28locked%29_4.22.2025.pdf), under Rider B-IT, Section 19. Insurance Requirements.
	2. Implement risk assessment and vulnerability scanning policies and procedures, at minimum to be equivalent to MaineIT policies for:
		* + 1. Risk Assessment Policy & Procedures (RA-1); and
				2. Vulnerability Scanning Procedure (RA-5).
	3. Comply with all State and Federal laws regarding the protection of confidential and/or sensitive information that is collected or maintained by the awarded Bidder, including, as applicable, notification to individuals in the event of unauthorized access or disclosure.
	4. Comply with all confidentiality requirements outlined in the State of Maine [IT-Service Contract](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/IT%20Service%20Contract%20%28IT-SC%29%20Template%20%28locked%29_4.22.2025.pdf), under Rider B-IT, Section 30. Confidentiality.
	5. The State does consume any awarded Bidder application, nor does the awarded Bidder consume any State application.
2. **Legal Helpline**
	* + 1. Comply with Standard 5.1 on the Organization’s Intake System and Access to Services outlined in the American Bar Associations Standards for the Provision of Civil Legal Aid - August 2021.
			2. Maintain a Legal Helpline with accessibility and response standards, including at a minimum:
				1. Ability to receive calls 24/7/365;
				2. Being staffed by a Paralegal or Attorney Monday through Friday, 9 a.m. to 12 p.m. and 1 p.m. to 4 p.m., local time, except [State holidays](https://www.maine.gov/bhr/state-employees/holiday-schedule) and administrative closings;
				3. Ability to record calls from prospective Clients when the Helpline is not staffed by a Paralegal or Attorney; and
				4. Ability to provide callback by a Paralegal or Attorney by the end of the next business day to Helpline callers who have left messages.
			3. Develop and implement a standard Legal Helpline intake process that will ascertain information from prospective Clients in compliance with the current State Performance Report (SPR), Appendix A: Data Element Definitions, and includes at a minimum:
3. Name;
4. Geographic distribution (rural/non-rural);
5. Age;
6. Gender identity;
7. Sexual orientation;
8. Household status;
9. Poverty status;
10. Ethnicity;
11. Race;
12. Minority status; and
13. Nature of legal issue.
	* + 1. Refer Legal Helpline calls to a Paralegal or Attorney to conduct and document an intake interview.
			2. Maintain a continuous and current record of all Legal Helpline calls received, including at a minimum:
				1. Date and time the call was received;
				2. Nature of call (Legal Assistance, Medicare Part D services, etc.);
				3. Date and time of callback;
				4. Date the intake interview was performed;
				5. Date services were initiated; and
				6. Total number of calls received.
			3. Provide Legal Helpline data to the Department upon request.
14. **Legal Assistance**
	1. Meet the Legal Assistance Provider Requirements outlined in [45 CFR 1321.93(f)](https://www.ecfr.gov/current/title-45/part-1321#p-1321.93(f)).
	2. When providing Legal Assistance, comply with:
		* + 1. The [Legal Services Corporation Performance Criteria](https://www.lsc.gov/our-impact/publications/other-publications-and-reports/lsc-performance-criteria) that incorporate the Standards for the Provision of Civil Legal Aid – August 2021; and
				2. The Older Americans Act (OAA), federal regulations implementing OAA, and [10-149 C.M.R. Ch. 5, Sec. 64](https://www.maine.gov/sos/sites/maine.gov.sos/files/inline-files/149c5-64.doc).
	3. Ensure all Attorneys providing Legal Assistance, under the contract resulting from this RFP, are:
		* + 1. Current members in good standing of the [Maine Board of Overseers of the Bar](https://www.mebaroverseers.org/) and consistent with [45 CFR 1321.93(d)(1)](https://www.ecfr.gov/current/title-45/part-1321#p-1321.93(d)(1));
				2. Have expertise in specific areas of law affecting Older Adults in Greatest Economic and Social Need, including the priority areas identified in the OAA.
15. Provide [Certificates of Good Standing](https://www.mebaroverseers.org/attorney_services/registration/certificate_good_standing.html) issued by the Maine Board of Overseers of the Bar for each Attorney prior to that Attorney providing Legal Services to Older Adults.
16. Certificates of Good Standing must be dated within the previous six (6) months of the Attorney beginning to provide Legal Services to Older Adults.
17. Develop and utilize a standard intake interview process to be used to confirm a prospective Client’s eligibility and need for Legal Assistance.
	* + - 1. The intake interview shall be conducted by a Paralegal or Attorney.
				2. The Paralegal shall refer the Client to an Attorney for appropriate Legal Assistance for Older Adults.
18. Ensure eligible Clients receive a callback to conduct and document an intake interview from a Paralegal or Attorney within appropriate timeframes, including at a minimum:

