State of Maine
RFP / Proposal Master Score Sheet

Instructions: Complete the Master Score Sheet below providing all of the requested information for each bidder that submitted a proposal in response to the RFP. This document is to be included in the Selection Package submitted to the Division of Procurement Services for review/approval.

| SCORESHEET FOR RFP# 202003044: Computer Assisted Mass Appraisal System (CAMA) |
|---------------------------------|-----------------|-----------------|-----------------|
| PROPOSAL SUBMITTED BY:          | Harris Govern   | Tyler Technologies, Inc. | Vision Government Solution |
| COST:                           | Cost: $2,736,291 | Cost: $812,196  | Cost: $360,534  |
| EVALUATION ITEM                 | POINTS AVAIL.  |
| Section I: Organization Qualifications and Experience | 15 | 5 | 10 | 13 |
| Section II: Proposed Services   | 60 | 30 | 40 | 35 |
| Section III: Cost Proposal      | 25 | 3  | 11 | 25 |
| TOTAL                           | 100 | 38 | 61 | 73 |
Award Justification Statement
RFP# 202003044 - Computer Assisted Mass Appraisal System

I. Summary
Maine Revenue Services (MRS) is seeking proposals to replace its current legacy Computer Assisted Mass Appraisal (CAMA) System. MRS uses its existing CAMA application to determine the assessed value for all taxable and tax-exempt property, land and buildings in the UT. This application is approaching end of life status. The Department is seeking a perpetual license for Commercial-Off-the-Shelf (COTS) CAMA solution to be hosted by the State in a Windows Server/SQL Server environment.

II. Evaluation Process
Proposals were reviewed by a group consisting of subject matter experts—individuals who have knowledge of property tax, who use the current CAMA system, and who will use the new system—as well as individuals with a background in IT and knowledge of MRS systems. Proposals were ranked based on qualifications and experience of the bidders, ability to provide the proposed services, and cost.

III. Qualifications & Experience
Vision had more recent experience, with 97 CAMA implementations in the last 10 years, the most of any of the proposed bidders. Vision also had considerably more Maine experience than the other bidders, with 8 implementations in Maine in the last 10 years.

IV. Proposed Services
- Vision was the only bidder whose implementation schedule met or exceeded the scheduled requested in the RFP (8 months)
- Vision provides both an onboarding process onto the new system for employees as well as monthly trainings and meetings for the MRS users
- Vision bid offered an on-prem solution, as requested by the RFP, rather than SAAS (one of the other two bidders was SAAS)

V. Cost Proposal
Vision Government Solutions - $360,534
Tyler Technologies, Inc. - $812,196
Harris Govern - $2,736,291

VI. Conclusion
Vision had the most experience with successful implementations of any of the bidders, in particular, the most experience with implementations in Maine. While all of the proposals provided similar levels of service, the Vision proposal was significantly less expensive.

Rev. 7/11/2019
Dear Tasha Vincent,

Please see attached notice regarding State of Maine RFP# 202003044.

Thank you,

-Peter

Peter W. Lacy  
Director, Property Tax Division  
Maine Revenue Services  
(207) 624-9708  
peter.w.lacy@maine.gov
June 17, 2020

Tasha Vincent, Director of V8 Sales
Vision Government Solutions, Inc.
1 Cabot Road, Suite 100
Hudson, MA 01749

SUBJECT: Notice of Conditional Contract Award under RFP # 202003044, Computer Assisted Mass Appraisal System

Dear Tasha Vincent:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Administrative and Financial Services for a Computer Assisted Mass Appraisal System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

• Vision Government Solutions, Inc.

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

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

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract. A Statement of Appeal Rights has been provided with this letter; see below.
Thank you for your interest in doing business with the State of Maine.

Sincerely,

Peter W. Lacy
Director, Property Tax Division
Maine Revenue Services
(207) 624-9708
peter.w.lacy@maine.gov
STATEMENT OF APPEAL RIGHTS

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

Please see attached notice regarding State of Maine RFP# 202003044.

Thank you,

-Peter

_________________________________
Peter W. Lacy
Director, Property Tax Division
Maine Revenue Services
(207) 624-9708
peter.w.lacy@maine.gov
June 17, 2020

Bob Marshall, Senior Account Executive
Tyler Technologies, Inc.
One Tyler Way
Moraine, Ohio 45439

SUBJECT: Notice of Conditional Contract Award under RFP # 202003044, Computer Assisted Mass Appraisal System

Dear Bob Marshall:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Administrative and Financial Services for a Computer Assisted Mass Appraisal System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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[Signature]

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Dear Richard Beaini,

Please see attached notice regarding State of Maine RFP# 202003044.

Thank you,

-Peter

Peter W. Lacy  
Director, Property Tax Division  
Maine Revenue Services  
(207) 624-9708  
peter.w.lacy@maine.gov
June 17, 2020

Richard Beaini, Vice President, Major Accounts
Harris Systems USA Inc. DBA Harris Govern
760 N. Watters Road, Suite 100
Allen, Texas 75013

SUBJECT: Notice of Conditional Contract Award under RFP # 202003044, Computer Assisted Mass Appraisal System

Dear Richard Beaini:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Administrative and Financial Services for a Computer Assisted Mass Appraisal System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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# STATE OF MAINE

TEAM CONSENSUS EVALUATION NOTES

RFP #: 202003044  
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)  
BIDDER: Vision Government Solutions, Inc.  
DATE: May 1, 2020

**********************************************************************************

Instructions: The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is not meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.

DEPARTMENT NAME: DAFS/MRS  
NAME OF RFP COORDINATOR: Peter W. Lacy  
NAMES OF EVALUATORS: Maria French, Nichole Philbrick, Lisa Whynot, Scott Armington, Rhonda Ainslie, Justin McMann

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## SUMMARY PAGE

<table>
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<tr>
<th>Numerical Score:</th>
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<td>Section II. Proposed Services (Max: 60 Points)</td>
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<td>Section III: Cost Proposal (Max: 25 Points)</td>
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Rev. 1/3/2020
STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER: Vision Government Solutions, Inc.
DATE: May 1, 2020

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

Total Points Available: 15      Score: 13

*****************************************************************************

Evaluation Team Comments:

Section I – Organization Qualifications and Experience

1. Overview of the Organization
   a. 8 implementations in Maine in last 10 years, 97 overall.

2. Subcontractors
   a. Optional field module provided by separate company (DataCloud).

3. Organizational Chart

4. Project Staffing
   a. Specific staff named

5. Resumes

6. Litigation

7. Financial Viability
   a. Not audited financial statements, would need actual audited financials.
   b. Big losses in prior years.

8. Licensure/Certification

9. Certificate of Insurance
STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER: Vision Government Solutions, Inc.
DATE: May 1, 2020

******************************************************************************

EVALUATION OF SECTION II
Proposed Services

Total Points Available: 60    Score: 35

******************************************************************************

Evaluation Team Comments:

Section II -- Proposed Software and Services
1. Proposed Software
   a. Does not support percentage based valuation reductions.
   b. Partially meet ADA requirements (no explanation).
   c. Did not meet eFax, SFTP file transfer protocol.
   d. Embedded GIS, sketching, and public access included.
   e. Partially meeting all three OIT policies.
   f. Does not meet requirement to be thin-client and compatible with Internet Explorer, Chrome, Firefox, Safari, and Edge browsers.
   g. Ability to track appeal and has exemption workflow/audit trails.
   h. 18 partially met, 6 functional. 15 not met, 1 functional.
   i. Not meet requirement that application fails in secure state.
   j. Don’t have purge/archive capabilities.

2. Implementation Services to be Provided
   a. Onboarding process for employees.
   b. Monthly trainings plus State of Maine user group w/ meetings.

3. Implementation -- Work Plan
   a. 6 month implementation plan (RFP requested 8 month).

4. Hardware Specifications
   a. COTS user license includes 25 users, 3rd party field option is different licensing arrangement.
STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202003044  
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)  
BIDDER: Vision Government Solutions, Inc.  
DATE: May 1, 2020

*********************************************************************************************************************************************

EVALUATION OF SECTION III  
Cost Proposal  
Price: Comparison with Lowest Bid

Total Points Available: 25  
Score: 25

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Evaluation Team Comments:

Field option is SAAS, rather than on premise. 3 year, not 10 year.
STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER: Tyler Technologies, Inc.
DATE: May 1, 2020

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DEPARTMENT NAME: DAFS/MRS
NAME OF RFP COORDINATOR: Peter W. Lacy
NAMES OF EVALUATORS: Maria French, Nichole Philbrick, Lisa Whynot, Scott Armington, Rhonda Ainslie, Justin McMann

SUMMARY PAGE

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Rev. 1/3/2020
STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER: Tyler Technologies, Inc.
DATE: May 1, 2020

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

Total Points Available: 15        Score: 10

******************************************************************************

Evaluation Team Comments:

Section I – Organization Qualifications and Experience

1. Overview of the Organization
   a. Only 2 in Maine overall (over 10 years ago).
   b. 68 implementations overall.

2. Subcontractors
   a. Third party data center.

3. Organizational Chart

4. Project Staffing
   a. Did not identify any staff

5. Resumes

6. Litigation

7. Financial Viability
   a. No issues identified

8. Licensure/Certification

9. Certificate of Insurance

Rev. 1/3/2020
STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER: Tyler Technologies, Inc.
DATE: May 1, 2020

*******************************************************************************
EVALUATION OF SECTION II
Proposed Services

Total Points Available: 60       Score: 40

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Evaluation Team Comments:

Section II – Proposed Software and Services

1. Proposed Software
   a. No embedded GIS module.
   b. No public access proposal (optional item).
   c. SAAS, not perpetual.
   d. Baseline meets all three MIT policies and W3C, partially meets ADA.
   e. Statistical analysis dashboard helpful.
   f. Can interface with APEX, already familiar with in the Division. Have native app as well.
   g. Ability to deal with TIF districts.
   h. Does not support percentage valuation reductions.
   i. 3 partial requirements, 1 functional. 4 not met, 0 functional.
   j. Does not support HEIF image file type.
   k. Included four reports, but also includes built in reports.

