**STATE OF MAINE**

**Department of Health and Human Services**

*Office of Child and Family Services*



**RFP# 202409164**

**Help Me Grow Data Collection System**

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| --- | --- | --- | --- | --- |
| **RFP Coordinator** | **NAME:** | | | Stacy Martin |
| **TITLE:** | | | Procurement Manager |
| **EMAIL:** | | | [Stacy.martin@maine.gov](mailto:Stacy.martin@maine.gov) |
| *All communication regarding the RFP must be made through the RFP Coordinator.* | | | | |
| **Submitted Questions Due Date** | | October 1, 2024, no later than 11:59 p.m., local time | | |
| *All questions must be received by the RFP Coordinator by the date and time listed above.* | | | | |
| **Proposal Submission Deadline** | | **DATE:** | October 30, 2024, no later than 11:59 p.m., local time. | |
| **TO:** | [Proposals@maine.gov](mailto:Proposals@maine.gov) | |
| *Proposals must be received electronically by the Office of State Procurement Services by the date and time listed above.* | | | | |

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PUBLIC NOTICE

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**State of Maine**

**Department of Health and Human Services**

**RFP# 202409164**

**Help Me Grow Data Collection System**

The State of Maine is seeking proposals for a configurable COTS-SaaS Data Collection system/application, to support the Help Me Grow (HMG) Maine services.

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

Proposals must be submitted to the Office of State Procurement Services, via e-mail, at: [Proposals@maine.gov](mailto:Proposals@maine.gov). Proposal submissions must be received no later than 11:59 p.m., local time, on October 30, 2024. Proposals will be opened the following business day.

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**RFP TERMS/ACRONYMS with DEFINITIONS**

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

| **Term/Acronym** | **Definition** |
| --- | --- |
| **Application Programming Interface (API)** | A set of rules or protocols that enables software applications to communicate with each other to exchange data, features, and functionality. |
| [**Ages & Stages Questionnaires® (ASQ)**](https://agesandstages.com/about-asq/) | Provides reliable, accurate developmental and social-emotional screening for children. |
| **Confidentiality** | Preserving authorized restrictions on information access and disclosure, including means for protecting confidential or sensitive information. A loss of Confidentiality is the unauthorized disclosure of information. |
| **Data Collection System (DCS)** | An internet-based application and assessment development framework developed to support automated data collection. |
| **Department** | Department of Health and Human Services |
| **Family Support Specialist** | Help Me Grow (HMG) Maine staff who provide direct support to families by listening and providing links to services and ongoing support when needed. |
| [**Help Me Grow (HMG)**](https://helpmegrownational.org/) | A system model, developed by the National HMG Network, that utilizes and builds on existing resources in order to develop and enhance a comprehensive approach to early childhood system-building in any given community. |
| **HMG Fidelity Assessment** | A tool that enables HMG affiliates to document their progress in completing essential activities in meeting requirements of each of the core components of the HMG system model. |
| [**HMG Maine**](https://www.maine.gov/dhhs/ocfs/support-for-families/child-development) | A comprehensive, Statewide system of early identification, referral, and follow-up for all children from prenatal care up to eight (8) years of age and their families, which increases access to referrals to early intervention services. HMG Maine is an affiliate of the National HMG Network. |
| [**iCarol**](https://www.icarol.com/) | Subscription-based contact management software built specifically for crisis, helpline, and information and referral contact centers. |
| [**MaineIT**](https://www.maine.gov/oit/) | Maine’s Office of Information Technology |
| **Personally Identifiable Information (PII)** | Data 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:   * 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 * any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information. |
| **Recovery Point Objective** | The acceptable amount of data (measured by time) a company is willing to lose in case of an incident. |
| **Recovery Time Objective** | The time frame within which an asset (product, service, network, etc.) must come back online if it goes down. |
| **RFP** | Request for Proposals |
| **Secure Sockets Layer (SSL)** | A digital security feature that enables an encrypted connection between a website and a browse. |
| **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. State Data includes any information:   * Concerning the State’s information technology infrastructure, systems and software and procedures; and * Originating with the State in the course of using and configuring the services provided.   State Data includes any sensitive information held by the State that may be protected from disclosure pursuant to a federal or State statutory or regulatory scheme intended to protect that information, or pursuant to an order, resolution or determination of a court or administrative board or other administrative body. |

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

**RFP# 202409164**

**Help Me Grow Data Collection System**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Department of Health and Human Services (Department) is seeking a configurable COTS-SaaS Data Collection System (DCS) to support Help Me Grow (HMG) Maine services, 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 dedicated to promoting health, safety, resiliency, and opportunity to all Maine Residents. The Department’s Office of Child and Family Services (OCFS) supports Maine’s children and their families by providing child welfare services, early care and education, and operations.

