**STATE OF MAINE**

**Department of Corrections**

*Central Office*



**RFP# 202507106**

**Body-Worn Cameras**

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| **RFP Coordinator** | **NAME:** | Chad Lewis |
| **TITLE:** | Director of Special Projects |
| **EMAIL:** | [Chad.Lewis@maine.gov](mailto:Chad.Lewis@maine.gov) |
| *All communication regarding the RFP must be made through the RFP Coordinator.* | | |

|  |  |
| --- | --- |
| **Submitted Questions Due Date** | August 29th, 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.* | |

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| --- | --- | --- |
| **Proposal Submission Deadline** | **DATE:** | September 24th, 2025, no later than 11:59 p.m., local time. |
| **TO:** | [Proposals@maine.gov](mailto:Proposals@maine.gov) |
| *Proposals must be received electronically by the Office of State Procurement Services by the date and time listed above.* | | |

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PUBLIC NOTICE

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**State of Maine**

**Department of Corrections**

**RFP# 202507106**

**Body-Worn Cameras**

The State of Maine is seeking proposals for Body-Worn Cameras.

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

Proposals must be submitted to the Office of State Procurement Services, via e-mail, at: [Proposals@maine.gov](mailto:Proposals@maine.gov). Proposal submissions must be received no later than 11:59 p.m., local time, on September 24th, 2025. Proposals will be opened the following business day.

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**RFP TERMS/ACRONYMS with DEFINITIONS**

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

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **Confidentiality** | Preserving authorized restrictions on information access and disclosure, including means for protecting confidential or sensitive information. A loss of confidentiality is the unauthorized disclosure of information. |
| **Data Classification** | The process of risk assessment of data. See **Appendix D** (Technical Assessment Form) for the Data Classification process (see also “PII Confidentiality Impact Level”). |
| **Department or DOC** | Department of Corrections |
| **NDA** | Non-Disclosure Agreement |
| **OIT** | Office of Information Technology |
| **PII (Personally Identifiable Information)** | Data that is maintained by an agency that could potentially identify a specific individual and needs to be protected in accordance with state and/or federal law, including (1) any information that can be used to distinguish or trace an individual‘s identity, such as name, social security number, date and place of birth, mother‘s maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information. |
| **PII Confidentiality Impact Level** | The PII confidentiality impact level—low, moderate, or high—indicates the potential harm that could result to the subject individuals and/or the organization if PII were inappropriately accessed, used, or disclosed. (NIST SP 800-122). See **Appendix D** (Technical Assessment Form). PII is evaluated to determine its confidentiality impact levels, so that appropriate safeguards can be applied to the PII. |
| **RFP** | Request for Proposals |
| **State** | State of Maine |
| **State Data** | Any information originating with the State, regardless of form or medium of disclosure (e.g., verbal, observed, hard copy, or electronic) or source of information. It includes any information concerning the State’s information technology infrastructure, systems and software and procedures; and information originating with the State in the course of using and configuring the Services provided under the contract. It includes any sensitive information held by the State that may be protected from disclosure pursuant to a federal or state statutory or regulatory scheme intended to protect that information, or pursuant to an order, resolution or determination of a court or administrative board or other administrative body. |

**State of Maine**

**Department of Corrections**

*Central Office*

**RFP# 202507106**

**Body-Worn Cameras**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Department of Corrections (“Department” or “DOC”) is seeking proposals for a 200-unit Body-Worn Camera package 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.