2. Implementation Services to be Provided
   a. Classroom/curriculum onsite training program.
   b. Train the trainer sessions.

3. Implementation – Work Plan
   a. 10.5 months for implementation (8 months listed in RFP).

4. Hardware Specifications
   a. SAAS, not on Maine hardware.
   b. Oracle, rather than SQL as stated in RFP.
STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER: Tyler Technologies, Inc.
DATE: May 1, 2020

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EVALUATION OF SECTION III
Cost Proposal
Price: Comparison with Lowest Bid

Total Points Available: 25  Score: 11

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Evaluation Team Comments:
Not a fixed price bid, estimated numbers.
Estimated travel $35,000 not included in cost. Added to cost proposal for purposes of scoring section III.
STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER: Harris Govern
DATE: May 1, 2020

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DEPARTMENT NAME: DAFS/MRS
NAME OF RFP COORDINATOR: Peter W. Lacy
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Rev. 1/3/2020
STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER: Harris Govern
DATE: May 1, 2020

******************************************************************************

EVALUATION OF SECTION I
Organization Qualifications and Experience

Total Points Available: 15                      Score: 5

******************************************************************************

Evaluation Team Comments:

Section I – Organization Qualifications and Experience

1. Overview of the Organization
2. Subcontractors
3. Organizational Chart
4. Project Staffing
5. Resumes
6. Litigation
7. Financial Viability
8. Licensure/Certification
9. Certificate of Insurance
STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER: Harris Govern
DATE: May 1, 2020

******************************************************************************

EVALUATION OF SECTION II
Proposed Services

Total Points Available: 60     Score: 30

******************************************************************************

Evaluation Team Comments:

Section II – Proposed Software and Services

1. Proposed Software
   a. Concerns about accessibility/ADA comments from vendor
   b. Costs not included because development was required
   c. Field option would require remote desktop, might require local admin rights
   d. Current release being offered is 10 years old
   e. Integration with existing GIS systems, but no native GIS system
   f. eFax not compatible with software
   g. 13 requirements partial met, 3 functional, 6 requirements not met, 1 functional.
   h. 2 requirements (T28, T29) say they meet, but state in notes that cost will need to be negotiated
   i. Two factor authentication still in testing.
   j. Appeals module would be helpful.
   k. Online portal capabilities included.

2. Implementation Services to be Provided
   a. Responsibility for PTM integration on MRS/MIT.
   b. One cycle of testing only, additional are on MRS.
   c. Cleanup needs to be completed before testing.
   d. MIT responsible for preparing technical environment.
   e. Upgrade twice a year.
   f. Partial deployment certification.

3. Implementation – Work Plan
   a. Implementation estimated at 11 months (RFP requested 8 months).

4. Hardware Specifications
   a. Could require local admin rights/remote desktop to be functional for field staff.
STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER: Harris Govern
DATE: May 1, 2020

******************************************************************************
EVALUATION OF SECTION III
Cost Proposal
Price: Comparison with Lowest Bid

Total Points Available: 25  Score: 3
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Evaluation Team Comments:

Bid did not include travel.
Partially met requirements that are not included in the bid price.
Added estimated $35,000 in travel costs to section III scoring.
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Vision Government Solutions, Inc
DATE: 4/27/2020
EVALUATOR NAME: Rhonda Ainslie
EVALUATOR DEPARTMENT: DAFS/MRS

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

Individual Evaluator Comments:

I. Organization Qualifications and Experience
   1. Overview of Organization-P
      • 97 implementations in last 10 years
      • 8 completed implementations in the SOM in the last 10 years
      • Supports 53 Maine municipalities.
      • 420 customers, including the largest city in the country New York City, 1.1 million parcels, Washington, D.C., as well as by similar municipalities across New England with 1,000 parcels.
      • 50% with Vision for more than 20 years
      • Industry leader since 1975
      • 110 specialized employees
   2. Subcontractors
      • Does not use subcontractors for CAMA development, implementation or PM services.
      • Partners with Data Cloud Solutions for mobile field module
   3. Organizational Chart
      • Pg. 5 Company
      • Pg. 6 Project Team- experience P
         1. PM- 10 years converting legacy systems to Vision 8; 21 years appraisal experience. With company since 2006.
         2. SME/Product Manager- experience with more than a dozen CAMA projects. With company since 1982.
         3. An additional three members of the proposed team provide over 5 years of combined experience within Vision.

II. Proposed Services
    1. Services/Product to be Provided
       • Type of license, COTS user licensing for 25 users
       • License agreement duration-Perpetual license
       • 10-year maintenance agreement included
       • Third party software- Data Cloud Solutions, LLC
          1. One-time site server license + 1 client access license per mobile device (no limit)
          2. License agreement duration- initial 3 years, annual renewal thereafter.

Rev. 2/4/2020
2. Functional/Technical requirements

- Many requirements are met with baseline
- 005-P-
- 011-P-
- 014-P
- 015A-NM? vendor does not explain application user interface must be thin-client and compatible with IE, Chrome, Firefox, Safari and Edge
- 016-P batch validation
- 018 & 019-P- ADA compliance Section 508 Rehabilitation Act including Web Content accessibility Guidelines 2.0- Negative - no comment related to line references. Additional information related to WCAG 2.0 provided -J Accessibility guidelines pg. 35.
- T05-D-P
- T05-F, G-NM- E-fax, SFTP (SSH file transfer protocol) Network
- T07-D-NM-N- ability to store any site-specific code in a Source Control tool, with versioning, backup/restore and user level security.
- T14-Batch validation P- Validation is done at parcel recalculation- Negative.
- T15, T16, T18-NM- suspend batch input failing validations, edits and continue processing- review and correct. Recognize a reject, allow review and reprocess
- T21-NM-provide purge, archival, restoration
- T23, T24-NM
- T25-T33-P- Security, custom importing is not part of COTS, HTTP is not applicable to Vision 8 but Vision Web-Portal complies
- T31-T33-NM
- T38-P-encrypt in flight and at rest
- T41-C-NM- application fails in a secure state
- T41-I-NM-allow security admin to manually log out a user
- T41-M-NM-
- T43-T45-P- OIT Policies
- Compliant with all Maine statutes and regulations-D- pg. 6
- Annual support agreement includes legislative updates at no additional cost.
- SQL based platform
  1. Option for cloud hosting
- Pg. 8 Capture every database change -Positive
- Integration with other products- ArcGIS, Aerial; also supports personal geodatabases.
- Native sketching module

- Major (feature) version every 6-8 weeks. Bug fix, patching 2-4 weeks.
- Project management and methodology – agile scrum- 2-week iterations
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Tyler Technologies
DATE: 4/27/2020
EVALUATOR NAME: Rhonda Ainslie
EVALUATOR DEPARTMENT: DAFS/MRS

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

Individual Evaluator Comments:

I. Organization Qualifications and Experience
   1. Overview of Organization-P
      • 68 implementations in last 10 years
      • 0 in Maine in last 10; 2 in last 15
      • Client base 15,000 local gov in all 50 states, Canada, Caribbean, UK...
      • Public Sector focus
      • Appraisal & Tax Established 1938
      • Employees over 3,800

   2. Subcontractors
      • N/A

   3. Organizational Chart
      • Pg. 11 Company
      • Pg. 12 project team-Pg. 13
        1. PM- 2 ½ yrs. with company- including projects with State of Massachusetts; Keene, NH; Providence, RI; Windsor Locks, CT; New York City, NY; York County, PA.
        2. Implementation Consultant- 3 ½ years, experience with Mass IT-Boston MA

II. Proposed Services
   1. Services/Product to be Provided
      • Hosted (proposal Pg. 24 6.2, 27) or on ME hardware see RFP? - proposed SAAS Subscription—MRS expected services Pg. 7.
        1. Proposed subscription based hosted solution because of State’s SQL server requirement
        2. Initial Period SaaS fees begin at project start
        3. Pricing includes 4 reports, 2 forms
        4. 2 resource weeks of training
        5. 1 resource week for on-site go-live

   2. CAMA Assessment Administration
      • Oracle 12c
      • 10-year license agreement
      • 10-year maintenance agreement included

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Tyler Technologies
DATE: 4/27/2020
EVALUATOR NAME: Rhonda Ainslie
EVALUATOR DEPARTMENT: DAFS/MRS

3. Functional/Technical requirements
   • Majority met by baseline including all image file types
   • Compliance with Accessibility standards- see Pg. 57- ?
   • T05-H- MSFT SQL Server 2016-NM
   • T06-A, B, D, F- P – SaaS -two environments Test, Prod
   • T28- conservatively NM- not custom in iasWorld; however, products utilized support encryption- Oracle. IE, Windows Server, .NET
   • T29, T31, T32 – NM—see explanations on pg. 61, 62, 98
   • Baseline meets OIT policies, accessibility, security, deployment cert.
   • Appears to be very robust product- includes public access and field mobile features.
   • Photos and sketches- iasWorld or APEX? Pg. 92 (RFP pg. 7)- impact?
   • iasWorld leverages Esri’s ArcGIS pg. 94 (or can use State approved) impact?
   • Desktop and tablet requirements, pages 112 and 113, respectively. Browser-IE11- Edge is not currently certified.