When immediate assistance is required – within two (2) business days.

When immediate assistance is not required – within five (5) business days.

Efforts shall be made to return calls in the order in which they are received.

1. Provide Legal Assistance to eligible Older Adults by:
2. Including matters identified in the OAA and the U.S. Department of Health and Human Services Administration for Community Living, State Performance Report for State Units on Aging - Appendix A: Data Element Definitions by Case types, including but not limited to :
3. Abuse/Neglect;
4. Income;
5. Health Care;
6. Long-term Care;
7. Housing;
8. Defense of Guardianship or Protective Services;
9. Age Discrimination;
10. Nutrition;
11. Utilities; and
12. Other/Miscellaneous.
13. Providing Statewide legal education and outreach via the awarded Bidder’s hosted website.
14. Ensure Legal Assistance is available Statewide to eligible Clients by providing:
	* + - 1. In-person Legal Assistance at a local Area Agency on Aging and other locations as needed; and
				2. Remote Legal Assistance by means of electronic media such as telephone or interactive on-line meeting platforms.
15. Refer Clients to a local Attorney or other legal resource on a pro bono basis when the Client has an income below one hundred twenty-five percent (125%) of the Federal Poverty Level (FPL).
16. Establish and maintain a roster of Panel Attorneys who have agreed to accept referrals at reduced fees when counseling a Client having an income between one hundred twenty-five percent (125%) and two hundred percent (200%) of the FPL in effect at the time of the referral. The roster shall:
17. Include Attorneys who practice in substantive areas of law not handled by the awarded Bidder, including, but not limited to:
18. Probate matters;
19. MaineCare planning; and
20. Estate planning.
21. Provide Clients with contact information to local Attorneys when those Clients have an income greater than two hundred percent (200%) of the FPL.
22. Provide Legal Assistance data and the roster of referral Panel Attorneys to the Department upon request.
23. Maintain all legal Case management records.

**a.** The record management process/system shall ensure all Client records are secure and available to the Department upon request.

1. Complete the “Title III Legal Assistance Excel Tool” developed by the U.S. Department of Health and Human Services, Administration for Community Living per Planning and Service Area as defined in the Maine State Plan on Aging and submit annually to the respective Area Agency on Aging by December 15th.
2. **Medicare Part D Services**

Provide Medicare Part D services to eligible Older Adults and, as resources allow, other Maine residents, with priority given to Clients who are totally out of their medication.

Review medication related information provided by Clients to ensure they are receiving all federal assistance they are entitled to/eligible for.

File exceptions and appeals pertaining to Medicare Part D eligibility or benefits on behalf of enrollees who are beneficiaries under Medicare Part D and in compliance with [22 M.R.S. § 254–D(5)(D)](http://www.mainelegislature.org/legis/statutes/22/title22sec254-D.html).

Negotiate with medical providers and pharmacies when necessary to ensure Clients obtain prescription medication(s) as quickly as possible at the correct co-pay or co-insurance rates.

