**STATE OF MAINE**

**Department of Transportation**



**RFP# 202409160**

**Traffic Automated Incident Detection Software as a Service**

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| **RFP Coordinator** | *All communication regarding the RFP must be made through the RFP Coordinator identified below*.  **Name:** Jen Chisum **Title:** Systems Team Leader, IT Planning at MaineDOT  **Contact Information:** [jennifer.chisum@maine.gov](mailto:jennifer.chisum@maine.gov) |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:*  **Date:** 9/24/2024, no later than 11:59 p.m., local time |
| **Proposal Submission Deadline** | *Proposals must be received by the Division of Procurement Services by:*  **Submission Deadline:** 10/15/2024, no later than 11:59 p.m., local time.  *Proposals must be submitted electronically to:* [Proposals@maine.gov](mailto:Proposals@maine.gov) |

TABLE OF CONTENTS

|  |  |
| --- | --- |
|  | **Page** |
|  |  |
| **PUBLIC NOTICE** | **3** |
|  |  |
| **RFP DEFINITIONS/ACRONYMS** | **4** |
|  |  |
| **PART I INTRODUCTION** | **6** |
| 1. PURPOSE AND BACKGROUND |  |
| 1. GENERAL PROVISIONS |  |
| 1. ELIGIBILITY TO SUBMIT BIDS |  |
| 1. CONTRACT TERM |  |
| 1. NUMBER OF AWARDS |  |
|  |  |
| **PART II SCOPE OF SERVICES TO BE PROVIDED** | **8** |
|  |  |
| **PART III KEY RFP EVENTS** | **9** |
| 1. QUESTIONS |  |
| 1. AMENDMENTS |  |
| 1. SUBMITTING THE PROPOSAL |  |
|  |  |
| **PART IV PROPOSAL SUBMISSION REQUIREMENTS** | **11** |
|  |  |
| **PART V PROPOSAL EVALUATION AND SELECTION** | **13** |
| 1. EVALUATION PROCESS – GENERAL INFORMATION |  |
| 1. SCORING WEIGHTS AND PROCESS |  |
| 1. SELECTION AND AWARD |  |
| 1. APPEAL OF CONTRACT AWARDS |  |
|  |  |
| **PART VI CONTRACT ADMINISTRATION AND CONDITIONS** | **15** |
| 1. CONTRACT DOCUMENT |  |
| 1. STANDARD STATE CONTRACT PROVISIONS |  |
|  |  |
| **PART VII RFP APPENDICES AND RELATED DOCUMENTS** | **17** |
| **APPENDIX A** – PROPOSAL COVER PAGE |  |
| **APPENDIX B** – RESPONSIBLE BIDDER CERTIFICATION |  |
| **APPENDIX C** – ORGANIZATION QUALIFICATIONS AND EXPERIENCE FORM |  |
| **APPENDIX D** – TECHNICAL ASSESSMENT FORM |
| **APPENDIX E** – COST PROPOSAL FORM |  |
| **APPENDIX F** – CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT |
| **APPENDIX G** – SUBMITTED QUESTIONS FORM  **APPENDIX H** – PROPOSED SERVICES FORM  **APPENDIX I** – PROPOSED SERVICES REQUIREMENTS WORKSHEET |
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PUBLIC NOTICE

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**State of Maine**

**Department of Transportation**

**RFP# 202409160**

**Traffic Automated Incident Detection Software as a Service**

The State of Maine is seeking proposals for a Traffic Automated Incident Detection system that monitors the video feed from our traffic cameras and provides near real time alerts of incidents (i.e., stopped vehicles, pedestrians, slowdowns, congestion) to our Traffic Management Center.

A copy of the RFP, as well as the Question & Answer Summary and all amendments related to the RFP, can be obtained at: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps>

Proposals must be submitted to the State of Maine Division of Procurement Services, via e-mail, at: [Proposals@maine.gov](mailto:Proposals@maine.gov). Proposal submissions must be received no later than 11:59 p.m., local time, on 10/15/2024. Proposals will be opened the following business day. P

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**RFP TERMS/ACRONYMS with DEFINITIONS**