1. **General Provisions**
   1. From the time the RFP is issued until the 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](https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.mainelegislature.org%2Flegis%2Fstatutes%2F1%2Ftitle1sec401.html&data=05%7C02%7CJohn.F.Spier%40maine.gov%7C74b0a21ff26b425135b908dcde5d1600%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638629740077530255%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=yYGRZvqRpIJa6dPB35CzUZRcmiZ%2BMICiBNs0EIsJu78%3D&reserved=0) 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. **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 terms of the anticipated contract, resulting from the RFP, are defined as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | 2/1/2026 | 3/31/2028 |
| Renewal Period #1 | 4/1/2028 | 3/31/2030 |
| Renewal Period #2 | 4/1/2030 | 3/31/2031 |

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**

The Department currently has a need to procure 200-unit body-worn cameras and related accessories that will be used to assist in promoting safety and enhancing security on and off facility grounds. Videos resulting from the use of body-worn (lapel) cameras are used for internal discipline, evidentiary proceedings, uses of force, and both high risk and general transport.

Below are the following Department requirements for body-worn cameras:

**Body-Worn Camera Requirements**

1. **Functional Requirements**
2. **Video Recording:**
   1. High-definition video recording (minimum 1080p resolution).
   2. Minimum of 30 frames per second (FPS) video capture.
   3. 160-degree field of view (FOV) to ensure a broad and comprehensive recording perspective.
   4. Adjustable recording modes (e.g., continuous, on-demand, event-triggered).
   5. Stealth Mode: Ability to record video and audio without any visible or audible indicators (e.g., lights or sounds) to ensure discreet operation when necessary.
3. **Audio Recording:**
   1. Clear audio capture with noise reduction.
   2. Built-in microphone for capturing ambient sound.
4. **Battery Runtime:**
   1. Cameras must support continuous recording for at least three (3) hours on a fully charged battery.
   2. Cameras must be able to run on standby for at least 10 hours continuously.
5. **Data Storage:**

Onboard storage must support at least three (3) hours of recording at the lowest video quality settings.

1. **Low-light Recording:**

The camera must have a low lux rating and/or IR illuminator to enable recording in low-light conditions.

1. **Durability:**
   1. Rugged and water-resistant (IP67 or higher).
   2. Impact-resistant design for rough handling.
2. **Usability:**
   1. Lightweight and easy to attach to uniforms.
   2. Intuitive controls for recording, stopping, and tagging events.
3. **Alerts and Notifications:**
   1. Visual or auditory indicators for recording status, low battery, and storage capacity (when not in stealth mode).
   2. Real-time alerts for unauthorized tampering with video storage.
4. **Video Tagging and Redaction:**

Ability to tag events during recordings for easy retrieval.

1. **Technical Requirements**
2. **Hardware and Software Support:**
   1. Minimum product support for both hardware and software for five (5) years.
   2. Regular firmware and software updates to ensure security and functionality enhancements.
   3. Ability to purchase replacement parts and hardware repairs during the support period.
   4. Free updates to software and firmware during the warranty period to ensure continued security, functionality, and compatibility with existing systems.
   5. Technical support for resolving any software issues, including assistance with integration, bugs, and performance problems.
3. **Integration with Axon TASER 10**

Body-worn cameras must activate recording automatically when taser (Axon TASER 10) is removed from the holster. Recorded video must capture, at a minimum, one (1) minute of video capture prior to the TASER being removed from the holster.

1. **Operational Requirements**
2. **Training:**
   1. Comprehensive training programs for officers and administrators. Responses must include a training plan for up to 50 Department staff. The Department’s preferred method will use a train-the-trainer model for ongoing training needs; however, Bidders may propose alternative training models. In-person or virtual training sessions may be proposed.
   2. User manuals and quick-reference guides must be provided in both physical and digital formats.
3. **Support and Maintenance:**
4. 24/7 technical support availability, with a response time of no more than two (2) hours for critical issues.
5. Maintenance for software updates and hardware repairs.
6. **Scalability:**
   1. Ability to add more devices as needed.
   2. Centralized management system for multiple facilities.
7. **Cloud Platform Requirements**
8. **Data Retention:**
   1. Configurable retention periods for video data (e.g., 90 days, 6 months).
   2. Automated deletion of data past retention period unless flagged.
9. **Privacy Protections:**
   1. Ability to restrict access to recorded data based upon Department defined permission levels.
   2. Ability to grant user upload and view.
   3. Ensure footage cannot be edited or deleted by users.
10. **Evidence Integrity:**
    1. Chain-of-custody tracking for recorded evidence.
    2. Tamper-proof data recording and storage.
    3. Need the ability to support 30-day video storage for 200 cameras (and longer for videos tagged).
11. **Warranty Clause**
12. **Warranty Coverage**