• Project management and methodology follows industry standards
• Major releases 12-15 months
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Harris Govern
DATE: 4/29/2020
EVALUATOR NAME: Rhonda Ainslie
EVALUATOR DEPARTMENT: DAFS/MRS

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

Individual Evaluator Comments:

I. Organization Qualifications and Experience
   1. Overview of Organization-
      • 18 CAMA implementations in last 10 years
      • 0 in Maine in the last 10 years- many “first-in-State”
      • 66 clients, one at the State level
      • Inception 1989
   2. Subcontractors
      • If subcontractors are to be used Harris will provide relevant information.
      • Harris does not believe conversion of existing Apex sketches will work with RealWare- APEX may need to be subcontracted for services.
   3. Organizational Chart
      • Pg. 5-7 sample project org chart and project staffing chart provided.
      • Experienced team
        1. PM-1 year with Harris, 15 years of experience with other companies
        2. BA/manager -Harris since 11/2004, 15 years assessor/fee appraisal
        3. Conversion Manager- Harris since 2014

II. Proposed Services
   1. Services/Product to be Provided
      • Site license
      • License agreement duration- perpetual
      • Maintenance – 10 years- renewed annually thereafter.
   2. Functional/Technical requirements
      • Conversion of sketches- Concern- integrated with Apex but conversion maybe an issue- uses Apex V5- Pg. 40 Concern
      • Seamless integration with GIS, Matrix
      • NEMRC conversion experience- Positive
      • Many requirements are met with baseline
      • 004-A P-integrated photo management
      • 015-A-NM-browser compatibility-
      • 018-Compliance with Accessibility Standards -P- Negative- HGO has many ADA items but not all are met- additional review would be needed

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Harris Govern
DATE: 4/29/2020
EVALUATOR NAME: Rhonda Ainslie
EVALUATOR DEPARTMENT: DAFS/MRS

- T01-C-B - however, NM- per pg. 16 – vendor needs better understanding
- T05-F - NM- out of scope would manage through a change order if required
- T05-G - P- out of scope would manage through a change order if required
- T11- P- ListBuilder provides information except data types
- T19-B - however, pg. 16 - on prem proposal- functions to be handled by MRS. If required of vendor this would need an extended maintenance agreement and at an additional cost.
- T20-P- Development required. Cost not included.
- T21-NM- Development required. Cost not included
- T28- & 29-B-. however, pg. 16. Notes indicate P or NM designation for some requirements would need to be mutually decided on during contract process and associate related costs.
- T33, 34,36-P-security- gap analysis maybe needed
- T41- application fails in a secure state- NM- not impose a risk to data corruption, data is not lost and is protected.
- T41-I - P- development needed
- T41-L- 2 factor P-currently testing with Azure
- T41-M-NM- restricted access to program libraries—ClickOnce Software dlls are installed on user accounts giving them access to run and execute the applications- grants user access to dlls (require local admin rights?)
- T42-P- accessible over the internet to remote locations- would need to access via remote desktop
- T43-NM-OIT web accessibility usability policy
- T45-P-OIT deployment cert- application developed before these were in place, expect may require development to meet requirements.

Releases monthly- Recommend upgrading twice a year.
Maintenance updates provided on a regular basis- tri-annually
Standard implementation methodology- 11 month
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Vision Government Solutions, Inc.
DATE: April 28, 2020
EVALUATOR NAME: Maria French
EVALUATOR DEPARTMENT: Maine Revenue Services, Property Tax Division

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

Individual Evaluator Comments:

Directions: Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.

I. Functional and Technical Requirements
   1. Functional Requirements
      • 018 – CAMA system including all CAMA, internet Portal, field components and other components shall be compliance with ADA – bidder indicated they partially meet this requirement but did not include comments.
      • 011- B – system must support flat rate and percentage based value reduction exemptions – bidder indicated they only support flat rate reductions.
      • 014 – Bidder partially meets, did not include comments.
      • 015 – Application interface must be thin-client and compatible with IE, Chrome, Firefox, Safari, and Edge browsers – Bidder indicated that they do not meet this requirement and did not include comments.
   2. Technical Requirements
      • T25 and T26 is not part of COTs package, per notes from Bidder.
      • T43-T45 – partially met, is the alternative acceptable?
      • Appeals – proposal states can be tracked and managed in database (pg. 7) – does this mean that appeals can be completed through the system?
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Tyler Technologies, Inc.
DATE: April 27, 2020
EVALUATOR NAME: Maria French
EVALUATOR DEPARTMENT: Maine Revenue Services, Property Tax Division

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

Individual Evaluator Comments:

Directions: Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.

I. Functional and Technical Requirements
   1. Compliance with Accessibility Standards
      • 018 – CAMA system including all CAMA, internet Portal, field components and other components shall be compliance with ADA – comments indicate there are some plug ins/libraries, third party tools and features that are not fully compliant with section 508 1194.22 – is this acceptable?
      • H – pg. 59 – CAMA system must be MSFT SQL server 2016 – this requirement is not met – is this acceptable?
      • Some areas under Technical Environments T06 pg. 59 only partially met – is this acceptable?
      • Security – T28 and T29 pg. 60 – FIPS and NIST requirements are not met – comments state IE/Windows/.Net and Oracle offer encryption methods; also, iasWorld product not designed for federal agencies that NIST was designed to govern. Is Tyler’s alternative proposal acceptable?
      • T38 – if data is only encrypted “at rest” how will data “in flight” be secured? Is this an issue?

   2. General questions
      • Will this CAMA system have the ability to integrate with STARS?
      • Tyler prefers a classroom and curriculum approach for on-site training to ensure knowledge transfer, comprehension, and retention. A successful user training session is in a classroom environment with a computer for each user (minimum of one computer for every two users, but ideally one per user), a whiteboard, a printer in the room or nearby, and one computer connected to a projector – what alternatives does Tyler offer as classroom training may not be ideal
      • Data will be hosted offsite in Tyler data center – do we have the option to host onsite?
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Harris Govern
DATE: April 30, 2020
EVALUATOR NAME: Maria French
EVALUATOR DEPARTMENT: Maine Revenue Services, Property Tax Division

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

Individual Evaluator Comments:

Directions: Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.

1. Functional Requirements
   - 004-A – this requirement is partially met and adding this would be an additional cost.
   - 018 – ADA requirements – not all guidelines are met, per Bidder – is this acceptable?

2. Technical Requirements
   - T05-F – not met – E-Fax is not compatible with the software
   - T06 -demo/sandbox – there will be an additional cost if this is hosted by Bidder
   - T11 – partially met – all information is provided with exception of data type
   - T21- partially met – purge/archive – Bidder has never had the need to purge/archive as clients have not asked
   - T34 and T36 – partially met – admin function for separate controls for new/add/change/update/approve/query; access/update by page/user action – per Bidder, control for edit/new/hide data – additional analysis needed
   - T41-I – partially met – security administrator to log user out – per Bidder development would be needed for this function
   - T41-L – partially met – 2 factor authentication – currently in testing w/ Azure

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 20203044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Vision Government Solutions, Inc
DATE: 4/30/2020
EVALUATOR NAME: Justin McMann
EVALUATOR DEPARTMENT: Maine Revenue Services, Property Tax Division

**********************************************************************************************************************************************

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

**********************************************************************************************************************************************

Individual Evaluator Comments:

I. Organization Qualifications and Experience
   1. Overview of Organization
      • More than 420 customers 50% for more than 20 years
      • In 53 Maine Municipalities
      • Has done conversions from NEMRC in the past average time frame 5 months
      • 97 implementations in past 10 years 8 in Maine
   2. Subcontractors
      • None used
      • Does Partner with Data Cloud Solutions for mobile field module
   3. Organizational Chart
      • Provided organizational chart
   4. Etc.
      • Appear to be financially stable
      • Provided certificate of liability insurance