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

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **ACORD** | Association for Cooperative Operations Research and Development |
| **AIDS** | Automated Incident Detection Software as a Service |
| **Confidentiality** | Preserving authorized restrictions on information access and disclosure, including means for protecting confidential or sensitive information. A loss of confidentiality is the unauthorized disclosure of information. |
| **COTS** | A software and/or hardware product that is commercially ready-made and available for sale, lease, or license to the general public. |
| **Data Classification** | The process of risk assessment of data. See **Appendix D** for the Data Classification process (see also “PII Confidentiality Impact Level”). |
| **Department** | Department of Transportation |
| **IT** | Information Technology |
| **PII (Personally Identifiable Information)** | Data that is maintained by an agency that could potentially identify a specific individual and needs to be protected in accordance with state and/or federal law, including (1) any information that can be used to distinguish or trace an individual‘s identity, such as name, social security number, date and place of birth, mother‘s maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information. |
| **PII Confidentiality Impact Level** | The PII confidentiality impact level—low, moderate, or high—indicates the potential harm that could result to the subject individuals and/or the organization if PII were inappropriately accessed, used, or disclosed. (NIST SP 800-122). See **Appendix D**. PII is evaluated to determine its confidentiality impact levels, so that appropriate safeguards can be applied to the PII. |
| **Privileged User** | Privileged users have network accounts with elevated privileges that grant them greater access to State information assets than non-privileged (general) users. These privileges are typically allocated to system, network, security, and database administrators, as well as other IT administrators. |
| **RFP** | Request for Proposals |
| **RPO** | Recovery Point Objective- The amount of data the system can afford to lose following an outage without causing significant harm to the operations. |
| **RTO** | Recovery Time Objective- The amount of time within which the system must be restored following an outage to prevent a significant loss of data. |
| **RTSP** | Real Time Streaming Protocol (RTSP) |
| **SaaS** | Software as a Service - A software distribution model in which a third-party Provider hosts an application and makes the application available to customer via the Internet. |
| **SLA** | Service Level Agreement. |
| **State** | State of Maine |
| **State Data** | Any information originating with the State, regardless of form or medium of disclosure (e.g., verbal, observed, hard copy, or electronic) or source of information. It includes any information concerning the State’s information technology infrastructure, systems and software and procedures; and information originating with the State in the course of using and configuring the Services provided under the contract. It includes any sensitive information held by the State that may be protected from disclosure pursuant to a federal or state statutory or regulatory scheme intended to protect that information, or pursuant to an order, resolution or determination of a court or administrative board or other administrative body. |
| **TMC** | Traffic Management Center |
| **UI** | User Interface- An application space that allows human users to interact with systems to make the user’s experience simple and intuitive. |

**State of Maine - Department of Transportation**

**RFP# 202409160**

**Traffic Automated Incident Detection Software as a Service**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Department of Transportation (Department) is seeking a Traffic Automated Incident Detection Software as a Service (SaaS) (AIDS) as defined in this Request for Proposals (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the awarded Bidder will be selected, and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder.

The Department is seeking an AIDS that will provide near real time monitoring and alerts of traffic incidents on some of the busiest sections of road in the State to the Maine Transportation Management Center (TMC). The system will provide 24/7 monitoring. It will allow for the customization of monitoring (what is looked for) and alerts (when alerts occur and what those alerts are). TMC operators’ attention can be focused elsewhere as the AIDS will alert them when an event occurs that needs their attention. Real time alerting will allow the TMC operators to respond more efficiently when an event occurs.

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

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

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

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

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance (2 Years) | 1/1/2025 | 12/31/2026 |
| Renewal Period #1 (2 Years) | 1/1/2027 | 12/31/2028 |
| Renewal Period #2 (1 Year) | 1/1/2029 | 12/31/2029 |

1. **Number of Awards**

The Department anticipates making one award as a result of the RFP process.

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

**Requirements are organized into the following sections in this RFP:**

**Part II Scope of Services to be Provided,** (A. 1 through 4 below)

**APPENDIX D** – **TECHNICAL ASSESSMENT FORM**

**APPENDIX H – PROPOSED SERVICES FORM**

**APPENDIX I – PROPOSED SERVICES REQUIREMENTS WORKSHEET**

**A. The Department requires the following services and materials in summary**:

1. **Traffic Automated Incident Detection SaaS (AIDS)**
2. **Implementation Services -** All configuration, support of Departmental deployment testing, remediation of testing issues, training, and related services as appropriate to ensure the Department’s effective use and administration of the service. No data conversion or systems integration is required.
   * 1. Project management of the implementation including maintenance of an implementation plan with schedule and milestones, and biweekly status reporting to the Department Contract Administrator and Program Manager until the written acceptance of completion of the implementation by the Department Contract Administrator. Biweekly reports will include actions performed in period, actions planned for next period, risks, and issues.
     2. All work performed by the Provider may occur **offsite**. Specific activities may be proposed as onsite if preferred by the Bidder.
3. **Ongoing Customer Support**, which is addressed in Appendix H item 4.
4. **TECHNICAL REQUIREMENTS:**
   * 1. ACCESSIBILITY: All IT products must be accessible to persons with disabilities and must comply with State Accessibility Policy and Standards and the Americans with Disabilities Act. All IT applications must comply with the Digital Accessibility Policy (https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DigitalAccessibilityPolicy.pdf).
     2. STATE IT POLICIES: All IT products and services delivered as part of this Agreement must conform to the State IT Policies, Standards, and Procedures (https://www.maine.gov/oit/policies-standards) effective at the time this Agreement is executed.
5. **Data Export at Termination of Contract**

Upon termination of the contract, or in preparation for contract termination, at no additional charge, regardless of reason for termination, SaaS providers must provide all Departmental data including but not limited to instance reporting logs in usable format such as Excel spreadsheets for import into a new SaaS and/or for long-term Departmental storage. Requested data must be provided by the Provider within 15 business days of Departmental request. The Department’s data will not be deleted from the Provider’s system until confirmation in writing by the Department Contract Administrator that the requested data has been received and is usable.

