

**State of Maine**  
**Master Score Sheet**

RFP# 202409164						
Help Me Grow Data Collection System						
Bidder Name:		Aunt Bertha dba Findhelp	Digable Inc.	Geocko, Inc dba FORWARD	KJMB Solutions	
Proposed Cost:		\$1,413,527.00	\$ 520,896.00	\$499,500.00	214,400.00	
Scoring Sections		Points Available				
Section I: Preliminary Information		Pass/Fail	Pass	Pass	Fail	Pass
Section II: Organization Qualifications and Experience		35.00	25.00	21.00	N/A	21.00
Section III: Proposed Services		40.00	24.00	20.00	N/A	30.00
Section IV: Cost Proposal		25.00	3.79	10.29	N/A	25.00
<b>TOTAL</b>		<b><u>100.00</u></b>	<b><u>52.79</u></b>	<b><u>51.29</u></b>	N/A	<b><u>76.00</u></b>

Janet T. Mills  
Governor

Jeanne M. Lambrew, Ph.D.  
Commissioner



Maine Department of Health and Human Services  
Division of Contract Management  
11 State House Station  
109 Capitol Street  
Augusta, Maine 04333-0011  
Tel.: (207) 287-3707; Fax: (207) 287-5031  
TTY: Dial 711 (Maine Relay)

**Award Justification Statement**  
**RFP# 202409164**  
**Help Me Grow Data Collection System**

**I. Summary**

Through RFP# 202409164 Help Me Grow Data Collection System, the Department sought proposals for a configurable COTS-SaaS Data Collection System (DCS) to support Help Me Grow (HMG) Maine services. Four Bidders responded to the RFP:

Aunt Bertha, a Public Benefit Corporation dba Findhelp  
Digable, Inc.  
Gecko, Inc. dba FORWARD  
KJMB Solutions, Inc.

Through the evaluation process, KJMB Solutions, Inc. received the highest score and was determined to provide the best value to the State of Maine.

**II. Eligibility and Evaluation Process**

An Evaluation Team, composed of five State employees, verified the Bidders' eligibility requirements and applied the consensus method in scoring the Bidders' Qualifications & Experience and Proposed Services, which included a demonstration of the proposed DCS capabilities. Scores for the Cost Proposals were assigned using a mathematical formula.

**III. Qualifications & Experience of Conditional Awardee**

KJMB Solutions, Inc. offered an accomplished, experience-laden portfolio demonstrating the ability to deliver a configurable COTS-SaaS DCS and successfully perform under the prospective contract.

**IV. Proposed Services by Conditional Awardee**

KJMB Solutions, Inc. provided a well-rounded response outlining an understanding of, and ability to meet, programmatic requirements of the RFP. Additionally, KJMB Solutions, Inc. demonstrated the means and skills necessary to meet the RFP's performance requirements through its project teams' competencies, subject matter expertise, and background.

**V. Cost Proposal**

KJMB Solutions, Inc. provided an initial-period-of-performance cost of \$214,400.00.

**V. Conclusion**

Out of 100 possible points, the Evaluation Team awarded KJMB Solutions, Inc. a score of 76.00. The strength of KJMB Solutions, Inc.'s proposal outweighed the other Bidders through its qualifications and experience and the services and cost it proposed. The Evaluation Team determined that the proposal submitted by KJMB Solutions, Inc. represents the best value to the State of Maine.

Janet T. Mills  
Governor

Sara Gagné-Holmes  
Commissioner



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Jan-06-2025

Via Electronic Mail: [hzuckerwisechoi@findhelp.com](mailto:hzuckerwisechoi@findhelp.com)

Aunt Bertha, a Public Benefit Corporation  
Doing business as Findhelp  
Heather Zuckerwise-Choi  
3429 Executive Center Drive  
Austin, TX 78731

SUBJECT: Notice of Conditional Contract Award under RFP #202409164 Help Me Grow Data Collection System

Dear Ms. Zuckerwise-Choi,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office of Child and Family Services for a Help Me Grow Data Collection System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

- KJMB Solutions, Inc.

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

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

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract.

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

Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

*Bobbi Johnson*

121E262DB45B4A5

**Bobbi Johnson**

Director

Office of Child and Family Services

DocuSigned by:

*Debra Downer*

5DC6307B8558482

**Debra Downer**

Deputy Director for Competitive Procurement

Division of Contract Management

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TTY: Dial 711 (Maine Relay)

Jan-06-2025

Via Electronic Mail: [jeremy.ames@everythingdigable.com](mailto:jeremy.ames@everythingdigable.com)

Digable, Inc.  
Jeremy Ames  
494 Bridgeport Ave #169  
Shelton, CT 06484

SUBJECT: Notice of Conditional Contract Award under RFP #202409164 Help Me Grow Data Collection System

Dear Mr. Ames,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office of Child and Family Services for a Help Me Grow Data Collection System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Sincerely,

DocuSigned by:

*Bobbi Johnson*

Bobbi Johnson

Director

Office of Child and Family Services

DocuSigned by:

*Debra Downer*

Debra Downer

Deputy Director for Competitive Procurement

Division of Contract Management

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Jan-06-2025

Via Electronic Mail: [bids@forwardplatform.com](mailto:bids@forwardplatform.com)

Geocko, Inc. dba FORWARD  
Jody Immink, Senior Proposal Manager  
PO Box 12242  
Seattle, WA 98102

SUBJECT: Notice of Conditional Contract Award under RFP #202409164 Help Me Grow Data Collection System

Dear Ms. Immink,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office of Child and Family Services for a Help Me Grow Data Collection System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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DocuSigned by:

*Bobbi Johnson*

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Bobbi Johnson

Director

Office of Child and Family Services

DocuSigned by:

*Debra Downer*

5DC6307B3558482  
Debra Downer

Deputy Director for Competitive Procurement

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TTY: Dial 711 (Maine Relay)

Jan-06-2025

Via Electronic Mail: [jeremy@kjmbolutions.com](mailto:jeremy@kjmbolutions.com)

KJBM Solutions, Inc.  
Jeremy Sutka, CEO  
3001 S Hardin Blvd Ste 110-331  
McKinney, TX 75070

SUBJECT: Notice of Conditional Contract Award under RFP #202409164 Help Me Grow Data Collection System

Dear Mr. Sutka,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office of Child and Family Services for a Help Me Grow Data Collection System. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Thank you for your interest in doing business with the State of Maine.

Sincerely,  
DocuSigned by:



124E262DB45B4A5

Bobbi Johnson

Director

Office of Child and Family Services

DocuSigned by:



51C6207B3658482

Debra Downer

Deputy Director for Competitive Procurement

Division of Contract Management

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER:** Aunt Bertha DBA Findhelp

**DATE:** November 8, 14, & 21, and December 20, 2024

**SUMMARY PAGE**

**Department Name:** Health and Human Services

**Name of RFP Coordinator:** Stacy Martin

**Names of Evaluators:** Daniel Dresser, Maryanne Livingstone, Katherine Russum, Kelly Waters, and Michael Rodriguez

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<b><u>Pass/Fail Criteria</u></b>	<b><u>Pass</u></b>	<b><u>Fail</u></b>
Section I. Preliminary Information (Eligibility)	<b>X</b>	
<b><u>Scoring Sections</u></b>	<b><u>Points Available</u></b>	<b><u>Points Awarded</u></b>
Section II. Organization Qualifications and Experience	<b>35.00</b>	<b>25.00</b>
Section III. Proposed Services	<b>40.00</b>	<b>24.00</b>
Section IV. Cost Proposal	<b>25.00</b>	<b>3.79</b>
<b><u>Total Points</u></b>	<b><u>100.00</u></b>	<b><u>52.79</u></b>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER:** Aunt Bertha DBA Findhelp

**DATE:** November 8, 14, & 21, and December 20, 2024

**OVERVIEW OF SECTION I  
Preliminary Information**

<b>Stage One - Eligibility</b>
Section I. Preliminary Information

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**Evaluation Team Comments:**

Demonstrated providing a current Data Collection System (DCS) to a Help Me Grow (HMG) affiliate within the Continental United States, which meets or exceeds HMG fidelity reporting and service requirements.

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER:** Aunt Bertha DBA Findhelp

**DATE:** November 8, 14, & 21, and December 20, 2024

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

<b>Stage Two - Organization Qualifications and Experience</b>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	<b>35.00</b>	<b>25.00</b>

**Evaluation Team Comments:**

<b>Part IV. Section II. Organizational Qualification and Experience</b>
<b>1. Overview of the Organization</b>
<ul style="list-style-type: none"> <li>• In business 14 years and has more than 650 customers</li> <li>• States it has assisted more than 50 million Americans to connect to free and low-cost social care resources (including 175,000 Mainers)</li> <li>• Offers: configurable, automated workflows, standardized client intake, referral network development/maintenance, staff-facing search and referral, community-facing search and referral, integration with EHRs and other platforms, and comprehensive data analytics (dashboards, raw SQL data)</li> <li>• Existing relationships with Maine healthcare systems</li> <li>• Has completed assessment of work needed for API integration with iCarol system</li> <li>• Currently works with 211 Maine</li> <li>• Cites high ratings/reviews/rankings, e.g., 96% customer retention rate</li> <li>• Provided three projects, with two directly related to RFP and one related to a visitation program</li> </ul>
<b>2. Subcontractors</b>
<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"> <li>• Provided, but did not indicate project team</li> </ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"> <li>• Limited response noting that it has/had no litigation related to bankruptcy, legal/regulatory action, performance, contracts terminated for cause, or failure to sign a contract</li> </ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"> <li>• Total operating expenses are greater than gross profit</li> <li>• Gross profit has grown 246% from 2021 to 2023 (expenses increased 173%)</li> </ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"> <li>• Provided, indicating professional liability and cyber security</li> </ul>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER:** Aunt Bertha DBA Findhelp

**DATE:** November 8, 14, & 21, and December 20, 2024

**EVALUATION OF SECTION III  
Proposed Services**

Stage Three - Proposed Services	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	<b>40.00</b>	<b>24.00</b>

**Evaluation Team Comments:**

Part IV, Section III Proposed Services
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>• Meet requirement</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>• Standard DCS does not meet requirements for barriers/gaps, notes field, and ASQ but states it could configure system to meet these requirements</li> <li>• Did not address input and management of family intake and inquiry</li> <li>• Has eFax and text capability, including in a help-seeker’s preferred language</li> <li>• Standard DCS meets requirements for connections made, screening scores, referral reporting, demographic reporting, and data dashboard support</li> <li>• Standard DCS does not meet requirements for time to connect, time case is open, concerns reporting, disabilities reporting, barriers/gaps, follow-up reports, care coordination, close loop communication, call response reports, and fidelity assessment reporting, but states it could configure system to meet these requirements</li> <li>• Did not address an API with ASQ online</li> <li>• Active 211 HSIS license which allows for the use of 211 taxonomy in directory mapping</li> <li>• Response offers a variety of service possibilities but no detailed descriptions/solutions</li> <li>• Technical support delivered in four ways:               <ul style="list-style-type: none"> <li>➤ Live Module Support Team (8am-7pm EST)</li> <li>➤ Customer Success Manager (Geoff Gamm and Lisa Bond 9am – 5pm and will respond within two business days)</li> <li>➤ Help Desk Team via ticketing system (can be accessed online and response time is two business days)</li> <li>➤ Self-service support via online portal (24/7/365)</li> </ul> </li> <li>• Proposed emergency support (24/7/365)</li> </ul>
<b>C. Technology Requirements</b>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER:** Aunt Bertha DBA Findhelp

**DATE:** November 8, 14, & 21, and December 20, 2024

- Will update to State standards during contract implementation a compliance crosswalk document through Findhelp, which is HITRUST certified and has an Information Security Team
- Recovery Point Objective of one hour
- Recovery Time Objective of 15 minutes
- Planned maintenance is conducted during non-business hours, resulting in minimal program downtime
- 99.9 percent uptime
- Look up queries and data modification transactions returned in less than two seconds
- Did not address XML format for Department-requested raw data

