

State of Maine
Master Score Sheet

RFP# 202401019					
Consumer Safety Licensing System					
Bidder Name:		AST	Legal Atoms	Gov2Biz	HS gov Tech
Proposed Cost:		\$2,902,887	\$30,000	\$1,553,972	\$177,469
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Pass	Pass	Pass	Pass
Section II: Organization Qualifications and Experience	30	17	5	17	20
Section III: Proposed Services	40	NA	NA	NA	38
Section IV: Cost Proposal	30	NA	NA	NA	5
TOTAL	<u>100</u>	<u>17</u>	<u>5</u>	<u>17</u>	<u>63</u>
Bidder Name:		Kyra Solutions	Open Gov	Slalom	Tech Mahindra
Proposed Cost:		\$1,430,512	\$331,865	\$3,650,835	\$951,000
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Pass	Pass	Pass	Pass
Section II: Organization Qualifications and Experience	30	25	15	26	21
Section III: Proposed Services	40	27	NA	34	23
Section IV: Cost Proposal	30	.63	NA	.25	.95
TOTAL	<u>100</u>	<u>52.63</u>	<u>15</u>	<u>60.25</u>	<u>44.95</u>

State of Maine
Master Score Sheet

RFP# 202401019					
Consumer Safety Licensing System					
Bidder Name:		3 SG Plus	Visual Vault		
Proposed Cost:		\$331,000	\$1,673,566		
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Pass	Pass		
Section II: Organization Qualifications and Experience	30	17	18		
Section III: Proposed Services	40	NA	24		
Section IV: Cost Proposal	30	NA	.54		
TOTAL	<u>100</u>	<u>17</u>	<u>42.54</u>		
Bidder Name:					
Proposed Cost:					
Scoring Sections	Points Available				
Section I: Preliminary Information					
Section II: Organization Qualifications and Experience					
Section III: Proposed Services					
Section IV: Cost Proposal					
TOTAL	<u>100</u>				

Award Justification Statement
RFP# Consumer Safety Licensing System
RFP# 202401019

I. Summary

The Division of Quality Assurance and Regulation within the Bureau of Agriculture, Food and Rural Resources issued a Request for Proposals to replace its antiquated licensing and registration database system. The system will replace current technology that serves the Retail and Manufactured Foods, Weights and Measures, and Feed, Seed and Fertilizer programs. The announcement was as follows:

The Department of Agriculture, Conservation and Forestry (Department) is seeking a SaaS product vendor to configure, implement, and maintain an online licensing, permitting and registration software solution as defined in this Request for Proposal (RFP) document. It is preferred that the SAAS solution be a COTS product.

The Department requires a centralized software solution for persons/businesses to apply for, and receive, a license, registration, or permit to offer consumer goods to the public. Current multiple legacy systems do not provide the required centralized functionality for the State and its citizens. To the maximum extent possible, the application resulting from this RFP will become the Enterprise solution and replace existing legacy products across the Executive branch landscape.

II. Evaluation Process

A total of ten bids were received. All proposals went through a multi-pronged scoring process. First, Maine's Office of Information Technology (Maine IT) composed a team of three seasoned IT professionals to evaluate the ten bids for adherence to Maine IT safety and security requirements. Five of these bids met the requirements.

A full evaluation team of seven individuals pulled from Maine IT, QAR program management, and the DACF business office convened to score the full proposals. The individuals were:

Celeste J. Poulin, Director, Division of QA&R
Aimee Carleton, DACF Business Operations Manager
Benjamin Metcalf, Inspection Program Manager
Michelle Newbegin, QA&R Licensing Supervisor

Patrick Emery, DACF GIS Technology Coordinator
Victor Chakravarty, Maine IT Solution Architect
Brigid Palmer, Maine IT Systems Analyst

Reviewers studied each proposal individually and the group then convened to determine consensus scoring for each section. Section I was graded pass/fail. Section II had a possible total of 30 points. A score of 18 or better was necessary to advance to Section III. Section III had a possible 40 total points and Section IV, proposed cost, had a total of 30 possible points.

III. Qualifications & Experience

Bidders were required to score a minimum of 18 points on this section in order to move on to Section III. Our selected bidder had the history, experience, and knowledge and familiarity with our work and systems that we require. Their demo really emphasized this and illustrated an essential understanding of the division's functions in a way other bidders did not.

IV. Proposed Services

Five bidders moved on to Section III and were invited to present demonstrations of their products. The selected bidder demonstrated the most experience and familiarity with QAR's core functions and systems.

V. Cost Proposal

Bidders and submitted costs are as follows:

3SG Plus: \$331,000
AST: \$2,902,887
Gov2Biz: \$1,553,972
HS Gov Tech: \$177,469
Kyra Solutions: \$1,430,512
Legal Atoms: \$30,000
Open Gov: \$331,865
Slalom: \$3,650,835
Tech Mahindra: \$951,000
Visual Vault: \$1,673,566

VI. Conclusion

The winning bidder is HS Gov Tech with an overall score of 63 out of a possible 100 points. This bidder demonstrated a keen knowledge and understanding of QA&R's internal inspection, licensing, and registration functions and needs. They addressed the needs not only of the inspection programs but also the Feed, Seed and Fertilizer program. HS Gov Tech was sensitive to the need for off-line functionality. They satisfactorily addressed the training need. Their responses to Appendices F & G demonstrated compliance with Maine IT's safety and security requirements. Finally, their cost proposal was far less than that of any other bidder presenting a product demonstration.



STATE OF MAINE
DEPARTMENT OF Agriculture,
Conservation and Forestry

Janet T. Mills
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Amanda Beal
Commissioner

December 24, 2024

AST, LLC
4343 Commerce Court Suite 701
Lisle, IL 60532
ewilbourne@astcorporation.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202401019
Consumer Safety Licensing System

Dear Edward Wilbourne:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Agriculture, Conservation and Forestry for Consumer Safety Licensing 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:

- HS Gov Tech USA

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,



Craig Lapine
Bureau Director, Agriculture, Food & Rural Resources
90 Blossom Lane
Augusta, Maine 04333
(207) 287-4456

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, Office of State Procurement Services [formerly the Division of Purchases], Chapter 120, § (2) (2).



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December 24, 2024

Legal Atoms
1714a NW 62nd St.
Seattle, WA 98107
mir@legalataoms.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202401019
Consumer Safety Licensing System

Dear Mir Tariq:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Agriculture, Conservation and Forestry for Consumer Safety Licensing 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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Gov2biz Inc.
5750 Epsilon
San Antonio, TX 78249
karthik.agarwal@gov2biz.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202401019
Consumer Safety Licensing System

Dear Karthik Agarwal:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Agriculture, Conservation and Forestry for Consumer Safety Licensing 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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December 24, 2024

HS Gov Tech USA
436 East 36th, Suite 55
Charlotte, NC 28205
cameron@hscloudsuite.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202401019
Consumer Safety Licensing System

Dear Cameron Garrison:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Agriculture, Conservation and Forestry for Consumer Safety Licensing 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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December 24, 2024

Kyra Solutions
Tallahassee Collaboration Center
3673 Coolidge Ct.
Tallahassee, FL 32311
hgarrigo@kyrasolutions.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202401019
Consumer Safety Licensing System

Dear Henry Garrigo:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Agriculture, Conservation and Forestry for Consumer Safety Licensing 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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December 24, 2024

Open Gov
200 Berkeley St. 19th Floor
Boston, MA 02116
lgreen@opengov.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202401019
Consumer Safety Licensing System

Dear Carl Anderson:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Agriculture, Conservation and Forestry for Consumer Safety Licensing 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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December 24, 2024

Slalom
255 South King St. Suite 1800
Seattle WAS 98104
mollyf@slalom.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202401019
Consumer Safety Licensing System

Dear Molly Plaisted:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Agriculture, Conservation and Forestry for Consumer Safety Licensing 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
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December 24, 2024

Tech Mahindra
5700 Democracy Dr., Suite 2000
Plano, TX 75024
arpit.shastri@techmahindra.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202401019
Consumer Safety Licensing System

Dear Arpit Shastri:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Agriculture, Conservation and Forestry for Consumer Safety Licensing 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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December 24, 2024

Meghan Whitesel
3SG+
8800 Lyra Drive
Suite 690
Columbus, OH 43240
mwhitesel@3sgplus.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202401019
Consumer Safety Licensing System

Dear Meghan Whitesel:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Agriculture, Conservation and Forestry for Consumer Safety Licensing 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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Visual Vault
2050 E ASU Circle Suite 103
Tempe, AZ 85284
Teresa.mccullough@visualvault.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202401019
Consumer Safety Licensing System

Dear Steve Pendleton:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Agriculture, Conservation and Forestry for Consumer Safety Licensing 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 - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: AST

DATE: 05 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

Not-Met Technical Assessment
Data Compliance
NIST 800-171: <i>No response. Weak evidence.</i>
Maine FOAA: <i>No response. No evidence</i>
Maine Breach Notification Law: <i>No response. No evidence.</i>
NIST 800-53: Rev5: <i>No response. Weak evidence.</i>
Privacy Act of 1974: <i>No response. Strong evidence.</i>
PCI DSS: <i>No response. Weak evidence.</i>
Nacha: <i>No response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Strong evidence.</i>
H2: <i>Adequate response. Strong evidence.</i>
H3: <i>Adequate response. Strong evidence.</i>
A1: <i>Adequate response. Strong evidence.</i>
A2: <i>Adequate response. Strong evidence.</i>
A3: <i>Adequate response. Strong evidence.</i>
A4: <i>Adequate response. Strong evidence.</i>
Information Security Standards
S1: <i>Adequate response. Strong evidence.</i>
S2: <i>Adequate response. Strong evidence.</i>
S3: <i>Adequate response. Adequate evidence (unclear division of responsibilities between AST & Salesforce).</i>
S4: <i>Adequate response. Strong evidence.</i>
S5: <i>Adequate response. Strong evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Adequate evidence.</i>
CSP2: <i>Adequate response. Adequate evidence.</i>
CSP3: <i>Adequate response. Weak evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Weak evidence.</i>
CSP6: <i>Adequate response. Weak evidence.</i>
CSP7: <i>Adequate response. Weak evidence.</i>
CSP8: <i>Adequate response. Weak evidence.</i>
CSP9: <i>Adequate response. Weak evidence.</i>
CSP10: <i>Adequate response. Weak evidence.</i>
CSP11: <i>Adequate response. Weak evidence.</i>
CSP12: <i>Adequate response. Weak evidence.</i>
CSP13: <i>Adequate response. Weak evidence.</i>

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: AST

DATE: 05 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

<i>CSP14: Adequate response. Weak evidence.</i>
NIST Reqs
<i>N1: Weak response. Adequate evidence.</i>
<i>N2: Weak response. Weak evidence. (Copy paste of N1)</i>
<i>N3: Weak response. Weak evidence. (Copy paste of N1)</i>
<i>N4: Weak response. Weak evidence. (Copy paste of N1)</i>
<i>N5: Weak response. Weak evidence. (Copy paste of N1)</i>
<i>N6: Weak response. Weak evidence. (Copy paste of N1)</i>
<i>N7: Weak response. Weak evidence. (Copy paste of N1)</i>
<i>N8: Weak response. Weak evidence. (Copy paste of N1)</i>
<i>N9: Weak response. Weak evidence. (Copy paste of N1)</i>
<i>N10: Weak response. Weak evidence. (Copy paste of N1)</i>
<i>N11: Weak response. Weak evidence. (Copy paste of N1)</i>
<i>N12: Weak response. Weak evidence. (Copy paste of N1)</i>
<i>N13: Weak response. Weak evidence. (Copy paste of N1)</i>
<i>N14: Weak response. Weak evidence. (Copy paste of N1)</i>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: AST

DATE: 9/16/2024

SUMMARY PAGE

Department Name: DACF

Name of RFP Coordinator: Celeste Poulin

Names of Evaluators: Ben Metcalf, Brigid Palmer, Michelle Newbegin, Aimee Carlton, Patrick Emery, Victor Chakravarty

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
• Proposal Cover Page	x	
• Debarment, Performance and Non-Collusion Certification	x	
• Eligibility Requirements	x	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	17
Section III. Proposed Services	40	NA
Section IV. Cost Proposal	30	NA
<u>Total Points</u>	<u>100</u>	<u>17</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: AST

DATE: 9/16/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

Provided all information requested.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: AST

DATE: 9/16/2024

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

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section II. Organization Qualifications and Experience	30	17

Evaluation Team Comments:

1. Overview of the Organization: Adequate thirty plus years of experience with Sales Force, Oracle, Amazon web.
 - Three Projects that occurred in the past five years:
 1. 11/23-8/23 Implement Sale Force Solution.
 2. 5/23-7/23 Enhance Sales Force.
 3. 3/21-7/21 Data Integration
 - They provided three names and numbers for reference in the State of Utah.
 - They provided resumes showing licensing, permitting, inspections experience but committee is not allowed to base decision on resumes.
2. Subcontractors: no subcontracts planned.
3. Organizational Chart: They include the organizational chart with reference to DACF instead of DACF.
4. Litigation: None. Bidders must attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree. For each, list the entity suit, the complaint, the accusation, amount, and outcome. The nature of AST's business is that it provides services, generally on a fixed fee or time and materials basis, for a period of time determined by the client's needs. Virtually all of our contracts end, given the nature of the services provided. AST has never been found to have defaulted on a client contract, however, some projects have been placed on hold, often for reasons not related to performance. To date, we have not been party to any litigation with our clients past or present.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: AST

DATE: 9/16/2024

- “Often for reasons not related to performance”. Stick’s out with committee regarding projects being placed on hold.
5. Financial Viability: D& B Snapshot- D&B report received. Low to moderate risk but below medium. Paydex Score: payment behavior 25 days beyond terms.
6. Licensure/Certification:
- Salesforce “Ridge” Partner.
 - Four-point scale: Base, Ridge, Crest, Summit.
 - Roughly, C+ rating.
7. Certificate of Insurance: Provided along with insurance for Cyber/ Tech E&O.
- **How well can they meet our needs for tech replacement?** Three projects were presented with one long term project, but two short term projects do not meet requirements.
 - “The nature of AST’s business is that it provides services, generally on a fixed fee or time and materials basis, for a period of time determined by the client’s needs.”
 - **Total Points:** Consensus agreement for a total of 17 points.
 - **Conclusion:** Of all available evidence, this bidder is not experienced with the full scope of work that DACF is looking for.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: AST

DATE: 9/16/2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40	NA

Evaluation Team Comments:

PROPOSAL DID NOT SCORE THE MINIMUM OF 18 POINTS NECESSARY IN SECTION II TO PROGRESS TO SECTION III.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: AST

DATE: 9/16/2024

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	,	Cost Proposal Being Scored	x	Score Weight	=	Score
\$30,000	,	\$2,902,887	x	30 points	=	NA

Evaluation Team Comments:

PROPOSAL DID NOT SCORE THE MINIMUM OF 18 POINTS NECESSARY IN SECTION II TO PROGRESS TO SECTION III OR ANY FURTHER.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: LegalAtoms

DATE: 07 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

Not-Met Technical Assessment
Data Compliance
NIST 800-171: <i>Adequate response. Weak evidence.</i>
Maine FOAA: <i>Adequate response. Weak evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Weak evidence.</i>
Privacy Act of 1974: <i>Adequate response. Weak evidence.</i>
PCI DSS: <i>Adequate response. Weak evidence.</i>
Nacha: <i>Adequate response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Weak evidence.</i>
H2: <i>Adequate response. Weak evidence. (Arizona!?)</i>
H3: <i>Adequate response. Weak evidence.</i>
A1: <i>Adequate response. Weak evidence.</i>
A2: <i>Adequate response. Weak evidence.</i>
A3: <i>Adequate response. Weak evidence.</i>
A4: <i>Adequate response. Weak evidence.</i>
Information Security Standards
S1: <i>Adequate response. Weak evidence.</i>
S2: <i>Adequate response. Weak evidence.</i>
S3: <i>Adequate response. Weak evidence.</i>
S4: <i>Adequate response. Weak evidence.</i>
S5: <i>Adequate response. Weak evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Weak evidence.</i>
CSP2: <i>Adequate response. Weak evidence.</i>
CSP3: <i>Adequate response. Weak evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Weak evidence.</i>
CSP6: <i>Adequate response. Weak evidence.</i>
CSP7: <i>Adequate response. Weak evidence.</i>
CSP8: <i>Adequate response. Weak evidence.</i>
CSP9: <i>Adequate response. Weak evidence.</i>
CSP10: <i>Adequate response. Weak evidence.</i>
CSP11: <i>Adequate response. Weak evidence.</i>
CSP12: <i>Adequate response. Weak evidence.</i>
CSP13: <i>Adequate response. Weak evidence.</i>
CSP14: <i>Adequate response. Weak evidence.</i>

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: LegalAtoms

DATE: 07 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

NIST Reqs
N1: <i>Adequate response. Adequate evidence.</i>
N2: <i>Adequate response. Weak evidence.</i>
N3: <i>Adequate response. Weak evidence.</i>
N4: <i>Adequate response. Weak evidence.</i>
N5: <i>Adequate response. Weak evidence.</i>
N6: <i>Adequate response. Weak evidence.</i>
N7: <i>Adequate response. Weak evidence.</i>
N8: <i>Adequate response. Weak evidence.</i>
N9: <i>Adequate response. Weak evidence.</i>
N10: <i>Adequate response. Weak evidence.</i>
N11: <i>Adequate response. Weak evidence.</i>
N12: <i>Adequate response. Weak evidence.</i>
N13: <i>Adequate response. Weak evidence.</i>
N14: <i>Adequate response. Weak evidence.</i>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Legal Atoms

DATE: 9/20/2024

SUMMARY PAGE

Department Name: DACF

Name of RFP Coordinator: Celeste Poulin

Names of Evaluators: Ben Metcalf, Brigid Palmer, Michelle Newbegin, Aimee Carlton, Patrick Emery, Victor Chakravarty

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
• Proposal Cover Page	x	
• Debarment, Performance and Non-Collusion Certification	x	
• Eligibility Requirements	x	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	5
Section III. Proposed Services	40	NA
Section IV. Cost Proposal	30	NA
<u>Total Points</u>	<u>100</u>	<u>5</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Legal Atoms

DATE: 9/20/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

Provided all information requested.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Legal Atoms

DATE: 9/20/2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	5

Evaluation Team Comments:

1. Overview of the Organization: The company is new, only been around seven years.
 - Three projects that occurred in the past five years.
 - Office of the clerk, Snohomish County Superior Court.
 - Okanogan County District Court.
 - Office of the Clerk, Lewis County Superior Court.

All projects geared toward courts and law enforcement. None of them even remotely pertain to Agriculture.

2. Subcontractors: None.
3. Organizational Chart: Did not provided a chart instead sent staff profiles.
4. Litigation: None.
5. Financial Viability: Low credit score, high risk, maximum credit 7500.
6. Licensure/Certification: More towards courts, law enforcement.
7. Certificate of Insurance: Blank Certificate of Insurance.
8. **Points for Section II:** Consensus agreement for a total of 5 points.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Legal Atoms

DATE: 9/20/2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40	NA

Evaluation Team Comments:

Did not meet minimum score of 18 in Section II needed to progress to Section III.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

**EVALUATION OF SECTION IV
Cost Proposal**

\$30,000	-	\$30,000	x	=	NA

Evaluation Team Comments:

PROPOSAL DID NOT SCORE THE MINIMUM OF 18 POINTS NECESSARY IN SECTION II TO PROGRESS TO SECTION III OR ANY FURTHER.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz

DATE: 06 August 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

Not Met Technical Assessment
Data Compliance
NIST 800-171: <i>Adequate response. Weak evidence.</i>
Maine FOAA: <i>Adequate response. Weak evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Weak evidence.</i>
Privacy Act of 1974: <i>Adequate response. Weak evidence.</i>
PCI DSS: <i>Adequate response. Weak evidence.</i>
Nacha: <i>Adequate response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Weak evidence.</i>
H2: <i>Adequate response. Weak evidence.</i>
H3: <i>Adequate response. Weak evidence.</i>
A1: <i>Adequate response. Weak evidence.</i>
A2: <i>Adequate response. Weak evidence.</i>
A3: <i>Adequate response. Weak evidence.</i>
A4: <i>Adequate response. Weak evidence.</i>
Information Security Standards
S1: <i>Adequate response. Weak evidence.</i>
S2: <i>Adequate response. Weak evidence.</i>
S3: <i>Adequate response. Weak evidence.</i>
S4: <i>Adequate response. Weak evidence.</i>
S5: <i>Adequate response. Weak evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Weak evidence.</i>
CSP2: <i>Adequate response. Weak evidence.</i>
CSP3: <i>Adequate response. Weak evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Weak evidence.</i>
CSP6: <i>Adequate response. Weak evidence.</i>
CSP7: <i>Adequate response. Weak evidence.</i>
CSP8: <i>Adequate response. Weak evidence.</i>
CSP9: <i>Adequate response. Weak evidence.</i>
CSP10: <i>Adequate response. Weak evidence.</i>
CSP11: <i>Adequate response. Weak evidence.</i>
CSP12: <i>Adequate response. Weak evidence.</i>
CSP13: <i>Adequate response. Weak evidence.</i>
CSP14: <i>Adequate response. Weak evidence.</i>

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz

DATE: 06 August 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

NIST Reqs
N1: <i>Adequate response. Weak evidence.</i>
N2: <i>Adequate response. Weak evidence.</i>
N3: <i>Adequate response. Weak evidence.</i>
N4: <i>Adequate response. Weak evidence.</i>
N5: <i>Adequate response. Weak evidence.</i>
N6: <i>Adequate response. Weak evidence.</i>
N7: <i>Adequate response. Weak evidence.</i>
N8: <i>Adequate response. Weak evidence.</i>
N9: <i>Adequate response. Weak evidence.</i>
N10: <i>Adequate response. Weak evidence.</i>
N11: <i>Adequate response. Weak evidence.</i>
N12: <i>Adequate response. Weak evidence.</i>
N13: <i>Weak response. Weak evidence.</i>
N14: <i>NA</i>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Gov 2 Biz

DATE: 9/17/2024

SUMMARY PAGE

Department Name: DACF

Name of RFP Coordinator: Celeste Poulin

Names of Evaluators: Ben Metcalf, Brigid Palmer, Michelle Newbegin, Aimee Carlton, Patrick Emery, Victor Chakravarty

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
• Proposal Cover Page	x	
• Debarment, Performance and Non-Collusion Certification	x	
• Eligibility Requirements	x	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	17
Section III. Proposed Services	40	NA
Section IV. Cost Proposal	30	NA
<u>Total Points</u>	<u>100</u>	<u>17</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Gov 2 Biz

DATE: 9/17/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

Provided all information requested.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Gov 2 Biz

DATE: 9/17/2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	17

Evaluation Team Comments:

1. Overview of the Organization: Parent company been in business since 1998, has 26 years of experience, it side of things more venture companies. Experience in licensing, payments, and financial management pieces.
 - Three projects that occurred in the past five years:
 - Texas Alcoholic Beverage Commission (TABC) 01/2020-Present. Replacing a legacy licensing system along with several internal systems and subsystems for the agency.
 - The Texas Office of Consumer Credit Commissioner (OCCC) 2/2013-Present. Is a Texas State Agency that regulates non-depository financial institutions and consumer credit products. It regulates over 35000 business and individual licensees across 13 business categories in all, including pawn shop practices, retail store credits, motor vehicle loans, property tax lenders, precious metals transactions, cash advance etc.
 - Alaska Alcohol and Marijuana Control Office (AMCO) 1/2022-Present. Alaskan state agency that issues and regulates both business and professional licenses and permits for alcohol and cannabis in the state of Alaska. Gov2Biz Inc was hired to help us stand up an electronic licensing and regulation (AK_ACCIS) system, which replaced our paper-based processes with a modern, automatic process.
2. Subcontractors: subcontracting.
3. Organizational Chart: included.
4. Litigation: None

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Gov 2 Biz

DATE: 9/17/2024

5. Financial Viability: D&B report looked to be low risk.

6. Licensure/Certification: No licensure or certification. Did submit a letter of support.

7. Certificate of Insurance: Submitted insurance includes cyber/tech.
 - The reason we do not understand why this bidder did for Texas OCCC is because Gov2Biz did not clarify its relationship w/ Sistema Technologies Inc., who appears to be the prime vendor.

 - **Total Points:** Consensus agreement for a total of 17 points.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Gov 2 Biz

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section III. Proposed Services	40	NA

Evaluation Team Comments:

Bidder did not meet the minimum score of 18 in section II to progress to Section III.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Gov 2 Biz

**EVALUATION OF SECTION IV
Cost Proposal**

\$30,000	,	\$1,553,972	x	30	=	NA

DATE: 9/17/2024

Evaluation Team Comments:

PROPOSAL DID NOT SCORE THE MINIMUM OF 18 POINTS NECESSARY IN SECTION II TO PROGRESS TO SECTION III OR ANY FURTHER.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HSGovTech

DATE: 06 August 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

Not Met Technical Assessment
Vendor refers to AWS GovCloud SOC2 Type II report. Until report is reviewed, Quality of Evidence is weak.
Data Compliance
NIST 800-171: <i>Adequate response. Weak evidence.</i>
Maine FOAA: <i>Adequate response. Weak evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Weak evidence.</i>
Privacy Act of 1974: <i>Adequate response. Weak evidence.</i>
PCI DSS: <i>Adequate response. Weak evidence.</i>
Nacha: <i>Adequate response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Weak evidence.</i>
H2: <i>Adequate response. Weak evidence.</i>
H3: <i>Adequate response. Weak evidence.</i>
A1: <i>Adequate response. Weak evidence.</i>
A2: <i>Adequate response. Weak evidence.</i>
A3: <i>Adequate response. Weak evidence.</i>
A4: <i>Adequate response. Adequate evidence.</i>
Information Security Standards
S1: <i>Adequate response. Weak evidence.</i>
S2: <i>Adequate response. Weak evidence.</i>
S3: <i>Adequate response. Weak evidence.</i>
S4: <i>Adequate response. Weak evidence.</i>
S5: <i>Adequate response. Weak evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Weak evidence.</i>
CSP2: <i>Adequate response. Weak evidence.</i>
CSP3: <i>Adequate response. Weak evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Weak evidence.</i>
CSP6: <i>Adequate response. Weak evidence.</i>
CSP7: <i>No response. Weak evidence.</i>
CSP8: <i>No response. Weak evidence.</i>
CSP9: <i>No response. Weak evidence.</i>
CSP10: <i>No response. Weak evidence.</i>
CSP11: <i>No response. Weak evidence.</i>
CSP12: <i>No response. Weak evidence.</i>
CSP13: <i>No response. Weak evidence.</i>

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HSGovTech

DATE: 06 August 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

CSP14: <i>No response. Weak evidence.</i>
NIST Reqs
N1: <i>Adequate response. Weak evidence.</i>
N2: <i>Adequate response. Weak evidence.</i>
N3: <i>Adequate response. Weak evidence.</i>
N4: <i>Adequate response. Weak evidence.</i>
N5: <i>Adequate response. Weak evidence.</i>
N6: <i>Adequate response. Weak evidence.</i>
N7: <i>Adequate response. Weak evidence.</i>
N8: <i>Adequate response. Weak evidence.</i>
N9: <i>Adequate response. Weak evidence.</i>
N10: <i>Adequate response. Weak evidence.</i>
N11: <i>Adequate response. Weak evidence.</i>
N12: <i>Adequate response. Weak evidence.</i>
N13: <i>Adequate response. Weak evidence.</i>
N14: <i>Adequate response. Weak evidence.</i>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: HS Gov Tech

DATE: 9/19/2024

SUMMARY PAGE

Department Name: DACF

Name of RFP Coordinator: Celeste Poulin

Names of Evaluators: Ben Metcalf, Brigid Palmer, Michelle Newbegin, Aimee Carlton, Patrick Emery, Victor Chakravarty

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
• Proposal Cover Page	x	
• Debarment, Performance and Non-Collusion Certification	x	
• Eligibility Requirements	x	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	20
Section III. Proposed Services	40	38
Section IV. Cost Proposal	30	5
<u>Total Points</u>	<u>100</u>	<u>63</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: HS Gov Tech

DATE: 9/19/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

Provided all information requested.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: HS Gov Tech

DATE: 9/19/2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	20

Evaluation Team Comments:

1. Overview of the Organization: Has 25 years of experience and 100% customer retention.
 - The Three projects that occurred in the past five years.
 - State of Wisconsin Department of Agriculture 2022-ongoing. Manufactured food, Dairy, FDA Produce, retail food, manufactured home, mobile units, Rec-Ed camp, Recreational water, body art, campground, jail, lodging. 1st in state to in nation to fully automate and digitize and go live with FDA Produce including inspections on tablets in the field(offline). HSCloud software to all local agencies statewide.
 - Virginia Department of Health-2019-current. Enterprise deployment of HSCloud Suite software, including all local health agencies for: Milk Plans, Shellfish, Retail food, Bedding and Upholstery. Online portal for citizens and entity operators and allows for payments online.
 - Colorado CDPHE-2019-present. HSCloud software for all activity statewide for: Manufactured food, Dairy, Environmental Agriculture, Retail, Assisted Living, Childcare, Corrections, Artificial tanning. Online portal for citizens and entity operators and allows for payments online.
2. Subcontractors: none
3. Organizational Chart: included but is a sample chart.
4. Litigation: none
5. Financial Viability: One page D& B snapshot of financial report.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: HS Gov Tech

DATE: 9/19/2024

6. Licensure/Certification: Did not provide a licensure or certification.

7. Certificate of Insurance: it is the ACORD-25 form. Also “No Cyber Liability insurance.”
 - One project the Colorado project has the offline usage in field without internet for inspectors out in the field.
 - Paperless system.