**PART III KEY RFP EVENTS**

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

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

1. **Submitting the Proposal**
   1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
      1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
   2. **Delivery Instructions:** E-mail proposal submissions must be submitted to the State of Maine Division of Procurement Services at [Proposals@maine.gov](mailto:Proposals@maine.gov).
      1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
         1. Proposal submission e-mails that are successfully received by the [proposals@maine.gov](mailto:proposals@maine.gov) inbox will receive an automatic reply stating as such.
      2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
      3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Please check with your organization’s Information Technology team to ensure that your security settings will not encrypt your proposal submission.
      4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
      5. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202409160 Proposal Submission – [Bidder’s Name]”**
      6. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:

* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

**Appendix B** (Responsible Bidder Certification)

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

*PDF format preferred*

All required information and attachments stated in PART IV, Section II, including

**Appendix C** (Organization Qualifications and Experience Form)

**Certificate of Insurance**

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

*PDF format preferred*

All required information and attachments stated in PART IV, Section III, including

**Appendix H, Proposed Services Form**.

**Appendix I, Proposed Services Requirements Worksheet**

**Appendix D, Technical Assessment**

**SaaS Service Level Agreement (SLA)**

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

*PDF format preferred*

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

**Appendix E** (Cost Proposal Form)

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

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

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

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

**Proposal Format and Contents**

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

* 1. **Proposal Cover Page**

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

* 1. **Responsible Bidder Certification**

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

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

* 1. **Overview of the Organization**

Bidders must complete **Appendix C** (Organization Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP.

* 1. **Certificate of Insurance**

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

**Section III Proposed Services and Technical Assessment** (File #3)

1. Complete and submit **Appendix H, Proposed Services Form**.
2. Complete and submit **Appendix I, Proposed Services Requirements Worksheet**
3. **Technical Assessment**

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

1. Submit your **SaaS Service Level Agreement (SLA)**

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

* 1. **General Instructions**
     1. Bidders must submit a cost proposal that covers the full period of the contract and all renewals, starting 1/1/2025 and ending on 12/31/2026
     2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
     3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
  2. **Cost Proposal Form Instructions**

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

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

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

**Section I. Preliminary Information (No Points)**

Includes all elements addressed above in Part IV, Section I.

**Section II. Organization Qualifications and Experience (20 points)**

Includes all elements addressed above in Part IV, Section II.

**Section III. Proposed Services and Technical Assessment (55 points)**

Includes all elements addressed above in Part IV, Section III.

**Section IV. Cost Proposal (25 points)**

Includes all elements addressed above in Part IV, Section IV.

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

The scoring formula is:

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

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

* 1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

1. **Selection and Award**
   1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
   2. Notification of conditional award selection or non-selection will be made in writing by the Department.
   3. Issuance of the RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
   4. The Department reserves the right to reject any and all proposals or to make multiple awards.
2. **Appeal of Contract Awards**

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

**PART VI** **CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**
   1. The awarded Bidder will be required to execute a [IT Service Contract (IT-SC)](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/IT%20Service%20Contract%20%28IT-SC%29%20Template_1.12.24_0.pdf)with appropriate riders as determined by the issuing Department. Bidders shall carefully review the IT-SC. The IT-SC includes **Appendix F** (Confidentiality and Non-Disclosure Agreement).

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

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

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

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

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

1. **Standard State Contract Provisions**
   1. Contract Administration

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

* 1. Payments and Other Provisions

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

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

**Appendix A** – Proposal Cover Page

**Appendix B** – Responsible Bidder Certification

**Appendix C** – Organization Qualifications and Experience Form

**Appendix D** –Technical Assessment Form

**Appendix E** – Cost Proposal Form

**Appendix F** – Confidentiality and Non-Disclosure Agreement

**Appendix G** – Submitted Questions Form

**Appendix H** – Proposed Services Form

**Appendix I** – Proposed Services Requirements Worksheet

**APPENDIX A**

**State of Maine**

**Department of Transportation**

**PROPOSAL COVER PAGE**

**RFP# 202409160**

**Traffic Automated Incident Detection Software as a Service**

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

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

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

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

**APPENDIX B**

**State of Maine**

**Department of Transportation**

**RESPONSIBLE BIDDER CERTIFICATION**

**RFP# 202409160**

**Traffic Automated Incident Detection Software as a Service**

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

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

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

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

**APPENDIX C**

**State of Maine**

## Department of Transportation

## ORGANIZATION QUALIFICATIONS AND EXPERIENCE FORM

**RFP# 202409160**

**Traffic Automated Incident Detection Software as a Service**

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

|  |
| --- |
| **1.** Present a brief statement of qualifications. Describe the history of the Bidder’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may expand this form and use additional pages to provide this information. |
|  |
| **1.1 Describe** your experience providing and implementing the proposed system. |
|  |

|  |
| --- |
| **2. Litigation:** List all current litigation in which the Proposer is named and a list of all closed cases that have closed within the past five (5) years in which Proposer paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.  If no litigation will be included, write “none”. |
|  |

|  |  |  |
| --- | --- | --- |
| **3. Subcontractors:** If use of subcontractors is proposed for the provision of any services other than IT Hosting provision directly to the Department, for each subcontractor, please provide the following information: | | |
| * 1. Subcontractor name |  | |
| * 1. Subcontractor role |  | |
| * 1. How long has this subcontractor been in business? | |  |
| **3.4** How long has this subcontractor provided the proposed services? | |  |
| **3.5** How long has this subcontractor acted as a subcontractor to the Proposer? | |  |
| **3.6** Approximately how many installations by the Proposer using this subcontractor are currently in operation? | |  |
| **3.7** Provide a brief description of the subcontractor’s qualifications and skills in providing the proposed services. | | |
|  | | |

|  |
| --- |
| **4. References:**  Provide references from three current clients with needs similar to those of the Department as described in this RFP which demonstrate their experience and expertise in performing these services as well as highlighting the Bidder’s stated qualifications and skills. For each of the references provided, a contact person from the client organization involved should be listed, along with that person’s telephone number and email address. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.  The Department will determine which, if any, references are contacted. Information from other persons than that listed as “company contact person” may be solicited. |

|  |  |
| --- | --- |
| **4.1 Reference One** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief description of similarity to Department’s needs** | |
|  | |

|  |  |
| --- | --- |
| **4.2 Reference Two** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief description of similarity to Department’s needs** | |
|  | |

|  |  |
| --- | --- |
| **4.3 Reference Three** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief description of similarity to Department’s needs** | |
|  | |