**D. Reports**

- Met requirement

**2. Staffing**

- Met requirement

**3. Implementation - Work Plan**

- Met requirement

**Stage Four - Demonstrations**

- Limited collection of participant and intake data
- Focused on identification of and connection to resources
- Demonstrated features beyond those required in RFP (robust reports presentation layer, offer intake management tools for community-based organizations)
- Texting easily integrated, though no translation or WhatsApp capability

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER:** Aunt Bertha DBA Findhelp

**DATE:** November 8, 14, & 21, and December 20, 2024

**EVALUATION OF SECTION IV  
Cost Proposal**

<b>Stage Five - Cost Proposal</b>						
Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
<b>214,400.00</b>	÷	<b>1,413,527.00</b>	x	<b>25.00 points</b>	=	<b>3.79</b>



**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164  
**RFP TITLE:** Help Me Grow Data Collection System  
**BIDDER:** Digable Inc  
**DATE:** November 8, 14, & 21, 2024

**SUMMARY PAGE**

**Department Name:** Health and Human Services  
**Name of RFP Coordinator:** Stacy Martin  
**Names of Evaluators:** Daniel Dresser, Maryanne Livingstone, Katherine Russum, Kelly Waters, and Michael Rodriguez

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<b><u>Pass/Fail Criteria</u></b>	<b><u>Pass</u></b>	<b><u>Fail</u></b>
Section I. Preliminary Information (Eligibility)	<b>X</b>	
<b><u>Scoring Sections</u></b>	<b><u>Points Available</u></b>	<b><u>Points Awarded</u></b>
Section II. Organization Qualifications and Experience	<b>35.00</b>	<b>21.00</b>
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<b><u>Total Points</u></b>	<b><u>100.00</u></b>	<b><u>51.29</u></b>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164  
**RFP TITLE:** Help Me Grow Data Collection System  
**BIDDER:** Digable Inc  
**DATE:** November 8, 14, & 21, 2024

**OVERVIEW OF SECTION I  
Preliminary Information**

<b>Stage One - Eligibility</b>
Section I. Preliminary Information

---

**Evaluation Team Comments:**

Demonstrated providing a current Data Collection System (DCS) to a Help Me Grow (HMG) affiliate within the Continental United States, which meets or exceeds HMG fidelity reporting and service requirements.

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164  
**RFP TITLE:** Help Me Grow Data Collection System  
**BIDDER:** Digable Inc  
**DATE:** November 8, 14, & 21, 2024

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

<b>Stage Two - Organization Qualifications and Experience</b>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	<b>35.00</b>	<b>21.00</b>

**Evaluation Team Comments:**

<b>Part IV. Section II. Organizational Qualification and Experience</b>
<b>1. Overview of the Organization</b>
<ul style="list-style-type: none"> <li>• In business since 2015</li> <li>• Response focused on FINDconnect features/capability, offering no description of organizational or personnel experience, with exception of noting that other HMG sites have worked with Bidder's FINDconnect to incorporate fidelity and reporting metrics</li> <li>• Provided three projects, all Help Me Grow-related but no detail offered</li> </ul>
<b>2. Subcontractors</b>
<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"> <li>• Provided, but did not indicate project team</li> </ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"> <li>• None indicated</li> </ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"> <li>• Provided only 2024</li> </ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"> <li>• Provided, with no professional liability indicated</li> </ul>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164  
**RFP TITLE:** Help Me Grow Data Collection System  
**BIDDER:** Digable Inc  
**DATE:** November 8, 14, & 21, 2024

**EVALUATION OF SECTION III  
Proposed Services**

Stage Three - Proposed Services	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	<b>40.00</b>	<b>20.00</b>

**Evaluation Team Comments:**

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> <li>Did not address meeting 90-day time frame for implementation nor business hours</li> </ul>
B. Data Collection System (DCS) Requirements
<ul style="list-style-type: none"> <li>Proposed DCS does not meet requirements for care coordination, referral/screening letters, faxes, texting, or iCarol interface but stated it could configure system to meet these requirements</li> <li>Does not offer developmental screenings completed utilizing Application Programming Interface (API) with ASQ online and iCarol</li> <li>Offered no detail on the data/functions capability of its DCS</li> <li>Does not have API with iCarol but states it can configure its system to meet requirement</li> <li>Did not provide a process or methodology for ongoing support or technical assistance</li> </ul>
C. Technology Requirements
<ul style="list-style-type: none"> <li>Did not acknowledge compliance with State IT policies/standards</li> <li>Replied “Yes”, but no other details offered for:               <ul style="list-style-type: none"> <li>NIST 800-53 Rev 5 requirements</li> <li>Storing data in the Continental US</li> <li>Storing data on encrypted disks at rest and encrypted in transit using SSL protocol</li> <li>Restoring data completely to its status at time of last back up with a minimum RPO of 24 hours</li> <li>RTO of 24 hours</li> <li>Limiting planned outages during the business week to 1 time per month</li> <li>Maintaining an availability metric of 99.5% uptime in a calendar month</li> <li>Required Performance Metrics</li> </ul> </li> </ul>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER:** Digable Inc

**DATE:** November 8, 14, & 21, 2024

<ul style="list-style-type: none"><li>○ Working with the current vendor for smooth transition and transfer of 3 years data</li><li>● Does not offer Active Directory Single Sign-On</li><li>● Provides raw data in CSV format</li></ul>
<b>D. Reports</b>
<ul style="list-style-type: none"><li>● Met requirement</li></ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"><li>● Job descriptions do not include minimum qualifications</li></ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"><li>● Met requirement</li></ul>
<b>Stage Four - Demonstrations</b>
<ul style="list-style-type: none"><li>● As the Bidder did not meet the required minimum score of 24 for Stage Three, the Bidder was not invited to provide a demonstration of the proposed DCS.</li></ul>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164  
**RFP TITLE:** Help Me Grow Data Collection System  
**BIDDER:** Digable Inc  
**DATE:** November 8, 14, & 21, 2024

**EVALUATION OF SECTION IV  
Cost Proposal**

<b>Stage Five - Cost Proposal</b>						
Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
<b>214,400.00</b>	÷	<b>520,896.00</b>	x	<b>25.00 points</b>	=	<b>10.29</b>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164  
**RFP TITLE:** Help Me Grow Data Collection System  
**BIDDER:** Geocko, Inc dba FORWARD  
**DATE:** November 8, 2024

**SUMMARY PAGE**

**Department Name:** Health and Human Services  
**Name of RFP Coordinator:** Stacy Martin  
**Names of Evaluators:** Daniel Dresser, Maryanne Livingstone, Katherine Russum, Kelly Waters, and Michael Rodriguez

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<b><u>Pass/Fail Criteria</u></b>	<b><u>Pass</u></b>	<b><u>Fail</u></b>
Section I. Preliminary Information (Eligibility)		<b>X</b>
<b><u>Scoring Sections</u></b>	<b><u>Points Available</u></b>	<b><u>Points Awarded</u></b>
Section II. Organization Qualifications and Experience	<b>35.00</b>	<b>N/A</b>
Section III. Proposed Services	<b>40.00</b>	<b>N/A</b>
Section IV. Cost Proposal	<b>25.00</b>	<b>N/A</b>
<b><u>Total Points</u></b>	<b><u>100.00</u></b>	<b><u>N/A</u></b>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER:** Geocko, Inc dba FORWARD

**DATE:** November 8, 2024

**OVERVIEW OF SECTION I  
Preliminary Information**

<b>Stage One - Eligibility</b>
Section I. Preliminary Information - Eligibility

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**Evaluation Team Comments:**

The Bidder marked “No” to currently providing a Data Collection System (DCS) to a Help Me Grow (HMG) affiliate in the Continental United States. Therefore, the Bidder is disqualified from further evaluation.



**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164  
**RFP TITLE:** Help Me Grow Data Collection System  
**BIDDER:** KJMB Solutions  
**DATE:** November 8, 14, & 21, and December 20 , 2024

**SUMMARY PAGE**

**Department Name:** Health and Human Services  
**Name of RFP Coordinator:** Stacy Martin  
**Names of Evaluators:** Daniel Dresser, Maryanne Livingstone, Katherine Russum, Kelly Waters, and Michael Rodriguez

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<b><u>Pass/Fail Criteria</u></b>	<b><u>Pass</u></b>	<b><u>Fail</u></b>
Section I. Preliminary Information (Eligibility)	<b>X</b>	
<b><u>Scoring Sections</u></b>	<b><u>Points Available</u></b>	<b><u>Points Awarded</u></b>
Section II. Organization Qualifications and Experience	<b>35.00</b>	<b>21.00</b>
Section III. Proposed Services	<b>40.00</b>	<b>30.00</b>
Section IV. Cost Proposal	<b>25.00</b>	<b>25.00</b>
<b><u>Total Points</u></b>	<b><u>100.00</u></b>	<b><u>76.00</u></b>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER:** KJMB Solutions

**DATE:** November 8, 14, & 21, and December 20 , 2024

**OVERVIEW OF SECTION I  
Preliminary Information**

<b>Stage One - Eligibility</b>
Section I. Preliminary Information

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**Evaluation Team Comments:**

Demonstrated providing a current Data Collection System (DCS) to a Help Me Grow (HMG) affiliate within the Continental United States, which meets or exceeds HMG fidelity reporting and service requirements.

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER:** KJMB Solutions

**DATE:** November 8, 14, & 21, and December 20 , 2024

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

<b>Stage Two - Organization Qualifications and Experience</b>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	<b>35.00</b>	<b>21.00</b>

**Evaluation Team Comments:**

<b>Part IV. Section II. Organizational Qualification and Experience</b>
<b>1. Overview of the Organization</b>
<ul style="list-style-type: none"> <li>• In business since 2011</li> <li>• Notes 13 HMG affiliates</li> <li>• Provides integration of its STAR product with ASQ Online, Interfax, and local systems</li> <li>• Provided three projects, two related to RFP</li> </ul>
<b>2. Subcontractors</b>
<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"> <li>• Provided</li> </ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"> <li>• None indicated</li> </ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"> <li>• Provided</li> </ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"> <li>• Provided, with no professional liability indicated</li> </ul>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER:** KJMB Solutions

**DATE:** November 8, 14, & 21, and December 20 , 2024

**EVALUATION OF SECTION III  
Proposed Services**

Stage Three - Proposed Services	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	<b>40.00</b>	<b>30.00</b>

**Evaluation Team Comments:**

<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>• STAR DCS is currently in place with HMG Maine</li> <li>• DCS is available 24/7/365 with the exception of maintenance updates outside of business hours</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>• DCS meets all requirements with exception of texting and interfacing with iCarol, which Bidder states can be added in future updates (cost included in Bidder's current cost proposal)</li> <li>• DCS captures required data</li> <li>• DCS meets all DCS reporting requirements except for time to connect, days case is open, API interface, follow-up reports, and dashboards, but that it will add these features in future updates</li> <li>• Does not currently have API with iCarol but states it can configure system to meet the requirements</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>• Proposed Recovery Point Objective of one hour</li> <li>• Proposed Recovery Time Objective of less than 12 hours</li> <li>• Acknowledged Performance Metrics requirement but noted larger queries may exceed three seconds</li> <li>• Did not address Active Directory Single Sign-On</li> </ul>
<b>D. Reports</b>
<ul style="list-style-type: none"> <li>• Met requirement</li> </ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"> <li>• Offered only position titles and experience of individuals to be assigned</li> </ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"> <li>• Did not provide</li> </ul>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER:** KJMB Solutions

**DATE:** November 8, 14, & 21, and December 20 , 2024

**Stage Four - Demonstrations**

- Demonstration addressed, in order, each of the 15 questions provided by Evaluation Team
  - Provided positive responses to 13 questions
  - Does not offer text capability or data dashboard
- Excel-based reports require user to construct queries
- Notes system is easily customized

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER:** KJMB Solutions

**DATE:** November 8, 14, & 21, and December 20 , 2024

**EVALUATION OF SECTION IV  
Cost Proposal**

<b>Stage Five - Cost Proposal</b>						
Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
<b>214,400.00</b>	÷	<b>214,400.00</b>	x	<b>25.00 points</b>	=	<b>25.00</b>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Aunt Bertha dba Findhelp

**DATE:** 11/4/2024, 11/12/2024, 11/18/2024, 12/20/2024

**EVALUATOR NAME:** Daniel Dresser

**EVALUATOR DEPARTMENT:** OCFS

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

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**Individual Evaluator Comments:**