HMG Maine strengthens community services by maintaining a current directory of available services and connecting service providers to each other creating an interconnected system. HMG Maine provides benefits to families by:

1. Ensuring the HMG Maine team is available to families and listens to their concerns regarding their child’s needs and/or development;
2. Providing links to services; and
3. Providing ongoing support.

HMG Maine is available to all families with children zero to eight (0-8) years of age, including families that want to know more, or have particular concerns about their child’s development. HMG Maine links families with resources in their communities and ensures they are connected and receiving services as expected. HMG Maine is in need of a DCS to support Department staff in capturing family information, providing case management services, identifying a child’s needs, and supporting referrals to appropriate services which align with the HMG fidelity model.

The purpose of this RFP is to ensure the Department has access to a proven HMG DCS to document all HMG Maine activities and supporting OCFS ability to meet HMG fidelity requirements.

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. **Eligibility to Submit a Bid**

Bidders who currently provide a Data Collection System (DCS) to an HMG affiliate within the Continental United States and whose system meets or exceeds HMG fidelity reporting and service requirements are invited to submit bids.

1. **Contract Term**

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

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

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

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | 4/1/2025 | 3/31/2027 |
| Renewal Period #1 | 4/1/2027 | 3/31/2029 |
| Renewal Period #2 | 4/1/2029 | 3/31/2031 |
| Renewal Period #3 | 4/1/2031 | 3/31/2033 |

1. **Number of Awards**

The Department anticipates making one (1) award as a result of this RFP process.

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

**Specific instructions for the Bidder to provide a narrative response to the Scope of Services may be found in Part IV, Section III, Services to be Provided.**

* 1. **General Requirements** 
     1. Provide a configurable COTS-SaaS Data Collection System (DCS) with the ability to provide assessments and collect information related to Help Me Grow (HMG) Maine.
        1. Ensure the DCS is fully implemented within ninety (90) days of the start of the initial period of performance.
        2. Provide HMG Maine with access to the DCS during normal business hours, Monday through Friday 8:00 am to 5:00 pm ET, excluding [State holidays](https://www.maine.gov/bhr/state-employees/holiday-schedule) and administrative closings.