**APPENDIX D**

**State of Maine**

**Department of Transportation**

**TECHNICAL ASSESSMENT FORM**

**RFP# 202409160**

**Traffic Automated Incident Detection Software as a Service**

Bidders must complete the Technical Assessment Form embedded below.

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

****

**APPENDIX E**

**State of Maine**

**Department of Transportation**

**COST PROPOSAL FORM**

**RFP# 202409160**

**Traffic Automated Incident Detection Software as a Service**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Proposed Cost** (Transfer from Part 1, table 4, line 4C below, highlighted in red): | **$** |

The Cost score is based on the full 5-year term of the contract and renewals.

**Check math carefully**. The bidder must ensure that the detail lines add correctly to the final sum of each table. The Department reserves the right to score, award, and negotiate on the amounts proposed or amounts assumed should the Bidders’ proposal contain mathematical errors. Discounts can be shown as a line item if desired by entering a line item description such as *“discount”,* and a credit amount).

Cost caveats or restrictions must be stated in APPENDIX H Proposed Services Form, item 7 Caveats and Limitations.

|  |  |  |
| --- | --- | --- |
| **1**. **Rate Chart**  Please provide rates upon which service costs are based, as applicable, such as labor rates for ad-hoc work not covered by the annual fees, or per camera fees should we exceed the expected 30 camera count. Add rows as needed. | | |
| **Item** | **Rate** | **Unit** |
|  |  |  |
|  |  |  |
|  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **2.** Itemize all **annual** costs, such as SaaS fees, customer support. Add rows as needed. Any rate based fees should be based on the rates shown above. Do not list costs such as *to be determined, variable, by the hour* or similar non-prices. Camera counts are estimates. | | | | | |
| **Description**  Include rate and quantity where applicable. | **Year 1 cost**,  8 active cameras | **Year 2 cost**,  14 active cameras | **Year 3 cost,** if renewed,  22 active cameras | **Year 4 cost,** if renewed,  30 active cameras | **Year 5 cost,** if renewed,  30 active cameras |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **2A. Total Annual Costs** (sum of rows in this table) | | | | |  |

|  |  |
| --- | --- |
| **3.** List **all other costs** necessary for the Bidder to fully comply with the contract terms and conditions and RFP requirements,such as implementation. **Include cost of each modification required for items marked “will meet requirement with modifications”** in Appendix I Proposed Services Requirements Worksheet, where none is listed, it will be considered $0. Add lines as needed. Do not list costs such as *to be determined, variable, by the hour* or similar non-prices. | |
| **Description** | **Cost** |
|  |  |
|  |  |
|  |  |
|  |  |
| **3A Total All Other Costs (**sum of rows in this table ) |  |

|  |  |
| --- | --- |
| **4. Proposed Cost**  Proposed cost must be sum of the totals computed in the indicated table cells above. This Proposed Cost will be used in the scoring cost formula. | |
| **4A. Total Annual Costs (line 2A above)** |  |
| **4B Total All Other Costs (line 3A above)** |  |
| **4C PROPOSED COST – SUM of the two preceding rows.** This is the cost that will be used for cost scoring. |  |

**APPENDIX F**

**State of Maine**

**Department of Transportation**

**CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT**

**RFP# 202409160**

**Traffic Automated Incident Detection Software as a Service**

**CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT**

**RFP / CONTRACT #:**

**THIS AGREEMENT** is hereby executed between the State of Maine (“State”), acting by and through the Maine Office of Information Technology (“OIT”) and [insert Vendor’s legal name] having a principal place of business at [insert Vendor’s legal address] (“Vendor”), in relation to services and/or products to be provided by the vendor pursuant to [insert Contract No.] (“Contract”) as of \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_, 20\_\_\_\_(“Effective Date”).

**1. Definitions**

A. Authorized Person

“Authorized Person” is defined as a person authorized by OIT as having a need to receive, possess, store, access, view and/or use Confidential Information for an Authorized Use.

B. Authorized Use

“Authorized Use” is defined as the use of Confidential Information by the Vendor or Authorized Persons, solely for the purpose of performing the Contract. Disclosure, display, use, duplication, storage or transmittal of Confidential Information, in any form, for any purpose other than that set forth in the Contract, including extrapolation or retention of summary information, data or business processes, even if without specific identifiers, shall be deemed an “unauthorized use.”

C. Confidential Information

“Confidential Information” shall mean any information that OIT or the State, regardless of form or medium of disclosure (e.g., verbal, observed, hard copy, or electronic) or source of information (e.g., OIT, other state agencies, state employees, electronic systems, or third-party contractors) provides to Vendor, or which Vendor obtains, discovers, derives or otherwise becomes aware of as a result of Vendor’s performance of the Contract. It includes any sensitive information that may be protected from disclosure pursuant to a federal or state statutory or regulatory scheme intended to protect that information, or pursuant to an order, resolution or determination of a court or administrative board or other administrative body. In addition, information concerning OIT’s information technology infrastructure, systems and software and procedures will be considered Confidential Information. It also includes a Vendor’s Service Organization Control audit report (SOC 2 Type 2) when submitted upon request to OIT and labeled as confidential.