<b>Stage One- Eligibility</b>	
<b>Part I. Preliminary Information</b>	
<b>Eligibility Requirements</b>	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
•	
2. Does the Bidder's DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
•	
3. Did the Bidder provide each Agency's name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
• Yes, Bidder provided information for 6 entities	

<b>Stage Two- Organization Qualifications and Experience</b>	
<b>Part IV. Section II. Organizational Qualification and Experience</b>	
<b>1. Overview of the Organization</b>	
<ul style="list-style-type: none"> <li>• Provides COTS SaaS tools for 16 HMG affiliates</li> <li>• Advocates for use of interoperability standards for exchange of assessment and referral data</li> <li>• Findhelp is the highest ranked Social Service referral platform in the US as determined by independent KLAS Research</li> <li>• Bidder states they have a 96% customer retention rate.</li> <li>• 3 projects attached.</li> </ul>	
<b>2. Subcontractors</b>	

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Aunt Bertha dba Findhelp

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**EVALUATOR NAME:** Daniel Dresser

**EVALUATOR DEPARTMENT:** OCFS

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<ul style="list-style-type: none"><li>• None to be used</li></ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"><li>• Enterprise-wide org chart is attached.</li><li>• Missing chart with the project team proposed to meet requirements of the RFP along with who the project team reports to.</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• Bidder appears to have limited response to contractual lawsuits.</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Attached as requested.</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Attached as required. Tech E&amp;O/cyber liability and Excess Tech E&amp;O/cyber liability</li></ul>



**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Aunt Bertha dba Findhelp

**DATE:** 11/4/2024, 11/12/2024, 11/18/2024, 12/20/2024

**EVALUATOR NAME:** Daniel Dresser

**EVALUATOR DEPARTMENT:** OCFS

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<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>• Bidder states their product Findhelp is a configurable COTS-SaaS data collection system with the ability to provider assessments and collect information related to HMG Maine.</li> <li>• a. Bidder states they are confident they can fully configure, test, and train users within 90 days</li> <li>• b. Bidder will configure system to make it available M-F 8:00 am to 5:00 pm excluding state holidays and administrative closings</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>• a. Detailed description with instructions</li> <li>• b. Family support specialists with manage intake using a configured assessment form</li> <li>• c. bidder met minimum requirements</li> <li>• d. alerts can be set up to be delivered via email</li> <li>• e. Notes field in Seeker Profile can be configured as a Care Coordination Log</li> <li>• f. &amp; g. Bidder states Findhelp with facilitate the required forms of communication using the document management functionality embedded in system.</li> <li>• h. Bidder agrees to text</li> <li>• i. Bidder agree to track developmental screening results using Ages &amp; Stages questionnaire</li> <li>• j. Bidder agree to iCarol intergration</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder met minimum requirements of RFP.</li> <li>• Responded to items a-p.vii in a random method referencing multiple points at once, such as “This report addresses required items 2m &amp; 2pvii”</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder will add a trusted network to the resource directory.</li> <li>• Bidder will ask the state for a list of organizations to be included in it’s trusted network.</li> </ul>
<ul style="list-style-type: none"> <li>• a. Bidder agrees to ongoing support accessing the DCS system</li> <li>• b. Bidder’s proposal includes 3 web based trainings in first 6 months</li> <li>• c. Bidder will supply HMG Maine with an online Fidelity Assessment reporting tool</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder will provide Live Search Support/Live Chat through a module with Findhelp</li> <li>• Customer Success Manager is available via email and telephone from 9:00 am – 5:00 pm, not from 8-5 as required in RFP.</li> </ul>
<b>C. Technology Requirements</b>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Aunt Bertha dba Findhelp

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**EVALUATOR NAME:** Daniel Dresser

**EVALUATOR DEPARTMENT:** OCFS

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<ul style="list-style-type: none"> <li>• Bidder states they will make any required adjustments to comply with State's policies, but does not address a-n individually</li> </ul>
<ul style="list-style-type: none"> <li>• Vague response, Bidder states platform offers highest level of security.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder states all data is stored and available only in the US.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder agrees</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder ensures a recovery point objective of 1 hour.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder ensures a recovery time objective of 15 minutes</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder states in rare event when maintenance window is required, it will be between Saturday 10:00 pm – Sunday 2:00 am.</li> <li>• No mention of written pre-approval by the department</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder guarantees a system uptime of 99.9%</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder states loop up queries return in under 2 seconds</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder agrees to Active directory single sign on for all department users</li> </ul>
<ul style="list-style-type: none"> <li>• a. Bidder agrees to work with current vendor to ensure a smooth transition with no disruption in services.</li> <li>• b. Bidder states their standard recommendation of 3 years of data aligns with department requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder states the department will have access to the data through SQL, however no mention of the bidder providing all department requested data.</li> </ul>
<b>D. Reports</b>
<ul style="list-style-type: none"> <li>• Bidder agrees</li> </ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"> <li>• Attached</li> <li>• N/A</li> </ul>
<ul style="list-style-type: none"> <li>• Staffing plan was mixed in with resumes, not as a separate attachment.</li> <li>• Q: Based on staffing plan there is the equivalent of 2FTE during implementation.</li> </ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"> <li>• Attached</li> </ul>

**Stage Four- Demonstrations**

1. How does the system capture an intake with a family in a case management case?  
How is this different than a family who may only need one phone call for assistance?  
How are each of these data points recorded and reported?  
-Bidder showed intake steps.
2. Demonstrate how the notes fields are configured to be a care coordination log.

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

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**BIDDER NAME:** Aunt Bertha dba Findhelp

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**EVALUATOR NAME:** Daniel Dresser

**EVALUATOR DEPARTMENT:** OCFS

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3. Demonstrate creation of a new report with sample data in the report from landing page to final product. For example: number of children served by county and age for fiscal year 2022 to fiscal year 2023.
  - Bidder has many “canned” reports
4. What do raw data outputs look like?
  - Spreadsheets with headers, ability to use SQL for data retrieval.
5. Is WhatsApp an available communication method (along with texting)?
  - Text is available although not through WhatsApp
6. Demonstrate a system inquiry. Demonstrate a case with follow up.
7. Demonstrate search, by zip code, for resources related to paying for childcare.
  - Bidder responded
8. Where is the developmental screening data housed?
  - Bidder has a worker dashboard
9. Demonstrate a pending referral, scheduled task, and alerts
  - Bidder has a worker dashboard
10. Demonstrate texting capabilities
  - Bidder demonstrated texting capabilities.
11. Demonstrate data dashboard
  - Contains an analytics dashboard for reports, Reports can be downloaded.
12. Demonstrate report function showing how many days does it take to connect a family to at least one service? How many days to close a case?
  - Bidder has many “canned” reports
13. Demonstrate reports on follow up calls.
  - Bidder has many “canned” reports
14. Demonstrate a report showing parent concerns by the age of the child at intake point and county in the past calendar year.
  - Bidder has many “canned” reports
15. Demonstrate a formatted sample letter to be used for closed-loop communication with a provider or family.
  - Bidder showed a sample letter.

**Stage Five- Cost Proposal**

**Part IV, Section IV. Cost Proposal**

-

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Aunt Bertha dba Findhelp

**DATE:** 11/4/2024, 11/13/24, 11/19/24, 12/20/24

**EVALUATOR NAME:** Maryanne J. Livingstone

**EVALUATOR DEPARTMENT:** DHHS OCFS

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

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**Individual Evaluator Comments:**

<b>Stage One- Eligibility</b>	
<b>Part I. Preliminary Information</b>	
<b>Eligibility Requirements</b>	
<b>1.</b> Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Provides a DCS to sixteen (16) HMG affiliates in the US, six (6) of which they serve as technology vendor to.</li> <li>One of the agencies the Bidder provides an HMG DCS to, is the State of West Virginia, Department of Health's HMG Program.</li> </ul>	
<b>2.</b> Does the Bidder's DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Bidder states their system will be configured to meet HMG fidelity model requirements.</li> </ul>	
<b>3.</b> Did the Bidder provide each Agency's name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>Bidder included name and contact information of six (6) HMG Affiliate Agencies.</li> <li>Bidder included timeframe each DCS has been in operation and length of time to implement.</li> <li>DCS that has been in operation the longest is 2.5 years.</li> </ul>	

<b>Stage Two- Organization Qualifications and Experience</b>
<b>Part IV. Section II. Organizational Qualification and Experience</b>
<b>1. Overview of the Organization</b>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

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**BIDDER NAME:** Aunt Bertha dba Findhelp

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**EVALUATOR NAME:** Maryanne J. Livingstone

**EVALUATOR DEPARTMENT:** DHHS OCFS

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<ul style="list-style-type: none"><li>• P/I: Currently work with 211Maine.</li><li>• I: The cost covers unlimited number of users (isn't per user).</li><li>• P: Ranked the highest social service referral platform (KLAS research), and 96% customer retention rate.</li><li>• Three referrals were provided, and the Bidder outlined a description of the services that are/were provided to those referrals.</li></ul>
<b>2. Subcontractors</b>
<ul style="list-style-type: none"><li>• None</li></ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"><li>• Provided</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• None</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Q: What does the comment "# are in the 000s" mean?</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Provided; valid/current.</li></ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

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**BIDDER NAME:** Aunt Bertha dba Findhelp

**DATE:** 11/4/2024, 11/13/24, 11/19/24, 12/20/24

**EVALUATOR NAME:** Maryanne J. Livingstone

**EVALUATOR DEPARTMENT:** DHHS OCFS

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<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>• Bidder is confident the DCS will be implemented within 90 days because they currently provide a DCS for 13 HMG affiliates.</li> <li>• Bidder also has an existing relationship with 211Maine which will expedite integration with the 211 iCarol data system.</li> <li>• Bidder agrees to provide HMG Maine with access specified in the RFP.</li> <li>• Findhelp platform is mobile enabled so users can use the platform on the go.</li> <li>• Findhelp is cloud-based, so users should not experience the bandwidth latency that they may experience if using a platform uses a centralized server.</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>• Bidder provided ample detail to show how their system will address all areas above, including a clear description for each.</li> <li>• Bidder explained in detail how their DCS would be configured to capture any information required by HMG Maine that it does not already capture.</li> <li>• Bidder included visual examples of what each dashboard and screen look like and the information it requests/contains.</li> <li>• I: EMPI (Enterprise Master Patient Index) algorithm that is proprietary and reduced duplication by assigning a unique identifier and linking together records for the same person.</li> <li>• I: Text messages can be sent in languages other than English.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder stated there are several out-of-the-box reports that are available and labeled which of the required items the report addresses.</li> <li>• Bidder agrees to configure reports not already captured by their out-of-the-box reports but that are required by HMG Maine.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder met requirement and in addition:             <ul style="list-style-type: none"> <li>• The Bidder provides a DCS to 211Maine which means HMG Maine will have access to the “nearly 4,000 free and reduced cost programs” contained in 211Maine. (Q: Does this mean HMG Maine would have access to more resources because the Bidder partners with 211?)</li> <li>• Bidder’s DCS is able to flag certain resources as a “trusted resource” and stated they will ask the Department to identify those during the implementation period, citing the common resources that were identified above.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Bidder agrees to meet requirement and in addition:             <ul style="list-style-type: none"> <li>• States they will provide train-the-trainer support.</li> </ul> </li> </ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Aunt Bertha dba Findhelp

**DATE:** 11/4/2024, 11/13/24, 11/19/24, 12/20/24

**EVALUATOR NAME:** Maryanne J. Livingstone

**EVALUATOR DEPARTMENT:** DHHS OCFS

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<ul style="list-style-type: none"> <li>• Have different trainings dependent on the type of user.</li> <li>• Will provide an online Fidelity Assessment reporting tool to document required data which can be exported to be included in other types of reports required by the Department.</li> <li>• Will provide training on completing Fidelity Assessment reporting.</li> </ul>
<ul style="list-style-type: none"> <li>• Agrees to provide technical and module support through a chat system from 8am-7pm EST and outlined frequently asked questions in the chat.</li> <li>• Bidder's technical support is not outsourced; it is provided by their own team members.</li> <li>• Bidder identified four ways technical support is provided and also indicated there is emergency after-hour support available 24/7/365 for critical severity or security issues.</li> <li>• The DCS online support portal contains a link to a training menu (learning hub) that contains training videos, guides, tip sheets, etc.</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>• Bidder uses HITRUST to ensure compliance with federal laws, regulations, statutes, policies and standards.</li> <li>• Bidder states their Information Security Team will update their compliance to include any additional policies/standards required by the State's MainIT during implementation period.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder agrees to meet the requirement.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder agrees to meet the requirement.</li> </ul>
<ul style="list-style-type: none"> <li>• Q: No mention of using SSL encryption during transit. Does the method mentioned by the Bidder meet or exceed this requirement?</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder exceeds requirement: Data is automatically backed up daily to Google cloud with a RPO of 1 hour.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder exceeds requirement with an RTO of 15 minutes.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder states their system does not require regular maintenance because changes are made on an ongoing basis with usage being uninterrupted.</li> <li>• If maintenance is required, Bidder states it will be done outside of normal business hours.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder exceeds requirement with an uptime of 99.9% and ability to access 5 years of up/down time history.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder exceeds requirement by stating latency on user activity is under 2 seconds.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder agrees to meet the requirement and in addition, states different roles/permissions can be granted to differing staff users.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder agrees to meet the requirement.</li> </ul>

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- Bidder states their pricing proposal includes unlimited access to MySQL Data Warehouse which will allow the State to download data into varying formats (XML not specified), create custom dashboards, and extract data for advanced data analysis and reporting.
- Bidder provided detailed examples of data/reports available.
- Bidder states that training and materials can be requested to those who may use the MySQL Data Warehouse feature.