The awarded Bidder shall provide a comprehensive warranty covering all hardware, software, and accessories associated with the body-worn cameras for a minimum period of **two (2) years** from the date of acceptance by the Maine Department of Corrections with options for extended coverage. The warranty must include:

1. **Hardware:**
   1. Coverage for defects in materials and workmanship, including cameras, mounting accessories, batteries, and charging equipment.
   2. Replacement or repair of defective hardware at no cost, including shipping fees for returns.
2. **Accessories:**

Replacement of defective or malfunctioning accessories, including clips, mounts, and cables, during the warranty period.

1. **Repair or Replacement**

Defective products must be repaired or replaced within **10 business days** of receiving the product at no additional cost. Products that cannot be repaired within ten days of receiving the product should be replaced with an exact model replacement.

1. **Extended Warranty Option**

The awarded Bidder must provide an option to purchase an extended warranty for a period of up to **three (3) additional years** after the initial warranty period. The extended warranty must include all terms outlined in the initial warranty.

1. **Exclusions**

Bidders are to include all warranty exclusions with their proposal submission.

1. **Implementation – Work Plan**

The anticipated initial contract period resulting from this RFP is from 2/1/2026 to 3/31/2028. This contract period includes a two-month transition period for implementation by the awarded Bidder under this RFP, as the Department’s current contract for these services expires on 4/1/2026. Bidders are to provide a transition plan, starting on February 1, 2026, and ending on March 31, 2026, detailing their proposed transition plan for full implementation to begin on April 1, 2026.

The Department has staff at the following facilities that utilize body-worn cameras:

|  |  |
| --- | --- |
| **Maine State Prison** | Maine State Prison 807 Cushing Road Warren, Maine |
| **Mountain View Correctional Facility** | Mountain View Correctional Facility 1182 Dover Road  Charleston, Maine |
| **Bolduc Correctional Facility** | Bolduc Correctional Facility 516 Cushing Rd. Warren, Maine |
| **Maine Correctional Center** | Maine Correctional Center 17 Mallison Falls Road  Windham, Maine |
| **Downeast Correctional Facility** | Downeast Correctional Facility 64 Base Road  Machiasport, Maine 04655 |
| **Long Creek Youth Development Center** | Long Creek Youth Development Center 675 Westbrook Street  South Portland, Maine |

1. **Data Ownership**

All information, materials and data obtained under the contract resulting from this RFP will be exclusively owned by the Department. Upon termination of the awarded contract for any reason, or upon request of Department, the awarded Bidder will agree to convey Department Data to the Department or their designated agent, at no extra charge and in a format agreed upon by both parties.

**PART III KEY RFP EVENTS**

1. **Questions**
   1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
      1. Bidders and other interested parties should use **Appendix G** (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 following website no later than seven (7) calendar days prior to the proposal due date: [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 a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.
2. **Amendments**

All amendments released in regard to the RFP will also be posted on the following website: [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.

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](mailto: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](mailto: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# 202507106 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)

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

*PDF format preferred*

**Appendix C** (Organization Qualifications and Experience Form) and all required information and attachments stated in PART IV, Section II.

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

*PDF format preferred*

**Appendix D** (Technical Assessment Form) and all required information and attachments stated in PART IV, Section III.

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

*PDF format preferred*

**Appendix F** (Cost Proposal Form) and 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.

Bidders’ 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 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 shows 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.

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

* 1. **Overview of the Organization**

Bidders must complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three (3) examples of projects which demonstrate their experience and expertise in performing these services, as well as highlighting the Bidder’s stated qualifications and skills. Projects demonstrating a Bidder’s experience with state correctional organizations are preferred.