Confidential Information shall not include information which the Vendor can clearly demonstrate to OIT’s reasonable satisfaction is:

(a) information that is previously rightfully known to the Vendor on a non-confidential basis without restriction on disclosure;

(b) information that is or becomes, from no act or failure to act on the part of the Vendor, generally known in the relevant industry or in the public domain; and

(c) information that is independently developed by Vendor without the use of Confidential Information.

At all times the State shall be the owner of any and all Confidential Information.

D. Services

“Services” is defined as the services to be performed by the Vendor in connection with the operation or management of the Contract.

E. Vendor

“Vendor” is defined to include the Vendor and the Vendor’s respective employees, agents and subcontractors assigned by Vendor and approved by the State to perform obligations under the Contract (all of the foregoing collectively referred to as “Representatives”).

**2. Duty to Protect Confidential Information; Reporting Requirements**

In consideration for the ability to perform the Services, the Vendor shall hold all Confidential Information in confidence and protect that Confidential Information with the same standard of care required to keep its own similar information confidential. The Vendor must abide by all commercially reasonable administrative, physical, and technical standards for maintaining this information confidential, which must be in accordance with standards established by the National Institute of Standards and Technology (“NIST”). In addition, the Vendor must safeguard all Confidential Information from unauthorized access, loss, theft, destruction, and the like. The Vendor may not, without prior consent from OIT, disclose any Confidential Information to any person for any reason at any time; provided, however it is understood that the Vendor may disclose Confidential Information to its Representatives and its business, financial and legal advisors who require the Confidential Information for the purpose of evaluating or performing the Services on the condition that, prior to such disclosure, the Representatives and advisers have been advised of the confidential and non-public nature of the Confidential Information and are subject to a written confidentiality agreement that contains restrictions and safeguards at least as restrictive as those contained in this Agreement. The Vendor shall be responsible for any breach of this Agreement by any of the Vendor’s Representatives or advisors.

The Vendor shall promptly report any activities by any individual or entity that the Vendor suspects may compromise the availability, integrity, security, or privacy of any Confidential Information. The Vendor shall notify OIT immediately upon becoming aware that Confidential Information is in the possession of, or has been disclosed to, an unauthorized person or entity.

**3. Discovery and Notification of Breach of Confidential Information**

In addition to the requirements set forth in any applicable Business Associate Agreement as may be attached to this Contract, in the event of a breach of security or suspected security incident, intrusion, unauthorized use or disclosure involving Confidential Information, the Vendor shall notify OIT by telephone call (207-624-7700) and email to the OIT information security team (Security.Infrastructure@maine.gov) within the following timeframes:

A. Upon the discovery of a breach of security or suspected security incident involving Confidential Information in electronic, or any other medium if the information was, or is reasonably believed to have been, acquired by an unauthorized person; or

B. Within twenty-four (24) hours of the discovery of any suspected security incident, intrusion, unauthorized use or disclosure of Confidential Information in violation of this Agreement, or potential loss of Confidential Information affecting this Agreement.

Notification shall also be provided to the OIT Contract Manager and the OIT Information Security Officer. The Vendor shall provide a written report of all information known at the time. The Vendor shall take:

A. Prompt corrective action to mitigate any risks or damages involved with the breach and to protect the operating environment; and

B. Any action pertaining to such unauthorized disclosure required by applicable federal and state laws and regulations.

**4. Written Report**

In addition to the report required above, the Vendor shall provide a written report of the investigation to the OIT Chief Information Security Officer within ten (10) working days of the discovery of the breach of security or suspected security incident, or unauthorized use or disclosure involving Confidential Information. The report shall include, but not be limited to, the information specified above, as well as a full, detailed corrective action plan, including information on measures that were taken to halt and/or contain the improper use or disclosure.

**5. Notification to individuals.**

The Vendor shall notify individuals of the breach or unauthorized use or disclosure of Confidential Information when notification is required under state or federal law and shall pay any costs of such notifications, as well as any costs associated with the breach. Any notification provided must first be approved by the OIT Chief Information Security Officer, who shall approve the time, manner and content of any such notifications prior to their release.

**6. Use Restriction**

Vendor shall not receive, possess, store, access, view and/or use Confidential Information for any purpose other than an Authorized Use. Vendor shall not permit unauthorized persons or entities to gain access to Confidential Information and shall not divulge methods of accessing Confidential Information to unauthorized persons.

