**STATE OF MAINE REQUEST FOR PROPOSALS**

**RFP SUBMITTED QUESTIONS & ANSWERS SUMMARY**

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| **RFP NUMBER AND TITLE:** | 202407137 Drinking Water Licensing System |
| **RFP ISSUED BY:** | Department of Health and Human Services, Maine Center for Disease Control and Prevention |
| **SUBMITTED QUESTIONS DUE DATE:** | September 13, 2024, no later than 11:59 p.m., local time |
| **QUESTION & ANSWER SUMMARY ISSUED:** | September 20, 2024 |
| **PROPOSALS DUE DATE:** | October 10, 2024, no later than 11:59 p.m., local time |
| **PROPOSALS DUE TO:** | Proposals@maine.gov |

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

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| **1** | **RFP Section & Page Number** | **Question** |
| Part I. A. page 7 | 1. What aspects of the business processes for violation and case management does the state desire to manage in the new drinking water licensing system?
2. Is there an existing state policy or diagram that explains the program and activities that must be managed, and if so, can that be provided?
 |
| **Answer** |
| 1. Refer to Part II, H. of the RFP for *“Potential Future Licensing Use Case Needs of an Enterprise-wide Solution.”* The types of “future” inspections have not been determined at this time.
2. No, violation and case management are not part of the current or required activities under this RFP.
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| **2** | **RFP Section & Page Number** | **Question** |
| Part I. A. page 7 | 1. Can the state please explain what type of inspections are performed by the program and provide a copy of any forms that are used for inspections?
2. Could a separate software application provide this functionality with information shared via APIs?
 |
| **Answer** |
| 1. Refer to Part II, H. of the RFP for *“Potential Future Licensing Use Case Needs of an Enterprise-wide Solution.”* The types of “future” inspections have not been determined at this time.
2. The Department and MaineIT would consider separate applications with an integrated experience to the end user for potential future needs.
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| **3** | **RFP Section & Page Number** | **Question** |
| Part I. A. page 7 | 1. What aspects of the business processes for enforcement does the state desire to manage in the new drinking water licensing system?
2. Is there an existing state policy or diagram that explains the program and activities that must be managed, and if so, can that be provided?
 |
| **Answer** |
| 1. Refer to Part II, H. of the RFP for *“Potential Future Licensing Use Case Needs of an Enterprise-wide Solution.”* The types of “future” inspections have not been determined at this time.
2. No, enforcement is not part of the current or required activities under this RFP.
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| **4** | **RFP Section & Page Number** | **Question** |
| Part II. A.1.l. page 9 | Can the state provide detailed examples of the templates that are needed for the “ten (10) standard Department email/letter templates”? |
| **Answer** |
| The Department will provide the email/letter templates to the awarded Bidder after contract negotiations are completed. |

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| **5** | **RFP Section & Page Number** | **Question** |
| Part II. A.1.r. page 9 | 1. Can the state clarify what is expected from this application regarding “allows for fee rate tables”?
2. Do fee rate tables just need to be visible in the application for users?
3. Is the application expected to calculate application fees and late fees?
 |
| **Answer** |
| 1. The Department expects the application to allow for a fee schedule to be developed based on several different factors of the licenses.
2. Refer to the answer to question 5.a. of this document. It must be clear to the user what their licensing fee will be at the time of renewal.
3. Yes.
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| **6** | **RFP Section & Page Number** | **Question** |
| Part II. A.1.u. page 9 | Can the state please clarify in detail what the business process or workflow is for "Adds requests received in the public portal to workflow for assignment"? |
| **Answer** |
| The Department expects the solution to have the ability for licensed users to ask that question in the portal, and have it routed to the appropriate staff person based on the topic. |

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| **7** | **RFP Section & Page Number** | **Question** |
| Part II. A.1.v. page 9 | Can the state please clarify in detail what is needed “for assigning requests to staff”? |
| **Answer** |
| Refer to the answer to Question 6 of this document. The Department expects a request for assistance to be assign to the appropriate staff-person (licensing clerk or licensing coordinator). |