# **Data Collection System (DCS) Requirements**

1. Ensure the DCS provides all functionality necessary for Family Support Specialists to complete service assessments quickly and accurately in alignment with the HMG fidelity model (**Appendix I**)and meeting all HMG fidelity requirements (**Appendix J**)**,** including the ability to:
2. Search records to match new entries to existing children in all system modules;
3. Input and manage a family’s intake and inquiry;
4. Capture key family and child case management information including:
   1. Caregiver relationship to child (mother, father, grandparent, foster parent, etc.);
   2. Family type (two-parent family, single family, kinship, foster placement, etc.);
   3. How caregivers were connected to HMG Maine (via referral by medical provider, [211 Maine](https://211maine.org/), developmental screening, community provider, etc.);
   4. Barriers that caregivers encounter while attempting to access resources provided by HMG Maine;
   5. Services gaps, services unable to be provided to families;
   6. Individual resources provided to families and track when a family is connected to the resource; and
   7. Case-specific notes pertaining to work completed by Family Support Specialists while conversing with families.
      1. Individual notes must capture narrative information, date and time activities were completed, and length of time it took to complete work-related activity.
   8. How caregivers and/or referral source(s) heard about HMG Maine;
5. Set ticklers/reminders for care coordination tasks and developmental screenings;
6. Track care coordination via a log categorized by type of work and time utilized;
7. Create referral and screening letters;
8. Send information via eFAX to child health care providers and agencies;
9. Communicate directly to families through texting;
10. Track developmental screening results using;
    1. [Ages and Stages Questionnaire (ASQ-3)](https://agesandstages.com/products-pricing/asq3/); and
    2. [Ages and Stages Questionnaire (ASQ-SE-2)](https://agesandstages.com/products-pricing/asqse-2/).
11. Interface with the Department’s iCarol crisis support system.
12. Provide access to point-in-time and historic program reporting of DCS data regarding:
    * 1. Percentage of families connected to a service.
      2. Number of days required to connect a family to at least one (1) service.
      3. Number of days a case with a family is open.
      4. Developmental screenings completed which:
         + 1. Includes scores for each area; and
           2. Utilizes Application Programming Interface (API) with ASQ online and iCarol.
      5. Caregiver concern(s) for child(ren).
      6. Child disabilities.
      7. Child health insurance.
      8. Barriers families encounter accessing services.
      9. Follow-up reports including how many follow-ups occurred within five (5) days, twenty-five (25) days, and sixty (60) days after initial intake with a family.
      10. Care coordination counts which includes the number of activities performed by Family Support Specialists.
      11. Close loop communication with health care providers (i.e., a report indicating the percentage of time a Family Support Specialist sends an initial letter or an outcome letter to a referring provider or healthcare provider with consent from a parent).
      12. Number of referrals provided to families, and ability to break down the number of referrals in each category of service (parental support, adaptive equipment, basic needs, etc.).
      13. Child concerns, diagnoses, and referrals disaggregated by important demographics including, but not limited to, age, race, language, and gender.
      14. Call response reports including:
          1. Number of calls routed to HMG Maine that need to be transferred due to the caller needing assistance connecting to services and support outside the scope of HMG Maine, including the ability to track the time spent on these calls; and
          2. Time spent completing activities associated with transferring calls needing support outside of HMG Maine.
      15. All data necessary to support the most current HMG Fidelity Assessment.
      16. Internal and public facing filterable data dashboards that support identifying priority opportunities to meet needs in specific communities including:
13. Total number of children currently being serviced by HMG Maine;
14. Total number of families closed;
15. Total number of referrals made;
16. Total number of referrals utilized by families;
17. Top ten (10) most common resources provided to families;
18. Families/ children receiving services by age, race, gender, language, health-related concern, and diagnosis; and
19. Family concerns within a zip code with corresponding resource gap analysis.
20. Utilizes API with iCarol to suggest resources for families based on data captured regarding the family and eligibility criteria.
    * + - 1. Common resources suggested could include the State’s [Child Care Affordability Program](https://www.maine.gov/dhhs/ocfs/support-for-families/child-care/paying-for-child-care), parent support agencies, [Child Development Services](https://www.maine.gov/doe/learning/cds), Early Intervention for ME, [MaineCare](https://www.maine.gov/dhhs/oms), targeted case management, etc.
21. Provide ongoing support and technical assistance related to:
    * + - 1. Accessing the DCS system;
          2. Training for approx. eight (8) Department staff on the DCS; and
          3. Supporting HMG Maine in meeting HMG Fidelity Assessment reporting requirements.
22. Provide helpdesk technical support for DCS users including:
    1. Standard phone and email support during normal business hours: Monday through Friday, 8:00 a.m. to 5:00 p.m. EST, excluding days the State offices are closed.

# **Technology Requirements**

# Comply with the State’s MaineIT [Policies and Standards](https://www.maine.gov/oit/policies-standards) including but not limited to:

1. [General Architecture Principles](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fgeneral-architecture-principles_1.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970068973%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=AeU%2Bz4r8qreL9h%2BO%2BrcoDcaSDGMGHqU5%2FG45QVGgIEQ%3D&reserved=0);
2. [System and Services Acquisition Policy and Procedures (SA-1)](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fsystem-services-acquisition-policy.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970075945%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=zN4lZZAytj5cLc4U%2F2lksKuywOf8nZteqBZxt6XU2cY%3D&reserved=0);
3. [Application Deployment Certification Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fapplication-deployment-certification_0.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970081772%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=vlAy7z1u8MzeSY425nEaxxI0olaAzbtwdkCQxDgrij4%3D&reserved=0);
4. [Digital Accessibility and Usability Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fdigital-accessibility-policy.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970087322%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=4sEccm25MJTkR08I6ZVxnVg%2FQ18beSxWkuot1mgTVpU%3D&reserved=0);
5. [Remote Hosting Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fremote-hosting-policy.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970092801%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=byYxD15t3HN1mQhaecgsWzlHssbfYJoCad2QWhK195w%3D&reserved=0);
6. [Data Exchange Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fdata-exchange-policy.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970098208%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=tYPgfsgp3F2dQCGMUxQcZ6F3d0do0MjKt3kyS3L95DM%3D&reserved=0);
7. [Information Security Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Finformation-security-policy.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970103658%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=9l%2BWHWpl9QdJUVLmZVKRaEOtMrId0ipFGdV6jSmhy70%3D&reserved=0);
8. [Access Control Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-policy.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970109242%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=wNoUF%2Bi%2BRLLBZ%2BQ%2B7Whr%2F7IVV7UVvvl2PLUJxXVlMwc%3D&reserved=0);
9. [Access Control Procedures for Users](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-procedures-for-users.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970115536%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=RDEomUpkqzpB7pbRTXno2DiPCtiMuQooM655af%2F3dII%3D&reserved=0);
10. [Risk Assessment Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Frisk-assessment-policy-procedure.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970123915%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=%2BRRGD%2FTHqBB%2BhPkRIUWR8pZiklz28nTjCN3GNUPgka8%3D&reserved=0);
11. [Vulnerability Scanning Procedure](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fvulnerablity-scanning-procedure.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970129477%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=c63Q99w%2FWUQEGpQDy2%2F4de%2FfHIkoBZQcCxHV35tEe3o%3D&reserved=0);
12. [Security Assessment and Authorization Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2FSecurityAssessmentAuthorizationPolicy.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970134929%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=y%2B%2FjYO7VZ8CIhLCYfg9MrwbCKGBtM1W1OAucXGxJq3M%3D&reserved=0);
13. [System and Information Integrity Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fsystem-information-integrity-policy.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970140589%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=1goKODVXfMacBxyhOFaijmY%2Fw%2BiiYcIcnk7kz9TWQyg%3D&reserved=0); and
14. [Configuration Management Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fconfiguration-management-policy.pdf&data=05%7C02%7CJordan.L.Dean%40maine.gov%7C77e9e2a88f7a479bcd9a08dc5a27fb1f%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638484374970146211%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=NoUv4MCXfOX%2BolyH9gToTfsRyaWpYhjpNAbmhmQO5Ik%3D&reserved=0).

Achieve the NIST 800-53 Rev 5 for the remaining security and privacy control families to a security baseline appropriate to the impact level of the data as determined by the agency.

Physical and Environmental Protection;

Awareness and Training;

Planning;

Audit and Accountability;

Assessment, Authorization, and Monitoring;

Personnel Security;

PII Processing and Transparency;

Contingency Planning;

Identification and Authentication;

Incident Response;

System and Communications Protection;

Maintenance.

1. Store all data within the Continental United States.
2. Ensure data entered in the DCS is stored on encrypted disks at rest and encrypted in transit using Secure Sockets Layer (SSL) protocol.
3. Ensure the capability to restore data completely to its status at the time of the last backup, with a minimum required Recovery Point Objective of twenty-four (24) hours (i.e., maximum data loss cannot exceed twenty-four (24) hours).
4. Ensure a Recovery Time Objective of twenty-four (24) hours (i.e., maximum time to recover the system cannot exceed twenty-four (24) hours).
5. Limit the number of planned outages (system availability) during the business week to one (1) time per month. Downtime for routine maintenance must be pre-approved by the Department in writing.
6. Maintain an availability metric of ninety-nine-point five percent (99.5%) of uptime in a calendar month, as measured by the number of actual hours available as a percentage of total hours.
7. Performance Metrics: Under Ethernet-connectivity to the client device, lookup queries must return in less than three (3) seconds, and data-modification transactions must return in five (5) seconds.
8. Active Directory Single Sign-On for all Department users.
9. Work with the current vendor to:
   1. Ensure a smooth transition such that there is no (or negligible) interruption in service; and
   2. Transfer three (3) years of data collected by the current vendor into the new system.
10. Provide the Department with raw data in a format specified by the Department, upon the request of the Department, and at no additional charge. This includes providing all Department-requested data at or before the end of the agreement in a format specified by the Department (currently XML).