**7. Security Obligations**

The Vendor agrees to comply with the following security obligations as well as any other such obligations specified in the contract, including requirements set forth in any applicable Business Associate Agreement as may be attached to this Contract, or conveyed to him/her during the course of the Agreement. The Vendor agrees to comply with the following security obligations:

A. Implement administrative, physical and technical safeguards in accordance with NIST standards that reasonably and appropriately protect the confidentiality, integrity and availability of any Confidential Information that is created, received, maintained, used, possessed, stored, accessed, viewed and/or transmitted on behalf of OIT or through OIT or any agency, instrumentality or political subdivision of the State of Maine Government;

B. Unless otherwise authorized by OIT, Confidential Information may NOT be stored on personal (non-State) computing or other electronic or mobile storage devices or taken or removed in any form from OIT or the State;

C. Vendor shall comply with all applicable federal and state laws governing confidentiality and/or privacy of information;

D. Vendor shall comply with all applicable OIT policies and procedures including but not limited to those that provide for accessing, protecting, and preserving State assets;

E. Access to any and all Confidential Information will be limited to only those authorized persons who need the Information to perform the services required under the Contract;

F. Obtain fingerprint-based criminal history record checks for all Vendor's employees, agents and subcontractors when requested by OIT pursuant to federal and state statutory and regulatory directives, at the expense of the Vendor;

G. Vendor shall instruct all personnel having access to Confidential Information about the confidential nature of the Information, the safeguards required to protect the Information, and the sanctions specified in federal and state law for unauthorized disclosure of said Information; and

H. Vendor shall use only those access rights granted by OIT.

**8. Certification by Vendor of Return of Confidential Information, Electronic Information and Tangible Property**

Promptly following the written request of OIT, and immediately upon termination of the Services, the Vendor shall return all Confidential Information stored in any format to OIT, or destroy any Confidential Information that Vendor possesses in a format that cannot be returned. Further, Vendor agrees to submit to OIT on Vendor’s letterhead a “CERTIFICATION OF RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION, ELECTRONIC INFORMATION, AND TANGIBLE PROPERTY” certifying that all copies of Confidential Information, electronic property and tangible property belonging to the State or OIT have been returned, or if necessary, destroyed using the form provided in Appendix A.

**9. Termination**

Vendor’s Authorized Use of Confidential Information shall terminate automatically upon: (a) breach of this Agreement as determined solely by OIT, (b) completion or termination of Vendor’s Services, or, (c) termination of Vendor’s Contract, whichever occurs first. Vendor’s indemnification, confidentiality, and related assurances and obligations hereunder shall survive termination of the Agreement.

**10. Compliance**

If Vendor breaches or threatens to breach this Agreement, the State shall have all equitable and legal rights (including the right to obtain injunctive relief and specific performance) to prevent such breach and/or to be fully compensated (including litigation costs and reasonable attorney’s fees) for losses or damages resulting from such breach. Vendor acknowledges that compensation for damages may not be sufficient and that injunctive relief to prevent or limit any breach of confidentiality may be the only viable remedy to fully protect the Confidential Information. Vendor shall hold OIT harmless from, and indemnify OIT for any claims, losses, expenses and/or damages arising out of the unauthorized disclosure by the Vendor, its Representatives, or third party partners, of Confidential Information or other unauthorized use of the Confidential Information, including but not limited to, paying the State any costs of enforcing this Agreement, securing appropriate corrective action, returning Information furnished hereunder, as well as any other costs reasonably incurred by the State in enforcing the terms of this Agreement.

**11. Governing Law**

This Agreement shall be governed by and construed in accordance with the laws of the State of Maine. The place of this Agreement, its situs and forum, shall be Kennebec County, Maine, where all matters, whether sounding in contract or in tort, relating to its validity, construction, interpretation, and enforcement shall be determined. Vendor agrees and submits, solely for matters relating to this Agreement, to the jurisdiction of the courts of the State of Maine, and stipulates that the State Courts in Kennebec County shall be the proper venue for all matters. If any provision of the Agreement is declared by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the other provisions shall remain in full force and effect.

**12. Entire Agreement**

This Agreement constitutes the entire agreement with respect to the Confidential Information disclosed hereunder and supersedes all prior or contemporaneous oral or written agreements concerning such Confidential Information.

IN WITNESS WHEREOF, the Parties have executed this Agreement through their duly authorized representatives effective as of the Effective Date set forth above.

|  |  |  |  |
| --- | --- | --- | --- |
| **[Name of Vendor]:** | | **State of Maine /Office of Information Technology:** | |
| By: |  | By: |  |
| Printed: |  | Printed: |  |
| Title: |  | Title: |  |
| Date: |  | Date: |  |

**CERTIFICATION OF RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION, ELECTRONIC INFORMATION, AND TANGIBLE PROPERTY BY VENDOR PURSUANT TO VENDOR CONFIDENTIALITY & NONDISCLOSURE AGREEMENT DATED**

Pursuant to the Vendor Confidentiality and Non-Disclosure Agreement between the State of Maine, acting by and through the Office of Information Technology (“OIT”) and\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (“Vendor”) dated\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Vendor acknowledges his/her responsibility to return or destroy all Confidential Information upon termination of the Vendor’s services to OIT. This document certifies that all copies of Confidential Information, electronic property and tangible property belonging to the State of Maine or OIT have been returned, or if necessary, destroyed, as described below:

Description of *returned* Confidential Information, electronic information or tangible property:

|  |
| --- |
|  |
|  |
|  |

Description of *destroyed* Confidential Information, electronic information or tangible property:

|  |
| --- |
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| --- |
| Vendor Signature |
| Vendor Name |
| Date |

**APPENDIX G**

**State of Maine**

**Department of Transportation**

**SUBMITTED QUESTIONS FORM**

**RFP# 202409160**

**Traffic Automated Incident Detection Software as a Service**

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

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

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

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

**State of Maine**

**Department of Transportation**

**PROPOSED SERVICES FORM**

**RFP# 202409160**

**Traffic Automated Incident Detection Software as a Service**

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

**Instructions:** Use as much space as necessary for a concise and meaningful response. Avoid duplication of information. Attachments or images should be inserted into the worksheet where reasonable. Information provided as separate documents must be titled clearly and reference to the question number (e.g., *F1.2 Physical Architecture Diagram*), and be included in File 3 of the e-mail proposal submission (see Part III for proposal submission instructions).