Total For this Section Points:

- Consensus agreement for a total of 20 points.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: HS Gov Tech

DATE: 9/19/2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40	38

Evaluation Team Comments:

1. Services to be Provided: Decent project plan. Ongoing updates are provided. Has a self-service portal, will do onsite training and did address data conversion. Has product registration/ barcode scanning linked.

- . Complete Appendix F (Functional Requirements)
 - 59 Ys

Complete Appendix G. Did NOT meet Technical Assessment.

- A. Continental United States Access
 - No response

Implementation - Work Plan:

- Claims agile. But the actual Gantt Chart presented is strictly Waterfall. All the stars must line up perfectly to meet that timeline. Which is not realistic.
- Data Conversion
- Boilerplate. Not enough specific details.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: HS Gov Tech

DATE: 9/19/2024

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	,	Cost Proposal Being Scored	x	Score Weight	=	Score
\$30,000	,	\$177,469	x		=	5

Evaluation Team Comments:

Within budget

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra

DATE: 07 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

Met Technical Assessment
Data Compliance
NIST 800-171: <i>Adequate response. Strong evidence.</i>
Maine FOAA: <i>Adequate response. Weak evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Strong evidence.</i>
Privacy Act of 1974: <i>Adequate response. Strong evidence.</i>
PCI DSS: <i>Adequate response. Strong evidence.</i>
Nacha: <i>Adequate response. Strong evidence.</i>
MaineIT
H1: <i>Adequate response. Strong evidence.</i>
H2: <i>Adequate response. Strong evidence.</i>
H3: <i>Adequate response. Strong evidence.</i>
A1: <i>Adequate response. Strong evidence.</i>
A2: <i>Adequate response. Strong evidence.</i>
A3: <i>Adequate response. Strong evidence.</i>
A4: <i>Adequate response. Strong evidence.</i>
Information Security Standards
S1: <i>Adequate response. Strong evidence.</i>
S2: <i>Adequate response. Strong evidence.</i>
S3: <i>Adequate response. Strong evidence.</i>
S4: <i>Adequate response. Adequate evidence.</i>
S5: <i>Adequate response. Adequate evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Strong evidence.</i>
CSP2: <i>Adequate response. Strong evidence.</i>
CSP3: <i>Adequate response. Weak evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Weak evidence.</i>
CSP6: <i>Adequate response. Weak evidence.</i>
CSP7: <i>Adequate response. Weak evidence.</i>
CSP8: <i>Adequate response. Weak evidence.</i>
CSP9: <i>Adequate response. Weak evidence.</i>
CSP10: <i>Adequate response. Weak evidence.</i>
CSP11: <i>Adequate response. Weak evidence.</i>
CSP12: <i>Adequate response. Weak evidence.</i>
CSP13: <i>Adequate response. Weak evidence.</i>
CSP14: <i>Adequate response. Weak evidence.</i>

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra

DATE: 07 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

NIST Reqs
N1: <i>Adequate response. Strong evidence.</i>
N2: <i>Adequate response. Strong evidence.</i>
N3: <i>Adequate response. Strong evidence.</i>
N4: <i>Adequate response. Strong evidence.</i>
N5: <i>Adequate response. Strong evidence.</i>
N6: <i>Adequate response. Strong evidence.</i>
N7: <i>Adequate response. Strong evidence.</i>
N8: <i>Adequate response. Strong evidence.</i>
N9: <i>Adequate response. Strong evidence.</i>
N10: <i>Adequate response. Strong evidence.</i>
N11: <i>Adequate response. Strong evidence.</i>
N12: <i>Adequate response. Strong evidence.</i>
N13: <i>Adequate response. Strong evidence.</i>
N14: <i>Adequate response. Strong evidence.</i>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Kyra Solutions

DATE: 9/20/2024

SUMMARY PAGE

Department Name: DACF

Name of RFP Coordinator: Celeste Poulin

Names of Evaluators: Ben Metcalf, Brigid Palmer, Michelle Newbegin, Aimee Carlton, Patrick Emery, Victor Chakravarty

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
• Proposal Cover Page	x	
• Debarment, Performance and Non-Collusion Certification	x	
• Eligibility Requirements	x	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	25
Section III. Proposed Services	40	27
Section IV. Cost Proposal	30	.63
<u>Total Points</u>	<u>100</u>	<u>52.63</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Kyra Solutions

DATE: 9/20/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

Provided all information requested.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Kyra Solutions

DATE: 9/20/2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	25

Evaluation Team Comments:

1. Overview of the Organization: Been in business for twenty-seven years, with twenty-three years in government. Sales force customer satisfaction rate of 9.7 of 10. 100% success rate in public sector implementations. Success rate in Public Sector implementations. A core and strategic piece of this is integration, and the foundation of the Salesforce Integration Cloud is Arcgis.
 - Three Projects that was submitted in the past five years:
 - New Mexico Regulation and Licensing Department.
 - Rhode Island Department of Environmental Management.
 - Florida Department of Health.
2. Subcontractors: One potential subcontractor, V2Force.
3. Organizational Chart: included the organizational chart was well defined.
4. Litigation: None. 10 projects within budget.
5. Financial Viability: D&B snapshot submitted, dated 1/4/2023. Need 2023 and 2024 snapshot. Note bankruptcy in 2001-2003. Low risk.
6. Licensure/Certification: Several Salesforce Certifications.
7. Certificate of Insurance: Submitted with Cyber Liability, at least five million.
 - **Total Points for Section II:** Consensus Agreement for total points of 25.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019
RFP TITLE: DACF Consumer Safety Licensing RFP
BIDDER: Kyra Solutions
DATE: 9/20/2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40	27

Evaluation Team Comments:

1. Services to be Provided: Provided detail project plan. Stating can be live within twelve months. Interface ability look good. Data Conversion good.

Complete Appendix F (Functional Requirements Matrix):

2 C's (FA-1, GA-1). Has it been included in the Cost Form?

Answered Y to all questions "Solution meets requirement?", except:

1. FA-1, for additional cost, enlist Salesforce Mobile App Plus edition to synchronize offline entries.
2. G-1, for additional cost, propose integrating Salesforce with Google Maps.

Complete Appendix G: Met requirements.

Implementation - Work Plan:

CONUS Residence

- No response

CONUS Access

- No response

<https://www.owndata.com/solutions-salesforce>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Kyra Solutions

DATE: 9/20/2024

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	,	Cost Proposal Being Scored	x	Score Weight	=	Score
\$30,000	,	\$1,430,512	x		=	.63

Evaluation Team Comments:

Within budget

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 08 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

Not-Met Technical Assessment
Data Compliance
NIST 800-171: <i>Adequate response. Weak evidence.</i>
Maine FOAA: <i>Adequate response. Strong evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Weak evidence.</i>
Privacy Act of 1974: <i>Adequate response. Weak evidence.</i>
PCI DSS: <i>Adequate response. Weak evidence. (Perhaps covered by PayMaine2)</i>
Nacha: <i>Adequate response. Weak evidence. (Perhaps covered by PayMaine2)</i>
MaineIT
H1: <i>Adequate response. No evidence.</i>
H2: <i>Adequate response. No evidence.</i>
H3: <i>Adequate response. No evidence.</i>
A1: <i>Adequate response. No evidence.</i>
A2: <i>Adequate response. No evidence.</i>
A3: <i>Adequate response. No evidence.</i>
A4: <i>Adequate response. No evidence.</i>
Information Security Standards
S1: <i>Adequate response. Weak evidence.</i>
S2: <i>Adequate response. No evidence.</i>
S3: <i>Adequate response. Weak evidence.</i>
S4: <i>Adequate response. Weak evidence.</i>
S5: <i>Adequate response. No evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. No evidence.</i>
CSP2: <i>Adequate response. Weak evidence.</i>
CSP3: <i>Adequate response. No evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Weak evidence.</i>
CSP6: <i>Adequate response. Weak evidence.</i>
CSP7: <i>Adequate response. Weak evidence.</i>
CSP8: <i>Adequate response. Weak evidence.</i>
CSP9: <i>Adequate response. Weak evidence.</i>
CSP10: <i>Adequate response. Weak evidence.</i>
CSP11: <i>Adequate response. Weak evidence.</i>
CSP12: <i>Adequate response. Weak evidence.</i>
CSP13: <i>Adequate response. Weak evidence.</i>
CSP14: <i>Adequate response. Weak evidence.</i>

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 08 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

NIST Reqs
N1: <i>Adequate response. Adequate evidence.</i>
N2: <i>Adequate response. Weak evidence.</i>
N3: <i>Adequate response. Weak evidence.</i>
N4: <i>Adequate response. Weak evidence.</i>
N5: <i>Adequate response. Weak evidence.</i>
N6: <i>Adequate response. Weak evidence.</i>
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N8: <i>Adequate response. Weak evidence.</i>
N9: <i>Adequate response. Weak evidence.</i>
N10: <i>Adequate response. Weak evidence.</i>
N11: <i>Adequate response. Weak evidence.</i>
N12: <i>Adequate response. Weak evidence.</i>
N13: <i>Adequate response. Weak evidence.</i>
N14: <i>NA</i>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Open Gov

DATE: 9/24/2024

SUMMARY PAGE

Department Name: DACF

Name of RFP Coordinator: Celeste Poulin

Names of Evaluators: Ben Metcalf, Brigid Palmer, Michelle Newbegin, Aimee Carlton, Patrick Emery, Victor Chakravarty

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
• Proposal Cover Page	x	
• Debarment, Performance and Non-Collusion Certification	x	
• Eligibility Requirements	x	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	15
Section III. Proposed Services	40	NA
Section IV. Cost Proposal	30	NA
<u>Total Points</u>	<u>100</u>	<u>15</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Open Gov

DATE: 9/24/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

Provided all information requested.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Open Gov

DATE: 9/24/2024

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

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section II. Organization Qualifications and Experience	30	15

Evaluation Team Comments:

1. Overview of the Organization: Twelve years of experience. Permitting, Licensing.
 - The three projects provided in the past five years.
 - Utah Dept. Of Alcohol and Beverage Services – 2022-08-15-2024
 - Georgia Dept. Of Education- 7 months
 - Rhode Island Dept of Administration- 10 months
 - None of the projects relevant to the goal of the RFP.
2. Subcontractors: none
3. Organizational Chart: Did absolutely, positively provide an adequate Org-Chart.
4. Litigation: None, Odd performance statement was included with litigation.
5. Financial Viability: D& B provided. High risk. 15,000 credit limits.
6. Licensure/Certification: None
7. Certificate of Insurance: Provided. No cyber/ tech liability.
- 8.

Total Points for Section II: Consensus agreement of points for section II: 15

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Open Gov

DATE: 9/24/2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section III. Proposed Services	40	NA

Evaluation Team Comments:

Did not meet minimum score of 18 in Section II needed to progress to Section III.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

**EVALUATION OF SECTION IV
Cost Proposal**

\$30,000	,	\$331,865	x	30	=	NA

Evaluation Team Comments:

PROPOSAL DID NOT SCORE THE MINIMUM OF 18 POINTS NECESSARY IN SECTION II TO PROGRESS TO SECTION III OR ANY FURTHER.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 08 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

Met Technical Assessment
Data Compliance
NIST 800-171: <i>Adequate response. Strong evidence.</i>
Maine FOAA: <i>Adequate response. Adequate evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Strong evidence.</i>
Privacy Act of 1974: <i>Adequate response. Strong evidence.</i>
PCI DSS: <i>Adequate response. Strong evidence.</i>
Nacha: <i>Adequate response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Strong evidence.</i>
H2: <i>Adequate response. Strong evidence.</i>
H3: <i>Adequate response. Strong evidence.</i>
A1: <i>Adequate response. Strong evidence.</i>
A2: <i>Adequate response. Strong evidence.</i>
A3: <i>Adequate response. Strong evidence.</i>
A4: <i>Adequate response. Strong evidence.</i>
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S1: <i>Adequate response. Strong evidence.</i>
S2: <i>Adequate response. Strong evidence.</i>
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S4: <i>Adequate response. Weak evidence.</i>
S5: <i>Adequate response. Adequate evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Adequate evidence.</i>
CSP2: <i>Adequate response. Adequate evidence.</i>
CSP3: <i>Adequate response. Adequate evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Adequate evidence.</i>
CSP6: <i>Adequate response. Adequate evidence.</i>
CSP7: <i>Adequate response. Adequate evidence.</i>
CSP8: <i>Adequate response. Adequate evidence.</i>
CSP9: <i>Adequate response. Adequate evidence.</i>
CSP10: <i>Adequate response. Adequate evidence.</i>
CSP11: <i>Adequate response. Adequate evidence.</i>
CSP12: <i>Adequate response. Adequate evidence.</i>
CSP13: <i>Adequate response. Adequate evidence.</i>
CSP14: <i>Adequate response. Adequate evidence.</i>

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 08 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

NIST Reqs
N1: <i>Adequate response. Strong evidence.</i>
N2: <i>Adequate response. Strong evidence.</i>
N3: <i>Adequate response. Strong evidence.</i>
N4: <i>Adequate response. Strong evidence.</i>
N5: <i>Adequate response. Strong evidence.</i>
N6: <i>Adequate response. Strong evidence.</i>
N7: <i>Adequate response. Strong evidence.</i>
N8: <i>Adequate response. Strong evidence.</i>
N9: <i>Adequate response. Strong evidence.</i>
N10: <i>Adequate response. Strong evidence.</i>
N11: <i>Adequate response. Strong evidence.</i>
N12: <i>Adequate response. Strong evidence.</i>
N13: <i>Adequate response. Strong evidence.</i>
N14: <i>Adequate response. Strong evidence.</i>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Slalom

DATE: 9/24/2024

SUMMARY PAGE

Department Name: DACF

Name of RFP Coordinator: Celeste Poulin

Names of Evaluators: Ben Metcalf, Brigid Palmer, Michelle Newbegin, Aimee Carlton, Patrick Emery, Victor Chakravarty

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
• Proposal Cover Page	x	
• Debarment, Performance and Non-Collusion Certification	x	
• Eligibility Requirements	x	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	26
Section III. Proposed Services	40	34
Section IV. Cost Proposal	30	.25
<u>Total Points</u>	<u>100</u>	<u>60.25</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing

BIDDER: Slalom

DATE: 9/24/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

Provided all information requested.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019
RFP TITLE: DACF Consumer Safety Licensing
BIDDER: Slalom
DATE: 9/24/2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	26

Evaluation Team Comments:

1. Overview of the Organization: 31 years' experience. Safer project- a national level developing. Licensing/ Inspections. Service Levels: 99.9% of service consent.
 - Three projects submitted in the past five years.
 - Minnesota Dept of Agriculture
 - New Hampshire Dept. of Transportation
 - Arizona Dept. of Health Services
 - At least one project cited is directly relevant to the goal of the RFP.
2. Subcontractors: Salesforce Partner in North America.
3. Organizational Chart: Listed out roles in detail but not specific resumes.
4. Litigation: Four litigations are all internal-personnel-related, as opposed to external-performance-related.
5. Financial Viability: D & B provided low risk. Max credit: 5.3 M
6. Licensure/Certification: Provided. Massive bench of Salesforce expertise, SOC 2, ISO 27001.
7. Certificate of Insurance: Provided. 10 million in cyber/ tech liability.

Total Points for Section II: Consensus Agreement for a total point 26.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing

BIDDER: Slalom

**EVALUATION OF SECTION III
Proposed Services**

DATE: 9/24/2024

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section III. Proposed Services	40	34

Evaluation Team Comments:

1. Services to be Provided: Good outline. Three different phrases. Completion in Eight months. Data Conversion required multiple developments.

Complete Appendix F (Functional Requirements Matrix). 59ys. Default Sales force outbound.

Complete Appendix G: Meet requirements.

Implementation - Work Plan

Tight time frame. Outline post implantation support.

- The Mass paper mailing limitation my become a risk to business.
- The mass e-mail limitation my become a risk to business.
- Project Planning: Strong response. Robust details. Demonstrated advance competence.
- "Historical data will not be loaded onto the new platform." That is a direct violation of RFP requirement.

Total Points for Section III: Consensus agreement of points 34.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing

BIDDER: Slalom

**EVALUATION OF SECTION IV
Cost Proposal**

DATE: 9/24/2024

Lowest Submitted Cost Proposal	,	Cost Proposal Being Scored	x	Score Weight	=	Score
\$30,000	,	\$3,650,835	x	30	=	.25

Evaluation Team Comments:

Way over budget

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Tech Mahindra

DATE: 09 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

Met Technical Assessment
Data Compliance
NIST 800-171: <i>Adequate response. Adequate evidence.</i>
Maine FOAA: <i>Adequate response. Weak evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Strong evidence.</i>
Privacy Act of 1974: <i>Adequate response. Strong evidence.</i>
PCI DSS: <i>Adequate response. Strong evidence.</i>
Nacha: <i>Adequate response. Adequate evidence.</i>
MaineIT
H1: <i>Adequate response. Strong evidence.</i>
H2: <i>Adequate response. Strong evidence.</i>
H3: <i>Adequate response. Strong evidence.</i>
A1: <i>Adequate response. Strong evidence.</i>
A2: <i>Adequate response. Strong evidence.</i>
A3: <i>Adequate response. Adequate evidence.</i>
A4: <i>Adequate response. Strong evidence.</i>
Information Security Standards
S1: <i>Adequate response. Strong evidence.</i>
S2: <i>Adequate response. Adequate evidence.</i>
S3: <i>Adequate response. Adequate evidence.</i>
S4: <i>Adequate response. Strong evidence.</i>
S5: <i>Adequate response. Strong evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Weak evidence.</i>
CSP2: <i>Adequate response. Strong evidence.</i>
CSP3: <i>Adequate response. Strong evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Strong evidence.</i>
CSP6: <i>Adequate response. Strong evidence.</i>
CSP7: <i>Adequate response. Strong evidence.</i>
CSP8: <i>Adequate response. Strong evidence.</i>
CSP9: <i>Adequate response. Strong evidence.</i>
CSP10: <i>Adequate response. Strong evidence.</i>
CSP11: <i>Adequate response. Strong evidence.</i>
CSP12: <i>Adequate response. Strong evidence.</i>
CSP13: <i>Adequate response. Strong evidence.</i>
CSP14: <i>Adequate response. Strong evidence.</i>

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Tech Mahindra

DATE: 09 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

NIST Reqs
N1: <i>Adequate response. Adequate evidence.</i>
N2: <i>Adequate response. Adequate evidence.</i>
N3: <i>Adequate response. Adequate evidence.</i>
N4: <i>Adequate response. Adequate evidence.</i>
N5: <i>Adequate response. Adequate evidence.</i>
N6: <i>Adequate response. Adequate evidence.</i>
N7: <i>Adequate response. Adequate evidence.</i>
N8: <i>Adequate response. Adequate evidence.</i>
N9: <i>Adequate response. Adequate evidence.</i>
N10: <i>Adequate response. Adequate evidence.</i>
N11: <i>Adequate response. Adequate evidence.</i>
N12: <i>Adequate response. Adequate evidence.</i>
N13: <i>Weak response. Weak evidence.</i>
N14: <i>NA</i>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Tech Mahindra

DATE: 9/24/2024

SUMMARY PAGE

Department Name: DACF

Name of RFP Coordinator: Celeste Poulin

Names of Evaluators: Ben Metcalf, Brigid Palmer, Michelle Newbegin, Aimee Carlton, Patrick Emery, Victor Chakravarty

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
• Proposal Cover Page	x	
• Debarment, Performance and Non-Collusion Certification	x	
• Eligibility Requirements	x	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	21
Section III. Proposed Services	40	23
Section IV. Cost Proposal	30	.95
<u>Total Points</u>	<u>100</u>	<u>44.95</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Tech Mahindra

DATE: 9/24/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

Provided all information requested.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Tech Mahindra

DATE: 9/24/2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	21

Evaluation Team Comments:

1. Overview of the Organization: Twenty-Eight years' experience, worldwide operation. Salesforce platform. Licensing. References with names, emails.
 - Three projects submitted in the last five years.
 - VT Dept. Liquor and Lottery.
 - NH Dept. Of Safety, Div. of Motor Vehicles
 - VT Cannabis Control Board.
 - Projects partially relevant to the goal of the RFP.
2. Subcontractors: None
3. Organizational Chart: Provided names and resumes.
4. Litigation: None
5. Financial Viability: D&B report is partial, but includes the balance sheet, and annual revenue of \$6.3 B.
6. Licensure/Certification: Deep bench of Salesforce expertise; ISO 277001; CMMI L5.
7. Certificate of Insurance: Provided certificate of insurance but no cyber/tech liability.

Total Points of Section II: Consensus Agreement of total points: 21

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
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RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Tech Mahindra

DATE: 9/24/2024

Section III. Proposed Services	40	23
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Evaluation Team Comments:

1. Services to be Provided: Detail Project plan. Proposed amount of environment. Data Conversion, 39 weeks' time frame hoping for soft release @ 22 weeks.

Strong response. Robust details. Demonstrated advance competence.

Complete Appendix F (Functional Requirements Matrix). 59Ys

Complete Appendix G: Met

Implementation - Work Plan: Met.

Total Points of Section III: 23

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES
EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	>	Cost Proposal Being Scored	x	Score Weight	=	Score
\$30,000	>	\$951,000	x	30	=	.95

Evaluation Team Comments:

Within budget

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SGPlus

DATE: 05 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

Not-Met Technical Assessment
Data Compliance
NIST 800-171: <i>No response. No evidence.</i>
Maine FOAA: <i>No response. No evidence.</i>
Maine Breach Notification Law: <i>No response</i>
NIST 800-53: Rev5: <i>No response. No evidence.</i>
Privacy Act of 1974: <i>No response. No evidence.</i>
PCI DSS: <i>No response. No evidence.</i>
Nacha: <i>No response. No evidence.</i>
MaineIT
H1: <i>No response. No evidence.</i>
H2: <i>No response. No evidence.</i>
H3: <i>No response. No evidence.</i>
A1: <i>No response. No evidence.</i>
A2: <i>No response. No evidence.</i>
A3: <i>No response. No evidence.</i>
A4: <i>No response. No evidence.</i>
Information Security Standards
S1: <i>No response. No evidence.</i>
S2: <i>No response. No evidence.</i>
S3: <i>No response. No evidence.</i>
S4: <i>No response. No evidence.</i>
S5: <i>No response. No evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>No response. No evidence.</i>
CSP2: <i>No response. No evidence.</i>
CSP3: <i>No response. No evidence.</i>
CSP4: <i>No response. No evidence.</i>
CSP5: <i>No response. No evidence.</i>
CSP6: <i>No response. No evidence.</i>
CSP7: <i>No response. No evidence.</i>
CSP8: <i>No response. No evidence.</i>
CSP9: <i>No response. No evidence.</i>
CSP10: <i>No response. No evidence.</i>
CSP11: <i>No response. No evidence.</i>
CSP12: <i>No response. No evidence.</i>
CSP13: <i>No response. No evidence.</i>
CSP14: <i>No response. No evidence.</i>

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SGPlus

DATE: 05 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

NIST Reqs
N1: <i>Adequate response. Weak evidence.</i>
N2: <i>Adequate response. Weak evidence.</i>
N3: <i>Adequate response. Weak evidence.</i>
N4: <i>Adequate response. Weak evidence.</i>
N5: <i>Adequate response. Weak evidence.</i>
N6: <i>Adequate response. Weak evidence.</i>
N7: <i>Adequate response. Weak evidence.</i>
N8: <i>Adequate response. Weak evidence.</i>
N9: <i>Adequate response. Weak evidence.</i>
N10: <i>Adequate response. Weak evidence.</i>
N11: <i>Adequate response. Weak evidence.</i>
N12: <i>Adequate response. Weak evidence.</i>
N13: <i>Adequate response. Weak evidence.</i>
N14: <i>Adequate response. Weak evidence.</i>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: 3SG Plus

DATE: 9/16/2024

SUMMARY PAGE

Department Name: DACF

Name of RFP Coordinator: Celeste Poulin

Names of Evaluators: Ben Metcalf, Brigid Palmer, Michelle Newbegin, Aimee Carlton, Patrick Emery, Victor Chakravarty

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
• Proposal Cover Page	x	
• Debarment, Performance and Non-Collusion Certification	x	
• Eligibility Requirements	x	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	17
Section III. Proposed Services	40	NA
Section IV. Cost Proposal	30	NA
<u>Total Points</u>	<u>100</u>	<u>17</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: 3SG Plus

DATE: 9/16/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

Provided all information requested.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019
RFP TITLE: DACF Consumer Safety Licensing RFP
BIDDER: 3SG Plus
DATE: 9/16/2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	17

Evaluation Team Comments:

1. Overview of the Organization: Accela software/reseller/integrator/prof services provider. Has 10+ years using Accela program.
 - Three projects that occurred in the past five years
 - Negative. Not current. Five months on project within the past 5 years.
 - City of Columbus 1/2017-1/2019 building permit upgrade.
 - City of Columbus 2015-2016 outside required timeframe.
 - City of Moraine 1/2024-5/2024 5-month project- data migration/implement of Fire Module.
2. Subcontractors: No subs.
3. Organizational Chart: 70 employees
4. Litigation: None
5. Financial Viability: D&B Snapshot of Financial Report. Risk assessment low risk, very stable condition. Look at what they asked for, focus on delinquencies.
6. Licensure/Certification: Multiple Accela certifications.
7. Certificate of Insurance: Included. Carried 5 million dollars for Cyber/Tech E&O.
 - **What is Cyber/Tech Insurance what it does cover?** The liability of information if it was hacked give's the company the ability to send a letter and pay for credit monitoring for a limited period. (example 2 years) If the license number was

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: 3SG Plus

DATE: 9/16/2024

breached the liability would be on the vendor not the State of Maine.