# **Reports**

* 1. Track and record all data/information necessary to complete the required reports listed in **Table 1**:

|  |  |  |
| --- | --- | --- |
| **Table 1 – Required Reports** | | |
| **Name of Report** | | **Description** |
| **a.** | Request Changes | Report the content of requested changes from other users of the DCS. |
| **b.** | Technical Assistance | Report the number of hours of technical assistance provided to users of the DCS. |

# Submit all the required reports to the Department in accordance with the timelines established in **Table 2**:

|  |  |  |  |
| --- | --- | --- | --- |
| **Table 2 – Required Reports Timelines** | | | |
| **Name of Report** | | **Period Captured by Report** | **Due Date** |
| **a.** | Request Changes | Each quarter | Thirty (30) days after the end of each quarter |
| **b.** | Technical Assistance | Each quarter | Thirty (30) days after the end of each quarter |

**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 L** (Submitted Questions Form) for submission of questions. If used, the form is to be submitted as a WORD document.
      2. Questions must be submitted, by e-mail, and received by the RFP Coordinator identified on the cover page of the RFP as soon as possible but no later than the date and time specified on the RFP cover page.
      3. The RFP Number and Title must be included in the subject line of the e-mail containing the submitted questions. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.
   2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date: [Office of State Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.
2. **Amendments**

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

1. **Proposal Submission**
   1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
      1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
   2. **Delivery Instructions:** E-mail proposal submissions must be submitted to the Office of State Procurement Services at [Proposals@maine.gov](mailto:Proposals@maine.gov).
      1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
         1. Proposal submission e-mails that are successfully received by the [proposals@maine.gov](mailto:proposals@maine.gov) inbox will receive an automatic reply stating as such.
      2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
      3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Bidder should check with their Information Technology team to ensure that the proposal submission will not be encrypted due to any security settings.
      4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
   3. **Submission Format:**
      1. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202409164 Proposal Submission – [Bidder’s Name]”**
      2. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:

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

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

**Appendix B** (Responsible Bidder Certification)

**Appendix C** (Eligibility to Submit a Bid)

All required eligibility documentation stated in PART IV, Section I.

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

*PDF format preferred*

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

**Appendix E** (Subcontractor Form), if applicable

**Appendix F** (Litigation Form)

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

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

*PDF format preferred*

**Appendix G** (Response to Proposed Services)

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

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

*Excel format preferred*

**Appendix H** (Cost Proposal)

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

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

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

Bidder proposals must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department, and its evaluation team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing 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. Bidders must include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

**Proposal Format and Contents**

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

* 1. **Proposal Cover Page**

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

* 1. **Responsible Bidder Certification**

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

* 1. **Eligibility Requirements**

Bidders must provide documentation to demonstrate meeting eligibility requirements stated in PART I, C. of the RFP. This documentation includes:

1. **Appendix C** (Eligibility to Submit a Bid)

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

* 1. **Overview of the Organization**

Bidders must complete **Appendix D** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three (3) examples of projects within the last five (5) years, which demonstrate their experience and expertise in performing these services, as well as highlighting the Bidder’s stated qualifications and skills.

* 1. **Subcontractor**

If subcontractors are to be used, including consultants, Bidders must complete **Appendix E** (Subcontractor Form) providing a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

Bidders must provide an enterprise-wide organization chart showing officers, major organization components, and the project team proposed to meet the requirements of this RFP. This chart must indicate to whom the project team reports. Note: individual project team positions are to be identified in the job description and staffing plan requirements of **Appendix G** (Response to Proposed Services).

* 1. **Litigation**

Bidders must complete **Appendix F** (Litigation Form) providing a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome. If no litigation has occurred, write “none” on **Appendix F** (Litigation Form).