* 1. **Subcontractors**

If subcontractors are to be used, Bidders must provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

Bidders must provide an organizational chart.  The organizational chart must include the project being proposed.  Each position must be identified by position title and corresponding to the personnel job descriptions.

* 1. **Litigation**

Bidders must attach 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.

* 1. **Certificate of Insurance**

Bidders must provide a 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.

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

* 1. **Technical Assessment**

Bidders must complete **Appendix D** (Technical Assessment Form) to describe the Bidder’s capability to meet the stated requirements and policies identified in this RFP.

* 1. **Services to be Provided**

Bidders must discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer, including a description of the methods and resources the Bidder will use and how each task involved will be accomplished. Bidders must also describe how the expectations and/or desired outcomes as a result of these services will be achieved. If subcontractors are involved, Bidders must clearly identify the work each will perform.

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

* 1. **General Instructions**
     1. Bidders must submit a cost proposal that covers the period starting February 1, 2026, and ending on March 31, 2031.
     2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
     3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
  2. **Cost Proposal Form Instructions**

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

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

1. **Evaluation Process – General Information**
   1. An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
   2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the State of Maine.
   3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of the 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)** |
| **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. | **(20 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. | **(50 points)** |
| **Section IV.** | **Cost Proposal**  Proposal materials to be evaluated in this section:all elements addressed above in Part IV, Section IV of the RFP. | **(30 points)** |

* 1. **Scoring Process:** For proposals that demonstrate meeting the eligibility requirements in Section I, if applicable, 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 (“Total Five-Year Cost” on the Cost Proposal Form) will be assigned a score according to a mathematical formula. The lowest bid will be awarded 30 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 “Total Five-Year Cost” / “Total Five-Year Cost” of proposal being scored) x 30 = pro-rated score

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

* 1. **Demonstrations:** The Department reserves the right to request demonstrations from the highest scoring Bidders. These demonstrations will be conducted after the initial evaluation and scoring of all proposals received in response to this RFP. Demonstrations will be held at 25 Tyson Building, 3rd Floor in Augusta, Maine the week of October 27th, 2025. The Department may revise the Section II and Section III scores assigned in the initial evaluation based on clarifying information provided during demonstrations.
  2. **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 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. Bidders shall carefully review the IT-SC.

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

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

* 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** – Qualifications and Experience Form

**Appendix D** – Technical Assessment Form

**Appendix E** – Service Level Agreement (SLA)

**Appendix F** – Cost Proposal Form

**Appendix G** – Submitted Questions Form

**APPENDIX A**

**State of Maine**

**Department of Corrections**

**PROPOSAL COVER PAGE**

**RFP# 202507106**

**Body-Worn Cameras**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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:** |  |
| **Headquarters Street Address:** | |  | | |
| **Headquarters 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 Corrections**

**RESPONSIBLE BIDDER CERTIFICATION**

**RFP# 202507106**

**Body-Worn Cameras**

|  |  |
| --- | --- |
| **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 Corrections**

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202507106**

**Body-Worn Cameras**

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

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

|  |
| --- |
| **Provide a description of projects that occurred within the past five (5) years which reflect experience and expertise needed in performing the functions described in Part II – Scope of Services to be Provided of the RFP. Contract history with the State of Maine, whether positive or negative, may be considered in evaluating proposals even if not provided by the Bidder.**  **As stated in PART IV, Section II., 1. Of the RFP: “Projects demonstrating a Bidder’s experience with state correctional organizations are preferred.”** |

|  |  |
| --- | --- |
| **Project One** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

|  |  |
| --- | --- |
| **Project Two** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

|  |  |
| --- | --- |
| **Project Three** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

**APPENDIX D**

**State of Maine**

**Department of Corrections**

**TECHNICAL ASSESSMENT FORM**

**RFP# 202507106**

**Body-Worn Cameras**

Bidders must complete the Technical Assessment Form embedded below.