- **Where have they been in the past five years?** Expertise is not provided in the examples. Three projects presented but does not meet requirements. Barely even meeting the requirements.

- **Total Points:**
- Consensus agreement for a total of 17 points.
- Consensus was the weight of experience was very low.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: 3SG Plus

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section III. Proposed Services	40	NA

Evaluation Team Comments:

Bidder did not meet the minimum score of 18 in section II to progress to Section III.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: 3SG Plus

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	,	Cost Proposal Being Scored	x	Score Weight	=	Score
\$30,000	,	\$331,000	x	30	=	NA

Evaluation Team Comments:

PROPOSAL DID NOT SCORE THE MINIMUM OF 18 POINTS NECESSARY IN SECTION II TO PROGRESS TO SECTION III OR ANY FURTHER.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: VisualVault

DATE: 09 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

Not-Met Technical Assessment
Data Compliance
NIST 800-171: <i>Adequate response. Weak evidence.</i>
Maine FOAA: <i>Adequate response. Weak evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Weak evidence.</i>
Privacy Act of 1974: <i>Adequate response. Weak evidence.</i>
PCI DSS: <i>NA</i>
Nacha: <i>NA</i>
MaineIT
H1: <i>Adequate response. Adequate evidence.</i>
H2: <i>Adequate response. Adequate evidence.</i>
H3: <i>Adequate response. Weak evidence.</i>
A1: <i>Adequate response. Weak evidence.</i>
A2: <i>Adequate response. Weak evidence.</i>
A3: <i>Adequate response. Weak evidence.</i>
A4: <i>Adequate response. Weak evidence.</i>
Information Security Standards
S1: <i>Adequate response. Weak evidence.</i>
S2: <i>Adequate response. Adequate evidence.</i>
S3: <i>Adequate response. Adequate evidence.</i>
S4: <i>Adequate response. Missing evidence.</i>
S5: <i>Adequate response. Missing evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Weak evidence. (Broken Link)</i>
CSP2: <i>Adequate response. Weak evidence. (Broken Link)</i>
CSP3: <i>Adequate response. Weak evidence. (Broken Link)</i>
CSP4: <i>Adequate response. Weak evidence. (Broken Link)</i>
CSP5: <i>Adequate response. Weak evidence. (Broken Link)</i>
CSP6: <i>Adequate response. Weak evidence. (Broken Link)</i>
CSP7: <i>Adequate response. Weak evidence. (Broken Link)</i>
CSP8: <i>Adequate response. Weak evidence. (Broken Link)</i>
CSP9: <i>Adequate response. Weak evidence. (Broken Link)</i>
CSP10: <i>Adequate response. Weak evidence. (Broken Link)</i>
CSP11: <i>Adequate response. Weak evidence. (Broken Link)</i>
CSP12: <i>Adequate response. Weak evidence. (Broken Link)</i>
CSP13: <i>Adequate response. Weak evidence. (Broken Link)</i>
CSP14: <i>Adequate response. Weak evidence. (Broken Link)</i>

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: VisualVault

DATE: 09 Aug 2024

EVALUATOR NAME: Ben Haschalk, Brigid Palmer, Victor Chakravarty

NIST Reqs
N1: Adequate response. Weak evidence. (Broken Link; Missing SOC2)
N2: Adequate response. Weak evidence. (Broken Link; Missing SOC2)
N3: Adequate response. Weak evidence. (Broken Link; Missing SOC2)
N4: Adequate response. Weak evidence. (Broken Link; Missing SOC2)
N5: Adequate response. Weak evidence. (Broken Link; Missing SOC2)
N6: Adequate response. Weak evidence. (Broken Link; Missing SOC2)
N7: Adequate response. Weak evidence. (Broken Link; Missing SOC2)
N8: Adequate response. Weak evidence. (Broken Link; Missing SOC2)
N9: Adequate response. Weak evidence. (Broken Link; Missing SOC2)
N10: Adequate response. Weak evidence. (Broken Link; Missing SOC2)
N11: Adequate response. Weak evidence. (Broken Link; Missing SOC2)
N12: Adequate response. Weak evidence. (Broken Link; Missing SOC2)
N13: Adequate response. Weak evidence. (Broken Link; Missing SOC2)
N14: NA

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Visual Vault

DATE: 9/24/2024

SUMMARY PAGE

Department Name: DACF

Name of RFP Coordinator: Celeste Poulin

Names of Evaluators: Ben Metcalf, Brigid Palmer, Michelle Newbegin, Aimee Carlton, Patrick Emery, Victor Chakravarty

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
• Proposal Cover Page	x	
• Debarment, Performance and Non-Collusion Certification	x	
• Eligibility Requirements	x	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	18
Section III. Proposed Services	40	24
Section IV. Cost Proposal	30	.54
<u>Total Points</u>	<u>100</u>	<u>42.54</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Visual Vault

DATE: 9/24/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

Provided all information requested.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Visual Vault

DATE: 9/24/2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	18

Evaluation Team Comments:

1. Overview of the Organization: Been in business since 2009. Renewal, Licensing, Registrations. Specialize with State Government. Provided names, numbers, email for the Vermont project.
 - The three projects that was submitted in the past five years.
 - VT Medical Marijuana Registry 2019-Ongoing, Licensing and Enforcement System.
 - Washington State 2023-Ongoing, Medical Marijuana Registry.
 - Pennsylvania 2022- Ongoing- Dept. Health & Human Services, Aging and Liquor Board- Licensing and Compliance.
 - The cited projects are at least partially relevant to the goals of the RFP.
2. Subcontractors: None
3. Organizational Chart: Included with pictures.
4. Litigation: None
5. Financial Viability: High annual revenue of the parent company.
6. Licensure/Certification: Gov cloud, SOC 2, CJIS; HIPAA/HITECH.
7. Certificate of Insurance: Included. Carried 10 million Cyber/Tech liability.

Total Points of Section II: Consensus agreement for total points 18.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Visual Vault

DATE: 9/24/2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Availabl e</u>	<u>Points Awarde d</u>
Section III. Proposed Services	40	24

Evaluation Team Comments:

1. Services to be Provided: Data Conversion/ Migration Environment Requirements (3) Reports.

Project Planning: Strong response. Robust details. Demonstrated advance competence.

Complete Appendix F (Functional Requirements Matrix). 59Ys

Complete Appendix G: Did not met technical requirements.

Implementation - Work Plan 22 months to go live. 06/2024-05/2026.

Interfaces & Integration: Left the door open to cost & timeline expansions.

Total Points for Section III: Consensus Agreement for total points 24.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER: Visual Vault

DATE: 9/24/2024

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	x	Cost Proposal Being Scored	x	Score Weight	=	Score
\$30,000	x	\$1,673,566	x	30	=	.54

Evaluation Team Comments:

Within budget

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: AST (Applications Software Technology)

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? A/A</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? A/A</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? A/A</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
H2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
H3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S3: <i>Quality of the Response? Quality of the Evidence? A/A</i> <i>Onus is on Salesforce to notify SOM of security breach.</i>
S4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP13: <i>Quality of the Response? Quality of the Evidence? A/A</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: AST (Applications Software Technology)

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

CSP14: <i>Quality of the Response? Quality of the Evidence? A/A</i>
NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N6: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N7: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N8: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N9: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N10: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N11: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N12: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N13: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N14: <i>Quality of the Response? Quality of the Evidence? A/A</i>

Comply column (yes or no) was not filled out for Data Compliance tab, but suitable response was given. All other columns for each tab are marked "Yes" except NIST requirements said "See Comment" with comment that Salesforce is compliant with NIST SP 800-53 rev 4"

Salesforce Government Cloud Plus with Mulesoft Gov Cloud is proposed solution.
FedRamp High

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: AST

DATE: 02 August 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? Weak / Adequate</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? Weak / Adequate</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? Weak / Adequate</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? Weak / Adequate</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? Weak / Adequate</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? Weak / Adequate</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? Weak / Adequate</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? Weak</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: AST

DATE: 02 August 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

<i>CSP13: Quality of the Response? Quality of the Evidence? Weak</i>
<i>CSP14: Quality of the Response? Quality of the Evidence? Weak</i>
NIST Reqs
<i>N1: Quality of the Response? Quality of the Evidence? Weak</i>
<i>N2: Quality of the Response? Quality of the Evidence? Weak</i>
<i>N3: Quality of the Response? Quality of the Evidence? Weak</i>
<i>N4: Quality of the Response? Quality of the Evidence? Weak</i>
<i>N5: Quality of the Response? Quality of the Evidence? Weak</i>
<i>N6: Quality of the Response? Quality of the Evidence? Weak</i>
<i>N7: Quality of the Response? Quality of the Evidence? Weak</i>
<i>N8: Quality of the Response? Quality of the Evidence? Weak</i>
<i>N9: Quality of the Response? Quality of the Evidence? Weak</i>
<i>N10: Quality of the Response? Quality of the Evidence? Weak</i>
<i>N11: Quality of the Response? Quality of the Evidence? Weak</i>
<i>N12: Quality of the Response? Quality of the Evidence? Weak</i>
<i>N13: Quality of the Response? Quality of the Evidence? Weak</i>
<i>N14: Quality of the Response? Quality of the Evidence? Weak</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SGPlus

DATE: 01 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>No response. Weak evidence.</i>
Maine FOAA: <i>No response. No evidence</i>
Maine Breach Notification Law: <i>No response. No evidence.</i>
NIST 800-53: Rev5: <i>No response. Weak evidence.</i>
Privacy Act of 1974: <i>No response. Strong evidence.</i>
PCI DSS: <i>No response. Weak evidence.</i>
Nacha: <i>No response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Strong evidence.</i>
H2: <i>Adequate response. Strong evidence.</i>
H3: <i>Adequate response. Strong evidence.</i>
A1: <i>Adequate response. Strong evidence.</i>
A2: <i>Adequate response. Strong evidence.</i>
A3: <i>Adequate response. Strong evidence.</i>
A4: <i>Adequate response. Strong evidence.</i>
Information Security Standards
S1: <i>Adequate response. Strong evidence.</i>
S2: <i>Adequate response. Strong evidence.</i>
S3: <i>Adequate response. Strong evidence.</i>
S4: <i>Adequate response. Strong evidence.</i>
S5: <i>Adequate response. Strong evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Adequate evidence.</i>
CSP2: <i>Adequate response. Adequate evidence.</i>
CSP3: <i>Adequate response. Adequate evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Adequate evidence.</i>
CSP6: <i>Adequate response. Adequate evidence.</i>
CSP7: <i>Adequate response. Adequate evidence.</i>
CSP8: <i>Adequate response. Adequate evidence.</i>
CSP9: <i>Adequate response. Adequate evidence.</i>
CSP10: <i>Adequate response. Adequate evidence.</i>
CSP11: <i>Adequate response. Adequate evidence.</i>
CSP12: <i>Adequate response. Adequate evidence.</i>
CSP13: <i>Adequate response. Adequate evidence.</i>
CSP14: <i>Adequate response. Adequate evidence.</i>
NIST Reqs

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SGPlus

DATE: 01 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

N1: <i>Weak response. Adequate evidence.</i>
N2: <i>Weak response. Adequate evidence.</i>
N3: <i>Weak response. Adequate evidence.</i>
N4: <i>Weak response. Adequate evidence.</i>
N5: <i>Weak response. Adequate evidence.</i>
N6: <i>Weak response. Adequate evidence.</i>
N7: <i>Weak response. Adequate evidence.</i>
N8: <i>Weak response. Adequate evidence.</i>
N9: <i>Weak response. Adequate evidence.</i>
N10: <i>Weak response. Adequate evidence.</i>
N11: <i>Weak response. Adequate evidence.</i>
N12: <i>Weak response. Adequate evidence.</i>
N13: <i>Weak response. Adequate evidence.</i>
N14: <i>Weak response. Adequate evidence.</i>

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: AST

DATE: 9/10/24

EVALUATOR NAME: Aimee

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization ✓ *Salesforce platform*
- Three Projects Proj 1 dates?, typo? – no enterprise example, Jannice Young, State of VT, Hawaii? How much is AST work?
- Subcontractors *Open if needed but can review before*
- Organizational Chart ✓
- Litigation Honest/project hold
- Financial Viability *Below industry – medium 25 days*
- Licensure/Certification
- Certificate of Insurance *cyber 5M*

II. Proposed Services

- Project Planning Did homework on DACF
- Data Conversion
- Appendix F (Functional Requirements) look up return - vague
- Appendix G (Technical Assessment)
- Service Levels
- CONUS Residence
- CONUS Access
- Two Environments
 - *4 sandboxes with expiration*
- Interfaces & Integration
- Training
- Post-production Support
- Solution Architecture
- Enterprise Solution

Pg 10 regression testing?

Pg 17 ADA

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Applications Software Technology, LLC

DATE: 9/12/24

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - *Been in business nearly 30 years*
 - *Partner with Salesforce, Oracle and Amazon Web Services*
 - *Referenced project with Utah Dept of Agriculture and Food involving licensing/permits & inspections*
- Three Projects
 - *Provided 3*
 - *None were food, fuel licensing/inspections or label registration projects*
- Subcontractors
 - *None*
- Organizational Chart
 - *Provided*
- Litigation
 - *None*
- Financial Viability
 - *Dun & Bradstreet snapshot provided*
- Licensure/Certification
 - *Provided screenshot of FY2025 Consulting Trailblazer Scorecard- certified Salesforce Consulting Partner Ridge status*
- Certificate of Insurance
 - *Provided*

II. Proposed Services

- Project Planning
 - *Completed within 12 months including 6 weeks of hypercare support*
- Data Conversion
 - *RFP requirements were included and will be met*
- Appendix F (Functional Requirements)
 - *Extra cost for syncing once Wi-Fi access is gained. Yes response to all others*
- Appendix G (Technical Assessment)
 - *See OIT technical review results- Not met*
- Service Levels
 - *Seems to meet RFP requirements*
- CONUS Residence
 - *Amazon Webservices – Washington state*
- CONUS Access

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Applications Software Technology, LLC

DATE: 9/12/24

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

- *Salesforce doesn't access state production data*
- Two Environments
 - *Production environment and 4 sandbox environments*
- Interfaces & Integration
 - *Appears to meet RFP requirements*
- Training
 - *Will create training materials*
 - *Will provide User Acceptance training*
 - *Train the trainer sessions*
- Post-production Support
 - *3 upgrades per year; new functionality immediately available*
 - *Regression testing info not shared publicly*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SG Plus

DATE: September, 2024

EVALUATOR NAME: Ben

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page
2. Debarment, Performance and Non-Collusion Certification
3. Eligibility Requirements

Section II Organization Qualifications and Experience

1. Overview of the Organization
2. Subcontractors
3. Organizational Chart
4. Litigation
5. Financial Viability
6. Licensure/Certification
7. Certificate of Insurance

Section III Proposed Services

1. Services to be Provided
 - a. Salesfoce based software, with EH based applications, such as Utah Dept of Ag, and Dept of health. (predominately in the Hemp and cannabis areas)
 - b. Company appears to utilize Accela solutions from CA, which is an EH based platform, to prove a custom off the shelf system.
 - c.

Complete Appendix F (Functional Requirements Matrix).
Did not meet Tech Specs.

Complete Appendix G

Implementation - Work Plan

Section IV Cost Proposal

1st year = \$275,112.49

2nd year = \$568,597.72

3rd year = \$ 616,548.03

Total for 2.2 years = \$ 1,460,258.24

Or schedule A \$2,902,887.49

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: AST, LLC

DATE: 9/17/24

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – Yes
2. Debarment, Performance and Non-Collusion Certification – Yes
3. Eligibility Requirements – Yes

Section II Organization Qualifications and Experience

1. Overview of the Organization - Yes
*In business 30 years. Experience with Salesforce, Oracle, and Amazon web. Detailed a project with Utah (UDAF) utilizing features and functions Maine will need.
Three projects: Cannabis project included licensing and registration features, allowed consumer to apply on-line, had inspector forms and checklists, customer profile and passwords, reports and training and management project integrated GIS features. Dept. of Commerce project seemed to have extensive self service for constituents.*
2. Subcontractors
None planned
3. Organizational Chart
Yes
4. Litigation
No
5. Financial Viability
D & B report provided
6. Licensure/Certification
Provided a Scorecard, and their Salesforce Consulting Partner status
7. Certificate of Insurance
Yes.

Section III Proposed Services

1. Services to be Provided

Appeared to meet all of the requirements, with Offline to Online sync costing more. Timeline was 12 months with 6 weeks of 'hypercare'

Complete Appendix F (Functional Requirements Matrix).
Yes to all, but with the noted additional money for syncing.

Complete Appendix G
Not met per Security Review Team

Implementation - Work Plan
AST proposed:

- 12 month timeline.
- Multiple environments
- Data conversion
- Training Plan

Section IV Cost Proposal

Not applicable at this stage.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: AST, LLC

DATE: 9/16/24

EVALUATOR NAME: Celeste J. Poulin

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – complete and signed
2. Debarment, Performance and Non-Collusion Certification – complete and signed
3. Eligibility Requirements – appears to meet

Section II Organization Qualifications and Experience

1. Overview of the Organization
Adequate
In business 30 years. Experience with Salesforce, Oracle, and Amazon web. Detailed a project with Utah (UDAF) utilizing features and functions Maine will need.
Three projects: Cannabis project included licensing and registration features, allowed consumer to apply on-line, had inspector forms and checklists, customer profile and passwords, reports and training and management project integrated GIS features. Dept. of Commerce project seemed to have extensive self service for constituents.
2. Subcontractors
None (positive)
3. Organizational Chart
Provided
4. Litigation
None (positive)
5. Financial Viability
Dunn & Bradstreet provided, low to low-moderate risk
6. Licensure/Certification
Provided Consulting Trailblazer Scorecard, Certified Salesforce Consulting Partner Ridge status

7. Certificate of Insurance
Provided, includes separate cyber/tech coverage

Section III Proposed Services

1. Services to be Provided
Outline of all services appears to meet our requirements. Timeline is reasonable for what we are asking. AST appears to have a solid grasp of the needs.

Complete Appendix F (Functional Requirements Matrix).
Yes to all, but noted additional \$ for synching.

Complete Appendix G
Not met

Implementation - Work Plan
AST proposed a well described work plan that included a timeline of 12 months. It includes multiple production environments. Proposal outlined plans for data conversion and included training plan.

Section IV Cost Proposal

Not applicable at this stage.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: AST (Applications Software Technology)

DATE: 19 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Eligibility Requirements - Pass

I. Organization Qualifications and Experience

- Overview of the Organization
- Three Projects that occurred in the past five years
 - All short term assignments**
 - 11/2023 to 8/2023 (?dates) – implemented Salesforce solution
 - 5/2023 to 7/2023 – enhance Salesforce solution
 - 3/2021 to 7/2021 - data integration (not part of eligibility requirement)
- Subcontractors – no subs planned
- Organizational Chart – included (refers to DCAF instead of DACF)
- Litigation - none
- Financial Viability – D&B Snapshot – D&B Report received
- Licensure/Certification – Salesforce Consulting Partner with Ridge status
- Certificate of Insurance – included

II. Proposed Services

Will implement Salesforce Public Sector Solutions Licensing and Permitting Solution

- Project Planning
 - Timeline - Implement licensing system within 12 months, including 6 weeks of “hypercare support”
- Data Conversion
 - Robust Data Migration Strategy (pg.14)
- Appendix F (Functional Requirements)
 - *Answered Y to nearly all questions “Solution meets requirement?”*
 - *One exception – Offline to Online synchronization answered “C” (additional cost)*
- Appendix G (Technical Assessment)
 - *Not met per Technical Team assessment*
- Service Levels
 - Referred to Excluded Services List
 - 12 hour RTO (is longer than requested 8 hour RTO)
 - Meets 4 hour RPO
- CONUS Residence
 - *Data resides in Continental US. Hosted on AWS GovCloud.*
- CONUS Access
 - *Vendor access to prod data in Continental US. Hosted on AWS GovCloud.*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: AST (Applications Software Technology)

DATE: 19 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

- Two Environments
 - *Prod plus up to 4 other environments*
- Interfaces & Integration
 - *Will use MuleSoft EiPaaS (Enterprise Integration Platform-as-a-Service)*
- Training
 - Pg. 56 – Develop a Training Strategy/Training Needs Analysis
 - Training Sandbox
 - Leverage Salesforce Trailhead training as needed
 - Recommend Salesforce Admin Certification
 - Train the Trainer
- Post-production Support
 - *3x year major releases; 2x month general maintenance*
- Solution Architecture
 - Described:
 - Salesforce Public Sector Solutions
 - Licensing and Permitting Solutions GovCloud
 - Mulesoft integration tool
 - *Inadequate* architecture diagram/data flow diagram
- Enterprise Solution
 1. Streamline technology to achieve more efficient system support, maintenance, and enhancement operations.
 - Data Migration Strategy
 - Salesforce ADA compliant
 2. Provide improved service to, and satisfaction of, constituents in the regulated community
 - Salesforce Experience Cloud portal allows citizens to self service their needs.
 3. Increased transparency and clarity for constituents in the regulated community regarding compliance/enforcement
 - Portal provides speed and efficiency
 - Offline capability
 4. Improved business intelligence and reporting and transparency for constituents
 - Salesforce Reporting and Analytics capabilities

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: AST

DATE: 26 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

I. Organization Qualifications and Experience

- Overview of the Organization
 - *Salesforce Integrator*
 - *Nearly 30 years in biz*
- Three Projects
 - *Did cite three projects*
 - *Relevant: State of Utah Department of Agriculture*
- Subcontractors
 - *None planned. But, even if onboarded later, will serve as Prime.*
- Organizational Chart
 - *Incomplete Org-Chart*
 - *No resumes*
- Litigation
 - *None*
- Financial Viability
 - *Paydex score slightly lower than industry-median. But, otherwise, stable.*
- Licensure/Certification
 - *Salesforce "Ridge" Partner.*
 - *Four-point scale: Base, Ridge, Crest, Summit*
 - *Roughly, C+ rating*
- Certificate of Insurance
 - *Includes \$5 MM Cyber Liability*

II. Proposed Services

- Project Planning
 - *Full of cliches. No details.*
- Data Conversion
 - *Strong response*
- Appendix F (Functional Requirements)
 - *58 Ys, 1 C (FA-1). Misspelled Axsy. Extra cost. Is it included in the Cost Form?*
- Appendix G (Technical Assessment)
 - *Evaluated separately*
- Service Levels
 - *Satisfied*
- CONUS Residence
 - *Satisfied*
- CONUS Access

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: AST

DATE: 26 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- *Satisfied*
- Two Environments
 - *Strong response*
- Interfaces & Integration
 - *Strong response*
- Training
 - *Adequate response*
- Post-production Support
 - *Strong response*
- Solution Architecture
 - *Modern. Robust.*
- Enterprise Solution
 - *Yes*

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: LegalAtoms

DATE: 19 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
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Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
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CSP10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
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CSP13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP14: <i>Quality of the Response? Quality of the Evidence? Adequate</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: LegalAtoms

DATE: 19 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
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N9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N14: <i>Quality of the Response? Quality of the Evidence? Adequate</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: LegalAtoms

DATE: 02 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Adequate response. Weak evidence.</i>
Maine FOAA: <i>Adequate response. Weak evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Weak evidence.</i>
Privacy Act of 1974: <i>Adequate response. Weak evidence.</i>
PCI DSS: <i>Adequate response. Weak evidence.</i>
Nacha: <i>Adequate response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Adequate evidence.</i>
H2: <i>Adequate response. Adequate evidence.</i>
H3: <i>Adequate response. Weak evidence.</i>
A1: <i>Adequate response. Weak evidence.</i>
A2: <i>Adequate response. Weak evidence.</i>
A3: <i>Adequate response. Weak evidence.</i>
A4: <i>Adequate response. Adequate evidence.</i>
Information Security Standards
S1: <i>Adequate response. Weak evidence.</i>
S2: <i>Adequate response. Weak evidence.</i>
S3: <i>Adequate response. Weak evidence.</i>
S4: <i>Adequate response. Weak evidence.</i>
S5: <i>Adequate response. Weak evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Weak evidence.</i>
CSP2: <i>Adequate response. Weak evidence.</i>
CSP3: <i>Adequate response. Weak evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Weak evidence.</i>
CSP6: <i>Adequate response. Weak evidence.</i>
CSP7: <i>Adequate response. Weak evidence.</i>
CSP8: <i>Adequate response. Weak evidence.</i>
CSP9: <i>Adequate response. Weak evidence.</i>
CSP10: <i>Adequate response. Weak evidence.</i>
CSP11: <i>Adequate response. Weak evidence.</i>
CSP12: <i>Adequate response. Weak evidence.</i>
CSP13: <i>Adequate response. Weak evidence.</i>
CSP14: <i>Adequate response. Weak evidence.</i>
NIST Reqs

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: LegalAtoms

DATE: 02 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

N1: <i>Adequate response. Adequate evidence.</i>
N2: <i>Adequate response. Weak evidence.</i>
N3: <i>Adequate response. Weak evidence.</i>
N4: <i>Adequate response. Weak evidence.</i>
N5: <i>Adequate response. Weak evidence.</i>
N6: <i>Adequate response. Weak evidence.</i>
N7: <i>Adequate response. Weak evidence.</i>
N8: <i>Adequate response. Weak evidence.</i>
N9: <i>Adequate response. Weak evidence.</i>
N10: <i>Adequate response. Weak evidence.</i>
N11: <i>Adequate response. Weak evidence.</i>
N12: <i>Adequate response. Weak evidence.</i>
N13: <i>Adequate response. Weak evidence.</i>
N14: <i>Adequate response. Weak evidence.</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: LegalAtoms

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? W/W</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? W/W</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? W/W</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? W/W</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? W/W</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? W/W</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? W/W</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? W/W</i>
H2: <i>Quality of the Response? Quality of the Evidence? W/W</i> “would create a virtual private cloud for the Arizona Courts.”
H3: <i>Quality of the Response? Quality of the Evidence? W/W</i> “abides by NIST best practices“
A1: <i>Quality of the Response? Quality of the Evidence? W/W</i>
A2: <i>Quality of the Response? Quality of the Evidence? W/W</i>
A3: <i>Quality of the Response? Quality of the Evidence? W/W</i>
A4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? W/W</i> link to oversimplified webpage
S2: <i>Quality of the Response? Quality of the Evidence? W/W</i>
S3: <i>Quality of the Response? Quality of the Evidence? W/W</i>
S4: <i>Quality of the Response? Quality of the Evidence? W/W</i> boilerplate language with all selections viewable (e.g. “ The organization has a [low/medium/high] appetite for access controls.”
S5: <i>Quality of the Response? Quality of the Evidence? W/W</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? W/W</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: LegalAtoms

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

<i>CSP10: Quality of the Response? Quality of the Evidence? W/W</i>
<i>CSP11: Quality of the Response? Quality of the Evidence? W/W</i>
<i>CSP12: Quality of the Response? Quality of the Evidence? W/W</i>
<i>CSP13: Quality of the Response? Quality of the Evidence? W/W</i>
<i>CSP14: Quality of the Response? Quality of the Evidence? W/W</i>
NIST Reqs
<i>N1: Quality of the Response? Quality of the Evidence? W/W</i>
<i>N2: Quality of the Response? Quality of the Evidence? W/W</i>
<i>N3: Quality of the Response? Quality of the Evidence? W/W</i>
<i>N4: Quality of the Response? Quality of the Evidence? W/W</i>
<i>N5: Quality of the Response? Quality of the Evidence? W/W</i>
<i>N6: Quality of the Response? Quality of the Evidence? W/W</i>
<i>N7: Quality of the Response? Quality of the Evidence? W/W "LegalAtoms complies with PCI DSS and HIPAA to manage user data".</i>
<i>N8: Quality of the Response? Quality of the Evidence? W/W</i>
<i>N9: Quality of the Response? Quality of the Evidence? W/W "has 24/7 support for emergencies"</i>
<i>N10: Quality of the Response? Quality of the Evidence? W/W "employs machine learning based techniques to detect any anomalies in usage patterns. Additionally, it uses encryption to protect all communication."</i>
<i>N11: Quality of the Response? Quality of the Evidence? W/W</i>
<i>N12: Quality of the Response? Quality of the Evidence? W/W</i>
<i>N13: Quality of the Response? Quality of the Evidence? W/W</i>
<i>N14: Quality of the Response? Quality of the Evidence? W/W</i>

Amazon Web Services

Responses were boilerplate with little proof of compliance.