* 1. **Financial Viability**

Bidders must provide the following information for each of the past three (3) tax years:

* + 1. Balance Sheets
    2. Income (Profit/Loss) Statements
  1. **Certificate of Insurance**

Bidders must provide a valid 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.

The awarded Bidders certificate of insurance shall include applicable liability to support compliance of the Department’s IT Service Contract (IT-SC).

|  |  |
| --- | --- |
| **Required Attachments Related to Organization Qualifications and Experience** | |
| **Attachment #:** | **Attachment Name:** |
| One (1) | Qualifications and Experience Form |
| Two (2) | Subcontractor Form |
| Three (3) | Organizational Chart |
| Four (4) | Litigation |
| Five (5) | Financial Viability |
| Six (6) | Certificate of Insurance |

Attachments 1 – 6 must be included in numerical order, as part of File 2, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 1 – 6 will be reviewed and evaluated by the Department’s evaluation team under the Organization Qualifications and Experience section of this RFP.

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

1. Bidder must complete **Appendix G** (Response to Proposed Services) by providing a detailed response to the requirements outlined in this RFP.

|  |  |
| --- | --- |
| **Required Attachments Related to Proposed Services** | |
| **Attachment #:** | **Attachment Name:** |
| Seven (7) | Job Descriptions |
| Eight (8) | Staffing Plan |
| Nine (9) | Implementation - Work Plan |

Attachments 7 – 9 must be included in numerical order, as part of File 3, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 7 – 9 will be reviewed and evaluated by the Department’s evaluation team under the Proposed Services section of this RFP.

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

* 1. **General Instructions**
     1. Bidders must submit a cost proposal that covers the period starting 4/1/2025 and ending on 3/31/2033.
     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 H** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in disqualification or reduction in scoring of the cost proposal, at the discretion of the Department.

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

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

|  |  |  |
| --- | --- | --- |
| **Section I.** | **Preliminary Information**  Proposal materials to be evaluated in this section: all elements addressed in Part IV, Section I of the RFP. | **No Points – Eligibility Requirements** |
| **Section II.** | **Organization Qualifications and Experience** Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section II of the RFP. | **35 points** |
| **Section III.** | **Proposed Services**  Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section III of the RFP. | **40 points** |
| **Section IV.** | **Cost Proposal**  Proposal materials to be evaluated in this section:all elements addressed above in Part IV, Section IV of the RFP. | **25 points** |

* 1. **Scoring Process:** The evaluation and scoring of proposals will be conducted using a staged approach.  Proposals will be required to meet or exceed the stated minimum scoring requirements of the stage in which the proposal is being evaluated to move onto the next stage of evaluation. Any proposal not meeting the stated minimum scoring requirements of a stage will be ineligible for award consideration and, at that point, be removed from the evaluation process.

**Stage One - Eligibility:** Proposals must meet the requirements of Part I, C. “Eligibility to Submit a Bid.”  The Bidder must complete **Appendix C** (Eligibility to Submit a Bid). Proposals which do not include **Appendix C** or do not meet Part I, C. “Eligibility to Submit a Bid” requirements will be ineligible for award consideration.  Proposals meeting the eligibility requirements will move on to Stage Two of the evaluation and scoring process.

**Stage Two – Organization Qualifications and Experience:** Proposals meeting the eligibility requirements in Stage One will move on to be evaluated for Part IV, Section II “Organization Qualifications and Experience” and will be scored by the evaluation team using the consensus approach. Members of the evaluation team will not score this section individually but, instead, arrive at a consensus as to assignment of points for this section.  Proposals will be able to earn up to a maximum of **35** points for this section with the minimum score of **21** being required for a proposal to move onto Stage Three.

**Stage Three –Proposed Services:** Proposals with a score of **21** or higher in Stage Two will move on to be evaluated for Part IV, Section III “Proposed Services” and will be scored by the evaluation team using the consensus approach.  Members of the evaluation team will not score this section individually but, instead, arrive at a consensus as to assignment of points for this section.  Proposals will be able to earn up to a maximum of **40** points for this section with the minimum score of **24** being required for a proposal to move onto Stage Four.