Maintain a continuous and current record of all Medicare Part D services provided, including at a minimum:

* + - * 1. Date and time of services;
				2. Nature of services provided; and
				3. Disposition of Case (Open Case vs. Closed Case).
1. Provide Medicare Part D data to the Department upon request.
2. **Client Satisfaction Survey**
3. Develop a Department-approved satisfaction survey for Clients who receive Legal Assistance and Medicare Part D services, with questions that include but are not limited to:
	1. *“Did the person advising you about your case/handling your case seem interested in your case and in helping you get the results you wanted?”*
	2. *“Did the person advising you/handling your case seem knowledgeable?”*
	3. *“Were you comfortable talking with the person who advised you/handled your case?”*
	4. *“Did the person advising you/handling your case treat you with courtesy, dignity, and respect?”*
	5. *“Did you understand the legal advice you were given?”*
	6. *“Did the legal advice you received answer your questions?”*
	7. *“How would you rate the quality of legal assistance provided you?”*
	8. *“Did the person handling your case keep you informed about the status of your case?”*
	9. *“If you called the office about your case, were your phone calls returned promptly?”*
4. Distribute the survey verbally, in writing, or online to at least ten percent (10%) of randomly selected Clients with a Closed Case on the same business day the Case is closed.
	1. Provide at least one (1) reminder seven (7) calendar days after closing the Case(s).
5. Compile and analyze all survey data from the Client satisfaction surveys and provide a detailed report of findings, including steps taken to address areas of concerns identified by Clients, to the Department upon request.
6. **Performance Measures**
7. Perform all services proposed in response to this RFP by achieving all Performance Measures listed in **Table 1**.
	1. Submit data to support the performance measure utilizing **Appendix I** (Performance Measure Report Template) or via a third-party data source, as indicated within the performance measure data source column of **Table 1**.
	2. Provide additional supportive documentation as indicated in **Table 1**, for Department validation of the summary data submitted in the Performance Measures Report as requested by the Department.

|  |
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| **Table 1****Mandatory Performance Measures** |
|
| **Performance Measure** | **Assessment Cycle** | **Supportive Documentation and Performance Measure Data Source** |
| **a.** | Ninety-five percent (95%) of Clients who require immediate assistance will receive Legal Services from a Paralegal or Attorney within twenty-four (24) hours of their intake interview, excluding weekends and State holidays. | Quarterly | Intake Records and Performance Measure Report (**Appendix I**) |
| **b.** | Ninety-five percent (95%) of Clients who do not require immediate assistance will receive a follow-up call from a Paralegal or Attorney within five (5) business days on average of their intake. | Quarterly | Intake Records and Performance Measure Report (**Appendix I**) |

# **Reports**

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

|  |
| --- |
| **Table 2 – Required Reports** |
| **Name of Report**  | **Description or Appendix #** |
| **a.** | Performance Measures Report | **Appendix I**An account of accomplishments and problems, in program direction and development and how each might affect the use of funding resources and staff. Total number of Older Adults served by county; total number of Cases by type; and total number of Medicaid Part D matters handled and the number by outcome type. The number of Panel Attorneys available. Summary of Performance Measures, including actions taken to address identified areas of concern.Summary of data and findings from Client satisfaction surveys completed during the reporting period, including actions taken to address identified areas of concern. |
| **b.** | Mid-Year Performance Review | Includes aggregated data from the Performance Measure Report for a 6-month period. |
| **c.** | Annual Performance Report | Include aggregate data from the Mid-Year Performance Review Report for the entire fiscal year.  |
| **d.** | Quarterly Report of Revenue and Expenses | Located at the Department’s [Division of Contract Management website](https://www.maine.gov/dhhs/about/financial-management/contract-management/contract-documents). |
| **e.** | Contract Closeout Report | Located at the Department’s [Division of Contract Management website](https://www.maine.gov/dhhs/contracts/index.html). |

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

|  |
| --- |
| **Table 3 – Required Reports Timelines** |
| **Name of Report**  | **Period Captured by Report**  | **Due Date** |
| **a.** | Performance Measures Report | Each quarter | Thirty (30) calendar days after the end of each quarter. |
| **b.** | Mid-Year Performance Review | 10/1 to 3/31 each year | April 30th annually |
| **c.** | Annual Performance Report | Full Program Year  | October 31st annually |
| **d.** | Quarterly Report of Revenue and Expenses | Each quarter | Thirty (30) calendar days after the end of each quarter. |
| **e.** | Contract Closeout Report | Entire contract period | Sixty (60) calendar days following the close of the contract period. |