The Technical Assessment Form may be obtained by double-clicking the Excel (xlsx) icon below.

****

**APPENDIX E**

**State of Maine**

**Department of Corrections**

**SERVICE LEVEL AGREEMENT (SLA)**

**RFP# 202507106**

**Body-Worn Cameras**

**State Administration Support**

This Service Level Agreement defines the required service levels for the provision, support, and maintenance of body-worn camera hardware and software deployed within Maine's juvenile and adult correctional facilities. The SLA establishes performance metrics, responsibilities, and remedies to ensure reliable, secure, and continuous operation. This support shall include, but not be limited to:

1. All body-worn camera hardware,
2. Associated software, storage, and data management solutions,
3. Technical support services, and
4. Ongoing maintenance.

**Service Availability (Cloud-Based Platform or Web Portal)**

In addition to scheduled downtime and force majeure events, there may be events that from time to time will make the system inaccessible for a limited amount of time due to unforeseen application, hardware, network, power and/or Internet outages. Otherwise, the guarantee that the application will be available at least 99% of the time, measured on a monthly basis. For purposes of this agreement, the term "available" means that the core functionality of the application is available over the internet from at least one internet backbone, excluding scheduled downtime, force majeure or any loss or interruption of services resulting from actions or inactions of the Department users, or their respective equipment or service providers.

Actual Availability of the Application will be calculated with the following formula:

**(X/Y) x Z**

Where:

X = Total Unscheduled Downtime minutes in a month

Y = Total minutes in said month less Scheduled Downtime minutes less the number of Force Majeure minutes

Z= 100

**Schedule Downtime**

The Provider will make the Application available for the Department’s access seven (7) days a week, twenty-four (24) hours a day. So long as Provider compiles with the limitations contained in this paragraph, Provider is permitted to perform periodic maintenance on the Application for purposes of system upgrades, maintenance, and backup procedures (“Scheduled Downtime"). All Scheduled Downtime will either be performed seamlessly to the Authorized Users (so that they are unaware of the Scheduled Downtime) or, if not seamless, will:

1. Be provided upon three (3) days advance written notice to the Department,
2. Be limited to Department's non-core business hours as much as practicable, and
3. Not exceed four (4) hours per month.

In addition to Scheduled Downtime, downtime may be caused by circumstances beyond Provider's control including acts of God, acts of government, flood, fire, earthquakes, acts of terror, war, third party strikes and other labor problems, computer and telecommunications failures and delay's not within Provider's control, and network intrusions or denial of service attacks, but only to the extent the unavailability was the result of Provider's failure to take reasonable and commercial care to mitigate or prevent such an attack or intrusion ("Force Majeure").

**Help Desk Support**

The Provider shall be available to provide technical support between the hours of 8:00 AM EST and 5:00 PM EST, Monday through Friday, excluding major holidays. The successful Bidder must provide a user-focused help desk, where system users can receive live technical support regarding system functionality. This help desk must become available immediately after receiving the Department’s official acceptance of the implemented solution.

Telephone support representative(s) shall serve as the Department's interface with the Provider and shall ensure that reported errors are handled in a timely manner as specified herein. The Provider shall provide to the Department in writing, the name(s) and telephone number(s) of such telephone support representative(s) within ten (10) days of the execution of a contract. All errors shall be investigated and if the error relates to the Service, or is directly caused by the Service,

1. An error report shall be opened,
2. The error shall be assigned to a severity level as per the provisions of the “Priority Levels and Response Time” clause, and
3. The error shall be resolved, and an update provided to the Department, in accordance with the procedures and processes set forth in this schedule.

Additionally, the Provider's telephone support representatives shall answer the Department's application and system questions related to the application and its use.

**Updates and Upgrades**

The Provider will make available to Department (at no additional cost) all updates and upgrades for the application, along with updated documentation describing the purpose and function of the updates and upgrades.