**D. Reports**

- Bidder agrees to provide the specified reports to the Department as required.
- Bidder states data collection will begin following the DCS go-live date and be provided quarterly thereafter
- Additionally, the bidder states their DCS is capable of analyzing and reporting the platform's performance which the bidder will review with the Department during their regularly scheduled "service level review" meetings..

**2. Staffing**

- Bidder met the requirement by providing detailed job descriptions for 7 of their 200 staff that will be assigned to this project.
- No subcontractors/consultants to be used.
- Bidder provided titles and resumes of 7 staff that would be assigned to this project.

**3. Implementation - Work Plan**

- Bidder met the requirement by providing a timeline chart identifying 4 phases of the project and a timeline detailing each task, who is responsible for the task, and the month(s) the task would be carried out.
- Bidder states that if awarded the contract, they would work to finalize the implementation plan as the contract is moving through the approval process, to ensure the Bidder is ready to start working once the contract is signed.
- Additionally, Bidder states there would be an internal Executive Steering Committee that oversees the implementation process.

**Stage Four- Demonstrations**

1. How does the system capture an intake with a family in a case management case? How is this different than a family who may only need one phone call for assistance? How are each of these data points recorded and reported?
2. Demonstrate how the notes fields are configured to be a care coordination log.
3. Demonstrate creation of a new report with sample data in the report from landing page to final product. For example: number of children served by county and age for fiscal year 2022 to fiscal year 2023.



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4. What do raw data outputs look like?
5. Is WhatsApp an available communication method (along with texting)?
6. Demonstrate a system inquiry. Demonstrate a case with follow up.
7. Demonstrate search, by zip code, for resources related to paying for childcare.
8. Where is the developmental screening data housed?
9. Demonstrate a pending referral, scheduled task, and alerts
10. Demonstrate texting capabilities
11. Demonstrate data dashboard
12. Demonstrate report function showing how many days does it take to connect a family to at least one service? How many days to close a case?
13. Demonstrate reports on follow up calls.
14. Demonstrate a report showing parent concerns by the age of the child at intake point and county in the past calendar year.
15. Demonstrate a formatted sample letter to be used for closed-loop communication with a provider or family.

In attendance:

Heather Zuckerwise Choi, Regional Director  
Rachel Harris, Director Enterprise Sales  
Kate Murphy, Regional Director of Sales  
Art Lopez, Sales Lead  
Lauren Taylor, Senior Product Manager  
Lisa Bond, Program Manager Government Markets

NOTES:

- Has ability to send referrals to other agencies and those agencies can see data/notes in the system as well, the agency participates in the FindHelp system.
- System seems focused on referrals mostly.
- Capable of SMS text messaging (no Whatsapp yet).
- Raw data through SQL Warehouse, exported to CSV.
- Assessment forms are customizable.
- Did not see that there is an ability to send a physical letter.

**Stage Five- Cost Proposal**

**Part IV, Section IV. Cost Proposal**

- Cost of services is significantly higher than amount the Department has budgeted.

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

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**DATE:** 11/04/2024, 11/13/2024, 11/20/2024, 12/20/2024

**EVALUATOR NAME:** Michael Rodriguez

**EVALUATOR DEPARTMENT:** DAFS/OIT

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

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**Individual Evaluator Comments:**

<b>Stage One- Eligibility</b>	
<b>Part I. Preliminary Information</b>	
<b>Eligibility Requirements</b>	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• Yes.</li> </ul>	
2. Does the Bidder's DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• Yes.</li> </ul>	
3. Did the Bidder provide each Agency's name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>• No. The bidder states that they have 16 affiliates, but they provide the contact information for 6 affiliates.</li> </ul>	

<b>Stage Two- Organization Qualifications and Experience</b>	
<b>Part IV. Section II. Organizational Qualification and Experience</b>	
<b>1. Overview of the Organization</b>	
<ul style="list-style-type: none"> <li>• In business for 14 years</li> <li>• 650 customers</li> <li>• List of affiliates</li> <li>• Social care network</li> <li>• Highest ranked social service referral platform by KLAS research</li> </ul>	
<b>2. Subcontractors</b>	
<ul style="list-style-type: none"> <li>• None</li> </ul>	

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<b>3. Organizational Chart</b>
<ul style="list-style-type: none"><li>• Provided a full org chart with names at the C-Suite level as well as team names.</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• None</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Has been consistently reporting a net loss for the last 3 years.</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Has provided a certificate of liability insurance.</li></ul>

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<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>Meets expectations</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>B and F were unanswered.</li> <li>While the response was detailed, the responses did not address every question directly regarding reporting metrics.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> </ul>
<b>D. Reports</b>
<ul style="list-style-type: none"> <li>Meets Expectations.</li> </ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> </ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"> <li>Meets Expectations.</li> </ul>

**Stage Four- Demonstrations**

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

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1. How does the system capture an intake with a family in a case management case?  
How is this different than a family who may only need one phone call for assistance?  
How are each of these data points recorded and reported? It is a question and answer form. Filters a list of resources based on the answers to the questions.  
Configurable assessment form. More forms can be added. Demoed a social screening form. When there is a refer button, there is someone at the organization who receives the referral. Showed intake form.
2. Demonstrate how the notes fields are configured to be a care coordination log.
3. Demonstrate creation of a new report with sample data in the report from landing page to final product. For example: number of children served by county and age for fiscal year 2022 to fiscal year 2023.  
They have canned reports. They have nice graphical reports. They use a nice presentation layer. You can download the data.
4. What do raw data outputs look like?  
CVS with a header row. They also allow access to the raw data for export into a DW.  
Many integrations. SSO is available. FIHR and APIs among others. Supports iCarol.
5. Is WhatsApp an available communication method (along with texting)?
6. Demonstrate a system inquiry. Demonstrate a case with follow up.
7. Demonstrate search, by zip code, for resources related to paying for childcare.
8. Where is the developmental screening data housed?
9. Demonstrate a pending referral, scheduled task, and alerts  
  
Showed reminders.
10. Demonstrate texting capabilities  
Can send text messages. Can translate text message, but does not automatically translate.
11. Demonstrate data dashboard
12. Demonstrate report function showing how many days does it take to connect a family to at least one service? How many days to close a case?
13. Demonstrate reports on follow up calls.
14. Demonstrate a report showing parent concerns by the age of the child at intake point and county in the past calendar year.  
Needed to export the data and create a pivot table to provide this functionality.  
Follow up question: Is there an ability to provide an age range for a child? Maybe a calculated field?  
Another question: County info does not show up in other reports. Can the county be added to other reports?
15. Demonstrate a formatted sample letter to be used for closed-loop communication with a provider or family.

**STATE OF MAINE  
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**DATE:** 11/4/2024, 11/13/2024, 11/15/2024, 11/18/2024

**EVALUATOR NAME:** Katherine Russum

**EVALUATOR DEPARTMENT:** The Office of Child and Family Services

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**Individual Evaluator Comments:**

<b>Stage One- Eligibility</b>	
<b>Part I. Preliminary Information</b>	
<b>Eligibility Requirements</b>	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
Did the Bidder provide a detailed description?	
<ul style="list-style-type: none"> <li>• P – Serving 6 HMG Affiliates as a technology vendor</li> <li>• I – Utilizing DCS for the State of West Virginia HMG and MIECHV grant</li> </ul>	
2. Does the Bidder’s DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
Did the Bidder provide a detailed description?	
<ul style="list-style-type: none"> <li>• Q – They state that the platform will be configured to meet or exceed requirements, but it is unclear if this has been accomplished.</li> <li>• Q – Are any of the HMG Maine data points not housed in the MySQL data base present on the Help Me Grow fidelity reporting tool?</li> </ul>	
3. Did the Bidder provide each Agency’s name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>• The Bidder met requirements</li> </ul>	

<b>Stage Two- Organization Qualifications and Experience</b>	
<b>Part IV. Section II. Organizational Qualification and Experience</b>	
<b>1. Overview of the Organization</b>	
<ul style="list-style-type: none"> <li>• P – As of 9/2024 Findhelp has assisted over 50 million Americans connect to free and low cost social care resources (including 175,000 Mainers).</li> </ul>	

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<ul style="list-style-type: none"><li>• P – existing relationship with 211 Maine</li><li>• Q – Findhelp and 211 have completed an assessment of the work needed to facilitate an API integration with iCarol. What did the assessment reveal? Will this be a possibility? How long would it take to achieve this?</li><li>• Q – Who reviews the database of resources every 6 months?</li><li>• P – Highest ranked social service referral platform in the US as determined by KLAS research.</li></ul>
<b>2. Subcontractors</b>
<ul style="list-style-type: none"><li>• The software solution can meet the needs without introducing subcontractors.</li></ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"><li>• An organizational chart was provided.</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• Findhelp has not filed for bankruptcy, been the subject of legal/regulatory action, failed to correct unsatisfactory performance, had a contract terminated by a customer for cause, or failed to sign a contract awarded by a customer.</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Income statements, balance sheets, and cash flow statements were provided.</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Certificate of Liability Insurance was provided.</li></ul>

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<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>• The Bidder is confident that the team can fully configure, test, and train users to operate the system within 90 days.</li> <li>• The Findhelp DCS will be accessible to HMG staff Monday – Friday 8am-5pm, excluding state holidays and administrative closings.</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>• P – eFax and text capability. Texting offered in a help-seeker’s preferred language. I am wondering if WhatsApp is an available communication method, or could be?</li> <li>• P – Findhelp has the ability to search for resources based on personal characteristics of the individual seeking help, and program characteristics required by the individual.</li> <li>• P – Duplicate count rate is below 1%</li> <li>• Q - ASQ requires an API to connect to ASQ Online/Brookes Publishing. I did not see any mention of API when outlining ASQ. This requirement is mentioned in the next section.</li> <li>• N – Page 12 describes capturing data related to gaps/barriers in “open fields.” It is important for Help Me Grow Maine to report concrete numbers related to defined barriers and gaps. I worry that using open fields for this purpose will lead to a lot of time combing through user-entered data to categorize it.</li> <li>• P – iCarol integration</li> </ul>
<ul style="list-style-type: none"> <li>• N - No mention of API with ASQ Online</li> <li>• P - Reports available regarding: Referral activity, assessment activity, search activity, search trends in a coverage area, program summary, site referral details, site activity summary, network overview, group and worker activity, program engagement</li> <li>• P - Reports include filters being used to search different metrics by county or zip code, program services/who they serve, and the platform.</li> <li>• Q - Would it be possible to utilize filters to understand who has sought help, for what concern, with specific demographics? For example, would it be possible to see a report related to how many children HMG has served in Cumberland county who have MaineCare coverage?</li> <li>• Q - Reports are very focused on search terms used. Capturing data related to consumers is very important within an “assessment” or “case”. It will be important</li> </ul>