II. Proposed Services
   1. Services to be Provided
      • Appears to meet most functional requirements
      • Appears to not meet or partially meet several technical requirements
      • Interesting field module
   2. Implementation – Work Plan
      • Estimated 6 month implementation
      • Gave a sample timeline with key milestones

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 20203044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Tyler Technology
DATE: 4/29/2020
EVALUATOR NAME: Justin McMann
EVALUATOR DEPARTMENT: Maine Revenue Services, Property Tax Division

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

Individual Evaluator Comments:

I. Organization Qualifications and Experience
   1. Overview of Organization
      • Many prior conversions ranging in size – start with a Fit Analysis to ensure needs
      • Publicly Traded with strong balance sheet
      • Widely recognized as a market leader for local government- innovative & integrated
      • 68 implementations including the current ones in progress 2 in Maine more than 10 years ago
   2. Subcontractors
      • None
   3. Organizational Chart
      • Provided flow chart
   4. Etc.
      • Are currently in litigation
      • Appear to be financially stable
      • Provided certificate of insurance

II. Proposed Services
   1. Services to be Provided
      • Appear to meet most functional and technical requirements
      • Income and market approach options
      • TIF maintenance
      • Could use apex if desired
      • Field version
   2. Implementation – Work Plan
      • Did not specifically say how long implementation would take
      • Provided a sample timeline with detailed step by step procedure

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INDIVIDUAL EVALUATION NOTES

RFP #: 20203044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Harris Govern
DATE: 4/29/2020
EVALUATOR NAME: Justin McMann
EVALUATOR DEPARTMENT: Maine Revenue Services, Property Tax Division

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

Individual Evaluator Comments:

I. Organization Qualifications and Experience
   1. Overview of Organization
      • Knowledgeable staff with lots of experience
      • All 66 clients have updated to the latest (proposed) RealWare V5
      • One jurisdiction/client is at a state level
      • Publicly traded company with positive growth
      • 18 implementations in the past 10 years none in Maine
      • Large implementations from 65,000-300,000 parcels
   2. Subcontractors
      • Non listed?
   3. Organizational Chart
      • Provided organizational chart appears appropriate
   4. Etc.
      • Appear to be financially stable
      • Provided certificate of liability insurance

II. Proposed Services
   1. Services to be Provided
      • Appear to meet most functional and technical requirements
      • Tightly integrated with Apex which we are already familiar with
      • Does not meet all ADA guidelines
      • T06- Hosting cost for demo?
      • Access remote desktop only when out of office
      • Lots of modules available
      • RealWare Mobile sounds interesting – included in proposed cost?
   2. Implementation – Work Plan
      • 11 month implementation with some flexibility
      • Provided a detailed timeline

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Vision Government Solutions, Inc.
DATE: April 26, 2020
EVALUATOR NAME: Lisa Whynot
EVALUATOR DEPARTMENT: Maine Revenue Services, Property Tax Division

********************************************************************************

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

********************************************************************************

Individual Evaluator Comments:

Directions: Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.

I. Organization Qualifications and Experience
   1. Overview of Organization
      • 420 customers
      • 53 communities in Maine
      • NEMRC conversion experience
   2. Subcontractors
      • No subcontractors will be used in this project.
   3. Organizational Chart
      • Provided organizational chart
   4. Etc.
      • Litigation provided
      • Financially viable
      • Certificate of insurance provided

II. Proposed Services
    1. Services to be Provided
       • Mostly B
       • Few NM
       • P – ADA requirements
    2. Implementation – Work Plan
       • 6 months implementation plan. Sample provided – no scheduled time for training.

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Tyler Technologies
DATE: April 26, 2020
EVALUATOR NAME: Lisa Whynot
EVALUATOR DEPARTMENT: Maine Revenue Services, Property Tax Division

**********************************************************************************************************************

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators
for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for
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consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your
Department’s RFP Coordinator or Lead Evaluator for this RFP.

**********************************************************************************************************************

Individual Evaluator Comments:

Directions: Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample
below and these directions and replace with your own outline based on your RFP.

I. Organization Qualifications and Experience
   • Overview of Organization
     • Client base 15,000
     • 68 new past 10 years
     • 0 in Maine
   • Subcontractors
     • No subcontractors will be used in this project
   • Organizational Chart
     • Provided organizational chart
   • Etc.
     • Litigation provided
     • Financially viability provided
     • Certificate of insurance provided

II. Proposed Services
   • Services to be Provided
     • Mostly B – including ADA requirements
     • Few NM
     • Few P
   • Implementation – Work Plan
     • Work flow provided – time line not provided
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System (CAMA)
BIDDER NAME: Harris Govern
DATE: April 26, 2020
EVALUATOR NAME: Lisa Whynot
EVALUATOR DEPARTMENT: Maine Revenue Services, Property Tax Division

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

Individual Evaluator Comments:

Directions: Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.

I. Organization Qualifications and Experience
   - Overview of Organization
     - 66 clients using RealWare V5
     - Not many new clients for the last 5 to 10 years due to change to ReaWare
     - 2013 Harris Govern acquired Constellation Software, Toronto, Canada
   - Subcontractors
     - RealWare uses Apex Software same as our Computer Assisted Mass Appraisal system – if needed Apex will be contacted directly.
   - Organizational Chart
     - Provided organizational chart
   - Etc.
     - Litigation Provided
     - Financially viable
     - Certificate of Insurance provided

II. Proposed Services
   - Services to be Provided
     - Mostly B
     - Few NM –
     - P – ADA requirements – partially meets State requirements
   - Implementation – Work Plan
     - 11 month implementation plan starting June 2021
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System
BIDDER NAME: Vision Government Solutions, Inc.
DATE: April 27, 2020
EVALUATOR NAME: Scott Armington
EVALUATOR DEPARTMENT: OIT

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

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Individual Evaluator Comments:

Section I. Organization Qualifications and Experience (15 points)
Includes all elements addressed above in Part IV, B, Section I.

1. Overview of the Organization
   The Bidder is to complete Appendix C (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in this RFP. The Bidder is also to include three examples of projects which demonstrate their experience and expertise in performing these services as well as highlighting the Bidder’s stated qualifications and skills.
   (Page 3, 420 customers, 53 Maine municipalities.)
   (Page 4, 110 employees)
   (Page 5, 97 in 10yrs, 8 Maine 10yrs)
   (Page 5 The State of Maine conversion from NEMRC to Vision 8 would be completed by the Vision Implementation Team.)

2. Subcontractors
   If subcontractors are to be used, provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.
   (Page 13, “Vision partners with Data Cloud Solutions to provide a mobile field module”)

3. Organizational Chart
   Provide an organizational chart of the bidder’s organization. The organization chart must include the project being proposed. Each position must be identified by position title and corresponding to the personnel job descriptions and the Staffing Plan provided.
4. **Project Staffing**
   Provide a project organization chart showing the structure of your proposed implementation project team (including any subcontractors) and the relationship between the Bidder’s project team and the Department’s CAMA project team. Each position must be clearly labelled and described.

   (Page 15 JR 2006, GF 1982)

5. **Resumes**
   Provide resumes (limited to two (2) pages) for each individual proposed.


6. **Litigation**
   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 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 will be included, write “none” on submitted attachment.

   (Page 26 “none”)

7. **Financial Viability**
   Provide the following information for each of the past three tax years:
   - Balance Sheets
   - Income (Profit/Loss) Statements

8. **Licensure/Certification**
   Provide documentation of any applicable licensure/certification or any specific credentials required to provide the proposed services.

9. **Certificate of Insurance**
   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

   (Page 29)
Section II. Proposed Services (60 points)
Includes all elements addressed above in Part IV, B, Section II.

1. Proposed Software

(a) Respond to the functional and technical requirements listed in Appendix F

(FILE 3)

Compliance with Accessibility Standards
018 The implemented CAMA System including all CAMA, Internet Portal, field components, and other components shall be compliant with applicable portions of the Americans with Disabilities Act. “P”

022 The implemented CAMA System including all CAMA, Internet components, field components, and other components shall be compliant with the provisions of Section 508 of the Rehabilitation Act including the Web Content Accessibility Guidelines 2.0 “P”)

(Page 42 T38 The CAMA Solution must encrypt all data ‘at rest’ and ‘in flight’. P )

(Page 43
OIT Policies
T43 System will adhere to the OIT Web Accessibility Usability Policy
https://www.maine.gov/oit/policies/WebAccessibilityUsabilityPolicy.pdf  P
T44 System will adhere to the OIT Security Policy
T45 Vendor will provide OIT Application Deployment Certificate
https://www.maine.gov/oit/policies/Application-Deployment-Certification.pdf  P

T30 – HTTP is not applicable to Vision 8, but the Vision Web-Portal does comply.)

(b) Use Table 1 in Appendix G to provide key details related to the Proposed CAMA
software and license  
(Page 31, 256 release in production, GIS Module)

(c) Use Table 2 in Appendix G to provide key details about any third-party software that is part of the proposed solution. Provide additional tables if multiple third-party products are being proposed.