**Stage Four - Demonstrations**: Proposals with a score of **24** or higher in Stage Three will move on to provide a demonstration to the evaluation team. The RFP Coordinator will contact Bidders who meet the minimum scoring requirement in Stages Two and Three to request, at their own expense, a webinar demonstration and to arrange the details of the demonstration. Demonstrations will be limited to ninety (90) minutes and will include a demonstration of the solutions functions and will allow for the evaluation team to ask questions and receive answers. Demonstrations are anticipated to occur the week of December 9, 2024 between 8:00 a.m. and 4:00 p.m. EST.

Members of the evaluation team will arrive at a consensus regarding the degree to which the proposed solution meets the requirements of this RFP. Based on this consensus, the post-demonstration scores may be adjusted (upward or downward) based on the demonstrations and according to the scoring weights described in Part V, B. of the RFP. Proposals that maintain the minimum score of **24** points outline in Stage Three, will move onto Stage Five.

**Stage Five - Cost Proposal:** Proposals which maintain the minimum score of **24** points outlined in Part IV, Section III “Proposed Services” after Stage Four Demonstrations will move on to be evaluated for PART IV, Section IV. Cost Proposal. The total cost proposed for conducting all the functions specified in this RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded **25** points. Proposals with higher bid values will be awarded fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted cost proposal / Cost of proposal being scored) x 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 State of Maine [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" \o "IT Service Contract (IT-SC) )with appropriate riders as determined by the issuing department. Bidders shall carefully review the IT-SC. The IT-SC includes **Appendix K** 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 [Office of State Procurement Services Forms](https://www.maine.gov/dafs/bbm/procurementservices/forms) page.

Forms and contract documents commonly used by the Department can be found on the Department’s [Division of Contract Management website](https://www.maine.gov/dhhs/about/financial-management/contract-management).

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

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

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

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

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

* 1. Payments and Other Provisions

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

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

**Appendix A** – Proposal Cover Page

**Appendix B** – Responsible Bidder Certification

**Appendix C** – Eligibility to Submit a Bid

**Appendix D** – Qualifications and Experience Form

**Appendix E** – Subcontractor Form

**Appendix F** – Litigation Form

**Appendix G** – Response to Proposed Services

**Appendix H** – Cost Proposal

**Appendix I** – Help Me Grow Fidelity Model

**Appendix J** – Help Me Grow Fidelity Requirements

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

**Appendix L** – Submitted Questions Form

**APPENDIX A**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

**PROPOSAL COVER PAGE**

**RFP# 202409164**

**Help Me Grow Data Collection System**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Bidder’s Organization Name:** | |  | | | | |
| **Vendor Customer Code**  (for current State of Maine vendors)**:** | | | | | VC | |
| **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:** | |  |
| **Street Address:** | |  | | | | |
| **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 Health and Human Services**

*Office of Child and Family Services*

**DEBARMENT, PERFORMANCE, and NON-COLLUSION CERTIFICATION**

**RFP# 202409164**

**Help Me Grow Data Collection System**

|  |  |
| --- | --- |
| **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 Health and Human Services**

*Office of Child and Family Services*

## ELIGIBILITY TO SUBMIT A BID

## RFP# 202409164

**Help Me Grow Data Collection System**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Bidder’s Organization Name:** | | | |  |
| **Eligibility Certification**  **Bidders who currently provide a Data Collection System (DCS) to an HMG affiliate within the Continental United States and whose system meets or exceeds HMG fidelity reporting and service requirements are invited to submit bids.** | | | | |
| 1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.   Provide a detailed description: | | | | Yes or  No |
|  | | | | |
| 1. Does the Bidder’s DCS meet or exceed HMG fidelity reporting and service requirement?   Provide a detailed description: | | | | Yes or  No |
|  | | | | |
| 1. Provide each Agency’s name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution. Bidders may add additional Agency’s as needed. | | | | |
|  | **HMG Affiliate Agency Name:** |  | | |
| **Contact Information (including phone number and email address):** | | | |
|  | | | |
| **Years fully implemented/in operation:** | |  | |
| **Length of time to implement:** |  | | |
|  |  | |  | |
|  | **HMG Affiliate Agency Name:** |  | | |
|  | **Contact Information (including phone number and email address):** | | | |
|  |  | | | |
|  | **Years fully implemented/in operation:** | |  | |
|  | **Length of time to implement:** |  | | |