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<p>for generated reports to have corresponding fields in individual assessments or cases.</p>
<ul style="list-style-type: none"> <li>• P - Existing partnership with 211 Maine</li> <li>• P – Active 211 HSIS license which allows for the use of 211 taxonomy in directory mapping.</li> <li>• P/Q – 4,000 existing Maine resources on Findhelp. I utilized the Findhelp website to search for help paying for childcare. Very generic/national resources were shown prior to ones specific to Maine, even when I entered my zip code. The link to a website for a Maine-based resource was broken, even though the entry stated that it had been updated on 11/15/2024.</li> </ul>
<ul style="list-style-type: none"> <li>• Findhelp offers virtual training sessions, reference tools including slide decks, recorded copies of training sessions, on-demand e-learning modules, and tip sheets</li> <li>• Findhelp provides Train-the-Trainer support, and refresher training.</li> <li>• Training would be offered after configuration and prior to going live</li> <li>• Minimum training hours: 5</li> <li>• Extensive library of training materials available</li> <li>• Specific training regarding Fidelity Assessment reporting</li> </ul>
<ul style="list-style-type: none"> <li>• Technical Support can be delivered in 4 ways: Live Module Support Team (8am-7pm EST), Customer Success Manager (Geoff Gamm and Lisa Bond 9am – 5pm and will respond within 2 business days), Help Desk Team via ticketing system (can be accessed online and response time is 2 business days), Self-service support via online portal (24/7/365)</li> <li>• Emergency after-hours support is available at all times for critical issues</li> <li>• Online support portal has a repository of training resources</li> </ul>
<p><b>C. Technology Requirements</b></p>
<ul style="list-style-type: none"> <li>• Findhelp is HITRUST certified</li> <li>• Findhelp has an Information Security Team that can update the compliance crosswalk document to Maine standards. This would be completed during the implementation period.</li> </ul>
<ul style="list-style-type: none"> <li>• Findhelp’s DCS is HITRUST CSF-certified</li> </ul>
<ul style="list-style-type: none"> <li>• All data is stored within the Continental United States</li> </ul>
<ul style="list-style-type: none"> <li>• Findhelp ensures all data is encrypted at rest and in transit</li> </ul>
<ul style="list-style-type: none"> <li>• The Recovery Point Objective is 1 hour.</li> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Recovery Time Objective (RTO) is 15 minutes</li> <li>• Bidder meets requirements</li> </ul>

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<ul style="list-style-type: none"> <li>Findhelp’s maintenance window is Saturday 10:00 pm to Sunday 2:00 am Central Time, and rarely required.</li> <li>Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>Findhelp guarantees and uptime of 99.9%</li> <li>Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>Findhelp supports a Single Sign-On</li> <li>Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>Turnover plan includes: phased milestones that extend service and availability at least 30 days after platform goes live, outgoing vendor’s engagement in platform testing, clear documentation of change control memorandum, release of key turnover deliverables</li> <li>Findhelp’s standard recommendation for data conversion and historical data migration is three (3) years.</li> </ul>
<ul style="list-style-type: none"> <li>Unlimited access to MySQL data warehouse</li> <li>Can utilize MySQL to download nearly all existing program data to a BI tool to create dashboards or engage in other reporting activities</li> </ul>
<p><b>D. Reports</b></p>
<ul style="list-style-type: none"> <li>Following go-live, Findhelp will provide quarterly reports outlining customer support activities: Details on content and status of platform change requests, and number of hours of technical assistance provided to DCS users</li> </ul>
<p><b>2. Staffing</b></p>
<ul style="list-style-type: none"> <li>Bidder provided position titles, job descriptions (including minimum qualifications) for all project staff and project lead. Seven positions were outlined.</li> </ul>
<ul style="list-style-type: none"> <li>This item is N/A – bidder will not engage subcontractors or consultants in this project</li> </ul>
<ul style="list-style-type: none"> <li>Findhelp is a team of nearly 200 individuals</li> <li>Bidder provided 7 resumes of individuals who would be tasked to meet requirements of the RFP</li> <li>Resumes contained relevant experience managing social service programs, monitoring contracts, and software programs/technology tools.</li> </ul>
<p><b>3. Implementation - Work Plan</b></p>
<ul style="list-style-type: none"> <li>Findhelp proposes a strategic 90-day implementation period to configure, test, and then launch Maine HMG’s DCS</li> <li>A work plan timeline is displayed in a chart</li> <li>Program development and implementation tasks were outlined and described for each task with a month the task would be carried out in.</li> </ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Aunt Bertha dba Findhelp

**DATE:** 11/4/2024, 11/13/2024, 11/15/2024, 11/18/2024

**EVALUATOR NAME:** Katherine Russum

**EVALUATOR DEPARTMENT:** The Office of Child and Family Services

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**Stage Four- Demonstrations**

- Limited intake data collected
- Focused on identification of and connection to local resources
- Demonstrated features beyond RFP
- Texting is integrated, although no translation capabilities or WhatsApp

**Stage Five- Cost Proposal**

**Part IV, Section IV. Cost Proposal**

-

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Aunt Bertha dba Findhelp

**DATE:** 11/4/24, 11/12/24, 11/13/24, 11/19/24, 11/20/24, 12/20/24

**EVALUATOR NAME:** Kelly Waters

**EVALUATOR DEPARTMENT:** University of Southern Maine/DHHS/OCFS

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**Individual Evaluator Comments:**

Stage One- Eligibility	
Part I. Preliminary Information	
Eligibility Requirements	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	☒ Yes or ☐ No
<ul style="list-style-type: none"> <li>• P – listed affiliates they work with and how they work with them</li> </ul>	
2. Does the Bidder’s DCS meet or exceed HMG fidelity reporting and service requirement?	☒ Yes or ☐ No
<ul style="list-style-type: none"> <li>• P – indicates the platform will meet the fidelity reporting requirements</li> <li>• Q – which data points are missing from their existing database that Maine is currently capturing?</li> </ul>	
3. Did the Bidder provide each Agency’s name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>• P – provided names and contact info for 6 affiliates, including time frames and implementation time periods</li> </ul>	

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

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**BIDDER NAME:** Aunt Bertha dba Findhelp

**DATE:** 11/4/24, 11/12/24, 11/13/24, 11/19/24, 11/20/24, 12/20/24

**EVALUATOR NAME:** Kelly Waters

**EVALUATOR DEPARTMENT:** University of Southern Maine/DHHS/OCFS

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<b>Stage Two- Organization Qualifications and Experience</b>
<b>Part IV. Section II. Organizational Qualification and Experience</b>
<b>1. Overview of the Organization</b>
<ul style="list-style-type: none"><li>• Findhelp launched in 2010 as Aunt Bertha</li><li>• Has more than 650 customers</li><li>• Already used in Maine with 172,000 users completing 742,000 searches</li><li>• Existing relationships with Maine systems, already completed assessment of work needed for API integration with iCarol system</li><li>• Cites high ratings/reviews/rankings (e.g., 96% customer retention rate)</li></ul>
<b>2. Subcontractors</b>
<ul style="list-style-type: none"><li>• States they are confident subcontractors are not needed</li></ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"><li>• President/CEO presides over 7 key positions which lead a total of 19 teams</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• No bankruptcy, no legal/regulatory action, no failure to correct unsatisfactory performance, no contract terminated for cause, no failure to sign a contract</li><li>• Did not state if other types of litigation are pending</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Provided balance sheets, income statements, and cash flows for 2021, 2022, and 2023</li><li>• Total operating expenses are greater than gross profit</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Provided certificate of insurance</li></ul>

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**EVALUATOR NAME:** Kelly Waters

**EVALUATOR DEPARTMENT:** University of Southern Maine/DHHS/OCFS

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<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>• Able to collect client intake and assessment</li> <li>• Confident about implementation based on existing experience with other HMG affiliates and relationships with partners in Maine</li> <li>• Accessible during normal business hours</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>• Bidder's standard DCS currently meets nearly all requirements</li> <li>• Bidder's standard DCS currently does not meet requirements for barriers/gaps, notes field, ASQ but states they could configure system to meet these requirements</li> <li>• Options for additional assessments that are built into platform</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder's standard DCS currently meets requirements for connections made, screening scores, referral reporting, demographic reporting, and data dashboard support</li> <li>• Bidder's standard DCS currently does not meet requirements for time to connect, time case is open, concerns reporting, disabilities reporting, barriers/gaps, follow-up reports, care coordination, close loop communication, call response reports, and fidelity assessment reporting, but states they could configure system to meet these requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Integration with iCarol</li> </ul>
<ul style="list-style-type: none"> <li>• Provides training (web-based training sessions, reference tools, recorded copies of training sessions, e-learning modules, tip sheets, train the trainer, ongoing learning and refresher training)</li> <li>• Minimum of 5 hours of training</li> <li>• Bidder's standard DCS does not currently have fidelity assessment reporting tool but will configure one</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> <li>• Named two people to provide support from 9am-5pm</li> <li>• Many 24/7 self-support/FAQ options</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Q – Mentions NIST 800-53 (not Rev 5) and PHI, PII</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder does not mention encrypted disks or SSL protocol</li> </ul>

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**EVALUATOR NAME:** Kelly Waters

**EVALUATOR DEPARTMENT:** University of Southern Maine/DHHS/OCFS

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<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Does not mention frequency of planned outages nor plan to communicate with Department ahead of time</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements - has plan to work with outgoing vendor</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meet requirements - says data will be available</li> </ul>
<b>D. Reports</b>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• n/a</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> <li>• Provided plan, one person did not have specific time allocation</li> <li>• Implementation: total of 2 FTE</li> <li>• Duration: total of .5 FTE</li> </ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>

<b>Stage Four- Demonstrations</b>
<ul style="list-style-type: none"> <li>• Demonstrated how to enter a new person, search for resources, generate reports</li> <li>• Focused on resources available (more limited in terms of participant/intake data/focus, did not show reports of family/child data)</li> <li>• All pages are configurable</li> <li>• Currently not able to translate texts/use WhatsApp</li> <li>• Integration features available</li> </ul>

<b>Stage Five- Cost Proposal</b>
<b>Part IV, Section IV. Cost Proposal</b>
<ul style="list-style-type: none"> <li>•</li> </ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164  
**RFP TITLE:** Help Me Grow Data Collection System  
**BIDDER NAME:** Digable Inc  
**DATE:** 11/4/2024, 11/12/2024, 11/19/2024  
**EVALUATOR NAME:** Daniel Dresser  
**EVALUATOR DEPARTMENT:** OCFS

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**Individual Evaluator Comments:**

<b>Stage One- Eligibility</b>	
<b>Part I. Preliminary Information</b>	
<b>Eligibility Requirements</b>	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Not detailed, simply listed the 3 HMG affiliates</li> </ul>	
2. Does the Bidder’s DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>No. Bidder only stated one agency was configured to meet or exceed HMG fidelity reporting &amp; service requirement.</li> </ul>	
3. Did the Bidder provide each Agency’s name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>Bidder met minimum requirements, provided information for 3 entities</li> </ul>	

<b>Stage Two- Organization Qualifications and Experience</b>	
<b>Part IV. Section II. Organizational Qualification and Experience</b>	
<b>1. Overview of the Organization</b>	
<ul style="list-style-type: none"> <li>FINDconnect was developed in 2015 in partnership with UCSF Benioff Children’s Hospital in Oakland, CA</li> <li>Remainder of response in focused on bidder’s product FINDconnect, not on bidder’s company</li> </ul>	
<b>2. Subcontractors</b>	
<ul style="list-style-type: none"> <li>None to be used</li> </ul>	
<b>3. Organizational Chart</b>	



**STATE OF MAINE  
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**EVALUATOR NAME:** Daniel Dresser

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<ul style="list-style-type: none"><li>• Only shows 3 people</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• Listed as none</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Required forms attached</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Attached and Valid</li></ul>