Bidder's Description of Compliance with Artifacts: "Design review for every new software. Annual audit of existing software".

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Legal Atoms

DATE: 9/16/24

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – Yes
2. Debarment, Performance and Non-Collusion Certification – Yes
3. Eligibility Requirements - Yes

Section II Organization Qualifications and Experience

1. Overview of the Organization
In business 7 years. Appeared to cater to courts and legal system.
3 projects:
Provided three projects within time frame; none were directly related or relevant to the work of QAR.
2. Subcontractors
No
3. Organizational Chart
No org chart, just short bios.
4. Litigation
No
5. Financial Viability
D&B provided
6. Licensure/Certification
Criminal justice only
7. Certificate of Insurance
Provided

Section III Proposed Services

1. Services to be Provided

Not much information provided for a plan. Nothing about data migration, training, environments, or after launch support.

Complete Appendix F (Functional Requirements Matrix).

Yes

Complete Appendix G

Not met per the Security Review Team

Implementation - Work Plan

No

Section IV Cost Proposal

Not applicable at this stage.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Legal Atoms

DATE: 9/20/24

EVALUATOR NAME: Celeste J. Poulin

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – complete and signed
2. Debarment, Performance and Non-Collusion Certification – Complete and signed
3. Eligibility Requirements - Meets

Section II Organization Qualifications and Experience

1. Overview of the Organization
Fairly new company, in business 7 years. Appears geared to courts and legal system.
Three projects:
Provided three projects within time frame; none were directly related or relevant to the work of QAR.
2. Subcontractors
None
3. Organizational Chart
Provided staff profiles but no org chart.
4. Litigation
None
5. Financial Viability
D&B provided, appears high risk (\$7,500 credit max?!?)
6. Licensure/Certification
Limited to criminal justice
7. Certificate of Insurance
Provided

Section III Proposed Services

1. Services to be Provided

No information provided for a project plan. Did not address data conversion, training, environments, or post-implementation support. No details on anything really.

Complete Appendix F (Functional Requirements Matrix).

Yes

Complete Appendix G

Not met

Implementation - Work Plan

Did not provide anything.

Section IV Cost Proposal

Not applicable at this stage.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Legal Atoms

DATE: 9/11/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - *Founded in Seattle in 2017*
 - *Specializing in AI, Analytics, cloud-based software, handling data with security & privacy, software with availability over 99.999%*
 - *SaaS product vendor*
 - *COTS product*
- Three Projects
 - *Three projects were provided*
 - *The first 2 projects were court/ law related and the 3rd was not described.*
- Subcontractors
 - *None*
- Organizational Chart
 - *Provided*
- Litigation
 - *None*
- Financial Viability
 - *Provided Dun & Bradstreet snapshot*
- Licensure/Certification
 - *Criminal Justice Information System Security & Awareness Training Certificate Provided*
- Certificate of Insurance
 - *Provided*

II. Proposed Services

- Project Planning
 - *Information not provided*
- Data Conversion
 - *Information not provided*
- Appendix F (Functional Requirements)
 - *Yes to all*
- Appendix G (Technical Assessment)
 - *See OIT's technical assessment review – Not met*
- Service Levels
 - *Meets Requirements of RFP*
- CONUS Residence
 - *Yes*
- CONUS Access

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Legal Atoms

DATE: 9/11/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

- *Occur in continental US*
- Two Environments
 - *Not provided*
- Interfaces & Integration
 - *Not provided*
- Training
 - *Not provided*
- Post-production Support
 - *Not provided*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Legal Atoms

DATE: September, 2024

EVALUATOR NAME: Ben

EVALUATOR DEPARTMENT:

Section I Preliminary Information

1. Proposal Cover Page
2. Debarment, Performance and Non-Collusion Certification
3. Eligibility Requirements

Section II Organization Qualifications and Experience

1. Overview of the Organization
2. Subcontractors
3. Organizational Chart
4. Litigation
5. Financial Viability
6. Licensure/Certification
7. Certificate of Insurance

Section III Proposed Services

1. Services to be Provided
 - a. Company with no EH background, background in software, and other programs in the litigation and court or legal-based systems.
 - b. Ability to email and text inspectors when a new establishment is assigned to them.
- B.** System and all notes are based on court documents, did not conform any of proposal for EH based system.

Complete Appendix F (Functional Requirements Matrix).
Did not meet Tech Spec
Complete Appendix G

Implementation - Work Plan

Section IV Cost Proposal

Total Bid (\$30,000) Maybe 30,000, maybe 300,000

2nd and 3rd year \$10,000

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Legal Atoms

DATE: 9/10/24

EVALUATOR NAME: Aimee

EVALUATOR DEPARTMENT: DACF

- I. Organization Qualifications and Experience
 - Overview of the Organization
 - Three Projects *not relevant #3 blank description*
 - Subcontractors
 - Organizational Chart
 - Litigation
 - Financial Viability *High risk*
 - Licensure/Certification
 - Certificate of Insurance *Blank no coverage?*
- II. Proposed Services
 - Project Planning
 - Data Conversion
 - Appendix F (Functional Requirements)
 - Appendix G (Technical Assessment)
 - Service Levels
 - CONUS Residence
 - CONUS Access
 - Two Environments
 - Interfaces & Integration
 - Training
 - Post-production Support
 - Solution Architecture
 - Enterprise Solution

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: LegalAtoms

DATE: 5 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

I. Organization Qualifications and Experience

- Overview of the Organization
 - Experience is not relevant to RFP
- Three Projects – Experience not relevant
- Subcontractors - none
- Organizational Chart – staff profile photos, no chart
- Litigation - none
- Financial Viability – high risk, low credit
- Licensure/Certification – not relevant to RFP requirements
- Certificate of Insurance - ?

II. Proposed Services

- Project Planning
- Data Conversion
- Appendix F (Functional Requirements)
- Appendix G (Technical Assessment)
- Service Levels
- CONUS Residence
- CONUS Access
- Two Environments
- Interfaces & Integration
- Training
- Post-production Support
- Solution Architecture
- Enterprise Solution
 - Given their body of work, not a suitable candidate for the Enterprise Solution Maine requires

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: LegalAtoms

DATE: 31 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- Organization Qualifications and Experience
 - Overview of the Organization
 - *7 years in biz*
 - *Appears geared toward courts & law enforcement*
 - Three Projects
 - *Did cite three projects*
 - *One of the projects is missing description*
 - *None of the examples are relevant to Agriculture*
 - Subcontractors
 - *None*
 - Organizational Chart
 - *No Org Chart*
 - *Short profiles*
 - *Unclear re: the role of the "Board of Advisors"*
 - Litigation
 - *None*
 - Financial Viability
 - *Max credit: \$7,500*
 - *No Paydex score*
 - *High risk*
 - Licensure/Certification
 - *One CJIS Lev 4 cert*
 - Certificate of Insurance
 - *\$2 M Cyber Liability*
- Proposed Services
 - Project Planning
 - *No response*
 - Data Conversion
 - *No response*
 - Appendix F (Functional Requirements)
 - *59 Ys*
 - *WF-4. Even though marked Y, really a C (Stripe). Has it been included in the Cost Form?*
 - Appendix G (Technical Assessment)
 - *Evaluated separately*
 - Service Levels

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: LegalAtoms

DATE: 31 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- *No response*
- CONUS Residence
 - *No response*
- CONUS Access
 - *No response*
- Two Environments
 - *No response*
- Interfaces & Integration
 - *No response*
- Training
 - *No response*
- Post-production Support
 - *No response*
- Solution Architecture
 - *No response*
- Enterprise Solution
 - *No response*

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2biz

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? A/A</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? A/A</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? A/A</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
H2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
H3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP13: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP14: <i>Quality of the Response? Quality of the Evidence? A/A</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2biz

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N6: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N7: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N8: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N9: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N10: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N11: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N12: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N13: <i>Quality of the Response? Quality of the Evidence? n/a;n/a</i>
N14: <i>Quality of the Response? Quality of the Evidence? n/a;n/a</i>

All columns within each tab were addressed in the proposal. Gov2biz solution lives on the AWS GovCloud and uses Atlassian Cloud Platform for Application Lifestyle Management (ALM).

Vendor refers to AWS GovCloud SOC2 Type II report. Until report is reviewed, Quality of Evidence is unclear.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz

DATE: 15 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP14: <i>Quality of the Response? Quality of the Evidence? Adequate</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz

DATE: 15 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N7: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N8: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N13: <i>Quality of the Response? Quality of the Evidence? Weak</i>
N14: <i>Quality of the Response? Quality of the Evidence?</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz

DATE: 01 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Adequate response. Weak evidence.</i>
Maine FOAA: <i>Adequate response. Weak evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Weak evidence.</i>
Privacy Act of 1974: <i>Adequate response. Weak evidence.</i>
PCI DSS: <i>Adequate response. Weak evidence.</i>
Nacha: <i>Adequate response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Weak evidence.</i>
H2: <i>Adequate response. Weak evidence.</i>
H3: <i>Adequate response. Weak evidence.</i>
A1: <i>Adequate response. Weak evidence.</i>
A2: <i>Adequate response. Weak evidence.</i>
A3: <i>Adequate response. Weak evidence.</i>
A4: <i>Adequate response. Strong evidence.</i>
Information Security Standards
S1: <i>Adequate response. Weak evidence.</i>
S2: <i>Adequate response. Weak evidence.</i>
S3: <i>Adequate response. Weak evidence.</i>
S4: <i>Adequate response. Weak evidence.</i>
S5: <i>Adequate response. Weak evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Weak evidence.</i>
CSP2: <i>Adequate response. Weak evidence.</i>
CSP3: <i>Adequate response. Weak evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Weak evidence.</i>
CSP6: <i>Adequate response. Weak evidence.</i>
CSP7: <i>Adequate response. Weak evidence.</i>
CSP8: <i>Adequate response. Weak evidence.</i>
CSP9: <i>Adequate response. Weak evidence.</i>
CSP10: <i>Adequate response. Weak evidence.</i>
CSP11: <i>Adequate response. Weak evidence.</i>
CSP12: <i>Adequate response. Weak evidence.</i>
CSP13: <i>Adequate response. Weak evidence.</i>
CSP14: <i>Adequate response. Weak evidence.</i>
NIST Reqs

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz

DATE: 01 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

N1: <i>Adequate response. Weak evidence.</i>
N2: <i>Adequate response. Weak evidence.</i>
N3: <i>Adequate response. Weak evidence.</i>
N4: <i>Adequate response. Weak evidence.</i>
N5: <i>Adequate response. Weak evidence.</i>
N6: <i>Adequate response. Weak evidence.</i>
N7: <i>Adequate response. Weak evidence.</i>
N8: <i>Adequate response. Weak evidence.</i>
N9: <i>Adequate response. Weak evidence.</i>
N10: <i>Adequate response. Weak evidence.</i>
N11: <i>Adequate response. Weak evidence.</i>
N12: <i>Adequate response. Weak evidence.</i>
N13: <i>Adequate response. Weak evidence.</i>
N14: NA

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz

DATE: 9/17/24

EVALUATOR NAME: Celeste J. Poulin

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – Complete and signed
2. Debarment, Performance and Non-Collusion Certification – Complete and signed
3. Eligibility Requirements - Meets

Section II Organization Qualifications and Experience

1. Overview of the Organization
Texas company specializing in government products. Focus seems to match our needs – licensing, permitting, enforcement, regulation. Parent company in business since 1998.
Three projects:
All in past 5 years. (One since 2013 and ongoing.) Licenses and permits, online payments, enforcement, reporting, and financial management pieces across all three.
2. Subcontractors
None
3. Organizational Chart
Provided
4. Litigation
None
5. Financial Viability
Provided Dun & Bradstreet, appears low risk
6. Licensure/Certification
None, but did submit letter of support
7. Certificate of Insurance
Provided, Errors or Omissions coverage?

Section III Proposed Services

1. Services to be Provided

Project Planning was well presented with distinct phases and timeline. Projects implementation within a year. Discovery phase is a plus – I like that they will meet with users to discuss needs.

Complete Appendix F (Functional Requirements Matrix).
Seemed to be able to meet most of them. Extra cost for some bar codes – this is important to note for the Feed, Seed, and Fertilizer piece. Offline access looks like a barrier. Everything would need to be done online as they are cloud based.

Data conversion
Plan appears to meet RFP requirements

Complete Appendix G
Not met per Technical Assessment

Implementation - Work Plan
Includes multiple environments with testing prior to going live. Will develop training plan. Expects to be live in 10 months. Appears able to integrate with necessary systems with state bearing costs.

Section IV Cost Proposal

Not applicable at this stage.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz Inc.

DATE: 9/17/2024

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - From San Antonio, TX
 - Primarily SaaS products for government agencies to assist transition to cloud technology.
 - Lots of experience in licensing and regulatory management.
- Three Projects – All 3 Government projects were provided –
 - AK Alcohol and Marijuana – electronic licensing system Jan 2022 to Present
 - Texas Alcoholic Beverage - Port of Entry/Port of Sales 1/2020
- Subcontractors
 - No
- Organizational Chart
 - Yes
- Litigation
 - No
- Financial Viability
 - Yes, D & B report
- Licensure/Certification
 - No
- Certificate of Insurance
 - Yes

II. Proposed Services

- Project Planning
 - Detailed project plan
 - Project schedule estimated 10 months to go live
- Data Conversion
 - Submitted data conversion plan
- Appendix F (Functional Requirements)
 - Solution needs online access, offline areas won't work.
 - Added cost for barcode scanning
 - Yes to rest
- Appendix G (Technical Assessment)
 - Not met from Security Review Team
- Service Levels
 - Met requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz Inc.

DATE: 9/17/2024

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

- CONUS Residence
 - Yes
- CONUS Access
 - Yes
- Two Environments
 - Yes, test environment (with test data and not public facing) along with production system.
- Interfaces & Integration
 - Planned integration of all the required systems, though some costs are out of scope.
- Training
 - Met requirements
- Post-production Support
 - Hypercare for 30 days post go live
 - Annual updates and periodic upgrades and patches.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401109

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: GOV 2 Biz

DATE: September, 2024

EVALUATOR NAME: Ben

EVALUATOR DEPARTMENT:

Section I Preliminary Information

1. Proposal Cover Page
2. Debarment, Performance and Non-Collusion Certification
3. Eligibility Requirements

Section II Organization Qualifications and Experience

1. Overview of the Organization
2. Subcontractors
3. Organizational Chart
4. Litigation
5. Financial Viability
6. Licensure/Certification
7. Certificate of Insurance

Section III Proposed Services

1. Services to be Provided (MACCS) or MAX
 - 11 Month proposed from implementation to live
 - Multiple environments to train and operate in.
 - No EH based programs currently, will have to develop modules from EH based adjacent programs.
 -

Complete Appendix F (Functional Requirements Matrix).
Did not meet Tech Spec, due to lack of information.

Complete Appendix G

Implementation - Work Plan

It's a costly program that has not been developed for food safety or EH programs, and thus will take time and learning to implement any and all forms, modules, regulations, and ability to change in the future.

Not an ideal program

Section IV Cost Proposal

1st Year = \$1,553,972

2nd Year = \$524,082

3rd Year = \$576,490

Total with 2.2 Year of service = \$ 1,654,544

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz Inc.

DATE: 9/6/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - *Headquartered in San Antonio, TX specializing in SaaS products for gov't agencies in licensing, permitting, regulations. Products are cloud native enabling gov't agencies to transition to advanced cloud technology. Offers enhanced security features critical for gov't data handling. Extensive domain expertise in licensing and regulatory management.*
- Three Projects – 3 Government projects provided – Business and professional licenses/permits for alcohol and cannabis, online payments, enforcement & financial management in 4 months, inspections & investigations
- Subcontractors
 - *None*
- Organizational Chart
 - *Provided.*
- Litigation
 - *None*
- Financial Viability
 - *Provided Dun & Bradstreet report*
- Licensure/Certification
 - *No licensure. Provided letter of support.*
- Certificate of Insurance
 - *Provided*

II. Proposed Services

- Project Planning
 - *Kickoff – discuss shared goals, protocols etc*
 - *Discovery – gather & discuss requirements*
 - *Project Management Plan*
 - *Provided proposed project schedule – less than a year to implementation*
- Data Conversion
 - *Meets RFP requirements*
- Appendix F (Functional Requirements)
 - *Wireless devices cannot function without internet access as Gov2Biz is a web based COTS*
 - *Cannot allow for syncing once wifi access is gained*
 - *Extra cost for adding unknown barcodes to a list of unregistered barcodes*
 - *Yes to all others*
- Appendix G (Technical Assessment)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz Inc.

DATE: 9/6/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

- *See OIT technical assessment review – Not met*
- Service Levels
 - *Meets RFP requirements*
- CONUS Residence
 - Yes
- CONUS Access
 - Yes
- Two Environments
 - *Yes, test environment along with production system. Test environment will have test data and not public facing.*
- Interfaces & Integration
 - *Integrate with the Department's AD (state bears cost)*
 - *Connect to Microsoft Office 365 (state bears cost)*
 - *PayMaine II custom Payment solution*
 - *DocuWare document imaging repository (no additional cost)*
 - *ArcGIS (state bears cost)*
 - *Maine Service Bus & Managed File Transfer*
- Training
 - *Meets RFP requirements*
- Post-production Support
 - *Web based support, Knowledge base & AI Assistance*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: GOV2BIZ

DATE: 19 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Eligibility Requirements - Pass

I. Organization Qualifications and Experience

- Overview of the Organization
Subsidiary of Yash and Lujan Consulting Inc.
- Three Projects that occurred in the past five years
 1. 1/2022 – Present – AK Alcohol and Marijuana - stood up electronic licensing system
 2. 2/2013 – Present – Sistema Technologies Inc. - procurement affiliate for Gov2biz
 3. 1/2020 – Present – TX Alcoholic Beverage - Port of Entry – Port of Sales
- Subcontractors – none
- Organizational Chart - included
- Litigation – none in past 5 years
- Financial Viability – received D&B Credit Report of parent company Y&L, LLC.
- Licensure/Certification – none.
- Certificate of Insurance – received.

II. Proposed Services

Gov2Biz is their self-named SAAS platform hosted on AWS GovCloud

Propose W-Agile approach – detailed discovery, user stories

- Project Planning
 - Detailed project plan provided
 - Project schedule and Gantt View provided (estimate 10 months to go live)
- Data Conversion
 - Submitted a Data Conversion plan
- Appendix F (Functional Requirements)
 - *Answered 'Y' to nearly all questions "Solution meets requirement?"*
 - *Answered 'C' to adding barcodes*
 - *Answered 'N' to providing offline access (FA-1)*
- Appendix G (Technical Assessment)
 - *Not met per Technical Team assessment*
- Service Levels
 - 99.9% uptime
 - Incident response time based on severity of issue. No mention of RTO/RPO.
- CONUS Residence

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: GOV2BIZ

DATE: 19 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

- *confirmed*
- CONUS Access
 - *confirmed*
- Two Environments
 - QA and Demo Environments, then UAT and Prod
 - Section 14.1 describes providing a prod environment, and 2 non-prod environments (contradicting QA/Demo/UAT/Prod note above)
- Interfaces & Integration
 - *Confirmed ability to integrate each app listed in RFP upon discovery*
- Training
 - Will develop a training plan
 - User training
 - System Admin training
 - Documentation
 - In-app help
- Post-production Support
 - Hypercare after Go-Live – 30 day stabilization period
 - Then maintenance and support team takes over via web portal to create support tickets
 - Annual product releases
 - Periodic upgrades and patches
- Solution Architecture
 - *Inadequate* architecture diagram/data flow diagram. AWS GovCloud not part of diagram
 - Software upgrades across customer base.
- Enterprise Solution
 - Mentions cross-departmental collaboration capabilities. Conversely, unclear how multiple departments would successfully segment their data.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz

DATE: 30 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

I. Organization Qualifications and Experience

- Overview of the Organization
 - *Gov Licensing PaaS, back-ended in AWS-Gov*
 - *26 years in biz*
- Three Projects
 - *Did cite three projects*
 - *No Department of Agriculture example*
- Subcontractors
 - *None*
- Organizational Chart
 - *Submitted Org-Chart*
 - *Resumes are brief, but does contain allocation*
- Litigation
 - *None*
- Financial Viability
 - *Small company. But stable, and low-risk.*
- Licensure/Certification
 - *Amazon partnership*
- Certificate of Insurance
 - *Includes \$5 MM Tech Liability*

II. Proposed Services

- Project Planning
 - *Hybrid w-agile. Waterfall planning. Agile execution.*
 - *Single release*
 - *Credible project plan*
- Data Conversion
 - *Credible plan, but restrictive*
- Appendix F (Functional Requirements)
 - *56 Ys, 1 C (WF-15). Extra cost. Is it included in the Cost Form? 2 Ns (FA-1, FA-2).*
- Appendix G (Technical Assessment)
 - *Evaluated separately*
- Service Levels
 - *Satisfied*
- CONUS Residence
 - *Satisfied*
- CONUS Access

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz

DATE: 30 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- *Satisfied*
- Two Environments
 - *Distributed response, but Satisfied*
- Interfaces & Integration
 - *Strong response*
- Training
 - *Adequate response*
- Post-production Support
 - *Adequate response*
- Solution Architecture
 - *Inadequate response. Not enough details*
- Enterprise Solution
 - *Inadequate response. Not enough details*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Gov2Biz inc

DATE: 9/10/24

EVALUATOR NAME: Aimee

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization ✓
- Three Projects
 - *Relevant? What role in them?*
- Subcontractors
 - *None?*
- Organizational Chart ✓
- Litigation ✓
- Financial Viability
- Licensure/Certification
- Certificate of Insurance ✓

MACSS"Max:

II. Proposed Services

- Project Planning *Propose Stripe payment*
- Data Conversion
- Appendix F (Functional Requirements)
- Appendix G (Technical Assessment)
- Service Levels
- CONUS Residence
- CONUS Access
- Two Environments *NO*
- Interfaces & Integration
- Training
- Post-production Support
- Solution Architecture
- Enterprise Solution

*Requirement A-6, WF14, WF15, FA-3, C2 N
Not PCI compliant*

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019
RFP TITLE: DACF Consumer Safety Licensing RFP
BIDDER NAME: HS GovTech USA
DATE: 2 August 2024
EVALUATOR NAME: B. Palmer
EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? A/A</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? A/A</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? A/A</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
H2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
H3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
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CSP5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP13: <i>Quality of the Response? Quality of the Evidence? A/A</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HS GovTech USA

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

CSP14: <i>Quality of the Response? Quality of the Evidence? A/A</i>
NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
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N10: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N11: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N12: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N13: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N14: <i>Quality of the Response? Quality of the Evidence? A/A</i>

Vendor refers to AWS GovCloud SOC2 Type II report. Until report is reviewed, Quality of Evidence is unclear.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: GovTech

DATE: 02 August 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
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Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
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Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
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CSP6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP13: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP14: <i>Quality of the Response? Quality of the Evidence? Weak</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: GovTech

DATE: 02 August 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
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N7: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N8: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N14: <i>Quality of the Response? Quality of the Evidence? Adequate</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HSGovTech

DATE: 01 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Adequate response. Weak evidence.</i>
Maine FOAA: <i>Adequate response. Weak evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Weak evidence.</i>
Privacy Act of 1974: <i>Adequate response. Weak evidence.</i>
PCI DSS: <i>Adequate response. Weak evidence.</i>
Nacha: <i>Adequate response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Weak evidence.</i>
H2: <i>Adequate response. Weak evidence.</i>
H3: <i>Adequate response. Weak evidence.</i>
A1: <i>Adequate response. Weak evidence.</i>
A2: <i>Adequate response. Weak evidence.</i>
A3: <i>Adequate response. Weak evidence.</i>
A4: <i>Adequate response. Strong evidence.</i>
Information Security Standards
S1: <i>Adequate response. Weak evidence.</i>
S2: <i>Adequate response. Weak evidence.</i>
S3: <i>Adequate response. Weak evidence.</i>
S4: <i>Adequate response. Weak evidence.</i>
S5: <i>Adequate response. Weak evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Weak evidence.</i>
CSP2: <i>Adequate response. Weak evidence.</i>
CSP3: <i>Adequate response. Weak evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Weak evidence.</i>
CSP6: <i>Adequate response. Weak evidence.</i>
CSP7: <i>Adequate response. Weak evidence.</i>
CSP8: <i>Adequate response. Weak evidence.</i>
CSP9: <i>Adequate response. Weak evidence.</i>
CSP10: <i>Adequate response. Weak evidence.</i>
CSP11: <i>Adequate response. Weak evidence.</i>
CSP12: <i>Adequate response. Weak evidence.</i>
CSP13: <i>Adequate response. Weak evidence.</i>
CSP14: <i>Adequate response. Weak evidence.</i>
NIST Reqs

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HSGovTech

DATE: 01 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

N1: <i>Adequate response. Weak evidence.</i>
N2: <i>Adequate response. Weak evidence.</i>
N3: <i>Adequate response. Weak evidence.</i>
N4: <i>Adequate response. Weak evidence.</i>
N5: <i>Adequate response. Weak evidence.</i>
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N13: <i>Adequate response. Weak evidence.</i>
N14: <i>Adequate response. Weak evidence.</i>

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HSGovTech

DATE: 30 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

I. Organization Qualifications and Experience

- Overview of the Organization
 - *Environmental Health COTS-SaaS app suite*
 - *25 years in biz*
 - *100% customer retention*
- Three Projects
 - *Did cite three projects*
 - *Two Department of Agriculture examples*
- Subcontractors
 - *None*
- Organizational Chart
 - *Org-Chart flagged as "sample." Contains no names.*
 - *No resume submitted.*
- Litigation
 - *None*
- Financial Viability
 - *Only fragment of a D&B report submitted. Cannot draw any conclusion.*
- Licensure/Certification
 - *None*
- Certificate of Insurance
 - *No ACORD 25 submitted*
 - *Something non-standard submitted*
 - *No Cyber Liability insurance*

II. Proposed Services

- Project Planning
 - *Claims agile. But the actual Gantt Chart presented is strictly Waterfall.*
 - *Not enough details*
- Data Conversion
 - *Boilerplate. Not enough specific details.*
- Appendix F (Functional Requirements)
 - *59 Ys*
- Appendix G (Technical Assessment)
 - *Evaluated separately*
- Service Levels
 - *Satisfied*
- CONUS Residence
 - *Satisfied*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HSGovTech

DATE: 30 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- CONUS Access
 - *No response*
- Two Environments
 - *Satisfied*
- Interfaces & Integration
 - *Adequate response*
- Training
 - *Adequate response*
- Post-production Support
 - *Boilerplate. Not enough specific details.*
- Solution Architecture
 - *Adequate response*
- Enterprise Solution
 - *Adequate response*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HS GovTech

DATE: 9/19/24

EVALUATOR NAME: Celeste J. Poulin

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – complete and signed
2. Debarment, Performance and Non-Collusion Certification – Complete and signed
3. Eligibility Requirements - Meets

Section II Organization Qualifications and Experience

1. Overview of the Organization
Environmental health. 900 users at municipal, county, state level. 25 years' experience, complete customer retention (does this mean nobody fired them?)
Three projects:
Provided three projects within time frame; contained food, retail, inspection, online payment pieces.
2. Subcontractors
None
3. Organizational Chart
Provided
4. Litigation
None
5. Financial Viability
Included a snapshot of a D&B report. Not sure what to make of it.
6. Licensure/Certification
None
7. Certificate of Insurance
Provided

Section III Proposed Services

1. Services to be Provided

Provided project plan with timeline. Could go live within 12 months. Addressed data conversion – would be done in three stages. Will provide on-site training initially. Self service portal component. Product registration and barcode scanning piece?