(Page 31 Data Cloud Solutions, LLC)

(d) Describe each software product proposed and each module within a proposed software product. The following information should be provided for each product:

(Page 49)

(1) Product name
(2) Product manufacturer/licensing entity
(3) Release number
(4) Software language(s) used
(5) Operating system used (and release)
(6) Database management system (and release)
(7) User interface (e.g. browser, GUI)
(8) Overview of functionality provided (diagrams and graphics permitted, 2,000-word limit)
(9) Proposed integration with other software products included in the proposal

Provide the following for each module of the proposed product:
(10) Module name
(11) Overview of functionality
(12) Key transactions, batch processes, views, and data stores provided

(e) Provide an overview of the CAMA functionality proposed. The following should be described:

(Page 54)

(1) Property records and attributes
(2) Property classifications
(3) Ownership
(4) Exemptions and Value Reductions
(5) Valuation approaches supported

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System
BIDDER NAME: Vision Government Solutions, Inc.
DATE: April 27, 2020
EVALUATOR NAME: Scott Armington
EVALUATOR DEPARTMENT: OIT

(6) Statistical analysis tools and capabilities
(7) Sketching capabilities
(8) GIS capabilities

(Page 60-61)

(9) Surveys
(10) Correspondence Management
(11) Document Management (PDF, Word, Excel, etc.)
(12) Ad hoc reporting
(13) Worklists
(14) Use of Marshall and Swift Data for Cost Valuation
(15) Publication of Valuation Book and Property Record Cards (to print)
(f) Describe the following in relation to proposed Internet components for publicly accessible data:

(Page 68 "Vision Government Solutions also offers a self-service web-based portal for taxpayers to view CAMA and GIS data online from the comfort of their own computers.")

1. Functions provided
2. Security and audit trails

"All the data changes are made within Vision 8. Each municipality administers the frequency of the updates, the data that is available and the whether the taxpayer access to the page require a log in."

3. Administration
4. Integration and synchronization with the CAMA Software
5. Compliance with Accessibility Standards
6. Ability to harmonize and integrate with existing State and MRS websites
7. Ability to provide publicly accessible valuation book, and property record cards

(Page 74 "Vision offers an online web-based portal for taxpayers to view their CAMA and GIS data online. Many of our Maine communities use this as way to stay connected to taxpayers while reducing foot traffic and phone calls into the office. Ownership information can be viewed online as well as sales and property data. This information can be updated on a monthly basis or on a more frequent cadence if requested by the user."

8. Content management
9. Other capabilities

(g) Provide a technical overview of all proposed application software products. The following should be provided for each:

(Page 70)

1. Software languages used
2. Proposed relational database management system
3. Application architecture (including a diagram) (Page 71)
4. Configurability
5. Batch processing
6. Online processing
7. Thin client
8. Workstation requirements for use of software
9. Configuration management and version control
(10) Patch management
(11) Development environment and tools
(12) Security
    (Page 73)
    "The security features of Vision 8 are very robust. Various user login levels can be
    established that define a set of user permissions. The administrator can utilize the
    built-in audit trail feature to track every aspect of system and user processing. If so
    desired, the System can report every incident of data manipulation, including the ID
    of the user who made the change, and the date/time of the modification. Below is a
    sample of our Admin Module, in which the administrator can customize security
    access by screen. Vision will work with the team during" post-implementation training to configure and set-up security features to your
    specifications

(13) Configurability – e.g. forms setup, MRS business rules, Internet component setup
(14) Software languages that can be used to extend the application
(15) Web capabilities
(16) Tools and approaches used to configure, maintain, or support the software
(17) Audit Trails
    (Page 75 every aspect of system and user processing)

(h) Describe the software vendor’s policy, approach, and procedures for issuing and
applying service packs, software patches, security patching, fixes or other updates for
the proposed CAMA software and any other proposed application software
    (Page 76)

(i) Describe the upgrade creation, testing, and release process and the process for
upgrading the software into production at customer sites. Separate descriptions must be
provided for the proposed CAMA software and for any other proposed application
software.

(j) Describe whether and how the proposed CAMA solution (all components) shall comply
the OIT Digital Accessibility and Usability Policy:

    (Page 78
    "Vision has created an Accessibility Task Force, which meets quarterly to report out on
recent Accessibility enhancements, to identify new Accessibility best practices, and to
plan our Accessibility improvement plan for the coming quarter. This has led to
meaningful enhancements to our Accessibility program in alignment with WCAG 2.0
guidelines, such as image alt texts, adjustable text size, plain language principles, high
color contrast, and much more. This Task Force enforces accountability and ensures
that Vision will continue to lead the industry in Accessibility for both our valued users and
the broader taxpayer base. We look forward to gathering input from the Maine Digital Accessibility stakeholders as part of that Task Force and reporting out on our continued enhancements in this field.

(k) Provide proposed software license and maintenance terms.

(l) Provide an overview and description of the proposed security solution that includes the proposed approach and tools to be used for:

(Page 80, "The System allows for Password Policy Settings, such as, Complexity Settings, allowing the administrator to require a minimum number of characters and specific types of characters, Password Life/History settings and Global settings for failed attempts and iteration settings. password policy settings, inactivity timeout)

(1) Authentication and authorization
(2) Role based security
(3) Page and row level security
(4) Detailed security and audit tracking
(5) Intrusion prevention and detection
(6) Data security including encryption
(7) Protection against viruses and malware
(8) Network and communications security
(9) Internet Security

(m) Describe the minimum workstation requirements in terms of operating system (and release), processor speed, random access memory, free disk space, supported browsers (and release), and any other requirements. In addition, describe any network requirements that must be met by the Department to use the proposed software.
(n) The Department is also interested in an option allowing Field use of CAMA software functions in offline mode. Field personnel in the UT do not have Internet connectivity and would need to input or change data and upload it once a wi-fi connection was available. Bidders should describe any module or product that provides for offline Field use and provide option costs for the software and implementation services provided in the Cost Proposal Forms in Appendix D, Worksheet #5 of this RFP. The option proposed and related proposed price will not be considered as part of the evaluation.

(Page 81 “The MobileAssessor platform allows you to easily view property data, market value estimates or set flags with just the touch of a finger. MobileAssessor functions in offline mode and field personnel can upload the information once a wi-fi connection is available”)

2. Implementation Services to be Provided

Describe proposed services, the approach to be used, and note where the scope of proposed services may differ from those required in Part II of this RFP.

(Page 83
Kick-off
Conversion
Integration, configuration, and personalization services)

(Page 88 cloud hosting)
(Option 2: Cloud Hosting Deployment – For communities opting for a cloud-based deployment, Vision will install the software on our servers and provide access credentials. Vision works with a professionalized data center to store all of our cloud data. This data center is a full-service, 40,000 square-foot facility with video surveillance, photo ID card access system, 24x7x365 onsite personnel, and iris scanners. It is backed up by three unique power sources and 14.25MW of generator back-up power and has raised floor design supports to reduce flooding and damage risk. It includes nightly back-ups and passes the tightest security compliance measures in the country (SSAE 16, SOCI and SOC2 Type II compliance). Additional security information is available upon request.

3. Implementation - Work Plan
Describe the proposed implementation timeline including the project start date, start and end dates for all major project activities, the proposed implementation date, and proposed post implementation support start and end dates. Provide a realistic work plan for the implementation of the program through the first contract period. Display the work plan in a timeline chart. Concisely describe each major task and the month it will be carried out. If applicable, make note of all tasks to be delegated to subcontractors.

(Page 90-91)

4. Hardware Specifications

Provide complete hardware/system software and Database Management Software specifications needed to install, implement, maintain, and operate the proposed CAMA software (including optional field and required Internet components). Any third-party software required must be included in the specification. The Department will separately purchase such hardware and software for the selected Bidder's proposed software.

(Page 92-93)

(Page 95-96) Internet/network infrastructure requirements for a cloud hosted solution:
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System
BIDDER NAME: Tyler Technologies, Inc.
DATE: April 27, 2020
EVALUATOR NAME: Scott Armington
EVALUATOR DEPARTMENT: OIT

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

Individual Evaluator Comments:

Section I. Organization Qualifications and Experience (15 points)
Includes all elements addressed above in Part IV, B, Section I.

1. Overview of the Organization
The Bidder is to complete Appendix C (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in this RFP. The Bidder is also to include three examples of projects which demonstrate their experience and expertise in performing these services as well as highlighting the Bidder’s stated qualifications and skills.