**STATE OF MAINE  
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**EVALUATOR NAME:** Daniel Dresser

**EVALUATOR DEPARTMENT:** OCFS

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<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>• Bidder did not respond to a or b</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>• Minimal response.</li> <li>• Bidder states the all the functionality described above already exists with FINDconnect except e-j.</li> <li>• Bidder will customize to include e-j</li> </ul>
<ul style="list-style-type: none"> <li>• Minimal response.</li> <li>• Bidder states the all the functionality described above already exists with FINDconnect except d.ii.</li> <li>• FINDconnect currently does not interface with iCarol</li> </ul>
<ul style="list-style-type: none"> <li>• FINDconnect currently does not interface with iCarol</li> <li>• No response to a.</li> </ul>
<ul style="list-style-type: none"> <li>• Inadequate Response. Response tells you to go back to section 1.</li> <li>• Bidder simply states that this is their policy.</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>• Evaluator unsure of how bidder's response relates to section 1</li> <li>• Bidder replied "Yes", no other details offered</li> <li>• Bidder replied "Yes", no other details offered</li> <li>• Bidder replied "Yes", no other details offered</li> <li>• Bidder replied "Yes", no other details offered</li> <li>• Bidder replied "Yes", no other details offered</li> <li>• Bidder replied "Yes", no other details offered</li> <li>• Bidder replied "Yes", no other details offered</li> <li>• Bidder replied "Yes", no other details offered</li> <li>• Bidder replied "Yes", no other details offered</li> <li>• Bidder does not use active directory</li> <li>• Bidder replied "Yes", no other details offered</li> <li>• Bidder has support to provide raw data in CSV format, not XML as required by department in RFP</li> </ul>
<b>D. Reports</b>
<ul style="list-style-type: none"> <li>• Bidder states they will provide these reports</li> </ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"> <li>• Attachment included position titles &amp; qualifications (resumes) of the employees.</li> </ul>

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<ul style="list-style-type: none"><li>• Missing job descriptions</li></ul>
<ul style="list-style-type: none"><li>• N/A</li></ul>
<ul style="list-style-type: none"><li>• Staffing Plan attached</li></ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"><li>• Implementation Work Plan attached.</li></ul>

<b>Stage Five- Cost Proposal</b>
<b>Part IV, Section IV. Cost Proposal</b>
<ul style="list-style-type: none"><li>•</li></ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164  
**RFP TITLE:** Help Me Grow Data Collection System  
**BIDDER NAME:** Digable Inc  
**DATE:** 11/4/2024, 11/13/24, 11/20/24  
**EVALUATOR NAME:** Maryanne J. Livingstone  
**EVALUATOR DEPARTMENT:** DHHS OCFS

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**Individual Evaluator Comments:**

<b>Stage One- Eligibility</b>	
<b>Part I. Preliminary Information</b>	
<b>Eligibility Requirements</b>	
<b>1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.</b>	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• Bidder’s Organization Name was not filled in at the top of the Eligibility Certification form.</li> <li>• “FINDconnect” is provided to three (3) HMG Affiliates: HMG North Texas, El Paso, and Wichita County.</li> <li>• Bidder did not provide additional detail.</li> </ul>	
<b>2. Does the Bidder’s DCS meet or exceed HMG fidelity reporting and service requirement?</b>	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• Bidder states their HMG DCS was customized by the HMG North Texas Affiliate, to ensure it met HMG fidelity requirements.</li> <li>• Bidder did not provide any further detail.</li> </ul>	
<b>3. Did the Bidder provide each Agency’s name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?</b>	
<ul style="list-style-type: none"> <li>• Name and contact information of 3 HMG affiliates was provided.</li> <li>• Bidder included the length of time to implement the system and number of years the system has been fully implemented/in operation.</li> <li>• DCS that has been fully operated the longest is 4.5 years.</li> </ul>	

**Stage Two- Organization Qualifications and Experience**  
**Part IV. Section II. Organizational Qualification and Experience**

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

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**EVALUATOR NAME:** Maryanne J. Livingstone

**EVALUATOR DEPARTMENT:** DHHS OCFS

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<b>1. Overview of the Organization</b>
<ul style="list-style-type: none"><li>• P: Their system has already been customized to meet HMG fidelity requirements.</li></ul>
<b>2. Subcontractors</b>
<ul style="list-style-type: none"><li>• None.</li></ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"><li>• Provided a table with three individuals listed.</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• None.</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Provided</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Provided; current and valid.</li></ul>

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**EVALUATOR NAME:** Maryanne J. Livingstone

**EVALUATOR DEPARTMENT:** DHHS OCFS

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<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>Bidder did not meet requirement; no explanation as to how the Bidder would ensure implementation within 90 days and did not agree to provide HMG Maine with access to the DCS during the hours/days specified in the RFP.</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>Bidder states some of the functionality already exists in their DCS system but did not provide detail as to how it will enable the Family Support Specialist to complete services assessments in alignment with the HMG fidelity model.</li> <li>Bidder states their DCS will be customized to include the functionalities that aren't currently included but provided no detail as to how.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder did not meet requirement: <ul style="list-style-type: none"> <li>Bidder states their DCS does not utilize API with ASQ Online and iCarol and did not say whether their DCS would be customized to do so.</li> </ul> </li> <li>No detail provided on the data/functions the Bidder states their DCS is capable of providing.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder did not meet requirement: <ul style="list-style-type: none"> <li>Bidder does not utilize API with iCarol.</li> <li>Bidder states their DCS will be customized to include the functionality but did not provide detail as to how.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Bidder did not meet the requirement; <ul style="list-style-type: none"> <li>No detail provided as to how/when/by whom ongoing support and technical assistance would be provided.</li> <li>Bidder did not address training requirement for 8 HMG Maine Staff.</li> <li>Bidder did not state how their DCS meets HMG fidelity requirements.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Bidder states the main point of contract will be available anytime.</li> <li>Bidder did not provide information about their helpdesk technical support.</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>Bidder's DCS does not meet the requirement; no detail was given as to how they will comply with MaineIT's policies and standards.</li> </ul>
<ul style="list-style-type: none"> <li>Did not meet requirement: Bidder did not provide explanation or detail as to how the requirement will be achieved.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder agrees but did not provide detail as to how the requirement will be met.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder agrees but did not provide detail as to how the requirement will be met.</li> </ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

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**EVALUATOR NAME:** Maryanne J. Livingstone

**EVALUATOR DEPARTMENT:** DHHS OCFS

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<ul style="list-style-type: none"> <li>• Bidder agrees but did not provide detail as to how the requirement will be met.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder agrees but did not provide detail as to how the requirement will be met.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder agrees but did not provide detail as to how the requirement will be met.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder agrees but did not provide detail as to how the requirement will be met.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder agrees but did not provide detail as to how the requirement will be met.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder did not meet the requirement; they do not use active directory.</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder did not meet the requirement:             <ul style="list-style-type: none"> <li>• No detail provided explaining how the Bidder would work with the current vendor to ensure a smooth transition and no interruption in service.</li> <li>• No detail provided related to the transfer of 3 years of data collected by the current vendor to the new system.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Bidder did not meet the requirement;             <ul style="list-style-type: none"> <li>• Bidder did not state whether the data would be provided upon request and at no additional charge.</li> <li>• Bidder did not say whether they could provide raw data in a format other than CSV.</li> </ul> </li> </ul>
<p><b>D. Reports</b></p>
<ul style="list-style-type: none"> <li>• Did not meet the requirement:             <ul style="list-style-type: none"> <li>• Bidder agrees to provide the reports listed but gave no explanation as to how the data would be tracked/recorded and what could be expected of the reports.</li> <li>• Bidder did not address the required timeline/due dates of the reports.</li> </ul> </li> </ul>
<p><b>2. Staffing</b></p>
<ul style="list-style-type: none"> <li>• Provided name/title of 3 staff members to be included on the project. Minimal detail provided.</li> </ul>
<ul style="list-style-type: none"> <li>• No subcontractors/consultants to be used.</li> </ul>
<ul style="list-style-type: none"> <li>• Provided.</li> </ul>
<p><b>3. Implementation - Work Plan</b></p>
<ul style="list-style-type: none"> <li>• Provided, minimal detail.</li> </ul>

**Stage Five- Cost Proposal**

**Part IV, Section IV. Cost Proposal**

<ul style="list-style-type: none"> <li>•</li> </ul>
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**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164  
**RFP TITLE:** Help Me Grow Data Collection System  
**BIDDER NAME:** Digable Inc  
**DATE:** 11/04/2024,11/13/2024, 11/20/2024  
**EVALUATOR NAME:** Michael Rodriguez  
**EVALUATOR DEPARTMENT:** DAFS/OIT

\*\*\*\*\*

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**Individual Evaluator Comments:**

<b>Stage One- Eligibility</b>	
<b>Part I. Preliminary Information</b>	
<b>Eligibility Requirements</b>	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• Yes.</li> </ul>	
2. Does the Bidder’s DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• Yes.</li> </ul>	
3. Did the Bidder provide each Agency’s name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>• Yes.</li> </ul>	

<b>Stage Two- Organization Qualifications and Experience</b>	
<b>Part IV. Section II. Organizational Qualification and Experience</b>	
<b>1. Overview of the Organization</b>	
<ul style="list-style-type: none"> <li>• In business since 2015</li> <li>• List of features</li> </ul>	
<b>2. Subcontractors</b>	
<ul style="list-style-type: none"> <li>• None</li> </ul>	
<b>3. Organizational Chart</b>	
<ul style="list-style-type: none"> <li>• 3 members listed.</li> <li>• It looks like there is only one developer.</li> </ul>	



**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Digable Inc

**DATE:** 11/04/2024,11/13/2024, 11/20/2024

**EVALUATOR NAME:** Michael Rodriguez

**EVALUATOR DEPARTMENT:** DAFS/OIT

\*\*\*\*\*

<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• None</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• The company is listing a profit.</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• They provide evidence of insurance.</li></ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164  
**RFP TITLE:** Help Me Grow Data Collection System  
**BIDDER NAME:** Digable Inc  
**DATE:** 11/04/2024,11/13/2024, 11/20/2024  
**EVALUATOR NAME:** Michael Rodriguez  
**EVALUATOR DEPARTMENT:** DAFS/OIT

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<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>Does not commit to 90 day implementation window.</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>E,F,G,H,J are all functionality that does not currently exist.</li> <li>D. II is functionality that does not exist currently.</li> <li>No current interface.</li> <li>Does not claim current compliance, but commits to making changes to support compliance.</li> <li>Meets Expectations.</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>No AD support.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>No AD.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> </ul>
<b>D. Reports</b>
<ul style="list-style-type: none"> <li>Meets Expectations.</li> </ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"> <li>Meets Expectations.</li> <li>Meets Expectations.</li> <li>Meets Expectations.</li> </ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"> <li></li> </ul>

<b>Stage Five- Cost Proposal</b>
<b>Part IV, Section IV. Cost Proposal</b>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Digable Inc

**DATE:** 11/4/2024, 11/13/2024, 11/18/2024

**EVALUATOR NAME:** Katherine Russum

**EVALUATOR DEPARTMENT:** The Office of Child and Family Services

\*\*\*\*\*

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\*\*\*\*\*

**Individual Evaluator Comments:**

<b>Stage One- Eligibility</b>	
<b>Part I. Preliminary Information</b>	
<b>Eligibility Requirements</b>	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• P – Providing DCS to 3 HMG affiliates in the Continental United States.</li> </ul>	
2. Does the Bidder’s DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• P – Customizable DCS that is a vendor to an HMG system meeting fidelity model.</li> </ul>	
3. Did the Bidder provide each Agency’s name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>• The Bidder met requirements</li> </ul>	

<b>Stage Two- Organization Qualifications and Experience</b>	
<b>Part IV. Section II. Organizational Qualification and Experience</b>	
<b>1. Overview of the Organization</b>	
<ul style="list-style-type: none"> <li>• P – Customizations are available to ensure fidelity reporting needs are met.</li> <li>• P – Resources can be entered by the site, or integrated via API</li> <li>• P – High-quality dashboard available for data analytics</li> </ul>	
<b>2. Subcontractors</b>	
<ul style="list-style-type: none"> <li>• No subcontractors were disclosed</li> </ul>	
<b>3. Organizational Chart</b>	
<ul style="list-style-type: none"> <li>• An organizational chart was provided</li> </ul>	