Complete Appendix F (Functional Requirements Matrix).

Yes, to all

Complete Appendix G

Did not meet

Implementation - Work Plan

Provided detailed sample deliverable schedule. Live deployment in under one year.

Section IV Cost Proposal

Not applicable at this stage.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HS GovTech USA

DATE: 9/16/2024

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - Over 900 city, county and state health depts using their product
 - Environmental health, code enforcement, and fire agencies
- Three Projects
 - 2022 to Present – Wisconsin Dept of Ag, FDA Produce app. Offline inspections
 - 2019 to Present – Virginia Dept of Health. Citizen portal, online payments.
 - 2019 to Present – Colorado CDPHE, online portal, statewide adoption across all health agencies
 - no weights & measures or label registrations mentioned
- Subcontractors
No
- Organizational Chart
Yes
- Litigation
No
- Financial Viability
D & B number provided, no report
- Licensure/Certification
No
- Certificate of Insurance
Yes, only sample COI.

II. Proposed Services

- Project Planning
Comprehensive plan – deployed in less than a year.
- Data Conversion
Detailed three stages –
 - Initial modeling, scrub, mapping, transformation & conversion
 - 2nd remediation to clean up any items identified for further review
 - 3 days prior to go live a final refresh conversion is completed
- Appendix F (Functional Requirements)
All Yes
- Appendix G (Technical Assessment)
Not met per Security Review Team
- Service Levels
Met requirements
- CONUS Residence

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HS GovTech USA

DATE: 9/16/2024

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

- Yes
- CONUS Access
 - Yes
- Two Environments
 - Development, staging/testing, production
- Interfaces & Integration
 - Met requirements
- Training
 - Initial training in person
 - Customized video and electronic materials based on the build.
 - Virtual training
 - Help center has all manuals, videos, training guides and virtual training sessions - available 24/7 for all users
- Post-production Support
 - Upgrades and new features to HSCloud Suite deployed centrally 2-3 times annually

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HS GovTech USA

DATE: 9/12/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - *Largest user base of environmental health depts, over 900 city, county and state health depts using their COTS projects*
 - *Founded 25 years ago, located in Charlotte, NC*
 - *Premier provider of web-based and mobile solutions (SaaS) for Environmental Health Depts*
- Three Projects
 - *Three state Department projects provided, all had food and retail, field inspections on tablets (offline), online payments, no weights & measures or label registrations mentioned*
- Subcontractors
 - *None*
- Organizational Chart
 - *Provided*
- Litigation
 - *None*
- Financial Viability
 - *Dun & Bradstreet snapshot submitted*
- Licensure/Certification
 - *None Provided*
- Certificate of Insurance
 - *Submitted*

II. Proposed Services

- Project Planning
 - *Comprehensive plan – deployed in less than a year.*
- Data Conversion
 - *Done in 3 stages - 1) Initial modeling, scrub, mapping, transformation & conversion 2) 2nd remediation to clean up any items identified for further review 3) 3 days prior to go live a final refresh conversion is completed*
- Appendix F (Functional Requirements)
 - *Yes to all*
- Appendix G (Technical Assessment)
 - *See OIT technical review results- not met*
- Service Levels
 - *Meets RFP requirements*
- CONUS Residence
 - *Yes*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HS GovTech USA

DATE: 9/12/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

- CONUS Access
 - Yes
- Two Environments
 - *Three environments – Development, staging/testing, production*
- Interfaces & Integration
 - Meets RFP requirements
- Training
 - *Initial training on site*
 - *Custom video and electronic written material based on the configuration.*
 - *Virtual training*
 - *System has a help center - all manuals , videos, training guides and virtual training sessions are available 24x7 to all users*
- Post-production Support
 - *Upgrades to HSCloud Suite (2-3 times annually) are deployed centrally once DACF has tested the upgrades and accepts the changes*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HS GOV Tec

DATE: September, 2024

EVALUATOR NAME: Ben

EVALUATOR DEPARTMENT:

Section I Preliminary Information

1. Proposal Cover Page
2. Debarment, Performance and Non-Collusion Certification
3. Eligibility Requirements

Section II Organization Qualifications and Experience

1. Overview of the Organization
2. Subcontractors None
3. Organizational Chart
4. Litigation None
5. Financial Viability
6. Licensure/Certification
7. Certificate of Insurance

B. All projects are within the last 5 years.

- a. Yes,
- b. Projects are based in the type of work in the EH field that we conduct such as Retail, manufactured, dairy, shellfish, produce,

Section III Proposed Services

1. Services to be Provided
 - a. An EH Based software with off the shelf properties, and basis in inspection software.
 - b. Over 900 city county and state government using EH off the shelf platform.
 - c. 12 month possibly deployment timeline.
 - d. Offline mode for when out in the field and not accessible to Wi-Fi

e.

Complete Appendix F (Functional Requirements Matrix).
Did not meet Tech Spec due to not providing Soc II Type 3 information.

Fully imbedded fully licensed BI intratarsal to the product.
Only a product that knows what we do.
Provides all reports that are needed or required.

Complete Appendix G

Implementation - Work Plan realistic timeline. From looking at projects submitted, the company may have a better ability to have a realistic timeline due to operating in hundreds of other departments with the same or similar programs.

Section IV Cost Proposal

1st year = \$177,469

2nd year = \$140,679

3rd year = \$ 151,324

Total for 2.2 years = \$ 469,472

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HS GovTech USA

DATE: 19 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

I. Organization Qualifications and Experience

- Overview of the Organization
 - Formerly HealthSpace USA
 - Over 900 departments are using solution
 - Environmental Health, code enforcement and fire agencies
 - Per Google search, HS GovTech Solutions acquired by Canadian subsidiary of Banneker Partners Nov. 2023, delisting from Canadian public exchanges
- Three Projects in the past five years
 - *2022 to Present – WI Dept of Ag, FDA Produce app. Offline inspections*
 - *2019 to Present – VA Dept of Health. Citizen portal, online payments.*
 - *2019 to Present – CO CDPHE, online portal, statewide adoption across all health agencies*
- Subcontractors
 - None
- Organizational Chart
 - Submitted sample org chart
- Litigation
 - None reported for HS GovTech. (how about HealthSpace?)
- Financial Viability
 - Recorded DUNS number – no report
- Licensure/Certification
 - none
- Certificate of Insurance
 - Sample COI submitted. Canadian Certificate of Insurance expired 12/1/23

II. Proposed Services

Solution SAAS HSCloud Suite on AWS GovCloud

Public Portal - MyHD

- Project Planning
 - Use Monday.com PM integration tool
 - Agile
 - 6-12 month estimate to go live
- Data Conversion
 - Specific plan provided during kickoff.
- Appendix F (Functional Requirements)
 - Answered 'Y' to all questions "Solution meets requirement?"
- Appendix G (Technical Assessment)
 - Not met per Technical Team Evaluation

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HS GovTech USA

DATE: 19 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

- SOC II Type 2 shared upon request
- Service Levels
 - Match the state
- CONUS Residence
 - yes
- CONUS Access
 - yes
- Two Environments
 - DEV, UAT, PROD
- Interfaces & Integration
 -
- Training
 - Recommend in person training to start
 - Train admins, super users and config management tool to selected staff
 - online help center
- Post-production Support
 - Enhanced Live Support for first 90 days post go-live
 - Upgrades and new features deployed centrally; typically, 2-3 times per year
- Solution Architecture
 - Diagram submitted.
 - Solution uses Java, JS, MSSQL Server
 - Workflow engine developed specifically for Environmental Health and Agriculture
- Enterprise Solution
 - Enterprise solution for CO, TN, VA, WI Ag, OR
 - Tiered support options
 - AWS GovCloud security and redundancy
 - Mobile capabilities
 - Reporting
 - Portal

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: HS Gov Tech

DATE: 9/10/24

EVALUATOR NAME: Aimee

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
- Three Projects All relevant
- Subcontractors None
- Organizational Chart ✓
- Litigation none in history
- Financial Viability
- Licensure/Certification
- Certificate of Insurance seems fine but check w risk if moving forward, noted later \$5M in additional coverage

II. Proposed Services

- Project Planning nice timeline
- Data Conversion
- Appendix F (Functional Requirements)
- Appendix G (Technical Assessment) not met
- Service Levels credit for downtime
- CONUS Residence
- CONUS Access
- Two Environments 3 provided
- Interfaces & Integration crosswalk
- Training on site or virtual, custom video & written/ongoing for updates on site 1 week go live documentation per role
- Post-production Support ongoing upgrades 2/3 times per year
- Solution Architecture power bi reporting canned & adhoc
- Enterprise Solution

Customer retention 100% strong history

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra

DATE: 01 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Adequate response. Adequate evidence.</i>
Maine FOAA: <i>Adequate response. Weak evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Adequate evidence.</i>
Privacy Act of 1974: <i>Adequate response. Adequate evidence.</i>
PCI DSS: <i>Adequate response. Weak evidence.</i>
Nacha: <i>Adequate response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Strong evidence.</i>
H2: <i>Adequate response. Strong evidence.</i>
H3: <i>Adequate response. Strong evidence.</i>
A1: <i>Adequate response. Strong evidence.</i>
A2: <i>Adequate response. Strong evidence.</i>
A3: <i>Adequate response. Strong evidence.</i>
A4: <i>Adequate response. Strong evidence.</i>
Information Security Standards
S1: <i>Adequate response. Strong evidence.</i>
S2: <i>Adequate response. Strong evidence.</i>
S3: <i>Adequate response. Strong evidence.</i>
S4: <i>Adequate response. Adequate evidence.</i>
S5: <i>Adequate response. Adequate evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Strong evidence.</i>
CSP2: <i>Adequate response. Strong evidence.</i>
CSP3: <i>Adequate response. Strong evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Strong evidence.</i>
CSP6: <i>Adequate response. Strong evidence.</i>
CSP7: <i>Adequate response. Strong evidence.</i>
CSP8: <i>Adequate response. Strong evidence.</i>
CSP9: <i>Adequate response. Strong evidence.</i>
CSP10: <i>Adequate response. Strong evidence.</i>
CSP11: <i>Adequate response. Strong evidence.</i>
CSP12: <i>Adequate response. Strong evidence.</i>
CSP13: <i>Adequate response. Strong evidence.</i>
CSP14: <i>Adequate response. Strong evidence.</i>
NIST Reqs

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra

DATE: 01 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

N1: <i>Adequate response. Strong evidence.</i>
N2: <i>Adequate response. Strong evidence.</i>
N3: <i>Adequate response. Strong evidence.</i>
N4: <i>Adequate response. Strong evidence.</i>
N5: <i>Adequate response. Strong evidence.</i>
N6: <i>Adequate response. Strong evidence.</i>
N7: <i>Adequate response. Strong evidence.</i>
N8: <i>Adequate response. Strong evidence.</i>
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N13: <i>Adequate response. Strong evidence.</i>
N14: <i>Adequate response. Strong evidence.</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra Solutions

DATE: 19 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S4: <i>Quality of the Response? Quality of the Evidence? Weak</i>
S5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
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CSP12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP14: <i>Quality of the Response? Quality of the Evidence? Adequate</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra Solutions

DATE: 19 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
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N9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N14: <i>Quality of the Response? Quality of the Evidence? Adequate</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: KYRA Solutions

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? S/A</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? S/A</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? S/A</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? S/A</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? S/A</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? S/A</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? S/A</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? S/A</i>
H2: <i>Quality of the Response? Quality of the Evidence? S/A</i>
H3: <i>Quality of the Response? Quality of the Evidence? S/A</i>
A1: <i>Quality of the Response? Quality of the Evidence? S/A</i>
A2: <i>Quality of the Response? Quality of the Evidence? S/A</i>
A3: <i>Quality of the Response? Quality of the Evidence? S/A</i>
A4: <i>Quality of the Response? Quality of the Evidence? S/A</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? S/A</i>
S2: <i>Quality of the Response? Quality of the Evidence? S/A</i>
S3: <i>Quality of the Response? Quality of the Evidence? S/A</i>
S4: <i>Quality of the Response? Quality of the Evidence? A/A *no statement, but high cyber liability insurance (\$20 million)</i>
S5: <i>Quality of the Response? Quality of the Evidence? S/A</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? S/A</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? S/A</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? S/A</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? S/A</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? S/A</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? S/A</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? S/A</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? S/A</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? S/A</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? S/A</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? S/A</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? S/A</i>
CSP13: <i>Quality of the Response? Quality of the Evidence? S/A</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: KYRA Solutions

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

CSP14: <i>Quality of the Response? Quality of the Evidence? S/A</i>
NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? S/A</i>
N2: <i>Quality of the Response? Quality of the Evidence? S/A</i>
N3: <i>Quality of the Response? Quality of the Evidence? S/A</i>
N4: <i>Quality of the Response? Quality of the Evidence? S/A</i>
N5: <i>Quality of the Response? Quality of the Evidence? S/A</i>
N6: <i>Quality of the Response? Quality of the Evidence? S/A</i>
N7: <i>Quality of the Response? Quality of the Evidence? S/A</i>
N8: <i>Quality of the Response? Quality of the Evidence? S/A</i>
N9: <i>Quality of the Response? Quality of the Evidence? S/A</i>
N10: <i>Quality of the Response? Quality of the Evidence? S/A</i>
N11: <i>Quality of the Response? Quality of the Evidence? S/A</i>
N12: <i>Quality of the Response? Quality of the Evidence? S/A</i>
N13: <i>Quality of the Response? Quality of the Evidence? S/A</i>
N14: <i>Quality of the Response? Quality of the Evidence? S/A</i>

Salesforce Public Sector. Strong responses across the board.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SG Plus

DATE: September, 2024

EVALUATOR NAME: Ben

EVALUATOR DEPARTMENT:

Section I Preliminary Information

1. Proposal Cover Page
2. Debarment, Performance and Non-Collusion Certification
3. Eligibility Requirements

Section II Organization Qualifications and Experience

1. Overview of the Organization
2. Subcontractors
3. Organizational Chart
4. Litigation :None
5. Financial Viability low risk with D&B forms
6. Licensure/Certification Several with Salesforce programs
7. Certificate of Insurance has 5 mil in cyber liability

Section III Proposed Services

1. Services to be Provided
 - a. 12 months proposed development time
 - b. Salesforce-based software
 - c. Made programs for RI Dept of AG water inspection
 - i. FL DHHS MMJ program
 - ii. MN licensing
 - iii. Claim 100% success in govt implementation.
2. No EH clients with food safety, or weights and measurements, however, did have Feed Seed or Fert program along with inspection component customer portal.
 - a. Several other state-level projects.
 - b.

Complete Appendix F (Functional Requirements Matrix).
Did pass Tech Spec!

Salesforce software, nothing out of typical context.
The company did not find other projects that are in the same line of work as our dept.

Complete Appendix G

Implementation - Work Plan

Section IV Cost Proposal

1st year = \$1,248,000

2nd year = \$194,512.81

3rd year = \$ 194,512.81

Total for 2.2 years = \$ 1,430,512

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra

DATE: 9/20/24

EVALUATOR NAME: Celeste J. Poulin

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – complete and signed
2. Debarment, Performance and Non-Collusion Certification – Complete and signed
3. Eligibility Requirements - Meets

Section II Organization Qualifications and Experience

1. Overview of the Organization
27-year history, 23 in government solutions.
Three projects:
Provided three projects within time frame; all state level, all contained pieces relevant to our needs. Licensing, inspection, self-service portal, FSF registrations
2. Subcontractors
V2Force
3. Organizational Chart
Provided
4. Litigation
None
5. Financial Viability
D&B provided, low risk
6. Licensure/Certification
Several Salesforce
7. Certificate of Insurance
Provided

Section III Proposed Services

1. Services to be Provided

Detailed project plan, can implement in 12 months. Addresses training, data conversion. Has production and testing environments. Post implementation support. Interfaces look good.

Complete Appendix F (Functional Requirements Matrix).
Yes

Complete Appendix G
Met

Implementation - Work Plan
Within 12 months

Section IV Cost Proposal

Not applicable at this stage.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra Solutions

DATE: 9/17/2024

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - Implemented agriculture and consumer services solutions for over 20 years
 - Employees in over 14 states
 - 100% public sector work
 - Government contracts with Rhode Island, Illinois, Florida, Minnesota, and New Mexico
 - Florida based
- Three Projects
 - 9/22 to present – New Mexico Regulation and Licensing Dept
 - 8/23 to present – Rhode Island Department of Environmental Management
 - 1/20 to present – Florida Dept of Health, Office of Medical Marijuana Usage
- Subcontractors
 - Collaborates with V2Force, Santa Clara, CA
- Organizational Chart
 - Yes
- Litigation
 - No
- Financial Viability
 - D & B snapshot provided
- Licensure/Certification
 - Salesforce certifications
- Certificate of Insurance
 - Yes

II. Proposed Services

- Project Planning
 - 12-month project, 2 sprints per month
- Data Conversion
 - Met Requirements
- Appendix F (Functional Requirements)
 - Extra charge for GIS and to allow for sync once wifi is available
 - All others responded yes
- Appendix G (Technical Assessment)
 - Met according to Security Review Team

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra Solutions

DATE: 9/17/2024

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

- Service Levels
 - Met requirements
- CONUS Residence
 - Yes
- CONUS Access
 - Yes
- Two Environments
 - Yes, a Production environment and a development/testing environment, up to 4 non-production sandboxes
- Interfaces & Integration
 - Mulesoft Anypoint
 - Will meet RFP requirements
- Training
 - Will provide training
- Post-production Support
 - 3 upgrades per year at regular intervals, test in dev first.
 - Hypercare after go live

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra Solutions

DATE: 9/12/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - *Implemented agriculture and consumer services solutions for over 20 years*
 - *Employees in over 14 states*
 - *Focuses on state government only, detailed several applicable projects that were implemented in overview*
 - *Florida based*
- Three Projects
 - *3 projects provided, all state government. All 3 refer to licensing and inspections, application intake & processing, self-service portals, one had Feed, Seed & Fertilizer product registrations, real time analytics & reporting, investigations & compliance*
- Subcontractors
 - *V2Force, Santa Clara, CA*
- Organizational Chart
 - *Provided*
- Litigation
 - *None*
- Financial Viability
 - *Dun & Bradstreet snapshot provided*
- Licensure/Certification
 - *Several Salesforce certifications*
- Certificate of Insurance
 - *Provided*

II. Proposed Services

- Project Planning
 - *12-month project, very detailed project plan*
- Data Conversion
 - *Meets RFP Requirements*
- Appendix F (Functional Requirements)
 - *Extra charge to allow for use of GIS capabilities and to allow for synchronization once Wi-Fi is available, all others responded yes*
- Appendix G (Technical Assessment)
 - *See OIT technical assessment review - Met*
- Service Levels
 - *Meets RFP requirements*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra Solutions

DATE: 9/12/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

- CONUS Residence
 - Yes
- CONUS Access
 - *Can't restrict but do have a choice where data resides*
- Two Environments
 - *Yes, a Production environment and a development/testing environment*
- Interfaces & Integration
 - *Will meet RFP requirements as well as integrate with Microsoft productivity apps and services such as Outlook, log Outlook emails to Salesforce and draft Outlook emails using Salesforce templates*
- Training
 - *Will provide training as per the RFP requirements*
- Post-production Support
 - *3 upgrades per year at regular intervals, reviewed by Kyra and approved by the Department*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra

DATE: 31 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- Organization Qualifications and Experience
 - Overview of the Organization
 - *Salesforce Integrator*
 - *27 years in biz. 23 years in Gov.*
 - *100% success in Gov implementations*
 - Three Projects
 - *Did cite three projects*
 - *At least one relevant Agriculture example. But, in the intro, mentions multiple Agriculture engagements.*
 - Subcontractors
 - *One potential subcontractor: V2Force*
 - Organizational Chart
 - *Adequate Org Chart*
 - *Detailed resumes*
 - *Not clear on the role of the "Advisory Group," but perhaps that does not matter.*
 - Litigation
 - *None*
 - Financial Viability
 - *Small, profitable company.*
 - *Low risk*
 - Licensure/Certification
 - *Appropriate Salesforce credentials*
 - Certificate of Insurance
 - *\$5 M Cyber Liability*
- Proposed Services
 - Project Planning
 - *Claims agile. But the actual Gantt Chart presented is strictly Waterfall.*
 - *Not enough details*
 - Data Conversion
 - *Strong response. Robust details.*
 - Appendix F (Functional Requirements)
 - *2 Cs (FA-1, GA-1). Has it been included in the Cost Form?*
 - *57 Ys*
 - Appendix G (Technical Assessment)
 - *Evaluated separately*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra

DATE: 31 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- Service Levels
 - *Satisfied*
- CONUS Residence
 - *No response*
- CONUS Access
 - *No response*
- Two Environments
 - *Satisfied*
- Interfaces & Integration
 - *Strong response. Robust details.*
- Training
 - *Adequate response*
- Post-production Support
 - *Adequate response*
- Solution Architecture
 - *Strong response. Robust details.*
- Enterprise Solution
 - *Strong response. Robust details.*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: KYRA SOLUTIONS

DATE: 19 Aug 2024

EVALUATOR NAME: BRIGID PALMER

EVALUATOR DEPARTMENT: DAFS OIT

Eligibility Requirements - Pass

I. Organization Qualifications and Experience

- Overview of the Organization
- 20 years public sector experience with 30 state agencies
 - 100% public sector work
 - Natural resource, conservation, agriculture forestry partners
 - Proprietary solution accelerators
 - Promote configuration over customization
 - Government contracts with RI, IL, FL, MN, NM
 - Salesforce Customer Satisfaction rate of 9.7 of 10
 - 100% success rate in public sector implementations
- Three Projects that occurred in the past five years
 1. 9/22-present – NM Regulation and Licensing Dept
 2. 8/23-present – RI Dept of Environment Mgt
 3. 1/20-present – FL Dept of Health, Office of Medical Marijuana Usage
- Subcontractors – may collaborate with V2Force, Salesforce partner
- Organizational Chart – robust resumes of team members with variety of experience related to the state’s requirements
- Litigation - none
- Financial Viability – D&B snapshot submitted, dated 1/4/2023(?). Note bankruptcy in 2001-2003.
- Licensure/Certification – large number of staff Salesforce certifications
- Certificate of Insurance – ACORD certificate submitted. Cyber liability coverage of \$20 million.

II. Proposed Services

Will install Salesforce Public Sector Solutions (PSS) on the Government Cloud

Plus

- Project Planning
 - Documented understanding of QAR and workflow challenges
 - Use tool for forms and workflows
 - Estimate 12 month project, 2 sprints per month
- Data Conversion

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: KYRA SOLUTIONS

DATE: 19 Aug 2024

EVALUATOR NAME: BRIGID PALMER

EVALUATOR DEPARTMENT: DAFS OIT

- Satisfactory data conversion plan
- Appendix F (Functional Requirements)
 - Answered Y to all questions “Solution meets requirement?”, except:
 1. FA-1, for additional cost, enlist Salesforce Mobile App Plus edition to synchronize offline entries.
 2. G-1, for additional cost, propose integrating Salesforce with Google Maps
- Appendix G (Technical Assessment)
 - Met per Technical Team assessment
- Service Levels
 - matches Maine’s
- CONUS Residence
 - yes
- CONUS Access
 - yes
- Two Environments
 - Yes (dev/test and prod, up to 4 non-prod sandboxes)
- Interfaces & Integration
 - Mulesoft Anypoint
- Training
 - Four point training approach
 - Online Salesforce Trailheads
- Post-production Support
 - Hypercare period following go-live
 - Incident resolution followed by analysis report within 5 days
 - 3 upgrades/patches per year, test in dev first
 - Included Hosting SLA
- Solution Architecture
 - Robust diagrams and descriptions of solution
- Enterprise Solution
 - integration/workflow tool
 - dashboard tool
 - mobile app
 - Salesforce Public Sector toolkit
 - Multi-tenant
 - FedRAMP certified
 - Online portal

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Kyra

DATE: 9/11/24

EVALUATOR NAME: Aimee

EVALUATOR DEPARTMENT: DACF

- I. Organization Qualifications and Experience Salesforce platform
 - Overview of the Organization
 - Three Projects very relevant. 1 initial 66 applications, 3) 360 view, RI feed seed reg, product reg.
 - Subcontractors V2force
 - Organizational Chart well defined
 - Litigation 0 in 20 years
 - Financial Viability chapter 11? FL?
 - Licensure/Certification
 - Certificate of Insurance with riders
- II. Proposed Services
 - Project Planning thorough and detailed 12M
 - Data Conversion ✓
 - Appendix F (Functional Requirements) ✓
 - Appendix G (Technical Assessment)
 - Service Levels 99.9 uptime 8 hour recover time 4 hr disaster recovery 57sec response
 - CONUS Residence
 - CONUS Access
 - Two Environments ✓
 - Interfaces & Integration ✓
 - Training
 - Post-production Support
 - Solution Architecture
 - Enterprise Solution

100% success rate + 9.7 customer satisfaction

10 projects within budget

Active directory & role based

AWS-Gov cloud

Own backup?