**APPENDIX D**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202409164**

**Help Me Grow Data Collection System**

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

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

|  |
| --- |
| **Provide a description of three (3) projects that occurred within the past five (5) years which reflect experience and expertise needed in performing the functions described in Part II – Scope of Services to be Provided of the RFP. Contract history with the State of Maine, whether positive or negative, may be considered in evaluating proposals even if not provided by the Bidder.** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project One** | | | | |
| **Business Reference Name:** | |  | | |
| **Reference Contact Person:** | |  | | |
| **Telephone:** | |  | | |
| **E-Mail:** | |  | | |
| **Description of Project** | | | | |
| **Project Start Date** |  | | **Project End Date** |  |
|  | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Two** | | | | |
| **Business Reference Name:** | |  | | |
| **Reference Contact Person:** | |  | | |
| **Telephone:** | |  | | |
| **E-Mail:** | |  | | |
| **Description of Project** | | | | |
| **Project Start Date** |  | | **Project End Date** |  |
|  | | | | |

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| --- | --- | --- | --- | --- |
| **Project Three** | | | | |
| **Business Reference Name:** | |  | | |
| **Reference Contact Person:** | |  | | |
| **Telephone:** | |  | | |
| **E-Mail:** | |  | | |
| **Description of Project** | | | | |
| **Project Start Date** |  | | **Project End Date** |  |
|  | | | | |

**APPENDIX E**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

## SUBCONTRACTOR FORM

**RFP# 202409164**

**Help Me Grow Data Collection System**

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

|  |
| --- |
| **If subcontractors, including consultants, are to be used, provide each individual subcontractor’s business or consultant’s name, contact person, address, phone number, and a brief description of the subcontractor’s organizational or consultant’s capacity and qualifications. Bidders may add additional Subcontractors/Consultants as needed.** |

|  |  |
| --- | --- |
| **Subcontractor/Consultant** | |
| **Subcontractor Business or Consultant’s Name:** |  |
| **Contact Person:** |  |
| **Address:** |  |
| **Phone Number:** |  |
| **E-Mail:** |  |
| **Subcontractor/consultant organizational capacity and qualifications** | |
|  | |

|  |  |
| --- | --- |
| **Subcontractor/Consultant** | |
| **Subcontractor Business or Consultant’s Name:** |  |
| **Contact Person:** |  |
| **Address:** |  |
| **Phone Number:** |  |
| **E-Mail:** |  |
| **Subcontractor/consultant organizational capacity and qualifications** | |
|  | |

**APPENDIX F**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

## LITIGATION FORM

**RFP# 202409164**

**Help Me Grow Data Collection System**

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

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

|  |  |
| --- | --- |
|  | |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |
|  | |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |
|  | |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |

**APPENDIX G**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

## RESPONSE TO PROPOSED SERVICES

**RFP# 202409164**

**Help Me Grow Data Collection System**

**The response to proposed services form may be obtained in a Word (.docx) format by double clicking on the document icon below.**

****

**APPENDIX H**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

**COST PROPOSAL**

**RFP# 202409164**

**Help Me Grow Data Collection System**

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

Bidders must submit a cost proposal that includes the cost necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.

The Total Cost on Tab 1, Schedule 1 will be used to score the cost proposal as defined in Part V, B. Stage Five of the RFP.

**The Budget Form may be obtained in an Excel (.xlsx) format by double clicking on the document icon below.**

****

**APPENDIX I**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

**HELP ME GROW FIDELITY MODEL**

**RFP# 202409164**

**Help Me Grow Data Collection System**



**APPENDIX J**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

**HELP ME GROW FIDELITY REQUIREMENTS**

**RFP# 202409164**

**Help Me Grow Data Collection System**



**APPENDIX K**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

**CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT**

**RFP# 202409164**

**Help Me Grow Data Collection System**

**The Confidentiality and Non-Disclosure Agreement may be obtained in a Word (.docx) format by double clicking on the document icon below.**

****

**APPENDIX L**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

**SUBMITTED QUESTIONS FORM**

**RFP# 202409164**

**Help Me Grow Data Collection System**

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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