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Digable Inc

**DATE:** 11/4/2024, 11/13/2024, 11/18/2024

**EVALUATOR NAME:** Katherine Russum

**EVALUATOR DEPARTMENT:** The Office of Child and Family Services

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<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• No current or past litigation (within 5 years)</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Balance sheets, and profit and loss were provided</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Certificate of Liability Insurance was provided.</li></ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Digable Inc

**DATE:** 11/4/2024, 11/13/2024, 11/18/2024

**EVALUATOR NAME:** Katherine Russum

**EVALUATOR DEPARTMENT:** The Office of Child and Family Services

\*\*\*\*\*

<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>• The bidder will gather necessary information from HMG Maine to include in the customization of DCS</li> <li>• Work with HMG Maine to determine who the administrators of DCS will be</li> <li>• HMG Maine staff will be identified as users of the DCS and assigned site permissions</li> <li>• The bidder</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>• P - Most of the functionality described in this section already exists within the product of FINDconnect.</li> <li>• N/Q - Items that are not already integrated are: Care Coordination log, referral and screening letters, ability to eFax, communicate with families via text, and interface with iCarol crisis support system</li> <li>• P - Bidder would be able to customize the product to meet the missing requirements and include these costs in the Cost Proposal Document</li> </ul>
<ul style="list-style-type: none"> <li>• All items within this section exist within the FINDconnect product except for: API with ASQ online and iCarol</li> <li>• FINDconnect can record ASQ scores and determine recommended next steps according to results</li> </ul>
<ul style="list-style-type: none"> <li>• FINDconnect does not currently utilize an API with iCarol</li> </ul>
<ul style="list-style-type: none"> <li>• The bidder referenced their answer to this question in section 1: Digable will determine who the administrators of the HMG Maine DCS will be at HMG Maine. Training for administrators at HMG Maine would take place utilizing the share screen feature for training about the core functionality of the system and training about how to add users to the system. All other users will be trained using share screen feature</li> <li>• N - No detail about the method of training provided</li> <li>• P - Bidder has worked with HMG North Texas to ensure that fidelity reporting needs are met. HMG Maine would benefit from these customizations.</li> </ul>
<ul style="list-style-type: none"> <li>• The bidder states that this is their standard policy</li> <li>• Main point of contact is available at any hour</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>• FINDconnect does not include active directory integration, but it could be added.</li> <li>• Server security updates are routinely installed.</li> </ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

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**EVALUATOR NAME:** Katherine Russum

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\*\*\*\*\*

<ul style="list-style-type: none"> <li>• Firewall is utilized</li> <li>• Policies in place to identify security and architectural issues</li> </ul>
<ul style="list-style-type: none"> <li>• The bidder affirms this requirement is met</li> </ul>
<ul style="list-style-type: none"> <li>• The bidder affirms this requirement is met</li> </ul>
<ul style="list-style-type: none"> <li>• The bidder affirms this requirement is met</li> </ul>
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<ul style="list-style-type: none"> <li>• The bidder affirms this requirement is met</li> </ul>
<ul style="list-style-type: none"> <li>• The bidder affirms this requirement is met</li> </ul>
<ul style="list-style-type: none"> <li>• FINDconnect does not use an active directory</li> </ul>
<ul style="list-style-type: none"> <li>• The bidder affirms this requirement is met, but no additional details were provided.</li> </ul>
<ul style="list-style-type: none"> <li>• The bidder could provide raw data in CSV format</li> </ul>
<p><b>D. Reports</b></p>
<ul style="list-style-type: none"> <li>• The bidder states they would provide these reports</li> </ul>
<p><b>2. Staffing</b></p>
<ul style="list-style-type: none"> <li>• Position titles and brief descriptions were provided</li> <li>• A corresponding list of qualifications was provided as a list of past experience for each position. Limited details were provided regarding qualifications.</li> </ul>
<ul style="list-style-type: none"> <li>• N/A – no subcontractors would be utilized</li> </ul>
<ul style="list-style-type: none"> <li>• A staffing plan was provided with a staffing plan including names, job titles, job descriptions, and time allocation for the initial period of performance, and renewal periods (1, 2, and 3).</li> </ul>
<p><b>3. Implementation - Work Plan</b></p>
<ul style="list-style-type: none"> <li>• A work plan was provided and displayed in a timeline chart</li> <li>• Tasks were outlined and assigned to individuals with estimated dates of completion</li> <li>• Only two days identified for training users</li> </ul>

<p><b>Stage Five- Cost Proposal</b></p>
<p><b>Part IV, Section IV. Cost Proposal</b></p>
<ul style="list-style-type: none"> <li>•</li> </ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Digable Inc

**DATE:** 11/4/24, 11/12/24, 11/13/24, 11/19/24, 11/20/24

**EVALUATOR NAME:** Kelly Waters

**EVALUATOR DEPARTMENT:** University of Southern Maine/DHHS/OCFS

\*\*\*\*\*

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\*\*\*\*\*

**Individual Evaluator Comments:**

Stage One- Eligibility	
Part I. Preliminary Information	
Eligibility Requirements	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• P – lists affiliates it provides a DCS to</li> </ul>	
2. Does the Bidder's DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• P – indicates the platform currently meets the fidelity reporting requirements for one of its existing clients</li> </ul>	
3. Did the Bidder provide each Agency's name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>• P – provided names and contact info for 3 affiliates, including time frames and implementation time periods</li> </ul>	

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

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**DATE:** 11/4/24, 11/12/24, 11/13/24, 11/19/24, 11/20/24

**EVALUATOR NAME:** Kelly Waters

**EVALUATOR DEPARTMENT:** University of Southern Maine/DHHS/OCFS

\*\*\*\*\*

<b>Stage Two- Organization Qualifications and Experience</b>
<b>Part IV. Section II. Organizational Qualification and Experience</b>
<b>1. Overview of the Organization</b>
<ul style="list-style-type: none"><li>• Developed in 2015</li></ul>
<b>2. Subcontractors</b>
<ul style="list-style-type: none"><li>• None</li></ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"><li>• 3 total employees</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• None</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Provided balance sheet and profit &amp; loss sheet for 2024</li><li>• Total income is greater than total expenses (175% of expenses)</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Provided certificate of insurance</li></ul>



**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

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**DATE:** 11/4/24, 11/12/24, 11/13/24, 11/19/24, 11/20/24

**EVALUATOR NAME:** Kelly Waters

**EVALUATOR DEPARTMENT:** University of Southern Maine/DHHS/OCFS

\*\*\*\*\*

<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>• P – Plans to do prework before deployment</li> <li>• Q – Does not mention time frame for implementation nor business hours</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>• Bidder’s standard DCS currently provides record-matching, intake/inquiry, case management, reminders, and tracking ASQ results</li> <li>• Bidder’s standard DCS currently does not meet requirements for care coordination, referral/screening letters, faxes, texting, or iCarol interface but states they could configure system to meet these requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder’s standard DCS currently provides all required reporting except for API with iCarol but states they could configure system to meet this requirement</li> </ul>
<ul style="list-style-type: none"> <li>• Does not currently have API with iCarol but can configure system to meet this requirement</li> </ul>
<ul style="list-style-type: none"> <li>• P – Live screen-sharing training</li> <li>• Q – unclear about details of ongoing support/TA</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder exceeds requirements (offers availability during and outside of normal business hours)</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>• P – has rigid access control lists/permissions, HIPPA compliant data centers, routine server security updates</li> <li>• Bidder does not currently include active directory integration but could configure system for this requirement</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
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<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Q – does not use active directory</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• P – Provides raw data as CSV doc</li> </ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Digable Inc

**DATE:** 11/4/24, 11/12/24, 11/13/24, 11/19/24, 11/20/24

**EVALUATOR NAME:** Kelly Waters

**EVALUATOR DEPARTMENT:** University of Southern Maine/DHHS/OCFS

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<b>D. Reports</b>
<ul style="list-style-type: none"><li>• Bidder meets requirements</li></ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"><li>• Bidder meets requirements</li></ul>
<ul style="list-style-type: none"><li>• n/a</li></ul>
<ul style="list-style-type: none"><li>• Bidder meets requirements</li><li>• 540 hours for initial two year period, 220 for renewal periods</li></ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"><li>• Bidder meets requirements</li></ul>
<b>Stage Five- Cost Proposal</b>
<b>Part IV, Section IV. Cost Proposal</b>
<ul style="list-style-type: none"><li>•</li></ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Geocko

**DATE:** 11/4/2024

**EVALUATOR NAME:** Daniel Dresser

**EVALUATOR DEPARTMENT:** OCFS

\*\*\*\*\*

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

\*\*\*\*\*

**Individual Evaluator Comments:**

Stage One- Eligibility	
Part I. Preliminary Information	
Eligibility Requirements	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input type="checkbox"/> Yes or <input checked="" type="checkbox"/> No
<ul style="list-style-type: none"> <li>•</li> </ul>	
2. Does the Bidder's DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• Bidder states their data collection system exceeds the requirements.</li> <li>• Very detailed description.</li> </ul>	
3. Did the Bidder provide each Agency's name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>• Bidder provides two references</li> </ul>	

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Geocko

**DATE:** 11/4/2024

**EVALUATOR NAME:** Maryanne J. Livingstone

**EVALUATOR DEPARTMENT:** DHHS OCFS

\*\*\*\*\*

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\*\*\*\*\*

**Individual Evaluator Comments:**

Stage One- Eligibility	
Part I. Preliminary Information	
Eligibility Requirements	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input type="checkbox"/> Yes or <input checked="" type="checkbox"/> No
<ul style="list-style-type: none"> <li>Bidder does not meet this requirement.</li> </ul>	
2. Does the Bidder's DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Bidder outlined a detailed description of what their proposed DCS would feature, including how the DCS would align with each of the HMG's four core components.</li> <li>Q: Bidder describes how their DCS aligns with HMG requirements. Does the Bidder have an existing DCS that may need some modifications, or would the DCS need to be built in its entirety?</li> <li>The Bidder detailed the way the DCS would exceed requirements with additional features, such as dashboards and data visualization tools, scalability to handle an increase in volume, and automated CQI and reporting.</li> </ul>	
3. Did the Bidder provide each Agency's name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>Q: Bidder provided name, contact information, and timeframes for two (2) agencies, despite having indicated in question #1 that they do not currently provide a DCS to HMG Affiliates. Are the agencies HMG Affiliates or agencies they provide a different type of DCS to?</li> </ul>	

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164  
**RFP TITLE:** Help Me Grow Data Collection System  
**BIDDER NAME:** Geocko  
**DATE:** 11/04/2024  
**EVALUATOR NAME:** Michael Rodriguez  
**EVALUATOR DEPARTMENT:** DAFS/OIT

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**Individual Evaluator Comments:**

Stage One- Eligibility	
Part I. Preliminary Information	
Eligibility Requirements	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input type="checkbox"/> Yes or <input checked="" type="checkbox"/> No
<ul style="list-style-type: none"> <li>The bidder did not provide any details.</li> </ul>	
2. Does the Bidder's DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Yes.</li> </ul>	
3. Did the Bidder provide each Agency's name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>The bidder states that they do not provide a DCS to an HMG affiliate in the US, but then they reference Washington State Department of Commerce as an affiliate.</li> </ul>	

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Geocko

**DATE:** November 4, 2024

**EVALUATOR NAME:** Katherine Russum

**EVALUATOR DEPARTMENT:** The Office of Child and Family Services

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**Individual Evaluator Comments:**

Stage One- Eligibility	
Part I. Preliminary Information	
Eligibility Requirements	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input type="checkbox"/> Yes or <input checked="" type="checkbox"/> No
<ul style="list-style-type: none"> <li>N – Bidder is not providing a DCS to an HMG affiliate in the Continental United States.</li> </ul>	
2. Does the Bidder's DCS meet or exceed HMG fidelity reporting and service requirement?	<input type="checkbox"/> Yes or <input checked="" type="checkbox"/> No
<ul style="list-style-type: none"> <li>N – The Bidder is not providing a DCS to an HMG affiliate, therefore the DCS is not currently meeting HMG fidelity reporting and service requirements.</li> </ul>	
3. Did the Bidder provide each Agency's name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>N – The Bidder provided a list of contact information for agencies they are a current vendor for, none of which are HMG affiliates.</li> <li>The Bidder did not meet requirements.</li> </ul>	