ArcGIS-Google maps

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 11 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S4: <i>Quality of the Response? Quality of the Evidence? Weak</i>
S5: <i>Quality of the Response? Quality of the Evidence? Weak</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP14: <i>Quality of the Response? Quality of the Evidence? Adequate</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 11 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N7: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N8: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N14: <i>Quality of the Response? Quality of the Evidence? N/A</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 10 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Adequate response. Weak evidence.</i>
Maine FOAA: <i>Adequate response. Strong evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Weak evidence.</i>
Privacy Act of 1974: <i>Adequate response. Weak evidence.</i>
PCI DSS: <i>Adequate response. Weak evidence.</i>
Nacha: <i>Adequate response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Weak evidence.</i>
H2: <i>Adequate response. Weak evidence.</i>
H3: <i>Adequate response. Weak evidence.</i>
A1: <i>Adequate response. Weak evidence.</i>
A2: <i>Adequate response. Weak evidence.</i>
A3: <i>Adequate response. Weak evidence.</i>
A4: <i>Adequate response. Weak evidence.</i>
Information Security Standards
S1: <i>Adequate response. Weak evidence.</i>
S2: <i>Adequate response. Weak evidence.</i>
S3: <i>Adequate response. Weak evidence.</i>
S4: <i>Weak response. Weak evidence.</i>
S5: <i>Weak response. Weak evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Weak evidence.</i>
CSP2: <i>Adequate response. Weak evidence.</i>
CSP3: <i>Adequate response. Weak evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Weak evidence.</i>
CSP6: <i>Adequate response. Weak evidence.</i>
CSP7: <i>Adequate response. Weak evidence.</i>
CSP8: <i>Adequate response. Weak evidence.</i>
CSP9: <i>Adequate response. Weak evidence.</i>
CSP10: <i>Adequate response. Weak evidence.</i>
CSP11: <i>Adequate response. Weak evidence.</i>
CSP12: <i>Adequate response. Weak evidence.</i>
CSP13: <i>Adequate response. Weak evidence.</i>
CSP14: <i>Adequate response. Weak evidence.</i>
NIST Reqs

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 10 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

N1: <i>Adequate response. Adequate evidence.</i>
N2: <i>Adequate response. Weak evidence.</i>
N3: <i>Adequate response. Weak evidence.</i>
N4: <i>Adequate response. Weak evidence.</i>
N5: <i>Adequate response. Weak evidence.</i>
N6: <i>Adequate response. Weak evidence.</i>
N7: <i>Adequate response. Weak evidence.</i>
N8: <i>Adequate response. Weak evidence.</i>
N9: <i>Adequate response. Weak evidence.</i>
N10: <i>Adequate response. Weak evidence.</i>
N11: <i>Adequate response. Weak evidence.</i>
N12: <i>Adequate response. Weak evidence.</i>
N13: <i>Adequate response. Weak evidence.</i>
N14: NA

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019
RFP TITLE: DACF Consumer Safety Licensing RFP
BIDDER NAME: OpenGov
DATE: 2 August 2024
EVALUATOR NAME: B. Palmer
EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? A/A</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? NAME/ADDRESS IS PII.</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? N/a. n/a. Solution does not include payment processing; prefers Stripe vs integrating with PayMaine II</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
H2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
H3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S4: <i>Quality of the Response? Quality of the Evidence? A/A New owner, Cox Enterprises</i>
S5: <i>Quality of the Response? Quality of the Evidence? W/W No SBOM</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? A/A</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

<i>CSP12: Quality of the Response? Quality of the Evidence? A/A</i>
<i>CSP13: Quality of the Response? Quality of the Evidence? A/A</i>
<i>CSP14: Quality of the Response? Quality of the Evidence? A/A</i>
NIST Reqs
<i>N1: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N2: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N3: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N4: Quality of the Response? Quality of the Evidence? Can SOM review audit logs for SOM employees?</i>
<i>N5: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N6: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N7: Quality of the Response? Quality of the Evidence? PII question</i>
<i>N8: Quality of the Response? Quality of the Evidence? A/A Allows up to 10 invalid attempts. PWD min 16 characters</i>
<i>N9: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N10: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N11: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N12: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N13: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N14: Quality of the Response? Quality of the Evidence? A/A</i>

Red flag: Single Prod environment ?

Maintenance updates contain upgrades for all clients?

Question the ability to separate Maine customizations from other clients.

Vendor refers to Microsoft Azure Cloud SOC2 Type II report. Until report is reviewed, Quality of Evidence is unclear.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 9/23/24

EVALUATOR NAME: Celeste J. Poulin

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – complete and signed
2. Debarment, Performance and Non-Collusion Certification – Complete and signed
3. Eligibility Requirements - Meets

Section II Organization Qualifications and Experience

1. Overview of the Organization
*12 years in business. Claims > 1800 govt customers.
Three projects:
Provided three projects within time frame; all use permitting and licensing, but otherwise not relevant to agriculture.*
2. Subcontractors
None
3. Organizational Chart
Provided
4. Litigation
None
5. Financial Viability
D&B provided, \$15K credit; high risk
6. Licensure/Certification
None
7. Certificate of Insurance
Provided, no cyber liability

Section III Proposed Services

1. Services to be Provided

Not well detailed. Aggressive implementation – 8 months to completion. Does address data conversion

Complete Appendix F (Functional Requirements Matrix).

Extra cost for mailings

No bar code scanning

Payment ability?

Complete Appendix G

Not met

Implementation - Work Plan

8 months

Section IV Cost Proposal

Not applicable at this stage.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov, Inc.

DATE: 9/12/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - *Over 1,800 gov't customers using their cloud-based suites.*
 - *OpenGov was established in 2012*
- Three Projects
 - *3 Projects submitted. All 3 are using Permitting & Licensing. Projects not well described.*
- Subcontractors
 - *None*
- Organizational Chart
 - *Provided*
- Litigation
 - *None*
- Financial Viability
 - *Provided Dun & Bradstreet snapshot*
- Licensure/Certification
 - *None*
- Certificate of Insurance
 - *Provided*

II. Proposed Services

- Project Planning
 - *Services start within 2 -4 weeks of receipt of signed order form*
 - *Project completion – 8 months*
- Data Conversion
 - *Will migrate data*
- Appendix F (Functional Requirements)
 - *No bar code scanning*
 - *Only “partially” allows inspectors to obtain signatures – no explanation*
 - *Extra cost for ability to generate mass mailings.*
 - *Yes to all others*
- Appendix G (Technical Assessment)
 - *See OIT technical review results – not met*
- Service Levels
 - *99% uptime, 24 hours RTO & RPO*
- CONUS Residence
 - *Yes, hosted in the US East (Virginia) region of Azure*
- CONUS Access

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov, Inc.

DATE: 9/12/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

- Yes
- Two Environments
 - *No, provides a single production environment as they are a cloud-based SaaS application. State will test before going live.*
- Interfaces & Integration
 - *Pay Maine II not supported*
 - *Maine Service Bus – Further scoping required to provide response*
 - *Maine Managed File Transfer - offers Read Replica*
 - *DocuWare- offers Document Management Interface*
 - *ArcGIS – provide an Estri Arc-GIS*
- Training
 - *24/7 access to Help Center*
 - *System admin training provided during implementation*
 - *Guided application process to assist applicants thru the public portal*
- Post-production Support
 - *Updates applied off-business hours, deployed automatically with advanced notice*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov, Inc.

DATE: 9/16/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - 1,800 gov customers
 - OpenGov was established in 2012
- Three Projects
 - 8/5/22 – 8/5/24 – Utah UDABS, went live with Permit and licensing on 7/5/23
 - 5/23/20 – 12/31/20 Georgia DOE – went live with permitting, licensing, budgeting and planning.
 - 6/3/2019 to 4/17/2020 Rhode Island Department of Admin – went live with Permitting and licensing.
- Subcontractors
No
- Organizational Chart
Yes
- Litigation
No
- Financial Viability
 - Provided out of date D & B snapshot
 - Recently acquired
- Licensure/Certification
No
- Certificate of Insurance
Yes

II. Proposed Services

- Project Planning
 - Services start within 2 -4 weeks of receipt of signed order form
 - Project completion – 8 months
 - Customizations out of scope
- Data Conversion
Will migrate data as is
- Appendix F (Functional Requirements)
 - No bar code scanning
 - Only “partially” allows signatures – no explanation
 - Extra cost for ability to generate mass mailings.
 - Yes to all others
- Appendix G (Technical Assessment)
Not met per Security Review Team

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov, Inc.

DATE: 9/16/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

- Service Levels
 - Met
- CONUS Residence
 - Met
- CONUS Access
 - Met
- Two Environments
 - No, State will test before going live, has a single production environment as this is a cloud-based SaaS application.
- Interfaces & Integration
 - Pay Maine II not supported
 - Maine Service Bus – Further scoping required to provide response
 - Maine Managed File Transfer - offers Read Replica
 - DocuWare- offers Document Management Interface
 - ArcGIS – provides an Esri Arc-GIS
- Training
 - 24/7 access to Help Center
 - Electronic guided application process to assist public portal applicants
- Post-production Support
 - Updates applied off-business hours
 - Deployed automatically with advanced notice

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Open Gov

DATE: September, 2024

EVALUATOR NAME: Ben

EVALUATOR DEPARTMENT:

Section I Preliminary Information

1. Proposal Cover Page
2. Debarment, Performance and Non-Collusion Certification
3. Eligibility Requirements

Section II Organization Qualifications and Experience

1. Overview of the Organization
2. Subcontractors maybe is used.
3. Organizational Chart provided
4. Litigation none
5. Financial Viability High Risk, only 15k of loan ability.
6. Licensure/Certification
7. Certificate of Insurance , no cyber and only 1 mil of regular liability.

Section III Proposed Services

1. Services to be Provided
 - a. A non-EH based software that has not really even EH adjacent software needs. All pages, reports, etc., would have to be developed or converted without any prior experience.
 - b. 9 month proposed program for implementation
 - c. Not off the shelf, complete custom build for software and application
 - d. Must pay to have company come out and learn our system, only training is virtual.
 - i. Not an elaborate proposal, for a food safety system, only experience is in licensing and payments, no compliance or investigation work appears in work experience.

Complete Appendix F (Functional Requirements Matrix).

Did not meet Tec Spec

Complete Appendix G

Implementation - Work Plan

Section IV Cost Proposal

1st year = \$331,865.00

2nd year = \$134,367.19

3rd year = \$ 148,139.82

Total for 2.2 years = \$ 614,372.01

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 8 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Eligibility Requirements - Pass

I. Organization Qualifications and Experience

- Overview of the Organization
 - 1800 customers
- Three Projects – super brief descriptions of entailed work
 - 8/5/22 – 8/15/24 Utah UDABS (2 years) project ended?
Went live Permitting & Licensing went live 7/5/23
 - 5/23/20 - 12/31/20 GA DOE (7 months)
Went live with Permitting & Licensing and Budgeting & Planning.
 - 6/3/2019 – 4/17/2020 RI Department of Administration (10 months).
Went live with OpenGov Permitting & Licensing
- Subcontractors
 - none
- Organizational Chart
 - Satisfactory Org Chart and description of positions
- Litigation
 - None
 - Notice of non-performance (on matters not agreed to by the parties)
- Financial Viability
 - D&B report submitted, but not current (high risk)
 - Recently acquired by Cox Enterprises
- Licensure/Certification
 - None submitted
- Certificate of Insurance
 - Dated 3/15/2024
 - No cyberliability noted

II. Proposed Services

- Project Planning
 - Submitted Sample Work Plan, which looks like a contract
 - Customizations are out of scope
- Data Conversion
 - “as-is migration” State data gets imported ‘within the scope’ of OpenGov tables (what if there is no 1:1 relationship?)
- Appendix F (Functional Requirements)
 - Answered Y to all questions “Solution meets requirement?”, except:

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 8 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

- A-6 Allow for suspending access to system, as needed, for maintenance. Replied “not necessary as maintenance is done during off hours”.
- WF-14 scanning barcodes. Answered Partial
- WF-15 add unknown barcodes to list of unregistered bar codes. Answered Partial
- FA-3 allow for electronic signatures. Answered Partial without comment.
- C-2 generate mass mailings. Answered Additional Cost.
- Appendix G (Technical Assessment)
 - Did not meet per Technical Assessment Team
- Service Levels
 - MS Azure Cloud available 99.9% uptime
 - OpenGov Permitting & Licensing uptime is 99%
 - Answered “N/A” for lookup query and update operations response times
- CONUS Residence
 - yes
- CONUS Access
 - yes
- Two Environments
 - *Will provide a test instance for each applicable division until go-live.
- Interfaces & Integration
 - Prefers Stripe instead of PayMainell
 - Maine Service Bus needs further scoping
- Training
 - Robust training plan
 - OpenGov Help Center knowledge base
 - Referred to a customer’s tutorial videos (Benicia Online Permit Center)
- Post-production Support
 - “Application upgrades must be deployed centrally. There is no action needed from the State, updates are deployed automatically.” “transparent”
- Solution Architecture
 - Screen shot of arch diagram, hard to read
 - Multi tenant cloud architecture
 - Minor updates every two weeks
 - Major updates quarterly
 - OpenGov’s intention is to develop and maintain ... in accordance to the recognized requirements of WCAG 2.0 Level AA Standards.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 8 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

- Drag and drop workflow routing
- Reporting & Transparency suite comes with Permitting & Licensing
- Enterprise Solution

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 31 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- Organization Qualifications and Experience
 - Overview of the Organization
 - *12 years in biz*
 - *Appears geared toward courts & law enforcement*
 - Three Projects
 - *Did cite three projects*
 - *None of the examples are relevant to Agriculture*
 - Subcontractors
 - *None*
 - Organizational Chart
 - *Yes Org Chart*
 - *But no resumes, or even profiles*
 - Litigation
 - *None*
 - Financial Viability
 - *Max credit: \$15,000*
 - *High risk*
 - Licensure/Certification
 - *None*
 - Certificate of Insurance
 - *No Cyber Liability*
- Proposed Services
 - Project Planning
 - *Boilerplate. Not enough details to judge viability for Maine DACF.*
 - Data Conversion
 - *Adequate response*
 - Appendix F (Functional Requirements)
 - *1 N (A-7)*
 - *3 Ps (WF-14, WF-15, FA-3)*
 - *1 C (C-2). Has it been included in the Cost Form?*
 - *54 Ys*
 - Appendix G (Technical Assessment)
 - *Evaluated separately*
 - Service Levels
 - *Performance Criteria NOT satisfied*
 - *All other service levels satisfied*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 31 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- CONUS Residence
 - *Satisfied*
- CONUS Access
 - *Not Satisfied (Repeated previous response)*
- Two Environments
 - *Unclear response*
- Interfaces & Integration
 - *No response to the Managed File Transfer*
 - *Adequate response on the others*
- Training
 - *Barebones*
- Post-production Support
 - *Barebones*
- Solution Architecture
 - *Barebones*
- Enterprise Solution
 - *Barebones*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: OpenGov

DATE: 9/11/24

EVALUATOR NAME: Aimee

EVALUATOR DEPARTMENT: DACF

- I. Organization Qualifications and Experience 1800 gov customers Cox?
 - Overview of the Organization
 - Three Projects not detailed but not relevant
 - Subcontractors none
 - Organizational Chart ✓
 - Litigation note multiyear begs question
 - Financial Viability not current, recently acquired Cox Enterprise, High Risk? Hard to tell
 - Licensure/Certification
 - Certificate of Insurance Cox Cyber? None noted
- II. Proposed Services
 - Project Planning
 - Data Conversion ✓
 - Appendix F (Functional Requirements)
 - Appendix G (Technical Assessment)
 - Service Levels 99% 8 & 4 hours
 - CONUS Residence
 - CONUS Access
 - Two Environments short term
 - Interfaces & Integration active directory, single signon
 - Training some examples, create your own, 3d on site
 - Post-production Support partial
 - Solution Architecture
 - Enterprise Solution ?

GIS experience?

Electronic signatures, additional cost for mailing, travel extra

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 26 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP14: <i>Quality of the Response? Quality of the Evidence? Adequate</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 26 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N7: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N8: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N14: <i>Quality of the Response? Quality of the Evidence? Adequate</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 10 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Adequate response. Strong evidence.</i>
Maine FOAA: <i>Adequate response. Adequate evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Strong evidence.</i>
Privacy Act of 1974: <i>Adequate response. Strong evidence.</i>
PCI DSS: <i>Adequate response. Strong evidence.</i>
Nacha: <i>Adequate response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Strong evidence.</i>
H2: <i>Adequate response. Strong evidence.</i>
H3: <i>Adequate response. Strong evidence.</i>
A1: <i>Adequate response. Strong evidence.</i>
A2: <i>Adequate response. Strong evidence.</i>
A3: <i>Adequate response. Strong evidence.</i>
A4: <i>Adequate response. Strong evidence.</i>
Information Security Standards
S1: <i>Adequate response. Strong evidence.</i>
S2: <i>Adequate response. Strong evidence.</i>
S3: <i>Adequate response. Strong evidence.</i>
S4: <i>Weak response. Adequate evidence.</i>
S5: <i>Weak response. Strong evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Weak evidence.</i>
CSP2: <i>Adequate response. Weak evidence.</i>
CSP3: <i>Adequate response. Weak evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Weak evidence.</i>
CSP6: <i>Adequate response. Weak evidence.</i>
CSP7: <i>Adequate response. Weak evidence.</i>
CSP8: <i>Adequate response. Weak evidence.</i>
CSP9: <i>Adequate response. Weak evidence.</i>
CSP10: <i>Adequate response. Weak evidence.</i>
CSP11: <i>Adequate response. Weak evidence.</i>
CSP12: <i>Adequate response. Weak evidence.</i>
CSP13: <i>Adequate response. Weak evidence.</i>
CSP14: <i>Adequate response. Weak evidence.</i>
NIST Reqs

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 10 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

N1: <i>Adequate response. Weak evidence.</i>
N2: <i>Adequate response. Weak evidence.</i>
N3: <i>Adequate response. Weak evidence.</i>
N4: <i>Adequate response. Weak evidence.</i>
N5: <i>Adequate response. Weak evidence.</i>
N6: <i>Adequate response. Weak evidence.</i>
N7: <i>Adequate response. Weak evidence.</i>
N8: <i>Adequate response. Weak evidence.</i>
N9: <i>Adequate response. Weak evidence.</i>
N10: <i>Adequate response. Weak evidence.</i>
N11: <i>Adequate response. Weak evidence.</i>
N12: <i>Adequate response. Weak evidence.</i>
N13: <i>Adequate response. Weak evidence.</i>
N14: <i>Adequate response. Weak evidence.</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019
RFP TITLE: DACF Consumer Safety Licensing RFP
BIDDER NAME: SLALOM
DATE: 2 August 2024
EVALUATOR NAME: B. Palmer
EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? A/A</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? W/A Slalom incorrectly mentions integrating with SOM Oracle ESB platform, which is NOT part of this RFP. The legacy system lives in Access/SQLServer.</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? W/A Slalom incorrectly mentions integrating with SOM Oracle ESB platform, which is NOT part of this RFP. The legacy system lives in Access/SQLServer.</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? A/A</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
H2: <i>Quality of the Response? Quality of the Evidence? S/A</i>
H3: <i>Quality of the Response? Quality of the Evidence? A/A "If negotiated into a final contract, and for the Salesforce Government Cloud Plus only, Salesforce will promptly notify the Customer in the event..." See S3.</i>
A1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A2: <i>Quality of the Response? Quality of the Evidence? S/A</i>
A3: <i>Quality of the Response? Quality of the Evidence? S/A</i>
A4: <i>Quality of the Response? Quality of the Evidence? A/A may be limits on bulk data transfer</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S3: <i>Quality of the Response? Quality of the Evidence? A/A Slalom put onus on Salesforce to report security breach. See H3.</i>
S4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? A/A</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: SLALOM

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

<i>CSP7: Quality of the Response? Quality of the Evidence? A/A</i>
<i>CSP8: Quality of the Response? Quality of the Evidence? A/A</i>
<i>CSP9: Quality of the Response? Quality of the Evidence? A/A</i>
<i>CSP10: Quality of the Response? Quality of the Evidence? A/A</i>
<i>CSP11: Quality of the Response? Quality of the Evidence? A/A</i>
<i>CSP12: Quality of the Response? Quality of the Evidence? A/A</i>
<i>CSP13: Quality of the Response? Quality of the Evidence? A/A</i>
<i>CSP14: Quality of the Response? Quality of the Evidence? A/A</i>
NIST Reqs
<i>N1: Quality of the Response? Quality of the Evidence? A/A – cut and paste answer across all rows</i>
<i>N2: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N3: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N4: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N5: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N6: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N7: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N8: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N9: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N10: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N11: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N12: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N13: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N14: Quality of the Response? Quality of the Evidence? A/A</i>

Salesforce Gov Cloud Plus - Cloud Service Provider

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 9 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Eligibility Requirements - Pass

I. Organization Qualifications and Experience

Salesforce Public Sector Solutions

Salesforce Experience Cloud for portal

- Overview of the Organization
 - 11,500 employees worldwide
 - Working with ME Criminal Justice Academy and ME DPS
 - Top tier Salesforce partner
 - Association with AFDO – Assoc of Food and Drug Officials. Enterprise Architects for SAFHER (System for Agriculture, Food, Health, E-Inspections and Registration)
 - 80% overlap of requirements across agencies.
 - Hierarchy of State Regulatory Management for Food Safety
- Three Projects
 - 2/23 – Present - MN Dept of Ag and Dept of Health
 - Phased implementation approach (minimum viable product)
 - ArcGIS api
 - 12/23 – Present – NH DOT (4/24 Go Live)
 - NH has chosen Salesforce for enterprise solution
 - 9/20 – Present – AZ DHS
 - Licensing related to healthcare
 - Public portal
 - Complaint tracking
- Subcontractors
 - none
- Organizational Chart
 - Provided
 - 2 scrum teams
 - Project roles described in detail
- Litigation
 - Several items noted
- Financial Viability
 - \$2–3 billion annual gross revenue over last 3 years
 - Low to Moderate D&B risk, depending on area
- Licensure/Certification
 - Navigator Expert status (highest) by Salesforce in Public Sector
 - Impressive and large number of Salesforce certified consultants

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 9 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

- ISO 27001 certification (Coalfire)
 - Can provide SOC2 report with NDA
 - Certificate of Insurance
 - ACORD received - \$10 million in cyberliability
 - Note exception responses to Rider B-IT including limitation of liability. These will be addressed during contract negotiations.
- II. Proposed Services
- Project Planning
 - Waterfall Timeline
 - 8 month estimate
 - Tackle most complex license/permit/registration first
 - Configuration over code (customizations)
 - Recommend single release
 - Included example use cases
 - Included Project Management Plan
 - Process Design & Business Requirements Definition
 - Testing Approach
 - Data Conversion
 - Salesforce Data Loader tool
 - Appendix F (Functional Requirements)
 - Answered Y to all questions "Solution meets requirement?"
 - Appendix G (Technical Assessment)
 - Met requirements per Technical Assessment Team
 - Service Levels
 - CONUS Residence
 - yes
 - CONUS Access
 - Yes Copado
 - Two Environments
 - Slalom recommends 4 non-prod environments
 - Interfaces & Integration
 - User Experience Design
 - Wireframes
 - Training
 - "Training assets will be defined based on strategy" (TBD?)
 - Post-production Support
 - Hypercare

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 9 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

- Salesforce's Premier Success Plan - knowledgebase
- Solution Architecture
 - Presented a clear architecture diagram
 - Salesforce solution
 - Copado will be used to deploy metadata changes between Salesforce environments
 - Recommends JIRA as lifecycle management tool
 - Included Dataflow Diagrams
 - Slalom Salesforce Delivery Framework
- Enterprise Solution
 - NH has chosen Salesforce for enterprise solution

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 31 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- Organization Qualifications and Experience
 - Overview of the Organization
 - *31 years in biz*
 - *#2 Salesforce partner in North America*
 - *Appears geared toward courts & law enforcement*
 - Three Projects
 - *Did cite three projects*
 - *At least one example directly relevant to Agriculture*
 - Subcontractors
 - *None*
 - Organizational Chart
 - *Yes Org Chart w/ Roles*
 - *But no names*
 - *And no resumes, or even profiles*
 - Litigation
 - *Some, but may not be relevant to this project*
 - Financial Viability
 - *Max credit: \$5.3 M*
 - *Low risk*
 - *Big company*
 - Licensure/Certification
 - *Massive bench of Salesforce expertise*
 - *SOC 2*
 - *ISO 27001*
 - Certificate of Insurance
 - *\$10 M Cyber Liability*
- Proposed Services
 - Project Planning
 - *Strong response. Robust details. Demonstrated advance competence.*
 - Data Conversion
 - *Adequate response*
 - Appendix F (Functional Requirements)
 - *59 Ys*
 - Appendix G (Technical Assessment)
 - *Evaluated separately*
 - Service Levels

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 31 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- *Performance Criteria NOT satisfied*
- *All other service levels satisfied*
- CONUS Residence
 - *Satisfied*
- CONUS Access
 - *Satisfied*
- Two Environments
 - *Exceeded expectations*
- Interfaces & Integration
 - *Strong response. Robust details.*
- Training
 - *Adequate response*
- Post-production Support
 - *Adequate response*
- Solution Architecture
 - *Strong response. Robust details.*
- Enterprise Solution
 - *Strong response. Robust details.*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 9/11/24

EVALUATOR NAME: Aimee

EVALUATOR DEPARTMENT: DACF

- I. Organization Qualifications and Experience Salesforce platform
 - Overview of the Organization
 - Three Projects relevant all three
 - Subcontractors none
 - Organizational Chart no names
 - Litigation same question employee related
 - Financial Viability some delinquency
 - Licensure/Certification security and Salesforce
 - Certificate of Insurance √ 10M cyber
- II. Proposed Services
 - Project Planning 34 weeks
 - Data Conversion contradictory? Mixed messages
 - Appendix F (Functional Requirements) yes
 - Appendix G (Technical Assessment) met
 - Service Levels
 - CONUS Residence √
 - CONUS Access √
 - Two Environments more
 - Interfaces & Integration
 - Training lack details
 - Post-production Support
 - Solution Architecture
 - Enterprise Solution yes page 5

GIS pg 64 #9

No mass mailing

5000 email per day pg 65

Request revisions attach E

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 9/24/24

EVALUATOR NAME: Celeste J. Poulin

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – complete and signed
2. Debarment, Performance and Non-Collusion Certification – Complete and signed
3. Eligibility Requirements - Meets

Section II Organization Qualifications and Experience

1. Overview of the Organization
31 years in business. Has worked with AFDO, involved in SAFHER. Experience in licensing and inspection. Has developed projects for state governments.
Three projects:
Provided three state government projects within time frame; all use permitting, licensing, and inspection.
2. Subcontractors
None
3. Organizational Chart
Provided but only roles, no people or resumes
4. Litigation
Yes, currently four cases pending
5. Financial Viability
D&B provided, \$5.3M credit, low risk
6. Licensure/Certification
Provided, much Salesforce expertise
7. Certificate of Insurance
Provided, \$10M cyber liability

Section III Proposed Services

1. Services to be Provided

Good outline, three phases with completion in 8 months. Addressed data conversion and proposed multiple environments. Addressed training and support materials.

Complete Appendix F (Functional Requirements Matrix).
Yes to all

Complete Appendix G
Met

Implementation - Work Plan
8 months. Outlined good post-implementation support.