The Provider will ensure that updates or upgrades containing new features or enhancements to existing features are synchronized with the previous version. Such updates and upgrades shall not degrade the performance, functioning or operation of the application.

After an update or upgrade has been incorporated into the service or applications and accepted by Department, the update or upgrade shall be considered part of the service or applications for all purposes. The Provider will not install or attach any updates, upgrades or any other modification to the Application (electronically or otherwise), without first obtaining the Department's approval.

All updates and upgrades will be compatible with the previous version of the service and its associated data and with any applications interfacing with such applications prior to the update or upgrade, and not eliminate any of the material functions, features or performance of the previous version.

The Provider will ensure the migration path for all updates and upgrades incorporates a process that will allow the Department to regress from the new update or upgrade if problems develop that Department perceives to be attributable to said new update or upgrade. In all cases, changes will be reversible so they can be backed out if necessary.

**Documentation**

The Provider will provide modified documentation to the Department to correspond to changes made to the service, upon delivery of such update or upgrade within thirty (30) days of such changes.

**Problem Resolution**

The Provider will develop and make available to the Department through updates and upgrades, all modifications and revisions required to enable the service to operate in compliance with its specifications. For the avoidance of doubt, the problem resolution provided by the Provider must correct the error for the version of application being used by the Department. The Provider shall not be deemed to have satisfied its obligation to resolve errors by requiring Department to move to a new version of the application.

The application shall not be considered to have been repaired or restored to satisfactory operating conditions, if within forty-eight (48) hours from the time such update or upgrade is turned over to the Department as being in fully operable condition, the application requires additional remedial maintenance.

**Priority Levels and Response Time**

A priority scheme will be applied to all technical support requests sent to the successful Bidder according to the following criteria. Response means acknowledgment and active triage by vendor support personnel.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Priority** | **Impact** | **Definition** | **Response Time**  (During Hours of Operation) | **Resolution Time** |
| 1 | Critical | System-wide outage or major failure affecting core operations | 2 hours | 24 hours |
| 2 | High | Major functionality loss for multiple users (e.g., upload failure, recording failure) | 1 business day | 2 business days |
| 3 | Normal | Individual user issues, degraded performance, or bugs | 1 business day | 3 business days |
| 5 | Other | Minor bugs | 2 business days | Best effort |

**Notification**

The Provider shall produce a monthly report indicating whether the service meets the contract service level and must provide:

1. All support services provided by the Provider,
2. All other services provided by the Provider,
3. The actual response time of the Provider's personnel to each Department request for support service,
4. The duration of each error,
5. The time expended by the Provider until the service was restored to proper operating condition,
6. The "root cause" of each Priority 1 or Priority 2 error corrected by the Provider, and
7. Corrective actions taken by the Provider to prevent the recurrence of an error.

**Remedies and Termination Rights**

In the event the Service Availability drops below:

1. 98.5% for two consecutive calendar months during the subscription term, or
2. 96.5% in any single calendar month.

The Department may request to terminate the relevant service with no penalty. Such termination will be effective as of the end of the then-current billing period and no additional fees will be charged.

**APPENDIX F**

**State of Maine**

**Department of Corrections**

**COST PROPOSAL FORM**

**RFP# 202507106**

**Body-Worn Cameras**

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

Bidders must submit a cost proposal that includes the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements. The proposed cost must be presented as a fixed amount.

The “Total Five-Year Cost” amount from the Cost Proposal From will be used to score the cost proposal as defined Part V, B, 3 of the RFP.

The Cost Proposal Form may be obtained by double-clicking the Excel (xlsx) icon below.

*Please note: The Cost Proposal Form contains a separate tab for each potential contract year. Each of the five contract year tabs is required to be completed by Bidders. The sixth tab will automatically calculate the “Total Five-Year Cost” that will be used in the scoring of the cost proposal.*



**APPENDIX G**

**State of Maine**

**Department of Corrections**

**SUBMITTED QUESTIONS FORM**

**RFP# 202507106**

**Body-Worn Cameras**

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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