Do not describe functionality or implementation activities that are NOT offered as part of this proposal. Do not include cost information in this section. All costs and price lists must be in the **Appendix E** (Cost Proposal) ONLY.

Software, hardware, and services proposed must cover all usage described in:

**Part II Scope of Services to be Provided** (A. 1 through 4)

**APPENDIX D** –TECHNICAL ASSESSMENT FORM

**APPENDIX H** –PROPOSED SERVICES FORM

**APPENDIX I** – PROPOSED SERVICES REQUIREMENTS WORKSHEET

|  |
| --- |
| 1. **SaaS proposed -** Software, and licenses proposed must cover all usage described in Part II of the RFP, Appendix D, Appendix H, and Appendix I for at least 10 users including 2 system admins and up to 30 cameras. All users are State employees. |
| 1.1 Provide the name(s) of software proposed, including system and module names. |
|  |
| 1.2 State license details including license limitations such as user seats or camera count. This system must be fully licensed for use by up to 10 Departmental employees (Traffic Operations Center Operators), including at least 2 systems administrators, and up to 30 cameras. |
|  |
| 1.3 Licenses for any third-party software that the Department must hold for the operation of the system as proposed must be included in the proposal. Please list them, including the module names and license details. Do not include Microsoft Office as the Department holds these licenses.  *Include these costs in the Cost Proposal (Appendix E) but do not reference them in this response.* |
|  |
| 1.4. The software must be offered as a SaaS. No State server installations are permitted. Minor client software installation is permitted. Name any software components requiring client installation such as browser add-ons, their function, and how they are kept up-to-date on the client machines. |
|  |
| 1.5 Provide a physical architecture diagram of the system. |
|  |
| 1.6 1.3. The Department requires a COTS system already built and in use in Production. How many companies/organizations are currently using this system in Production? |
|  |

|  |
| --- |
| 1. **Business Functionality** |
| * 1. The system must be integrated with the Department’s cameras over a public network. The cameras are currently available for connection via public I.P. Address. The Department prefers that they are integrated using Real Time Streaming Protocol (RTSP). Please describe the proposed connectivity to the Department’s cameras, include any feature(s) required of the cameras. |
|  |
| * 1. The system must be able to monitor and provide alerts for up to 30 simultaneous camera streams. Please describe the system’s functionality, highlighting its fit to the Department’s requirements. Please include how the system uses machine learning/AI. |
|  |
| * 1. The Department must be able to customize alert triggers. Please describe the customizability of alert triggers. |
|  |
| * 1. Please describe the alert notifications available (i.e., sound, pop ups, alert text), and their customizability. |
|  |
| * 1. The Department needs the system to be able to store a video recording of a detected incident for a System administrator-controllable period of time from before the event, to a System Administrator or Operator selected time after the event, and store that video for a System Administrator-controllable period of time. Is this requirement met by the Proposed system? Please describe the video recording and retention features available with the proposed system. |
|  |
| 2.6 The Department is agnostic on authentication approach as long as it complies with IT policy such as [Access Control Procedures for Users](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/AccessControlProceduresForUsers.pdf). Please describe your authorization approach. Is the system integrated to the State’s Active Directory, or is it managed through application level user ids and passwords? |
|  |

|  |
| --- |
| **3 Implementation Services** |
| 11.1 Provide a detailed implementation plan and schedule including major milestones.  Use the Start Date as stated in PART I, C of this RFP, or later if you must start on a later date. Describe each milestone including major tasks, deliverables, Vendor and State roles, timeframe, key assumptions, and risks. Address THIS project rather than providing a generic schedule. Make a best estimate -- responses of “will be determined during project discovery” may be considered non-responsive. Feel free to elaborate on why a milestone timeframe is difficult to predict with specific reasons. If you are missing critical information, request it in Bidder Q&A. |
|  |
| 3.1 Please describe the proposed training for the initial implementation. |
|  |
| 3.2The Department strongly prefers a SaaS that can be configured to meet requirements, although some code customization to meet requirements is acceptable. Please indicate the code customizations required to meet requirements, and a rough estimate of the total effort, in days, required to code and unit test these customizations. |
|  |

|  |
| --- |
| **4 Customer Support** |
| 4.1. Provide the customer support hours. |
|  |
| 4.2. Describe the available customer support modes of contact, such as email, website, phone. |
|  |
| 4.3. Describe the customer support response standards for timely response. |
|  |
| 4.4. Describe resources offered by the Bidder for post-implementation training, such as new user or refresher training manuals, videos, etc. |
|  |
| 4.5 Should the Bidder’s software be upgraded, the Department’s SaaS should be upgraded to the new release within 6 months of its first Production release. Please describe the upgrade process briefly, including how a testing environment is made available should the software be receiving a major upgrade. |
|  |
| 4.6 Please identify any Administrator functions which can be performed only by Provider support. |
|  |