Section IV Cost Proposal

Not applicable at this stage.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 9/17/24

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - 11,500 employees worldwide
 - Worked on AFDO's inspection program – SAFHER (System for Agriculture, Food, Health, E-Inspections & Registration)
 - Salesforce is the base of the proposal.
 - Currently working with Maine Criminal Justice Academy and Maine Dept of Public Safety
- Three Projects
 1. February 2023 to Present – Minnesota Dept of Ag and Dept of Health
 - Used the ArcGIS API
 - Stepped approach with an MVP
 2. December 2023 to Present – New Hampshire Dept of Transportation
 - Went live April 2024
 3. September 2020 to Present – Arizona Dept of Human Services
 - Health care licensing using a public portal, and handled complaints.
! no retail food/weights & measures projects
- Subcontractors
No
- Organizational Chart
Yes
- Litigation
Yes, a few noted
- Financial Viability
D & B snapshot provided
- Licensure/Certification
Yes
- Certificate of Insurance
Yes

II. Proposed Services

- Project Planning
 - 8 months to complete
 - Waterfall Timeline
 - Single release
- Data Conversion
 - Migrating data with Salesforce Data Loader tool
 - DACF has responsibility of extraction, cleansing and transformation before conversion

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 9/17/24

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

- Appendix F (Functional Requirements)
All Yes
- Appendix G (Technical Assessment)
Met per the Security Review Team
- Service Levels
Yes
- CONUS Residence
Yes
- CONUS Access
Yes
- Two Environments
Proposed 1 production environment and 4 sandbox environments
- Interfaces & Integration
Will integrate with most but ArcGIS not mentioned?
- Training
 - TBD but has used live training and electronic manuals and pop up hint text.
- Post-production Support
 - Hypercare
 - 24/7 online and phone support

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 9/10/24

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - *Understands food safety best practices*
 - *Extensive licensing & inspection experience – AFDO*
 - *Architects of inspection program – SAFHER (System for Agriculture, Food, Health, E-Inspections & Registration)*
 - *Leveraged Salesforce as primary technology*
 - *Delivered solutions for State Govt licensing, permitting, inspection and registrations*
 - *Dedicated team of Maine residents*
- Three Projects
 - *Provided 3 state department projects including licensing, permitting & inspection processes – no retail food/weights & measures*
- Subcontractors
 - *None*
- Organizational Chart
 - *Provided*
- Litigation
 - *Yes, 4 currently pending*
 - *1 past over the last 5 years*
- Financial Viability
 - *Provided Dun & Bradstreet snapshot*
- Licensure/Certification
 - *Provided*
- Certificate of Insurance
 - *Provided*

II. Proposed Services

- Project Planning
 - *Estimates project will take 8 months to complete*
 - *Deliver in 3 phases – Discover, Deliver, Transition*
- Data Conversion
 - *Will migrate data*
 - *Extraction, cleansing and transformation of data responsibility of DACF*
- Appendix F (Functional Requirements)
 - *Yes to all*
- Appendix G (Technical Assessment)
 - *See OIT technical review results - Met*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 9/10/24

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

- Service Levels
 - *RTO 12 hours*
- CONUS Residence
 - Yes
- CONUS Access
 - Yes
- Two Environments
 - *Four sandbox environments and a production environment*
- Interfaces & Integration
 - *Use Salesforce PSS to connect with Azure Active Directory, Microsoft standard connector to Office 365; PayMaine II, DocuWare, Maine Managed File Transfer*
- Training
 - *Instructor-led training sessions*
 - *Quick reference guides for internal and external audiences*
 - *FAQ documents*
 - *Guided text & clarifying message via hover text*
- Post-production Support
 - *General support & maintenance*
 - *Resolve any bugs/defects*
 - *Design, develop, test and deploy work*
 - *Update solution documentation & training materials to reflect changes*
 - *24/7 online and phone support, 1-hour critical response, 3 complementary upgrades per year, clear process to run on current version*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: September, 2024

EVALUATOR NAME: Ben

EVALUATOR DEPARTMENT:

Section I Preliminary Information

1. Proposal Cover Page
2. Debarment, Performance and Non-Collusion Certification
3. Eligibility Requirements

Section II Organization Qualifications and Experience

1. Overview of the Organization
2. Subcontractors
3. Organizational Chart
4. Litigation none in the last 3 years.
5. Financial Viability appears to be ok, but was mostly redacted.
6. Licensure/Certification Yes
7. Certificate of Insurance

Section III Proposed Services

1. Services to be Provided
 - a. Has worked and Developed SAFHER with AFDO,
 - b. Project with MDA is adjacent to what we do, but information more towards what they helped build at SAFHER would have been more applicable. NH DOT project was not even close.
 - c. AZ DHHS program may be close but example did not appear to be.
2. Like the idea based in Change management, with a Change Manager being the first contact with stakeholders.
3. Seems to be more of a Semi custom, or some out of the box system that will have to be adapted for all of DACF needs.
4. Training is not fully clear.

Complete Appendix F (Functional Requirements Matrix).

Complete Appendix G

Implementation - The work Plan has a tight time frame, but possible.

Section IV Cost Proposal
Redacted

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Tech Mahindra

DATE: 26 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP14: <i>Quality of the Response? Quality of the Evidence? Adequate</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Tech Mahindra

DATE: 26 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N7: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N8: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N14: <i>Quality of the Response? Quality of the Evidence?</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 15 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Adequate response. Weak evidence.</i>
Maine FOAA: <i>Adequate response. Weak evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Strong evidence.</i>
Privacy Act of 1974: <i>Adequate response. Strong evidence.</i>
PCI DSS: <i>Adequate response. Strong evidence.</i>
Nacha: <i>Adequate response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Strong evidence.</i>
H2: <i>Adequate response. Strong evidence.</i>
H3: <i>Adequate response. Strong evidence.</i>
A1: <i>Adequate response. Strong evidence.</i>
A2: <i>Adequate response. Strong evidence.</i>
A3: <i>Adequate response. Adequate evidence.</i>
A4: <i>Adequate response. Strong evidence.</i>
Information Security Standards
S1: <i>Adequate response. Strong evidence.</i>
S2: <i>Adequate response. Adequate evidence.</i>
S3: <i>Adequate response. Adequate evidence.</i>
S4: <i>Adequate response. Strong evidence.</i>
S5: <i>Adequate response. Strong evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Weak evidence.</i>
CSP2: <i>Adequate response. Strong evidence.</i>
CSP3: <i>Adequate response. Strong evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Strong evidence.</i>
CSP6: <i>Adequate response. Strong evidence.</i>
CSP7: <i>Adequate response. Strong evidence.</i>
CSP8: <i>Adequate response. Strong evidence.</i>
CSP9: <i>Adequate response. Strong evidence.</i>
CSP10: <i>Adequate response. Strong evidence.</i>
CSP11: <i>Adequate response. Strong evidence.</i>
CSP12: <i>Adequate response. Strong evidence.</i>
CSP13: <i>Adequate response. Strong evidence.</i>
CSP14: <i>Adequate response. Strong evidence.</i>
NIST Reqs

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Slalom

DATE: 15 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

N1: <i>Weak response. Weak evidence.</i>
N2: <i>Adequate response. Weak evidence.</i>
N3: <i>Adequate response. Weak evidence.</i>
N4: <i>Adequate response. Weak evidence.</i>
N5: <i>Adequate response. Weak evidence.</i>
N6: <i>Adequate response. Weak evidence.</i>
N7: <i>Adequate response. Weak evidence.</i>
N8: <i>Adequate response. Weak evidence.</i>
N9: <i>Adequate response. Weak evidence.</i>
N10: <i>Adequate response. Weak evidence.</i>
N11: <i>Adequate response. Weak evidence.</i>
N12: <i>Weak response. Weak evidence.</i>
N13: <i>Weak response. Weak evidence.</i>
N14: <i>Weak response. Weak evidence.</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: TECH MAHINDRA

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? A/A</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? A/A</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? A/A</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
H2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
H3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
S3: <i>Quality of the Response? Quality of the Evidence? A/A Tech Mahindra puts onus on Salesforce to notify of security breach.</i>
S4: <i>Quality of the Response? Quality of the Evidence? A/A FedRAMP provisional authority to operate. Salesforce Gov Cloud Plus System Security Plan</i>
S5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? A/A</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? A/A</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: TECH MAHINDRA

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

<i>CSP13: Quality of the Response? Quality of the Evidence? A/A</i>
<i>CSP14: Quality of the Response? Quality of the Evidence? A/A</i>
NIST Reqs
<i>N1: Quality of the Response? Quality of the Evidence? n/a</i>
<i>N2: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N3: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N4: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N5: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N6: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N7: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N8: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N9: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N10: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N11: Quality of the Response? Quality of the Evidence? A/A</i>
<i>N12: Quality of the Response? Quality of the Evidence? n/a</i>
<i>N13: Quality of the Response? Quality of the Evidence? n/a</i>
<i>N14: Quality of the Response? Quality of the Evidence? n/a</i>

Salesforce GovCloud Plus

AWS

FedRAMP

Mulesoft

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Tech Mahindra

DATE: 12 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Eligibility Requirements - Pass

I. Organization Qualifications and Experience

- Overview of the Organization
 - Part of Mahindra Group
 - \$6.5 billion company worldwide
 - 141,000 employees
- Three Projects
 - Vague dates on projects
 - 9/22 – 6/23 phase 1 - VT Cannabis Control Board
 - 2nd phase in initial phase
 - NH DMV dates are not within 5 years and not relevant to DACF needs
 - VT Dept of Liquor and Lottery
 - On track to go live. Did it?
- Subcontractors
 - none
- Organizational Chart
 - Substandard org chart
 - Listed a number of employees and their job description
- Litigation
 - None that are “likely to affect our ability to perform our part of the contract”
- Financial Viability
 - Did not submit D&B Business Information Report Snapshot
 - Submitted substantial financials
- Licensure/Certification
 - Summit/Platinum partner with Salesforce
 - Substantial number of Salesforce certifications plus other certifications
- Certificate of Insurance
 - ACORD form dated 6/20/2021

II. Proposed Services

Salesforce GovCloud Plus solution on Amazon Web Services

- Project Planning
 - Robust project plan
 - Hybrid Agile
 - Estimate 39-week timeline + 4 weeks of warranty services
 - 3-week sprints
- Data Conversion

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Tech Mahindra

DATE: 12 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

- Robust data migration approach
- Appendix F (Functional Requirements)
 - Answered Y to all questions “Solution meets requirement?”
- Appendix G (Technical Assessment)
 - Did not meet requirements per Technical Assessment Team
- Service Levels
 - Match DACF service levels
- CONUS Residence
 - yes
- CONUS Access
 - yes
- Two Environments
 - Prod plus 4 sandbox types
- Interfaces & Integration
 - Batch and real-time integration tbd during discovery
- Training
 - Robust training plan
- Post-production Support
 - Hyper Care
 - Push 3x annual Salesforce upgrades
- Solution Architecture
 - Salesforce Industry Cloud (Public Sector Foundation – Licensing, Permitting and Inspection)
 - Salesforce Customer Experience (Front End Portal – applicant/citizen experience)
 - Arch Diagram submitted
- Enterprise Solution
 - Satisfactory Enterprise argument and examples

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: TechMahindra

DATE: 01 Aug 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- Organization Qualifications and Experience
 - Overview of the Organization
 - *20+ years in Gov I.T.*
 - *Deep Salesforce bench*
 - Three Projects
 - *Did cite three projects*
 - *None of the examples is directly relevant to Agriculture*
 - Subcontractors
 - *None*
 - Organizational Chart
 - *Yes Org Chart w/ Names & Role*
 - *Adequate profiles of the named resources*
 - Litigation
 - *None*
 - Financial Viability
 - *No D&B report*
 - *But annual revenue of \$6.3 Billion*
 - *Massive company*
 - Licensure/Certification
 - *Deep bench of Salesforce expertise*
 - *ISO 277001*
 - *CMMI L5*
 - Certificate of Insurance
 - *No Cyber Liability*
- Proposed Services
 - Project Planning
 - *Mentions BABLO, NOT DACF*
 - *Strong response. Robust details. Demonstrated advance competence.*
 - Data Conversion
 - *Strong response. Robust details. Demonstrated advance competence.*
 - Appendix F (Functional Requirements)
 - *59 Ys*
 - Appendix G (Technical Assessment)
 - *Evaluated separately*
 - Service Levels
 - *Performance Criteria NOT satisfied*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: TechMahindra

DATE: 01 Aug 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- *All other service levels satisfied*
- CONUS Residence
 - *Satisfied*
- CONUS Access
 - *Satisfied*
- Two Environments
 - *Exceeded expectations*
- Interfaces & Integration
 - *Adequate response*
- Training
 - *Strong response. Robust details*
- Post-production Support
 - *Adequate response*
- Solution Architecture
 - *Strong response. Robust details.*
- Enterprise Solution
 - *Strong response. Robust details.*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Tech Mahindra

DATE: 9/12/24

EVALUATOR NAME: Aimee

EVALUATOR DEPARTMENT: DACF

- I. Organization Qualifications and Experience Salesforce platform
 - Overview of the Organization 20 years experience
 - Three Projects not all aligned to our needs 1 not relevant on outside 5 years
 - Subcontractors None
 - Organizational Chart
 - Litigation None
 - Financial Viability not full D&B
 - Licensure/Certification Salesforce etc
 - Certificate of Insurance no cyber
- II. Proposed Services
 - Project Planning detailed 39 weeks
 - Data Conversion ✓
 - Appendix F (Functional Requirements) yes
 - Appendix G (Technical Assessment) met
 - Service Levels 99% 8 + 4 hours
 - CONUS Residence
 - CONUS Access
 - Two Environments ✓
 - Interfaces & Integration ✓
 - Training pre and post
 - Post-production Support
 - Solution Architecture
 - Enterprise Solution ✓

Bablo?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Tech Mahindra Americas Inc.

DATE: 9/12/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - *Offers a full range of IT services worldwide*
 - *Ranked among the top global IT service providers in the world*
 - *More than 15 years serving public sector*
 - *Salesforce Platform based, 400+ implementations*
- Three Projects
 - *Three state department projects provided. All three involved some sort licensing/registration, no product registrations or weights and measures*
- Subcontractors
 - *None*
- Organizational Chart
 - *Provided*
- Litigation
 - *None known*
- Financial Viability
 - *Dun & Bradstreet snapshot provided*
- Licensure/Certification
 - *ISO 27701, ISO 22301 DAKKS 2021-Cert, ISO 27001 DAKKS 2021 – Cert*
 - *Several Salesforce Certifications*
- Certificate of Insurance
 - *Provided*

II. Proposed Services

- Project Planning
 - *39-week timeline, 4 weeks of warranty service*
 - *Soft launch release at 22 weeks*
 - *Detailed timeline provided*
- Data Conversion
 - *Meets RFP requirements*
- Appendix F (Functional Requirements)
 - *Yes to all*
- Appendix G (Technical Assessment)
 - *See OIT technical assessment review - Met*
- Service Levels
 - *12-hour RTO*
- CONUS Residence

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Tech Mahindra Americas Inc.

DATE: 9/12/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

- Yes
- CONUS Access
 - Yes
- Two Environments
 - *Production environment, 4 different types of Sandbox environments*
- Interfaces & Integration
 - *Use point-to- point integration*
- Training
 - *Train the Trainer Approach*
 - *Virtual sessions & closely guided/assisted production work*
 - *Develop Comprehensive user guide/document*
- Post-production Support
 - *Will meet our requirements*

**Appears to have prepared a bid for BABLO*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Tech Mahindra

DATE: 9/24/24

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – Yes
2. Debarment, Performance and Non-Collusion Certification – Yes
3. Eligibility Requirements - Met

Section II Organization Qualifications and Experience

1. Overview of the Organization
 - Worldwide
 - 141,000 employees

Three projects:

- September 2022 to June 2023 – Vermont Cannabis Control Board
 - Vermont Dept of Liquor and Lottery
 - New Hampshire Dept of Motor Vehicles – outside of 5 years
- None directly relevant to purpose of the project.

2. Subcontractors
No
3. Organizational Chart
List of names and roles only
4. Litigation
No
5. Financial Viability
No D & B snapshot, Submitted other financial statements
6. Licensure/Certification
Yes, a lot of Salesforce certifications
7. Certificate of Insurance
Yes

Section III Proposed Services

1. Services to be Provided
 - Detailed plan
 - About 10 month estimate
2. Complete Appendix F (Functional Requirements Matrix).
All Yes
3. Complete Appendix G
Not met according to Security Review Team
4. Implementation - Work Plan
 - Production environment and 4 sandbox environments
 - Thorough training plan
 - Hypercare and 3 planned upgrades per year.

Section IV Cost Proposal

Not applicable at this stage.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Tech Mahindra

DATE: 9/24/24

EVALUATOR NAME: Celeste J. Poulin

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – complete and signed
2. Debarment, Performance and Non-Collusion Certification – Complete and signed
3. Eligibility Requirements - Meets

Section II Organization Qualifications and Experience

1. Overview of the Organization
*20+ years experience, operates worldwide and is highly rated, Salesforce platform,
Three projects:
Provided three state government projects within time frame; all use licensing/registration, but not directly relevant to ag.*
2. Subcontractors
None
3. Organizational Chart
Provided with names and roles
4. Litigation
None
5. Financial Viability
D&B snapshot, annual revenue of \$6.3 billion
6. Licensure/Certification
*Provided, much Salesforce expertise
ISO 27701, ISO 22301 DAKKS 2021-Cert, ISO 27001 DAKKS 2021 – Cert*
7. Certificate of Insurance
Provided, did not see cyber liability

Section III Proposed Services

1. Services to be Provided

Detailed project plan. Addressed data conversion and proposed multiple environments. Addressed training and support materials.

Complete Appendix F (Functional Requirements Matrix).

Yes to all

Complete Appendix G

Met

Implementation - Work Plan

Detailed timeline. 39 week timeframe with soft release at 22 weeks.

Section IV Cost Proposal

Not applicable at this stage.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Tech Mahindra

DATE: September, 2024

EVALUATOR NAME: Ben

EVALUATOR DEPARTMENT:

Section I Preliminary Information

1. Proposal Cover Page
2. Debarment, Performance and Non-Collusion Certification
3. Eligibility Requirements

Section II Organization Qualifications and Experience

1. Overview of the Organization
2. Subcontractors
3. Organizational Chart
4. Litigation None
5. Financial Viability did not give full D&B, but did give some and snapshots of financial viability.
6. Licensure/Certification
7. Certificate of Insurance

Section III Proposed Services

1. Services to be Provided

Have the ability for a soft launch at 39weeks?

Complete Appendix F (Functional Requirements Matrix).

Complete Appendix G

Implementation - Work Plan

Did not understand what we need or what we do.

Section IV Cost Proposal
Redacted

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SGPlus

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? W/W</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? W/W</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? W/W</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? W/W</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? W/W</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? W/W</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? W/W</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? W/W</i>
H2: <i>Quality of the Response? Quality of the Evidence? W/W</i>
H3: <i>Quality of the Response? Quality of the Evidence? W/W</i>
A1: <i>Quality of the Response? Quality of the Evidence? W/W</i>
A2: <i>Quality of the Response? Quality of the Evidence? W/W</i>
A3: <i>Quality of the Response? Quality of the Evidence? W/W</i>
A4: <i>Quality of the Response? Quality of the Evidence? W/W</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? W/W</i>
S2: <i>Quality of the Response? Quality of the Evidence? W/W</i>
S3: <i>Quality of the Response? Quality of the Evidence? W/W</i>
S4: <i>Quality of the Response? Quality of the Evidence? W/W</i>
S5: <i>Quality of the Response? Quality of the Evidence? W/W</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? W/W</i>
CSP13: <i>Quality of the Response? Quality of the Evidence? W/W</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SGPlus

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

CSP14: <i>Quality of the Response? Quality of the Evidence? W/W</i>
NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N6: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N7: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N8: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N9: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N10: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N11: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N12: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N13: <i>Quality of the Response? Quality of the Evidence? A/A</i>
N14: <i>Quality of the Response? Quality of the Evidence? A/A</i>

Bidder only answered questions on the NIST tab. No response received for the following tabs: Data Compliance, MaineIT, Security Standards, Cloud Service Provider.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SGPlus

DATE: 11 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? Weak</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? Weak</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? Weak</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? Weak</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? Weak</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? Weak</i>
Nacha: <i>Quality of the Response? Quality of the Evidence?</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? Weak</i>
H2: <i>Quality of the Response? Quality of the Evidence? Weak</i>
H3: <i>Quality of the Response? Quality of the Evidence? Weak</i>
A1: <i>Quality of the Response? Quality of the Evidence? Weak</i>
A2: <i>Quality of the Response? Quality of the Evidence? Weak</i>
A3: <i>Quality of the Response? Quality of the Evidence? Weak</i>
A4: <i>Quality of the Response? Quality of the Evidence? Weak</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? Weak</i>
S2: <i>Quality of the Response? Quality of the Evidence? Weak</i>
S3: <i>Quality of the Response? Quality of the Evidence? Weak</i>
S4: <i>Quality of the Response? Quality of the Evidence? Weak</i>
S5: <i>Quality of the Response? Quality of the Evidence? Weak</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP13: <i>Quality of the Response? Quality of the Evidence? Weak</i>
CSP14: <i>Quality of the Response? Quality of the Evidence? Weak</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SGPlus

DATE: 11 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N7: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N8: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N14: <i>Quality of the Response? Quality of the Evidence? Adequate</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SGPlus

DATE: 28 Jun 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>No response. No evidence.</i>
Maine FOAA: <i>No response. No evidence.</i>
Maine Breach Notification Law: <i>No response</i>
NIST 800-53: Rev5: <i>No response. No evidence.</i>
Privacy Act of 1974: <i>No response. No evidence.</i>
PCI DSS: <i>No response. No evidence.</i>
Nacha: <i>No response. No evidence.</i>
MaineIT
H1: <i>No response. No evidence.</i>
H2: <i>No response. No evidence.</i>
H3: <i>No response. No evidence.</i>
A1: <i>No response. No evidence.</i>
A2: <i>No response. No evidence.</i>
A3: <i>No response. No evidence.</i>
A4: <i>No response. No evidence.</i>
Information Security Standards
S1: <i>No response. No evidence.</i>
S2: <i>No response. No evidence.</i>
S3: <i>No response. No evidence.</i>
S4: <i>No response. No evidence.</i>
S5: <i>No response. No evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>No response. No evidence.</i>
CSP2: <i>No response. No evidence.</i>
CSP3: <i>No response. No evidence.</i>
CSP4: <i>No response. No evidence.</i>
CSP5: <i>No response. No evidence.</i>
CSP6: <i>No response. No evidence.</i>
CSP7: <i>No response. No evidence.</i>
CSP8: <i>No response. No evidence.</i>
CSP9: <i>No response. No evidence.</i>
CSP10: <i>No response. No evidence.</i>
CSP11: <i>No response. No evidence.</i>
CSP12: <i>No response. No evidence.</i>
CSP13: <i>No response. No evidence.</i>
CSP14: <i>No response. No evidence.</i>
NIST Reqs

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SGPlus

DATE: 28 Jun 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

N1: <i>Adequate response. Weak evidence.</i>
N2: <i>Adequate response. Weak evidence.</i>
N3: <i>Adequate response. Weak evidence.</i>
N4: <i>Adequate response. Weak evidence.</i>
N5: <i>Adequate response. Weak evidence.</i>
N6: <i>Adequate response. Weak evidence.</i>
N7: <i>Adequate response. Weak evidence.</i>
N8: <i>Adequate response. Weak evidence.</i>
N9: <i>Adequate response. Weak evidence.</i>
N10: <i>Adequate response. Weak evidence.</i>
N11: <i>Adequate response. Weak evidence.</i>
N12: <i>Adequate response. Weak evidence.</i>
N13: <i>Adequate response. Weak evidence.</i>
N14: <i>Adequate response. Weak evidence.</i>

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing

BIDDER NAME: 3SG Plus

DATE: 9/17/24

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – Yes
2. Debarment, Performance and Non-Collusion Certification – Yes
3. Eligibility Requirements - Yes

Section II Organization Qualifications and Experience

1. Overview of the Organization
Adequate
 - Three projects: One project within the time frame. Three municipal projects relating to building permits, a data migration for a fire module and one about graffiti.
2. Subcontractors
No
3. Organizational Chart
Yes
4. Litigation
None
5. Financial Viability
D & B Included
6. Licensure/Certification
Listed five
7. Certificate of Insurance
Included

Section III Proposed Services

1. Services to be Provided
 - Number of phases:

1. Out of the box – 3 to 6 months
2. 9-12 months – some customization
3. 1 year or more – Highly customized

- Complete Appendix F (Functional Requirements Matrix).
Appears to meet all requirements

Complete Appendix G

- Did not meet

Implementation - Work Plan

- Covered above.

Section IV Cost Proposal

- **Not applicable at this stage.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing

BIDDER NAME: 3SG Plus

DATE: 9/16/24

EVALUATOR NAME: Celeste J. Poulin

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – Included and signed
2. Debarment, Performance and Non-Collusion Certification – Included and signed
3. Eligibility Requirements - Included

Section II Organization Qualifications and Experience

1. Overview of the Organization
Adequate
 - Three projects: *Provided evidence of three successful projects. All were municipal within Ohio. Licensing and permitting functions for Building and Zoning; inspection for graffiti control. Fire module did involve legacy data migration and included a crosswalk for quality validation.*
2. Subcontractors
None
3. Organizational Chart
Included
4. Litigation
None
5. Financial Viability
Dunn & Bradstreet included
6. Licensure/Certification
Listed five
7. Certificate of Insurance
Included

Section III Proposed Services

1. Services to be Provided

- *Number of phases. Can have some canned functions running in 3-6 months. Customizations can be worked in within 9-12 months. Full customization will take more than a year with the complete timeline dependent on our needs and requirements. Included training plan. This is remote and later phases and post-implementation appear to rely on standard customer service support. Included communication plan.*
 - Complete Appendix F (Functional Requirements Matrix).
Appears to meet all requirements

Complete Appendix G

- *Did not meet*

Implementation - Work Plan

- *See above. Proposes three distinct phases. Work plan does include plans for data conversion which appear to meet our requirements.*

Section IV Cost Proposal

- **Not applicable at this stage.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SG Plus, LLC dba 3SG Plus

DATE: 9/11/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
 - *Technology reseller and IT services provider – Columbus, OH*
 - *Enterprise content management, digital transformation, cybersecurity*
 - *Authorized Accela reseller, integrator and professional services provider*
 - *Over 10 years' experience configuring Accela platform.*
 - *Custom off the shelf licensing, permitting & registration software solution*
- Three Projects
 - *Provided – all in Ohio, new applications & renewals no food licensing, label registrations, weights & measures or inspections*
- Subcontractors
 - *None*
- Organizational Chart
 - *Provided*
- Litigation
 - *None*
- Financial Viability
 - *Dun & Bradstreet snapshot provided*
- Licensure/Certification
 - *Various Accela Certifications provided and EMSE Scripting Levels 1 & 2*
- Certificate of Insurance
 - *Provided*

II. Proposed Services

- Project Planning
 - *Out of the Box 3-6 months*
 - *Hybrid - Out of the Box with customizations 9 -12 months*
 - *Fully Customized – More than a year*
 - *Timeline dependent on finalized project plan, statement of work and Maine's requirements*
- Data Conversion
 - *Will meet RFP requirements.*
- Appendix F (Functional Requirements)
 - *Yes to all*
- Appendix G (Technical Assessment)
 - *See OIT technical assessment results – not met*
- Service Levels

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SG Plus, LLC dba 3SG Plus

DATE: 9/11/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

- 4 hours RTO, 1-hour RPO

- CONUS Residence
 - Yes
- CONUS Access
 - Yes
- Two Environments
 - *No?*
- Interfaces & Integration
 - *Integrates with AD, Microsoft Office 365, Docuware, ArcGIS. Integrations for PayMaine II, Maine Service Bus and Maine Managed File Transfer will require further investigation*
- Training
 - *Train the Trainer via TEAMS, WebEx or Zoom*
 - *Access to Accela University training portal*
- Post-production Support
 - *Scheduled platform updates, upgrades, patches*
 - *Customer support available M-F 7 am -9 pm*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SG Plus

DATE: September, 2024

EVALUATOR NAME: Ben

EVALUATOR DEPARTMENT:

Section I Preliminary Information

1. Proposal Cover Page
2. Debarment, Performance and Non-Collusion Certification
3. Eligibility Requirements

Section II Organization Qualifications and Experience

1. Overview of the Organization
2. Subcontractors
3. Organizational Chart
4. Litigation
5. Financial Viability
6. Licensure/Certification
7. Certificate of Insurance

Section III Proposed Services

1. Services to be Provided
 - a. An EH adjacent (Code Enforcement) building, municipal, plumbing etc code specific.
 - b. Company appears to utilize Accela solutions from CA, which is an EH based platform, to provide a custom off the shelf system.
 - c.

Complete Appendix F (Functional Requirements Matrix).