**PART III KEY RFP EVENTS**

1. **Informational Meeting**

The Department will sponsor an Informational Meeting concerning the RFP beginning at the date, time and location shown on the RFP cover page. The purpose of the Informational Meeting is to answer and/or field questions, clarify for potential Bidders any aspect of the RFP requirements that may be necessary and provide supplemental information to assist potential Bidders in submitting responses to the RFP. Although attendance at the Informational Meeting is not mandatory, it is strongly encouraged that interested Bidders attend.

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

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

## Notice of Intent to Bid

* + - 1. **Notice of Intent Due:** Bidders interested in submitting a proposal are required to submit **Appendix J** (Notice of Intent to Bid) by the date and time specified on this RFP’s cover page.

Failure to submit a Notice of Intent to Bid by this deadline will automatically result in a Bidder’s proposal being disqualified from the evaluation process.

* + - 1. **Submission:** Notices of Intent to Bid are to be submitted only to the RFP Coordinator listed on this RFP’s cover page. The Bidder is responsible for allowing adequate time for delivery. The Department assumes no liability for assuring accurate/complete/on-time e-mail transmission and receipt.
1. **Proposal Submission**
	1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
		1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
	2. **Delivery Instructions:** E-mail proposal submissions must be submitted to the Office of State Procurement Services at Proposals@maine.gov.
		1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
			1. Proposal submission e-mails that are successfully received by the proposals@maine.gov inbox will receive an automatic reply stating as such.
		2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
		3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Bidders should work with their Information Technology team to ensure that the proposal submission will not be encrypted due to any security settings.
		4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
	3. **Submission Format:**
		1. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202506085 Proposal Submission – [Bidder’s Name]”**
		2. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:
* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

**Appendix B** (Responsible Bidder Certification)

**Appendix C** (Attestation Statement)

All required documentation stated in PART IV, Section I, should be included in one (1) PDF file.

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

*PDF format preferred*

**Appendix D** (Qualifications and Experience Form)

**Appendix E** (Subcontractor Form), if applicable

**Appendix F** (Litigation Form)

All required information and attachments stated in PART IV, Section II, should be included in one (1) PDF file.

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

*PDF format preferred*

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

All required information and attachments stated in PART IV, Section III, should be included in one (1) PDF file.

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

*Excel format preferred*

**Appendix H** (Cost Proposal and Budget Narrative)

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

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

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

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

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

**Proposal Format and Contents**

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

* 1. **Proposal Cover Page**

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

* 1. **Responsible Bidder Certification**

Bidders must complete **Appendix B** (Responsible Bidder Certification). The Responsible Bidder Certification must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Attestation Statement**

Bidders must provide an Attestation Statement confirming eligibility to submit a bid as stated in PART I, C. of the RFP. This documentation includes:

1. **Appendix C** (Attestation Statement)

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

* 1. **Overview of the Organization**

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

* 1. **Subcontractor**

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

* 1. **Project Team Organizational Chart**

Bidders must provide a legible organizational chart of the project team including to whom the project team reports. Note: individual project team positions are to be identified in the job description and staffing plan requirements of **Appendix G** (Response to Proposed Services).

* 1. **Litigation**

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

* 1. **Financial Viability**

Bidders must provide the three (3) most recent years of Financial Statements audited or reviewed by a Certified Public Accountant.

* 1. **Certificate of Insurance**

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

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

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

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

Bidder must complete **Appendix G** (Response to Proposed Services) by providing a detailed response to the requirements outlined in this RFP.