(Page 4 iasWorld CAMA SaaS)
(Page 6 68 implementations last 10 years, 0 in 10yrs, 2 in Maine last 15 years)

2. Subcontractors
If subcontractors are to be used, provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.
(Page 10 none)

3. Organizational Chart
Provide an organizational chart of the bidder’s organization. The organization chart must include the project being proposed. Each position must be identified by position title and corresponding to the personnel job descriptions and the Staffing Plan provided.
(Page 12)
4. **Project Staffing**
   Provide a project organization chart showing the structure of your proposed implementation project team (including any subcontractors) and the relationship between the Bidder’s project team and the Department’s CAMA project team. Each position must be clearly labelled and described.
   (Page 13)

5. **Resumes**
   Provide resumes (limited to two (2) pages) for each individual proposed.
   (Page 14, MA 9/17/17, CH 7/15/2016)

6. **Litigation**
   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 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 will be included, write “none” on submitted attachment.
   (Page 15)

7. **Financial Viability**
   Provide the following information for each of the past three tax years:
   - Balance Sheets
   - Income (Profit/Loss) Statements
   (Page 17)

8. **Licensure/Certification**
   Provide documentation of any applicable licensure/certification or any specific credentials required to provide the proposed services.

9. **Certificate of Insurance**
   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.
   (Page 20, 51)
Section II. Proposed Services (60 points)
Includes all elements addressed above in Part IV, B, Section II.

1. Proposed Software

(a) Respond to the functional and technical requirements listed in Appendix F

(Page 156 018)

The implemented CAMA System including all CAMA, , Internet Portal, field components, and other components shall be compliant with applicable portions of the Americans with Disabilities Act. “B”
The implemented CAMA System including all CAMA, Internet components, field components, and other components shall be compliant with the provisions of Section 508 of the Rehabilitation Act including the Web Content Accessibility Guidelines 2.0.”B”

(Page 161)

OIT Policies
T43 System will adhere to the OIT Web Accessibility Usability Policy
https://www.maine.gov/oit/policies/WebAccessibilityUsabilityPolicy.pdf B
T44 System will adhere to the OIT Security Policy
T45 Vendor will provide OIT Application Deployment Certificate
https://www.maine.gov/oit/policies/Application-Deployment-Certification.pdf B

T43: iasWorld meets the level 2 guidelines of the W3C accessibility standards as documented at http://www.w3.org/TR/WCAG10/full-checklist.html across the majority of the product.

Specific Accessibility compliance is supported to the extent that the standards align with the W3C accessibility standards and the supported Section 508 standards.
We seek to provide an excellent browser product that enables our clients to leverage the larger Microsoft Windows ecosystem of accessibility support tooling. General compliance is achieved through Microsoft operating system layer tools for Section 508 1194.31. The majority of compliance aspects in Section 508 1194.22 are supported; however, standard and modern web design can be at odds at times with compliance optimization. As a result, there are some plugins/libraries, third-party tools, and features that are not fully compliant with Section 508 1194.22.

iasWorld meets the level 2 guidelines of the W3C accessibility standards as documented at http://www.w3.org/TR/WCAG10/full-checklist.html across the majority of the product. Specific Accessibility compliance is supported to the extent that the standards align with the W3C accessibility standards and the supported Section 508 standards.

We seek to provide an excellent browser product that enables our clients to leverage the larger Microsoft Windows ecosystem of accessibility support tooling. General compliance is achieved through Microsoft operating system layer tools for Section 508 1194.31. The majority of compliance aspects in Section 508 1194.22 are supported; however, standard and modern web design can be at odds at times with compliance optimization. As a result, there are some plugins/libraries, third-party tools, and features that are not fully compliant with Section 508 1194.22.

“T29: The iasWorld product is a state and local government solution and is not designed for federal agencies that the NIST 800-53 R4 policy was specifically designed to govern. Tyler proposals and implementations services for iasWorld do not include services associated with referenced policy controlled data storage, integration, or use cases. There are no known technical design constraints or limitations that would prevent iasWorld from supporting a business process that desired to utilize its Risk Management Framework (RMF). Product configuration and integration may be required in some cases depending upon the nature and scope of the risk management controls resulting from any application of the framework.”

(b) Use Table 1 in Appendix G to provide key details related to the Proposed CAMA software and license
(c) Use Table 2 in Appendix G to provide key details about any third-party software that is part of the proposed solution. Provide additional tables if multiple third-party products are being proposed.

(d) Describe each software product proposed and each module within a proposed software product. The following information should be provided for each product:

(1) Product name
(2) Product manufacturer/licensing entity
(3) Release number
(4) Software language(s) used
(5) Operating system used (and release)
(6) Database management system (and release)
(7) User interface (e.g. browser, GUI)
(8) Overview of functionality provided (diagrams and graphics permitted, 2,000-word limit)
(9) Proposed integration with other software products included in the proposal

Provide the following for each module of the proposed product:
(10) Module name
(11) Overview of functionality
(12) Key transactions, batch processes, views, and data stores provided

(e) Provide an overview of the CAMA functionality proposed. The following should be described:

(1) Property records and attributes (Page 170)
(2) Property classifications
(3) Ownership
(4) Exemptions and Value Reductions (Page 171)
(5) Valuation approaches supported
(6) Statistical analysis tools and capabilities (Page 188, 189 Dashboard)
(7) Sketching capabilities (Page 191 interface APEX)
(8) GIS capabilities (Page 193 ArcGIS Esri)
(9) Surveys
(10) Correspondence Management (Page 194)
(11) Document Management (PDF, Word, Excel, etc.) (Page 195)
(12) Ad hoc reporting
(13) Worklists (Page 187)
(14) Use of Marshall and Swift Data for Cost Valuation (Page 175)
(15) Publication of Valuation Book and Property Record Cards (to print) (Page 196)
(f) Describe the following in relation to proposed Internet components for publicly accessible data:

(1) Functions provided
(2) Security and audit trails

Page 182, SSL IIS, encrypted between iasWorld and users.

Page 183 iasWorld site security includes IIS page authentication and management and SSL encryption.

Page 183 "SSL Page Management You can enable SSL page management for the iasWorld login page only, or for all iasWorld pages. SSL, "Secure Socket Layer," uses a unique digital key to encrypt all data exchanged by the iasWorld server and any client sessions, ensuring that sensitive information cannot be understood if it is intercepted."

(3) Administration
(4) Integration and synchronization with the CAMA Software
(5) Compliance with Accessibility Standards
(6) Ability to harmonize and integrate with existing State and MRS websites
(7) Ability to provide publicly accessible valuation book, and property record cards
(8) Content management
(9) Other capabilities

(g) Provide a technical overview of all proposed application software products. The following should be provided for each: (Page 206)

(1) Software languages used
(2) Proposed relational database management system
(3) Application architecture (including a diagram)
(4) Configurability
(5) Batch processing
(6) Online processing
(7) Thin client
(8) Workstation requirements for use of software
(9) Configuration management and version control
(10) Patch management
(11) Development environment and tools
(12) Security
(Page 184 “iasWorld Enterprise can be configured to use a third-party user authentication agent (which allows single sign-on within your network environment)
(Page 186 “Active Directory (AD) authentication”

(13) Configurability – e.g. forms setup, MRS business rules, Internet component setup
(14) Software languages that can be used to extend the application
(15) Web capabilities
(16) Tools and approaches used to configure, maintain, or support the software
(17) Audit Trails

(h) Describe the software vendor’s policy, approach, and procedures for issuing and applying service packs, software patches, security patching, fixes or other updates for the proposed CAMA software and any other proposed application software

(i) Describe the upgrade creation, testing, and release process and the process for upgrading the software into production at customer sites. Separate descriptions must be provided for the proposed CAMA software and for any other proposed application software.

(j) Describe whether and how the proposed CAMA solution (all components) shall comply the OIT Digital Accessibility and Usability Policy: https://www.maine.gov/oit/policies/DigitalAccessibilityPolicy.pdf

(Page 197)

(k) Provide proposed software license and maintenance terms.

(l) Provide an overview and description of the proposed security solution that includes the proposed approach and tools to be used for:

(1) Authentication and authorization
(2) Role based security
(3) Page and row level security
(4) Detailed security and audit tracking
(5) Intrusion prevention and detection
(6) Data security including encryption
(7) Protection against viruses and malware
(8) Network and communications security
(9) Internet Security

(m) Describe the minimum workstation requirements in terms of operating system (and release), processor speed, random access memory, free disk space, supported
browsers (and release), and any other requirements. In addition, describe any network requirements that must be met by the Department to use the proposed software.

(Page 211)

(n) The Department is also interested in an option allowing Field use of CAMA software functions in offline mode. Field personnel in the UT do not have Internet connectivity and would need to input or change data and upload it once a wi-fi connection was available. Bidders should describe any module or product that provides for offline Field use and provide option costs for the software and implementation services provided in the Cost Proposal Forms in Appendix D, Worksheet #5 of this RFP. The option proposed and related proposed price will not be considered as part of the evaluation.

2. Implementation Services to be Provided

Describe proposed services, the approach to be used, and note where the scope of proposed services may differ from those required in Part II of this RFP.

(Page 213 Stages: Initiate & Plan, Assess and Define, Build & Validate, Final Testing & Training, Production Cutover, Project Closure)

3. Implementation - Work Plan

Describe the proposed implementation timeline including the project start date, start and end dates for all major project activities, the proposed implementation date, and proposed post implementation support start and end dates. Provide a realistic work plan for the implementation of the program through the first contract period. Display the work plan in a timeline chart. Concisely describe each major task and the month it will be carried out. If applicable, make note of all tasks to be delegated to subcontractors.