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| **8** | **RFP Section & Page Number** | **Question** |
| Part II. A.1.w. page 9 | Can the state please clarify in detail what is needed “for assignments to be re-assigned to balance workloads”? |
| **Answer** |
| If the licensed users request goes to the wrong staff-person (see answers to Questions 6 and 7), that staff person must have the ability to reroute the request to the appropriate staff-person. |

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| **9** | **RFP Section & Page Number** | **Question** |
| Part II. A.1.aa. page 10 | 1. Can the state clarify what ability they are expecting to “process a late fee?”
2. Does the state need the ability to enter payments, process payments, and calculate payments and late fees in this application?
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| **Answer** |
| 1. If the license is renewed after a specific date, a flat late fee is added to the licensing fee being charged.
2. The Department expects the proposed system to track and calculate payments including late fees, as well as interface with the State’s PayMaine II application for payment processing.
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| **10** | **RFP Section & Page Number** | **Question** |
| Part II. A.2.a. page 10 | 1. Can the state clarify if they expect to have a user acceptance testing (UAT) environment and a production environment for this application?
2. Will state staff need access to a UAT environment?
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| **Answer** |
| 1. Yes, the Department expects the awarded Bidder to provide a development environment where UAT can be performed.
2. Yes.
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| **11** | **RFP Section & Page Number** | **Question** |
| Part II. B.1.d.page 10 | Can the state please clarify in detail what permits and registrations must be able to be tied to the operator so they can view them? |
| **Answer** |
| Most operators’ licenses have two (2) different types of certifications, one (1) for treatment and one (1) for distribution. Each operator must be able to view their own treatment and distribution certification. The required system has no need for permits or registrations. |

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| **12** | **RFP Section & Page Number** | **Question** |
| Part II. D.8.page 11 | Can the state please describe in detail the specific functions being requested for these integrations? For example, is Maine looking for a link to their DocuWare, PayMaine II, and Maine Service Bus systems. Or is Maine looking to be able to upload files in this application and then pass the document to the DocuWare system, and enter payment information directly into the application? 1. Office 365 for internal (State) users;
2. DocuWare for document processing;
3. PayMaine II application for payment processing;
4. Maine Service Bus (State-specific implementation of the Oracle Service Bus).
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| **Answer** |
| It is at the Bidder’s discretion to propose the interface workflow of the proposed solution.. The Department expects the final repository of the uploaded documents to be the State’s DocuWare. The actual payment card processing must happen through the PayMaine II application. The Maine Service Bus (Oracle Service Bus) will serve as the connector/orchestrator of the diverse interfaces. |

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| **13** | **RFP Section & Page Number** | **Question** |
| Part II. D.9. page 11 | Can the state clarify if the Okta integration is an integration with Microsoft Active Directory, or if Okta will be used to replace Microsoft Active Directory for user authentication? Or will Okta only be used for non-state staff authentication? |
| **Answer** |
| Neither. The Microsoft Active Directory is for internal State personnel. The Okta compatibility is for external non-State personnel. |

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| **14** | **RFP Section & Page Number** | **Question** |
| Part II. H.1.a and b. page 13 | If not answered in the previous responses, please explain what is needed in detail for the following tasks related to inspections:  - "...schedule inspections using calendar functions, generate inspection reports, approve or reject requests.” - “Approve or reject an inspection." Could a separate software application provide this functionality with information shared via APIs? |
| **Answer** |
| Refer to the answer to Question 2 of this document. |

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| **15** | **RFP Section & Page Number** | **Question** |
| Part II Page 9 | The RFP states “Provide and implement, by March 1, 2025, a COTS-SaaS licensing system with Maine specific configuration for Department’s Drinking Water Program” - Is this implementation timeline flexible? |
| **Answer** |
| The Department anticipates implementation of a COTS-SaaS licensing system by March 1, 2025. However, Bidders may propose an alternate reasonable implementation timeline within **Appendix G**, Response to Proposed Services, 3. Implementation Work Plan.  |