|  |
| --- |
| 1. **Systems Maturity** |
| 5.1. Briefly describe the proposed software application’s history, including major platform modifications, ownership transfers, and when first offered as SaaS. If integrated systems are proposed, describe separately for each system. |
|  |
| 5.2. List the **major** software releases that have been implemented in the last 3 years (only) with approximate dates, and the **primary intent** of each, if any. |
|  |
| 5.3 If customizations are proposed for this implementation, please describe how customizations are addressed during subsequent upgrades, including the roles and responsibilities in maintaining and testing these customizations for the Vendor and Customer. |
|  |

|  |  |
| --- | --- |
| 1. **IT Hosting Provision**   If multiple IT hosts are used for various portions of the system, please copy and respond separately for each IT Hosting Provider. | |
| 6.1. IT Hosting Provider Name  (and purpose if multiple providers): |  |
| 6.2. Please state the Recovery Point Objective (RPO), Recovery Time Objective (RTO) and percentage unplanned downtime objective for the SaaS services. The Department expects a minimum of 4 hrs, 4 hrs, and 99.9% respectively. | |
|  | |
| 6.3 The SaaS must be available close to 24x7. Please indicate planned uptime objective. | |
|  | |

|  |
| --- |
| **7.** **Caveats and Limitations:** Provide any proposal caveats or limitations of proposed services not stated elsewhere in the proposal or SLA here. |
|  |

**APPENDIX I**

**State of Maine**

**Department of Transportation**

**PROPOSED SERVICES REQUIREMENTS WORKSHEET**

**RFP# 202409160**

**Traffic Automated Incident Detection Software as a Service**

**INSTRUCTIONS**

**Cost information must be included in the Cost Proposal (Appendix E) only.**

**Mark ONE box that best describes the fit of the proposed solution to each requirement line.** The colored headers are not requirement lines.

* **“will meet req. as stated”** – the proposed solution will meet the requirement without modification.
* **“will meet req. with mod.”** – the proposed solution will meet the requirement with a reasonable modification of either the requirement or the application system
* **“will not meet req.”** – the proposed solution will not meet the requirement even with reasonable modification.

**Please use the Comment area as follows:**

* Briefly address any request for information made in that requirement line**.**
* If “will meet req. with mod” is selected, briefly describe the modification proposed.
* If “will not meet req.” is selected, explain briefly.

| **Line #** | **Requirement** | **Will meet req.**  **as stated** | **Will meet req. with mod.** | **Will not meet req.** | **Comments** |
| --- | --- | --- | --- | --- | --- |
|  | **Software Technical Requirements** | | | | |
|  | All web components compatible with current version of Edge or Chrome web browser. If a specific internet browser is recommended, please indicate in comments. |  |  |  |  |
|  | Software can run on 64-bit 16 GIG RAM PC running Microsoft Windows10 Enterprise OS with antivirus software, encryption, and Microsoft 365 Office Apps for Enterprise. |  |  |  |  |
| 3 | This item is intentionally blank |  |  |  |  |
| 4 | Performance for simple transactions no longer than three (3) seconds for lookups, and five (3) seconds for data modification, presuming Ethernet connectivity of the client. device. |  |  |  |  |
| 5 | Administrators can add and deactivate users and set their access level. |  |  |  |  |
|  | **Camera integration** |  |  |  |  |
| 6 | Administrators can set up defined detection areas within the image, to remove areas not required |  |  |  |  |
| 7 | Operators can view live camera streams |  |  |  |  |
| 8 | Administrators can set a lower resolution of images for the SaaS than is set in the camera. |  |  |  |  |
| 9 | Cameras can be added by Administrators |  |  |  |  |
|  | **Event Detection** |  |  |  |  |
| 10 | Detects stopped vehicles |  |  |  |  |
| 11 | Detects traffic slow downs |  |  |  |  |
| 12 | Detects congestion |  |  |  |  |
| 13 | Detects debris/ obstructions |  |  |  |  |
| 14 | Detects pedestrians |  |  |  |  |
| 15 | Detects wrong way drivers |  |  |  |  |
| 16 | Administrators can select what speed and occupancy will trigger the slow traffic and congestion alarms |  |  |  |  |
| 17 | Administrators can schedule times that different triggers can be detected |  |  |  |  |
|  | **Event Alerts** |  |  |  |  |
| 18 | Administrators able to select which detections will trigger alerts |  |  |  |  |
| 19 | Provides audio and visual alerts within 1 second of detection |  |  |  |  |
| 20 | Audio volume should be adjustable |  |  |  |  |
| 21 | Repeat alarms if the original is not acknowledged within a settable amount of time |  |  |  |  |
| 22 | Sends e-mail notifications of events along with the instant audio alert |  |  |  |  |
|  | **Video Recording** |  |  |  |  |
| 23 | Records a selectable period of time from before the event alert to a select time after the event alert of at least 30 seconds before and after the detection |  |  |  |  |
| 24 | Video recording stored for an admin adjustable amount of time |  |  |  |  |
| 25 | Highlights event trigger in video playback |  |  |  |  |
| 26 | Comments field available for notes on detected incident |  |  |  |  |
| 27 | Can automatically delete stored videos after 3 months |  |  |  |  |
|  | **Display Features** |  |  |  |  |
| 28 | UI provides a map displaying camera locations |  |  |  |  |
| 29 | UI displays data on current traffic (counts, speed, occupancy) for the previous 5 minutes at that camera |  |  |  |  |