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

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

**Section IV Cost Proposal and Budget Narrative** (File #4)

* 1. **General Instructions**
		1. Bidders must submit a cost proposal that covers the period starting 1/1/2026 and ending on 9/30/2027
		2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
		3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
	2. **Cost Proposal Form Instructions**
1. Bidders must fill out **Appendix H** (Cost Proposal and Budget Narrative), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in disqualification or reduction in scoring of the cost proposal, at the discretion of the Department.
2. **Contributed Resources:** Bidders are encouraged to leverage additional and/or existing resource(s). If leverage resource(s) are proposed, the Bidder must describe the specific resource(s) and how the resource(s) will provide additional support for the delivery of the services. All contributed additional and/or existing resource(s) must be represented by a specific dollar value.
	* 1. The Bidder must identify and secure any additional funding available to support the services in this RFP.
		2. The amounts and sources of all additional funding identified and secured by the Bidder must be included in **Appendix H** (Cost Proposal and Budget Narrative).
3. **Budget Narrative:** Bidders are to include a brief budget narrative to explain the basis for determining the expenses submitted on the budget forms.

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

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

|  |  |  |
| --- | --- | --- |
| **Section I.** | **Preliminary Information**Proposal materials to be evaluated in this section: all elements addressed in Part IV, Section I of the RFP. | **No Points – Eligibility Requirements** |
| **Section II.** | **Organization Qualifications and Experience** Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section II of the RFP. | **35 points** |
| **Section III.** | **Proposed Services** Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section III of the RFP. | **30 points** |
| **Section IV.** | **Cost Proposal and Budget Narrative**Proposal materials to be evaluated in this section:all elements addressed above in Part IV, Section IV of the RFP.1. Cost Proposal (25 points)
2. Contributed Resource(s) (5 points)
 | **30 points** |
| 1. Budget Narrative
 | **5 points** |

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

The scoring formula is:

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

The total contributed resources will be assigned a score according to a mathematical formula. The highest contributed resources will be awarded 5 points. Contributed resources with lower bid values will be awarded proportionately fewer points calculated in comparison with the highest contributed resources.

The scoring formula is:

(Highest submitted contributed resources / Contributed resources being scored) x 5 = pro-rated score

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

The five (5) points allocated to Contributing Resources will be used to evaluate the Bidder’s response to Part IV.2. (b) of this RFP and its ability to secure leveraged resources. The evaluation team will use a consensus approach to evaluate and score the response to Contributing Resources.

The remaining five (5) points allocated to the Budget Narrative (**Appendix H**) will be used to evaluate the responsiveness of the narrative material and supporting documentation for accuracy and reasonableness of the proposed cost (including, but not limited to, reviewing assumptions used in calculating the costs). The evaluation team will use a consensus approach to evaluate and score the budget narrative.

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

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

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**
	1. The awarded Bidder will be required to execute a State of Maine Service Contract with appropriate riders as determined by the issuing department.

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

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

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

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

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

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

* 1. Payments and Other Provisions

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

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

**Appendix A** – Proposal Cover Page

**Appendix B** – Responsible Bidder Certification

**Appendix C** – Attestation Statement

**Appendix D** – Qualifications and Experience Form

**Appendix E** – Subcontractor Form

**Appendix F** – Litigation Form

**Appendix G** – Response to Proposed Services

**Appendix H** – Cost Proposal and Budget Narrative

**Appendix I** – Performance Measure Report Template

**Appendix J** – Notice of Intent to Bid

**Appendix K** – Submitted Questions Form

**APPENDIX A**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

**PROPOSAL COVER PAGE**

**RFP# 202506085**

**Legal Services for Older Adults**

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

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

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

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

**APPENDIX B**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

**RESPONSIBLE BIDDER CERTIFICATION**

**RFP# 202506085**

**Legal Services for Older Adults**

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

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

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
	1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract.*
	2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.*
3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification.*
4. *Have not within a three (3) year period preceding this proposal had one or more federal, state, or local government transactions terminated for cause or default*.
5. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*
6. *Is not a foreign adversary business entity (*[*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies)*).*
7. *Is not on the list of prohibited companies (*[*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies)*) or does not obtain or purchase any information or communications technology or services included on the list of prohibited information and communications technology and services* [*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies) *(Title 5 §2030-B).*