(Page 223)

4. Hardware Specifications
Provide complete hardware/system software and Database Management Software specifications needed to install, implement, maintain, and operate the proposed CAMA software (including optional field and required Internet components). Any third-party software required must be included in the specification. The Department will separately purchase such hardware and software for the selected Bidder’s proposed software.
Section I. Organization Qualifications and Experience (15 points)
Includes all elements addressed above in Part IV, B, Section I.

1. Overview of the Organization
The Bidder is to complete Appendix C (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in this RFP. The Bidder is also to include three examples of projects which demonstrate their experience and expertise in performing these services as well as highlighting the Bidder’s stated qualifications and skills.
(Page 125 RealWare 66 clients, State of Wyoming 300,000 parcels, Dorchester County 65,000 parcels, Pinal County 256,000 parcels)

(Page 126)

Provide below the number of completed CAMA implementations in the last 10 years: Harris Govern has completed 18 CAMA implementations in the last 10 years.

Provide below the number of completed CAMA implementations in the State of Maine in the last 10 years: Harris Govern does not have any CAMA implementations in the State of Maine but we have successfully implemented RealWare as a first-in-State many times.

2. Subcontractors
If subcontractors are to be used, provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.
(Page 133 might with Apex)
3. **Organizational Chart**
   Provide an organizational chart of the bidder’s organization. The organization chart must include the project being proposed. Each position must be identified by position title and corresponding to the personnel job descriptions and the Staffing Plan provided.
   (Page 133)

4. **Project Staffing**
   Provide a project organization chart showing the structure of your proposed implementation project team (including any subcontractors) and the relationship between the Bidder’s project team and the Department’s CAMA project team. Each position must be clearly labelled and described.
   (Page 135)

5. **Resumes**
   Provide resumes (limited to two (2) pages) for each individual proposed.

6. **Litigation**
   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 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 will be included, write “none” on submitted attachment.
   (page 140)

7. **Financial Viability**
   Provide the following information for each of the past three tax years:
   - Balance Sheets
   - Income (Profit/Loss) Statements
8. Licensure/Certification
   Provide documentation of any applicable licensure/certification or any specific credentials required to provide the proposed services.

9. Certificate of Insurance
   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 (page 141)

Section II. Proposed Services (60 points)
Includes all elements addressed above in Part IV, B, Section II.

1. Proposed Software
   (a) Respond to the functional and technical requirements listed in Appendix F

   (Page 156

   OIT Policies
   T43 System will adhere to the OIT Web Accessibility Usability Policy
   https://www.maine.gov/oit/policies/WebAccessibilityUsabilityPolicy.pdf NM
   T44 System will adhere to the OIT Security Policy
   T45 Vendor will provide OIT Application Deployment Certificate
   https://www.maine.gov/oit/policies/Application-Deployment-Certification.pdf P

   (Functional Page 165- “thin-client, browser NM”, Page 166 ADA “P”, 508 “P”)  
   (Page 171 “Our public web offering, HGO has much of the ADA Guidelines. Not all guidelines are met and a review of what is needed would be required to make sure the Property Tax Division requirements are met.”)

   (Page 176 T43 OIT Accessibility Policy “NM”)
   (P 178 T45 “Because the document references accessibility policies and standards and

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the proposed Solution is a desktop application that has been created before these policies were in place, then we expect that there may be development needed to meet such requirements.

(b) Use Table 1 in Appendix G to provide key details related to the Proposed CAMA software and license
   (Page 179)

(c) Use Table 2 in Appendix G to provide key details about any third-party software that is part of the proposed solution. Provide additional tables if multiple third-party products are being proposed.
   (Page 181)

(d) Describe each software product proposed and each module within a proposed software product. The following information should be provided for each product:
   (Page 182)

   (1) Product name
   (2) Product manufacturer/licensing entity
   (3) Release number
   (4) Software language(s) used
   (5) Operating system used (and release)
   (6) Database management system (and release)
   (7) User interface (e.g. browser, GUI)
   (8) Overview of functionality provided (diagrams and graphics permitted, 2,000-word limit)
   (9) Proposed integration with other software products included in the proposal

   Provide the following for each module of the proposed product:
   (10) Module name
   (11) Overview of functionality
   (12) Key transactions, batch processes, views, and data stores provided
(e) Provide an overview of the CAMA functionality proposed. The following should be described:

(Please refer to page 192)

(1) Property records and attributes
(2) Property classifications
(3) Ownership
(4) Exemptions and Value Reductions
(5) Valuation approaches supported
(6) Statistical analysis tools and capabilities
(7) Sketching capabilities
(8) GIS capabilities

(MATIX GIS)

(9) Surveys
(10) Correspondence Management
(11) Document Management (PDF, Word, Excel, etc.)
(12) Ad hoc reporting
(13) Worklists
(14) Use of Marshall and Swift Data for Cost Valuation
(15) Publication of Valuation Book and Property Record Cards (to print)
(f) Describe the following in relation to proposed Internet components for publicly accessible data:

(Page 201)

(1) Functions provided
(2) Security and audit trails
(3) Administration
(4) Integration and synchronization with the CAMA Software
(5) Compliance with Accessibility Standards
   (page 202 "Harris Govern Response: Please refer to other sections of our Proposal for details on this requirement."

(6) Ability to harmonize and integrate with existing State and MRS websites
(7) Ability to provide publicly accessible valuation book, and property record cards
(8) Content management
(9) Other capabilities

(g) Provide a technical overview of all proposed application software products. The following should be provided for each:

(Page 202)

(1) Software languages used
(2) Proposed relational database management system
(3) Application architecture (including a diagram)
(4) Configurability
(5) Batch processing
(6) Online processing
(7) Thin client

(Page 204 “Harris Govern Response: RealWare is not a thin client but deployment of the Software is made easy with the Microsoft ClickOnce technology.”

(8) Workstation requirements for use of software
(9) Configuration management and version control
(10) Patch management
(11) Development environment and tools
(12) Security
(13) Configurability – e.g. forms setup, MRS business rules, Internet component setup
(14) Software languages that can be used to extend the application
(15) Web capabilities
(16) Tools and approaches used to configure, maintain, or support the software
(17) Audit Trails (Page 205)

(h) Describe the software vendor’s policy, approach, and procedures for issuing and
applying service packs, software patches, security patching, fixes or other updates for the proposed CAMA software and any other proposed application software

(i) Describe the upgrade creation, testing, and release process and the process for upgrading the software into production at customer sites. Separate descriptions must be provided for the proposed CAMA software and for any other proposed application software.

(j) Describe whether and how the proposed CAMA solution (all components) shall comply the OIT Digital Accessibility and Usability Policy:

(Page 206 “Harris Govern Response: Due to the timeframes of this RFP and with no prior Harris Govern validations, Harris Govern will provide a completed VPAT document as the vendor of choice.)

(k) Provide proposed software license and maintenance terms.

(l) Provide an overview and description of the proposed security solution that includes the proposed approach and tools to be used for:

(1) Authentication and authorization
(2) Role based security
(3) Page and row level security
(4) Detailed security and audit tracking
(5) Intrusion prevention and detection

(Page 270 “Harris Govern Response: The RealWare applications and dlls use code signing certificates to digitally sign each release. Malicious actors won't be able to replace our dlls with a modified version. Additionally, our services and websites are not digitally signed, and we protect against SQL injection attacks across all applications and services”)

(6) Data security including encryption
(7) Protection against viruses and malware
(Page 207, “Harris Govern Response: The proposed solution does not have any built in active malware or viruses detection.”)

(8) Network and communications security
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System
BIDDER NAME: Harris Systems USA Inc.
DATE: April 27, 2020
EVALUATOR NAME: Scott Armington
EVALUATOR DEPARTMENT: OIT

(9) Internet Security

(m) Describe the minimum workstation requirements in terms of operating system (and release), processor speed, random access memory, free disk space, supported browsers (and release), and any other requirements. In addition, describe any network requirements that must be met by the Department to use the proposed software.

(Page 207)

(n) The Department is also interested in an option allowing Field use of CAMA software functions in offline mode. Field personnel in the UT do not have Internet connectivity and would need to input or change data and upload it once a wi-fi connection was available. Bidders should describe any module or product that provides for offline Field use and provide option costs for the software and implementation services provided in the Cost Proposal Forms in Appendix D, Worksheet #5 of this RFP. The option proposed and related proposed price will not be considered as part of the evaluation.

(Page 208 "Harris Govern Response: RealWare Mobile allows clients to electronically access and collect property data in real time. Using our mobile application,")

2. Implementation Services to be Provided

Describe proposed services, the approach to be used, and note where the scope of proposed services may differ from those required in Part II of this RFP.