Did not meet the Tech Spec, due to lack of information.
Complete Appendix G

Implementation - Work Plan

Section IV Cost Proposal

1st year = \$331,000

2nd year = \$121,325

3rd year = \$ 127,998

Total for 2.2 years = \$ 580,323

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SG Plus LLC

DATE: 9/12/24

EVALUATOR NAME: Aimee

EVALUATOR DEPARTMENT: DACF

- I. Organization Qualifications and Experience
 - Overview of the Organization
 - Three Projects ✓
 - Subcontractors *None*
 - Organizational Chart *170 full time*
 - Litigation ✓
 - Financial Viability ✓
 - Licensure/Certification ✓
 - Certificate of Insurance ✓
- II. Proposed Services
 - Project Planning
 - Data Conversion
 - Appendix F (Functional Requirements)
 - Appendix G (Technical Assessment)
 - Service Levels *fair description, routine recovery times*
 - CONUS Residence
 - CONUS Access ✓
 - Two Environments Q
 - Interfaces & Integration ✓
 - Training *seems comprehensive*
 - Post-production Support
 - Solution Architecture
 - Enterprise Solution

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SG Plus

DATE: 19 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Eligibility Requirements - Pass

I. Organization Qualifications and Experience

- Overview of the Organization
 - Accela software reseller/integrator/prof services provider
- Three Projects that occurred in the past five years
 - *Negative.* Not current. Five months on a project within the past 5 years.
 - City of Columbus 1/2017-1/2019 building permit upgrade
 - City of Columbus 2015-2016 outside required timeframe
 - City of Moraine 1/2024 – 5/2024 5-month project – data migration/implement Fire Module
- Subcontractors – no subs
- Organizational Chart – 70 employees
- Litigation - none
- Financial Viability – D&B Snapshot
- Licensure/Certification – multiple Accela certifications
- Certificate of Insurance – included

II. Proposed Services

Will install Accela Civic Application on MS Azure Cloud

- Project Planning
 - *Timeline depends on amount of customizations*
 1. *3-6 months -out of the box*
 2. *9-12 months -Hybrid*
 3. *1 year or more -Highly customized*
- Data Conversion
 - *Satisfactory response*
- Appendix F (Functional Requirements)
 - *Answered Y to all questions “Solution meets requirement?”*
- Appendix G (Technical Assessment)
 - *Not met per Technical Team assessment*
- Service Levels
 - *Exceeds service levels*
- CONUS Residence
 - *Data resides in Continental US. Hosted on MS Azure cloud.*
- CONUS Access

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SG Plus

DATE: 19 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

- *Vendor access to prod data in Continental US. Hosted on MS Azure cloud.*
- Two Environments
 - *Not specified*
- Interfaces & Integration
 -
- Training
 - *Train key stakeholders and SME's via MS Teams or Accela University Training Portal*
 - *Train the Trainer*
 - *No mention of documentation or application messages*
- Post-production Support
 - *Hand off to Accela Tech Support after Production Employment*
 - *Post-Implementation custom code maintenance at additional cost (new contract)*
 - *Are other customers' changes part of platform updates?*
- Solution Architecture
 - *Database Tier*
 - *Business Services/Application Tier (Enterprise Java Beans)*
 - *Presentation/Public Web Tier*
 - *No mention of number of non-prod environments*
 - *Simple Architecture Diagram*
- Enterprise Solution
 - *Response was a near repeat of RFP requirements – no examples*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SGPlus

DATE: 26 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

I. Organization Qualifications and Experience

- Overview of the Organization
 - *Accella Integrator*
 - *10+ years in biz*
- Three Projects
 - *Did cite three projects, but none of them directly relevant to this RFP ask*
- Subcontractors
 - *None*
- Organizational Chart
 - *Adequate response*
- Litigation
 - *None*
- Financial Viability
 - *Small, but Strong*
- Licensure/Certification
 - *Strong Accella-expertise*
- Certificate of Insurance
 - *Includes \$5 MM Cyber Liability*

II. Proposed Services

- Project Planning
 - *Strong response*
- Data Conversion
 - *Adequate response*
- Appendix F (Functional Requirements)
 - *58 Ys, 1 P (WF-15)*
- Appendix G (Technical Assessment)
 - *Evaluated separately*
- Service Levels
 - *Exceeds*
- CONUS Residence
 - *Satisfied*
- CONUS Access
 - *Satisfied*
- Two Environments
 - *No response*
- Interfaces & Integration
 - *Strong set of APIs*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: 3SGPlus

DATE: 26 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- Training
 - *Adequate response*
- Post-production Support
 - *Adequate response*
- Solution Architecture
 - *Modern. Robust.*
- Enterprise Solution
 - Yes

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Visual Vault

DATE: 10 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? Weak</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? Weak</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
H3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
A4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
S4: <i>Quality of the Response? Quality of the Evidence? Weak</i>
S5: <i>Quality of the Response? Quality of the Evidence? Weak</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP8: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
CSP14: <i>Quality of the Response? Quality of the Evidence? Adequate</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Visual Vault

DATE: 10 July 2024

EVALUATOR NAME: Ben Haschalk

EVALUATOR DEPARTMENT: DAFS-OIT

NIST Reqs
N1: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N2: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N3: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N4: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N5: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N6: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N7: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N8: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N9: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N10: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N11: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N12: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N13: <i>Quality of the Response? Quality of the Evidence? Adequate</i>
N14: <i>Quality of the Response? Quality of the Evidence? N/A</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: VisualVault

DATE: 15 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Adequate response. Weak evidence.</i>
Maine FOAA: <i>Adequate response. Weak evidence.</i>
Maine Breach Notification Law: <i>Adequate response. Weak evidence.</i>
NIST 800-53: Rev5: <i>Adequate response. Weak evidence.</i>
Privacy Act of 1974: <i>Adequate response. Weak evidence.</i>
PCI DSS: <i>Weak response. Strong evidence.</i>
Nacha: <i>Weak response. Weak evidence.</i>
MaineIT
H1: <i>Adequate response. Adequate evidence.</i>
H2: <i>Adequate response. Adequate evidence.</i>
H3: <i>Adequate response. Weak evidence.</i>
A1: <i>Adequate response. Weak evidence.</i>
A2: <i>Adequate response. Weak evidence.</i>
A3: <i>Adequate response. Weak evidence.</i>
A4: <i>Adequate response. Adequate evidence.</i>
Information Security Standards
S1: <i>Adequate response. Weak evidence.</i>
S2: <i>Adequate response. Adequate evidence.</i>
S3: <i>Adequate response. Adequate evidence.</i>
S4: <i>Weak response. Weak evidence.</i>
S5: <i>Weak response. Weak evidence.</i>
Cloud Service Provider Reqs
CSP1: <i>Adequate response. Weak evidence.</i>
CSP2: <i>Adequate response. Weak evidence.</i>
CSP3: <i>Adequate response. Weak evidence.</i>
CSP4: <i>Adequate response. Weak evidence.</i>
CSP5: <i>Adequate response. Weak evidence.</i>
CSP6: <i>Adequate response. Weak evidence.</i>
CSP7: <i>Adequate response. Weak evidence.</i>
CSP8: <i>Adequate response. Weak evidence.</i>
CSP9: <i>Adequate response. Weak evidence.</i>
CSP10: <i>Adequate response. Weak evidence.</i>
CSP11: <i>Adequate response. Weak evidence.</i>
CSP12: <i>Adequate response. Weak evidence.</i>
CSP13: <i>Adequate response. Weak evidence.</i>
CSP14: <i>Adequate response. Weak evidence.</i>
NIST Reqs

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: VisualVault

DATE: 15 Jul 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

N1: <i>Adequate response. Weak evidence.</i>
N2: <i>Adequate response. Weak evidence.</i>
N3: <i>Adequate response. Weak evidence.</i>
N4: <i>Adequate response. Weak evidence.</i>
N5: <i>Adequate response. Weak evidence.</i>
N6: <i>Adequate response. Weak evidence.</i>
N7: <i>Adequate response. Weak evidence.</i>
N8: <i>Adequate response. Weak evidence.</i>
N9: <i>Adequate response. Weak evidence.</i>
N10: <i>Adequate response. Weak evidence.</i>
N11: <i>Adequate response. Weak evidence.</i>
N12: <i>Adequate response. Weak evidence.</i>
N13: <i>Adequate response. Weak evidence.</i>
N14: NA

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: VISUAL VAULT

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Data Compliance
NIST 800-171: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine FOAA: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Maine Breach Notification Law: <i>Quality of the Response? Quality of the Evidence? A/A</i>
NIST 800-53: Rev5: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Privacy Act of 1974: <i>Quality of the Response? Quality of the Evidence? A/A</i>
PCI DSS: <i>Quality of the Response? Quality of the Evidence? n/a</i>
Nacha: <i>Quality of the Response? Quality of the Evidence? n/a</i>
MaineIT
H1: <i>Quality of the Response? Quality of the Evidence? A/A</i>
H2: <i>Quality of the Response? Quality of the Evidence? A/A</i>
H3: <i>Quality of the Response? Quality of the Evidence? A/A</i>
A1: <i>Quality of the Response? Quality of the Evidence? A/W “we developed and comply with a solid Backup and Disaster Recovery plan that meets industry standards”.</i>
A2: <i>Quality of the Response? Quality of the Evidence? A/A Pro-Prod and Prod environments</i>
A3: <i>Quality of the Response? Quality of the Evidence? A/W “SLA available upon request during RFP process”</i>
A4: <i>Quality of the Response? Quality of the Evidence? A/A</i>
Information Security Standards
S1: <i>Quality of the Response? Quality of the Evidence? A/A “to the best of our knowledge, VisualVault fully complies with all applicable MaineIT policies”</i>
S2: <i>Quality of the Response? Quality of the Evidence?</i>
S3: <i>Quality of the Response? Quality of the Evidence?</i>
S4: <i>Quality of the Response? Quality of the Evidence? W/W answered no cyber risk appetite statement</i>
S5: <i>Quality of the Response? Quality of the Evidence? W/W answered no SBOM</i>
Cloud Service Provider Reqs
CSP1: <i>Quality of the Response? Quality of the Evidence? A/W broken links for all CSP requirements</i>
CSP2: <i>Quality of the Response? Quality of the Evidence? A/W</i>
CSP3: <i>Quality of the Response? Quality of the Evidence? A/W</i>
CSP4: <i>Quality of the Response? Quality of the Evidence? A/W</i>
CSP5: <i>Quality of the Response? Quality of the Evidence? A/W</i>
CSP6: <i>Quality of the Response? Quality of the Evidence? A/W</i>
CSP7: <i>Quality of the Response? Quality of the Evidence? A/W</i>

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES - TECHNICAL ASSESSMENT

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: VISUAL VAULT

DATE: 2 August 2024

EVALUATOR NAME: B. Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

<i>CSP8: Quality of the Response? Quality of the Evidence? A/W</i>
<i>CSP9: Quality of the Response? Quality of the Evidence? A/W</i>
<i>CSP10: Quality of the Response? Quality of the Evidence? A/W</i>
<i>CSP11: Quality of the Response? Quality of the Evidence? A/W</i>
<i>CSP12: Quality of the Response? Quality of the Evidence? A/W</i>
<i>CSP13: Quality of the Response? Quality of the Evidence? A/W</i>
<i>CSP14: Quality of the Response? Quality of the Evidence? A/W</i>
NIST Reqs
<i>N1: Quality of the Response? Quality of the Evidence? A/W broken links for all NIST requirements</i>
<i>N2: Quality of the Response? Quality of the Evidence? A/W</i>
<i>N3: Quality of the Response? Quality of the Evidence? A/W</i>
<i>N4: Quality of the Response? Quality of the Evidence? A/W</i>
<i>N5: Quality of the Response? Quality of the Evidence? A/W</i>
<i>N6: Quality of the Response? Quality of the Evidence? A/W</i>
<i>N7: Quality of the Response? Quality of the Evidence? A/W</i>
<i>N8: Quality of the Response? Quality of the Evidence? A/W</i>
<i>N9: Quality of the Response? Quality of the Evidence? A/W</i>
<i>N10: Quality of the Response? Quality of the Evidence? A/W</i>
<i>N11: Quality of the Response? Quality of the Evidence? A/W</i>
<i>N12: Quality of the Response? Quality of the Evidence? A/W</i>
<i>N13: Quality of the Response? Quality of the Evidence? A/W</i>
<i>N14: Quality of the Response? Quality of the Evidence? A/W</i>

LINK TO CSP AND NIST ATTACHMENTS DID NOT WORK. NO INFORMATION AVAILABLE.

Vendor refers to AWS GovCloud SOC2 Type II report. Until report is reviewed, Quality of Evidence is unclear

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: VisualVault

DATE: 13 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Eligibility Requirements - Pass

I. Organization Qualifications and Experience

- Overview of the Organization
 - Offers Life of the Contract warranty
 - In 2016 focused on public sector
 - WA Dept of Natural Resources recently chose VisualVault for licensing/compliance
- Three Projects – brief description for each
 - 2019 – present – VT DPS
 - Medical Marijuana Registry, Licensing and Enforcement self service data management system
 - Status of project? Deployed?
 - 2022 – present - PA
 - Licensing and compliance functions for Enterprise Licensing System (not yet deployed)
 - Serves 4 departments
 - 2023 – present – WA DOH – Medical Marijuana Registry
 - Configuring self-service data management platform
 - Law enforcement can query the system
- 2022 – present – PA
 - Subcontractors
 - none
 - Organizational Chart
 - Substandard chart. Delivered 7 pictures and titles in org chart format.
 - Litigation
 - None noted
 - Financial Viability
 - D&B Business Information Report dated 4/3/2024
 - Subpar information on report makes their financial viability undecipherable
 - Licensure/Certification
 - Noted standard AWS GovCloud security certifications
 - Certificate of Insurance
 - Acord form received. Dated 3/21/24
 - No cyberliability

II. Proposed Services

VisualVault 6.0 low-code, no-code PaaS

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: VisualVault

DATE: 13 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

Regulatory Licensing and Compliance Solution

Hosted by AWS GovCloud

- Project Planning
 - 22 month estimate to delivery
 - Logical questioning technique called Pathways (question-and-answer)
 - AI predictive analytics capabilities
 - Project Management Body of Knowledge (PMBOK) standards
 - Hybrid agile and waterfall
 - Build a library of Intelligent Forms (iForms)
 - Configure Workflow using workflow template builder
 - Create dashboards
 - Listed typical project management processes
 - Start with discovery sessions (waterfall) followed by agile approach
- Data Conversion
 - Incremental and cyclic approach
- Appendix F (Functional Requirements)
 - Answered Y to all questions “Solution meets requirement?”
- Appendix G (Technical Assessment)
 - Did not meet per Technical Assessment Team
- Service Levels
 - Exceeds DACF requirements
- CONUS Residence
 - yes
- CONUS Access
 - yes
- Two Environments
 - 3 environments proposed
- Interfaces & Integration
 - May cost more upon discovery
- Training
 - comprehensive train-the-trainer approach
 - “User community does not require training because of the simplicity of their point-and-click workspaces/dashboards”
 - “VV included 400 hours for configuring and delivering the DACF training program and materials.”
- Post-production Support
 - Centrally deployed application upgrades

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: VisualVault

DATE: 13 Aug 2024

EVALUATOR NAME: Brigid Palmer

EVALUATOR DEPARTMENT: DAFS-OIT

- Patches are delivered to test sandbox for user testing
- customer-specific changes are deployed to configuration layers, not core code layers
- Solution Architecture
 - All modules are delivered after contract signing, even if DACF does not plan to use them
 - Provided AWS architecture diagrams
 - Delivered a Maine specific diagram
 - Delivered a functional architecture diagram
- Enterprise Solution
 - Light on enterprise solution details
 - Work directly with software creators and implementation team
 - Enterprise content management capabilities
 - Portal is called Dashboard

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: VisualVault

DATE: 01 Aug 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- Organization Qualifications and Experience
 - Overview of the Organization
 - *15 years in Gov I.T.*
 - *Deep Salesforce bench*
 - Three Projects
 - *Did cite three projects*
 - *None of the examples is directly relevant to Agriculture*
 - Subcontractors
 - *None*
 - Organizational Chart
 - *Yes Org Chart w/ Names & Role*
 - *No resumes or profiles*
 - Litigation
 - *None*
 - Financial Viability
 - *Low Paydex score*
 - *High Risk*
 - *Zero credit limit*
 - *But annual revenue of \$6.3 Billion*
 - *Massive company*
 - Licensure/Certification
 - *SOC 2 Type 2*
 - *CJIS*
 - *HIPAA/HITECH*
 - Certificate of Insurance
 - *\$10 M Cyber Liability*
- Proposed Services
 - Project Planning
 - *Strong response. Robust details. Demonstrated advance competence.*
 - Data Conversion
 - *Strong response. Robust details. Demonstrated advance competence.*
 - Appendix F (Functional Requirements)
 - *59 Ys*
 - Appendix G (Technical Assessment)
 - *Evaluated separately*
 - Service Levels

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: VisualVault

DATE: 01 Aug 2024

EVALUATOR NAME: B. Victor Chakravarty

EVALUATOR DEPARTMENT: DAFS-OIT

- *Exceeded requirements*
- CONUS Residence
 - *Satisfied*
- CONUS Access
 - *Satisfied*
- Two Environments
 - *Satisfied*
- Interfaces & Integration
 - *Vague response. Left the door open to cost & timeline expansions.*
- Training
 - *Strong response. Robust details.*
- Post-production Support
 - *Strong response. Robust details.*
- Solution Architecture
 - *Strong response. Robust details.*
- Enterprise Solution
 - *Strong response. Robust details.*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Visual Vault

DATE: 9/13/24

EVALUATOR NAME: Aimee

EVALUATOR DEPARTMENT: DACF

- I. Organization Qualifications and Experience Authorized signatures? Dated?
 - Overview of the Organization
 - Three Projects PN started in 2002 still not done? Any live? Washington not a lot of detail
 - Subcontractors None
 - Organizational Chart ✓
 - Litigation none
 - Financial Viability not D&B format Pg5? Missing information?
 - Licensure/Certification
 - Certificate of Insurance ✓ 10M cyber 5M crime
- II. Proposed Services
 - Project Planning
 - Data Conversion ✓
 - Appendix F (Functional Requirements) ✓
 - Appendix G (Technical Assessment) not met
 - Service Levels
 - CONUS Residence ✓
 - CONUS Access ✓
 - Two Environments yes 3
 - Interfaces & Integration
 - Training
 - Post-production Support
 - Solution Architecture
 - Enterprise Solution yes

Community licensing, 18M-22M go live – long period

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Visual vault

DATE: 9/24/24

EVALUATOR NAME: Celeste J. Poulin

EVALUATOR DEPARTMENT: DACF

Section I Preliminary Information

1. Proposal Cover Page – Not signed or dated
2. Debarment, Performance and Non-Collusion Certification – Not signed or dated
3. Eligibility Requirements - Meets

Section II Organization Qualifications and Experience

1. Overview of the Organization
*In business since 2009. Cloud based solutions. Specialize in government work.
Three projects:
Provided three state level projects but no dates. PA project was very large and appears to include some functions we need – applications, renewals, fees. VT example had features matching some of our needs. Registration, licensing, renewals, and inspections. WA was weak on description and relevance.*
2. Subcontractors
None
3. Organizational Chart
Provided with names and roles
4. Litigation
None
5. Financial Viability
D&B provided, high credit risk with zero credit limit, low viability risk
6. Licensure/Certification
Provided, SOC 2 Type 2 and others
7. Certificate of Insurance
Provided, \$10M cyber liability

Section III Proposed Services

1. Services to be Provided

Detailed project plan. Detailed data conversion and migration. Proposed three environments. In person training, ability to customize reports. Good post production support.

Complete Appendix F (Functional Requirements Matrix).
Yes to all

Complete Appendix G
Not met

**A4 on this section: "frequency of pulling data"*

Implementation - Work Plan
Estimates 18 months to go live.

Section IV Cost Proposal

Not applicable at this stage.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Visual Vault

DATE: 9/17/2024

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Proprietary product
- Executive sponsor lives in Maine
- Cloud-based solution

Three Projects

- 2019 to current – Vermont Dept of Public Safety
- 2022 to current – Pennsylvania – 4 depts
- 2023 to current – Washington Dept of Health – Medical Marijuana Registry
No label registrations or weights and measures

- Subcontractors
No
- Organizational Chart
Yes
- Litigation
No
- Financial Viability
D & B snapshot provided
- Licensure/Certification
Yes
- Certificate of Insurance
Yes

II. Proposed Services

- Project Planning
 - Estimated 18 to 22 months
 - Hybrid agile and waterfall design
- Data Conversion
Met
- Appendix F (Functional Requirements)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Visual Vault

DATE: 9/17/2024

EVALUATOR NAME: Patrick Emery

EVALUATOR DEPARTMENT: DACF

Yes to all

- Appendix G (Technical Assessment)
Not met per the Security Review Team
- Service Levels
Met
- CONUS Residence
Yes
- CONUS Access
Yes
- Two Environments
Provides three. Development, test/training and Production
- Interfaces & Integration
 - Works with AD, MS Office 365 and ArcGIS
 - Others may cost more based on discovery
- Training
 - Train the trainer from instructor, web videos
- Post-production Support
 - Centrally deployed app upgrades, DACF tests. Once approved, a date is chosen to move to production. Bug fixes and minor upgrades are every 3 months. Security issues ASAP

IV. Cost Proposal

Not applicable at this stage.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Visual Vault

DATE: September, 2024

EVALUATOR NAME: Ben

EVALUATOR DEPARTMENT:

Section I Preliminary Information

1. Proposal Cover Page
2. Debarment, Performance and Non-Collusion Certification
3. Eligibility Requirements

Section II Organization Qualifications and Experience

1. Overview of the Organization
2. Subcontractors None
3. Organizational Chart
4. Litigation None
5. Financial Viability
6. Licensure/Certification
7. Certificate of Insurance
 - a. Cyber 10 Mil per occurrence with 5 mill limit

Section III Proposed Services

1. Services to be Provided
 - a. 16 Months of work to go live. Tentative Dec 2025
 - b. Non EH Based software, present in EH adjacent areas, mostly in the cannabis zones.
 - c. DACF will have access to all current modules, but will have to pay for ones that have to be built (my guess is program specific ones)
 - d. Platform architecture talked about requiring an internet connection page 14 is

there a non-internet connection piece

Complete Appendix F (Functional Requirements Matrix).
Did not meet Tech Spec
Complete Appendix G

Implementation - Work Plan

Section IV Cost Proposal

1st Year = \$1,673,556

2nd Year = \$79,000

3rd Year = \$79,000

Total over 2.2 Years of operation = \$1,910,635

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Visual Vault

DATE: 9/6/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

I. Organization Qualifications and Experience

- Overview of the Organization
- *Cover page and Appendix B not signed or dated*
- *Experience participating in the installation, implementation and support of a government licensing software solution i.e. State of Pennsylvania – 4 Depts, 4 offices, 39 Divisions, 49,000 licenses – individual & businesses, Vermont – licenses pushed through the system for various approvals, Washington – monitor compliance with state laws*
- *Executive sponsor lives in Islesboro, Maine*
- *Providing cloud-based solution since 2009, is the software manufacturer*

- Three Projects – 3 Projects provided – Cannabis, health related
 - *Registering, licensing, auditing & tracking, collect application fees, no label registrations or weights and measures*

- Subcontractors - None

- Organizational Chart - Provided

- Litigation - None

- Financial Viability – Dun & Bradstreet snapshot provided

- Licensure/Certification - *Maintains a compliance program to fulfill the requirements of any required regulations and their compliance program maintains over 90 supporting policies, procedures and reference documents to support those requirements*

- Certificate of Insurance- Provided

II. Proposed Services

- Project Planning
 - *Estimated project to go live on 12/29/25 assuming execution date of 6/3/24 – 18 months*

- Data Conversion – Meets RFP requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401019

RFP TITLE: DACF Consumer Safety Licensing RFP

BIDDER NAME: Visual Vault

DATE: 9/6/2024

EVALUATOR NAME: Michelle Newbegin

EVALUATOR DEPARTMENT: DACF

- Appendix F (Functional Requirements)
 - *All Yes responses*
- Appendix G (Technical Assessment)
 - *See OIT technical assessment review- Not met*
- Service Levels
 - *Standard availability of greater than 99.9+%*
 - *Standard RTO (Recover Time Objective) for primary systems <1 hour*
 - *Standard RPO (Recovery Point Objective) for primary systems is 30 minutes.*
 - *2/3 second page load times with wired/wireless networks.*
- CONUS Residence
 - *All data will reside within CONUS*
- CONUS Access
 - *Will occur within CONUS*
- Two Environments
- *Three are provided. Development, test/training and Production*
- Interfaces & Integration
 - *Interfaces with AD, MS Office 365 and ArcGIS*
 - *Will ensure system integrates well to protect data*
- Training
 - *Innovative training approach. Each group receiving training receives best materials, online courses and training center environment available 24/7/365.*
 - *Train the trainer*
 - *Instructor-led delivery*
 - *Web-based delivery, How-To-Videos*
- Post-production Support
 - *Centrally deployed upgrades at DACF pre-approved scheduled intervals*
 - *Regression testing wither iterative changes. These updates/upgrades are deployed in the testing environment. DACF tests. Once approved, a date is chosen to move to production. Bug fixes and minor enhancements are addressed quarterly. Security issues fixed ASAP*



STATE OF MAINE
DEPARTMENT OF Agriculture,
Conservation & Forestry

Janet T. Mills
Governor

Amanda Beal
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202401019
RFP TITLE: Consumer Safety Licensing System

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

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

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

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

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

Aimee Carlton

08/23/2024

Signature

Date



STATE OF MAINE
DEPARTMENT OF AGRICULTURE,
CONSERVATION AND FORESTRY

Janet T. Mills
Governor

Amanda Beal
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202401019
RFP TITLE: Consumer Safety Licensing System

I, Ben Haschalk accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Agriculture, Conservation and Forestry. 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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Ben Haschalk
Ben Haschalk (Dec 5, 2024 13:19 EST)

Signature

Dec 5, 2024

Date



STATE OF MAINE
DEPARTMENT OF Agriculture,
Conservation, & Forestry

Janet T. Mills
Governor

Amanda Beal
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202401019
RFP TITLE: Consumer Safety Licensing System

I, Ben Metcalf accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of DACF 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

6/7/2024

Date



STATE OF MAINE
DEPARTMENT OF AGRICULTURE,
CONSERVATION AND FORESTRY

Janet T. Mills
Governor

Kirsten Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202401019
RFP TITLE: Consumer Safety Licensing System

I, Brigid Palmer, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Agriculture, Conservation and Forestry. 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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Brigid Palmer
Signature

June 7, 2024
Date

Brigid Palmer



STATE OF MAINE
DEPARTMENT OF Agriculture,
Conservation and Forestry

Janet T. Mills
Governor

Amanda Beal
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202401019
RFP TITLE: Consumer Safety Licensing System

I, Celeste J. Poulin

_____ accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of ACF. 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

6/5/2024

Date



STATE OF MAINE
DEPARTMENT OF AGRICULTURE,
CONSERVATION & FORESTRY

Janet T. Mills
Governor

Amanda E. Beal
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202401019
RFP TITLE: Consumer Safety Licensing System

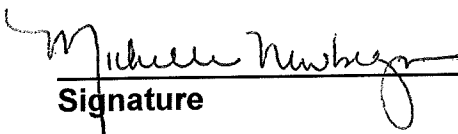
I, Michelle Newbegin accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Agriculture, Conservation & Forestry. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have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

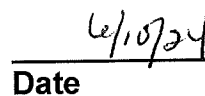
Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current 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



Janet T. Mills
Governor

STATE OF MAINE
DEPARTMENT OF Agriculture,
Conservation and Forestry

Amanda Heed
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202401019

RFP TITLE: Consumer Safety Licensing System

I, (print name at right)

E Patrick E Emery

accept the offer

to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Agriculture, Conservation and Forestry. 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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E Patrick E Emery
Signature

9/11/24
Date



STATE OF MAINE
DEPARTMENT OF AGRICULTURE, CONSERVATION &
FORESTRY

Janet T. Mills
Governor

Amanda E. Beal
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202401019
RFP TITLE: Consumer Safety Licensing System

I, **B. Victor Chakravarty** accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Agriculture, Conservation & Forestry. 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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B. Victor Chakravarty

Signature

28 June 2024

Date