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

**APPENDIX C**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

## ATTESTATION STATEMENT

**RFP# 202506085**

**Legal Services for Older Adults**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Attestation** Bidders must be a Nonprofit Organization in the State pursuant to [22 M.R.S. §5106(11-A)](http://legislature.maine.gov/legis/statutes/22/title22sec5106.html), in order to submit a bid. By signing and submitting this attestation statement, the Bidder acknowledges it is a Nonprofit Organization in the State as required by [22 M.R.S. §5106(11-A)](http://legislature.maine.gov/legis/statutes/22/title22sec5106.html). |

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

**APPENDIX D**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202506085**

**Legal Services for Older Adults**

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

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

|  |
| --- |
| **Provide a description of three (3) projects that occurred within the past five (5) years which reflect experience and expertise needed in performing the functions described in Part II – Scope of Services to be Provided of the RFP. Contract history with the State of Maine, whether positive or negative, may be considered in evaluating proposals even if not provided by the Bidder.***If the Bidder has not provided similar services, note this, and describe experience with projects that highlight the Bidder’s general capabilities.*  |

|  |
| --- |
| **Project One** |
| **Business Reference Name:** |  |
| **Reference Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Project Start Date** |  | **Project End Date** |  |
| **Include a detailed description of the project below:** |
|  |

|  |
| --- |
| **Project Two** |
| **Business Reference Name:** |  |
| **Reference Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Project Start Date** |  | **Project End Date** |  |
| **Include a detailed description of the project below:** |
|  |

|  |
| --- |
| **Project Three** |
| **Business Reference Name:** |  |
| **Reference Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Project Start Date** |  | **Project End Date** |  |
| **Include a detailed description of the project below:** |
|  |

**APPENDIX E**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

## SUBCONTRACTOR FORM

**RFP# 202506085**

**Legal Services for Older Adults**

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

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

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

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

**APPENDIX F**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

## LITIGATION FORM

**RFP# 202506085**

**Legal Services for Older Adults**

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

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

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

**APPENDIX G**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

## RESPONSE TO PROPOSED SERVICES

**RFP# 202506085**

**Legal Services for Older Adults**

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

****

**APPENDIX H**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

**COST PROPOSAL AND BUDGET NARRATIVE**

**RFP# 202506085**

**Legal Services for Older Adults**

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

1. **Proposed Cost Instructions:** The Bidder must complete and submit budget forms providing a detailed breakdown of expenses in performing the services for the initial period of performance as described in this RFP and in the Bidder’s proposal. The Total Expenses amount on Form 2 Expense Summary is the proposed cost to be used in the scoring cost formula for evaluation purposes.

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



**The Budget Form Instructions may be obtained in a PDF (.pdf) format by double clicking on the document icon below.**



1. **Contributed Resource(s) Instructions:** Bidders are encouraged to leverage additional and/or existing resource(s). Bidder leveraging additional and/or existing resources must identify and secure such funding to support the Legal Services outlined in this RFP. The amounts and sources of all additional funding identified and secured by the Bidder must be included in the contributed Resources form.

The Contributed Resource(s) form must be completed and submitted for any contributed additional and/or existing resource(s). The total Contributed Resource(s) Value is the amount to be used in the scoring cost formula for evaluation purposes.

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



|  |
| --- |
| **Budget Narrative:** Bidders are to include a brief budget narrative to explain the basis for determining the expenses submitted on the budget forms. If leverage resources are proposed, Bidders must describe the specific resource(s) and how the resource(s) will provide additional support for the delivery of the services in this RFP. |
|  |

**APPENDIX I**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

**PERFORMANCE MEASURE REPORT TEMPLATE**

**RFP# 202506085**

**Legal Services for Older Adults**

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



**APPENDIX J**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

**NOTICE OF INTENT TO BID**

**RFP# 202506085**

**Legal Services for Older Adults**

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

|  |
| --- |
| **Provide a brief description of the Bidder’s experience and ability to perform the work required within this RFP.** |
|  |

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| --- |
| **Signature of person authorized to enter into the contract with the Department:** |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX K**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

**SUBMITTED QUESTIONS FORM**

**RFP# 202506085**

**Legal Services for Older Adults**

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

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

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

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