(Page 208 Detailed answers)

3. Implementation - Work Plan

Describe the proposed implementation timeline including the project start date, start and end dates for all major project activities, the proposed implementation date, and proposed post implementation support start and end dates. Provide a realistic work plan for the implementation of the program through the first contract period. Display the work plan in a timeline chart. Concisely describe each major task and the month it will be carried out. If applicable, make note of all tasks to be delegated to subcontractors.

Rev. 2/4/2020
4. Hardware Specifications

Provide complete hardware/system software and Database Management Software specifications needed to install, implement, maintain, and operate the proposed CAMA software (including optional field and required Internet components). Any third-party software required must be included in the specification. The Department will separately purchase such hardware and software for the selected Bidder’s proposed software.

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: COMPUTER ASSISTED MASS APPRAISAL SYSTEM (CAMA)
BIDDER NAME: VISION GOVERNMENT SOLUTIONS INC
DATE: 4/30/2020
EVALUATOR NAME: Nichole Philbrick
EVALUATOR DEPARTMENT: Property Tax Division

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

Individual Evaluator Comments:

1. Organizational Qualifications and Experience
   a. Overview of the Organization
      • Vision has been in the CAMA business since 1975.
      • More than 420 CAMA customers, with 50% more than 20 years.
      • Implemented in 53 municipalities in Maine
      • 97 implementations in the last 10 years, 8 in Maine
      • Experience converting from NEMRC.
   b. Subcontractors
      • No subcontractors necessary, partner with Data Cloud Solutions for mobile version
   c. Organizational Chart
      • Organizational chart provided
   d. Project Staffing
      • Detailed project implementation staffing.
   e. Resumes
      • Provided resumes for proposed project staff. Many with over 10 years of experience implementing CAMA systems and/or assessing backgrounds.
   f. Litigation
      • No Litigation
   g. Financial Viability
      • Provided financial statements
   h. Licensure/Certification
      • Provided in resumes
   i. Certificate of Insurance
      • Provided proof of insurance

2. Proposed Software and Services
   a. Proposed Software
      • Proposed software meets most of the functional requirements.
      • Meets some, but not all technical requirements.
      • Proposed software described provides functionality equivalent to or above the current CAMA system. Of particular note are:
         • Ability to track appeals in system
         • Exemptions workflow
         • Sales Analysis module
         • GIS module

Rev. 2/4/2020
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: COMPUTER ASSISTED MASS APPRAISAL SYSTEM (CAMAS)
BIDDER NAME: VISION GOVERNMENT SOLUTIONS INC
DATE: 4/30/2020
EVALUATOR NAME: Nichole Philbrick
EVALUATOR DEPARTMENT: Property Tax Division

- Web portal for public interaction
- Audit trails

b. Implementation Services to be provided
   - Proposed 6 month implementation plan

c. Implementation Workplan
   - Detailed and time specific implementation plan described

d. Hardware Specifications
   - Hardware specifications provided

3. Cost Proposal
   The cost proposal for this software is acceptable considering the number of accounts in
   the UT.
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: COMPUTER ASSISTED MASS APPRAISAL SYSTEM (CAMA)
BIDDER NAME: TYLER TECHNOLOGIES INC
DATE: 4/30/2020
EVALUATOR NAME: Nichole Philbrick
EVALUATOR DEPARTMENT: Property Tax Division

************************************************************************************************************************

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

************************************************************************************************************************

Individual Evaluator Comments:

1. Organizational Qualifications and Experience
   a. Overview of the Organization
      • Decades of experience in public sector in over 15000 local government offices in all 50 states.
      • Completed 68 CAMA implementations in the last 10 years
      • Completed 0 installations in ME in the last 10 years (2 in the last 15)
   b. Subcontractors
      • Will not be using subcontractors on this project.
   c. Organizational Chart
      • Organizational chart provided.
   d. Project Staffing
      • Project staffing detailed.
   e. Resumes
      • Project management resumes provided.
   f. Litigation
      • Listed all current litigation
   g. Financial Viability
      • Financial statements provided.
   h. Licensure/Certification
      • Not noted.
   i. Certificate of Insurance
      • Provided documentation

2. Proposed Software and Services
   a. Proposed Software
      • iasWorld software meets almost all functional requirements.
      • iasWorld software meets most, but not all functional requirements.
      • Proposed software and modules described provide functionality equivalent to or above the current CAMA system. Of particular note are the following
        • Parcel History and Audit Tracking
        • TIF maintenance transaction
        • User authentication
        • Workflow environment
        • Statistical analysis tools and Dashboard
        • Uses Apex sketch which we are familiar with.
        • GIS integration
        • Appeal feature add on.
RFP #: 202003044
RFP TITLE: COMPUTER ASSISTED MASS APPRAISAL SYSTEM (CAMA)
BIDDER NAME: TYLER TECHNOLOGIES INC
DATE: 4/30/2020
EVALUATOR NAME: Nichole Philbrick
EVALUATOR DEPARTMENT: Property Tax Division

- Public access portal
  b. Implementation Services to be provided
     • Stage driven implementation approach.
     • Training plan detailed
  c. Implementation Workplan
     • Robust implementation plan described
  d. Hardware Specifications
     • Hardware specifications provided

3. Cost Proposal
   The cost proposal for this software is high considering the number of accounts in the UT.
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: COMPUTER ASSISTED MASS APPRAISAL SYSTEM (CAMA)
BIDDER NAME: Harris Systems USA Inc DBA Harris Govern
DATE: 4/30/2020
EVALUATOR NAME: Nichole Philbrick
EVALUATOR DEPARTMENT: Property Tax Division

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

Individual Evaluator Comments:

1. Organizational Qualifications and Experience
   a. Overview of the Organization
      • RealWare CAMA solution has been in existence since 1989
      • Harris Govern has completed 18 implementations of CAMA system in last 10 years
      • Experience converting from NEMRC
      • Does not have any other implementations of the RealWare software in Maine.
   b. Subcontractors
      • Does not anticipate using subcontractors, but has experience with APEX subcontractors if necessary.
   c. Organizational Chart
      • Did not provide organizational chart of company, but did provide a project specific organizational chart
   d. Project Staffing
      • Provided a project specific organizational chart with staffing and outline of the Departments project team.
   e. Resumes
      • Provided resumes for proposed staff showing experience. Most have significant experience with implementing CAMA systems.
   f. Litigation
      • Harris Govern is not part of any litigation. Provided all litigation for the parent company, Harris Systems USA, Inc.
   g. Financial Viability
      • Provided income statements and balance sheets.
   h. Licensure/Certification
      • No licensure/certification needed for the purported implementation.
   i. Certificate of Insurance
      • Provided Certificate of Insurance/

2. Proposed Software and Services
   a. Proposed Software
      • RealWare V5 is currently employed in 66 jurisdictions.
      • Baseline Proposed software meets most of the functional requirments.
      • Meets most, but not all technical requirements.
      • Proposed software and modules described provide functionality equivalent to or above the current CAMA system. Of particular note are the following
         • Appeals Module included
         • Income module included
STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202003044
RFP TITLE: COMPUTER ASSISTED MASS APPRAISAL SYSTEM (CAMA)
BIDDER NAME: Harris Systems USA Inc DBA Harris Govern
DATE: 4/30/2020
EVALUATOR NAME: Nichole Philbrick
EVALUATOR DEPARTMENT: Property Tax Division

- Personal property module included
- Sales module included
- Analysis module included.
- Workflow module will allow for tracking of work for supervisors.
- Security module allows for role based security
  - Audit logs are kept.
  - Mobile version is available
  - Sketching is done through APEX, a software we are already using.

b. Implementation Services to be provided
   - Design and implementation of CAMA/PTM interfaces will not be done by Harris, but by the division itself.
   - Proposed 11 month implementation.

c. Implementation Workplan
   - Robust implementation plan described

d. Hardware Specifications
   - Hardware specifications provided

3. Cost Proposal
   The cost proposal for this software is high considering the number of accounts in the UT.
AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System

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

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

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

I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

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

Signature: Lisa Whynot  Date: 4/13/2020

Rev. 7/15/2019
AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System

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

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

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

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Signature: ________________________________ Date: 4-15-20
STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE &
FINANCIAL SERVICES

Janet T. Mills
Governor

Kirsten LC Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System

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_________________________  4/14/2020
Signature                     Date

Rev. 7/15/2019
AGREEMENT AND DISCLOSURE STATEMENT

RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System

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

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

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Signature: ___________________________ Date: ___________________________

Rev. 7/15/2019
AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System

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

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

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

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

Signature: Nichole Philbrick
Date: 4/14/2020

Rev. 7/15/2019
STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE &
FINANCIAL SERVICES

Janet T. Mills
Governor

Kirsten LC Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202003044
RFP TITLE: Computer Assisted Mass Appraisal System

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

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect,
in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or
former ownership in the bidder’s company; current or former Board membership; current or former
employment with the bidder; current or former personal contractual relationship with the bidder (example:
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hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably
support a good faith charge of bias. I further understand that in the event a good faith charge of bias is
made, it will rest with me to decide whether I should be disqualified from participation in the evaluation
process.

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

Maria French  April 13, 2020

Signature  Date