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** Geocko

**DATE:** 11/4/24

**EVALUATOR NAME:** Kelly Waters

**EVALUATOR DEPARTMENT:** University of Southern Maine/DHHS/OCFS

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**Individual Evaluator Comments:**

Stage One- Eligibility	
Part I. Preliminary Information	
Eligibility Requirements	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input type="checkbox"/> Yes or <input checked="" type="checkbox"/> No
<ul style="list-style-type: none"> <li>N – blank, no experience working with HMG affiliates</li> </ul>	
2. Does the Bidder's DCS meet or exceed HMG fidelity reporting and service requirement?	<input type="checkbox"/> Yes or <input checked="" type="checkbox"/> No
<ul style="list-style-type: none"> <li>N – since Bidder has not worked with HMG affiliates for fidelity reporting, they cannot determine whether or not they can meet/exceed the requirements</li> <li>P – notes examples of how Bidder's DCS could potentially align with HMG core components/fidelity requirements</li> </ul>	
3. Did the Bidder provide each Agency's name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>N – provided names/years/time to implement for 2 organizations but they are not HMG affiliates</li> </ul>	

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** KJMB Solutions

**DATE:** 11/4/2024, 11/12/2024, 11/19/2024, 12/20/2024

**EVALUATOR NAME:** Daniel Dresser

**EVALUATOR DEPARTMENT:** OCFS

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\*\*\*\*\*

**Individual Evaluator Comments:**

<b>Stage One- Eligibility</b>	
<b>Part I. Preliminary Information</b>	
<b>Eligibility Requirements</b>	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Bidder provided minimal description</li> </ul>	
2. Does the Bidder's DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Bidder states their data collection system was built specifically to meet HMG fidelity reporting and service requirements.</li> </ul>	
3. Did the Bidder provide each Agency's name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>Bidder listed all HMG affiliates</li> </ul>	

<b>Stage Two- Organization Qualifications and Experience</b>	
<b>Part IV. Section II. Organizational Qualification and Experience</b>	
<b>1. Overview of the Organization</b>	
<ul style="list-style-type: none"> <li>Organization started in 2011.</li> <li>Response related to product not organizational qualifications.</li> <li>Bidder's core software System for Tracking Access to Referrals (STAR) developed for Help Me Grow Orange County as a data collection system to meet the reporting requirements for Help Me Grow affiliates.</li> <li>3 projects attached</li> </ul>	
<b>2. Subcontractors</b>	



**STATE OF MAINE  
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**EVALUATOR NAME:** Daniel Dresser

**EVALUATOR DEPARTMENT:** OCFS

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<ul style="list-style-type: none"><li>• None to be used</li></ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"><li>• Enterprise-wide org chart is attached, which appears to be 3 people.</li><li>• Missing chart with the project team proposed to meet requirements of the RFP along with who the project team reports to.</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• Listed as none</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Documents attached as requested.</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Attached and valid</li></ul>

**STATE OF MAINE  
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**EVALUATOR NAME:** Daniel Dresser

**EVALUATOR DEPARTMENT:** OCFS

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<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>Bidder's platform STAR is currently in use by HMG Maine.</li> <li>Access is available at all times with exception of updates, which are performed outside normal business hours</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>Bidder's response is detailed including screenshots.</li> <li>h. Current version of product is not able to communicate directly via texts, can be added in update</li> <li>j. Current version in unable to interface with iCarol, can be added in update.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder provided examples of reports currently in system.</li> <li>b. Currently available through Excel reporting, built-in report for this data is included in proposal.</li> <li>c. Currently available through Excel reporting, built-in report for this data is included in proposal</li> <li>d. Interface with iCarol is included in proposal.</li> </ul>
<ul style="list-style-type: none"> <li>This feature is currently unavailable in platform. Future updates could see the functionality added.</li> </ul>
<ul style="list-style-type: none"> <li>Help documentation is provided within product.</li> <li>Zoom based training can be provided</li> <li>Changes to process or data field usage may be required by HMG to use built in tools.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder will have phone and email support during normal business hours.</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>Bidder states it is currently meeting all policies listed above</li> </ul>
<ul style="list-style-type: none"> <li>Bidder states it is currently meeting all policies listed above</li> </ul>
<ul style="list-style-type: none"> <li>Bidder stores all data with US</li> </ul>
<ul style="list-style-type: none"> <li>Bidder states disks are encrypted at rest and data is encrypted in transit via SSI protocol</li> </ul>
<ul style="list-style-type: none"> <li>Bidder states backup recovery interval of 1 hour is provided</li> </ul>
<ul style="list-style-type: none"> <li>Bidder states data should be restored within a few hours. In the event of total failure, complete restoration can be done within 12 hours.</li> </ul>
<ul style="list-style-type: none"> <li>All planned outages are done on weekends or after hours.</li> <li>No mention of written approval from department</li> </ul>

**STATE OF MAINE  
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<ul style="list-style-type: none"> <li>• Bidder states the current uptime metric is 99.997% for the past year</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder states over 99% of all queries return in less the 2 seconds</li> </ul>
<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder is the current provider, no transition is necessary</li> <li>• Required changes will be performed during normal scheduled software maintenance</li> </ul>
<ul style="list-style-type: none"> <li>• Data is currently available for download in Excel/CSV format.</li> </ul>
<b>D. Reports</b>
<ul style="list-style-type: none"> <li>• Bidder's response doesn't address reports</li> </ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"> <li>• Bidder provided only position titles.</li> <li>• No Job descriptions, including minimum qualifications</li> </ul>
<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<ul style="list-style-type: none"> <li>• Minimal response</li> </ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"> <li>•</li> </ul>

<b>Stage Four- Demonstrations</b>
<p>1. How does the system capture an intake with a family in a case management case? How is this different than a family who may only need one phone call for assistance? How are each of these data points recorded and reported? -Bidder responded to questions. -Several reports can be run to capture data. -Raw data can be exported to Excel</p> <p>2. Demonstrate how the notes fields are configured to be a care coordination log. -Bidder demonstrated</p> <p>3. Demonstrate creation of a new report with sample data in the report from landing page to final product. For example: number of children served by county and age for fiscal year 2022 to fiscal year 2023. -Reports can be run with use of filters</p> <p>4. What do raw data outputs look like? -Bidder responded to question</p> <p>5. Is WhatsApp an available communication method (along with texting)? -Not yet implemented</p> <p>6. Demonstrate a system inquiry. Demonstrate a case with follow up. -Bidder responded to question</p> <p>7. Demonstrate search, by zip code, for resources related to paying for childcare. -showed a search by distance not by zip code</p>

**STATE OF MAINE  
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- 8. Where is the developmental screening data housed?  
-
- 9. Demonstrate a pending referral, scheduled task, and alerts  
-Bidder responded to question
- 10. Demonstrate texting capabilities  
-Not yet available.
- 11. Demonstrate data dashboard  
-No Data dashboard included,
- 12. Demonstrate report function showing how many days does it take to connect a family to at least one service? How many days to close a case?  
-Report does not exist. User needs to pull data, add columns, enter formulas, and finally run pivot tables to get information.
- 13. Demonstrate reports on follow up calls.  
- Bidder demonstrated report
- 14. Demonstrate a report showing parent concerns by the age of the child at intake point and county in the past calendar year.  
- Report does not exist. User needs to pull data, add columns, enter formulas, and finally run pivot tables to get information.
- 15. Demonstrate a formatted sample letter to be used for closed-loop communication with a provider or family.  
-Bidder demonstrated sample letter.

**Stage Five- Cost Proposal**

**Part IV, Section IV. Cost Proposal**

-

**STATE OF MAINE  
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**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** KJMB Solutions

**DATE:** 11/4/2024, 11/13/24, 11/20/24, 12/20/24

**EVALUATOR NAME:** Maryanne J. Livingstone

**EVALUATOR DEPARTMENT:** DHHS OCFS

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**Individual Evaluator Comments:**

<b>Stage One- Eligibility</b>	
<b>Part I. Preliminary Information</b>	
<b>Eligibility Requirements</b>	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
Did the Bidder provide a detailed description?	
<ul style="list-style-type: none"> <li>The STAR DCS is used by thirteen (13) different HMG Affiliates in the US.</li> </ul>	
2. Does the Bidder’s DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
Did the Bidder provide a detailed description?	
<ul style="list-style-type: none"> <li>The STAR DCS was built to meet HMG Fidelity requirements.</li> <li>Has been updated as reporting requirements have changed.</li> </ul>	
3. Did the Bidder provide each Agency’s name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>Bidder provided name, contact information, and lengths of time requested for twelve (12) HMG Affiliates.</li> <li>Longest length of time HMG DCS system has been fully implemented is fifteen (15) years.</li> </ul>	

<b>Stage Two- Organization Qualifications and Experience</b>	
<b>Part IV. Section II. Organizational Qualification and Experience</b>	
<b>1. Overview of the Organization</b>	
<ul style="list-style-type: none"> <li>P: System was developed for the HMG Program to meet the reporting requirements.</li> </ul>	

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**EVALUATOR NAME:** Maryanne J. Livingstone

**EVALUATOR DEPARTMENT:** DHHS OCFS

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<ul style="list-style-type: none"><li>• States the functionality meets “almost all requirements of clients”.</li><li>• Updates happen twice a year.</li><li>• Three referrals provided, two of which are HMG affiliates, one of which is Maine’s OCFS.</li></ul>
<b>2. Subcontractors</b>
<ul style="list-style-type: none"><li>• None</li></ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"><li>• Provided.</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• None.</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Provided.</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Provided, but not valid (expired).</li></ul>

**STATE OF MAINE  
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**RFP #:** 202409164

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**BIDDER NAME:** KJMB Solutions

**DATE:** 11/4/2024, 11/13/24, 11/20/24, 12/20/24

**EVALUATOR NAME:** Maryanne J. Livingstone

**EVALUATOR DEPARTMENT:** DHHS OCFS

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<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>Implementation period is not applicable as the Bidder is the current provider of HMG Maine's DCS.</li> <li>Bidder states access to their DCS is available 24/7/365 with maintenance occurring outside of normal business hours.</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>The Bidder provided examples of the screens showing how their DCS meets all of the above functionalities except for j. Interface with the Department's iCarol crisis support system.</li> <li>Bidder states an interface with the Department's iCarol crisis support system can be added to their DCS.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder states they don't have the ability to provide all of the reporting features listed but can customize their system to add those they don't currently provide.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder's DCS does not currently utilize API with iCarol but proposes adding it to a future update of the system as part of their cost proposal.</li> </ul>
<ul style="list-style-type: none"> <li>Training is provided through documents within the Bidder's DCS.</li> <li>Additional Zoom training can be provided and is included in cost proposal.</li> <li>Bidder states they will work with the Department on running reports that will meet HMG Fidelity Assessment reporting requirements.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder meets the requirement: technical support is available by phone/email M-F 8am-5pm EST with an average response time of under 2 hours.</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>Bidder states they currently meet this requirement.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder states they currently meet this requirement.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder agrees to meet the requirement.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder agrees to meet the requirement.</li> </ul>
<ul style="list-style-type: none"> <li>Exceeds requirement: Recovery intervals for any data restore process is 1 hour.</li> </ul>
<ul style="list-style-type: none"> <li>Exceeds requirement: Maximum estimated restoration of complete web and database server failure is less than 12 hours.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder agrees to the requirement and states all planned outages/routine maintenance is completed outside of normal business hours.</li> <li>Bidder did not specify whether they agree to seek Department approval in writing prior to routine maintenance.</li> </ul>

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**EVALUATOR DEPARTMENT:** DHHS OCFS

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<ul style="list-style-type: none"> <li>Exceeds requirement: Uptime metric for the past year is over 99.99%</li> </ul>
<ul style="list-style-type: none"> <li>Bidder meets requirement: lookup queries are 3 seconds, with over 99% of all queries completed in less than 2 seconds. Exception may be large volume data queries.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder meets requirement with users having multi-factor authentication for access.</li> </ul>
<ul style="list-style-type: none"> <li>N/A Bidder is current vendor.</li> <li>Any modifications would be done during normal scheduled software maintenance.</li> </ul>
<ul style="list-style-type: none"> <li>Bidder agrees to meet the requirement.</li> </ul>
<p><b>D. Reports</b></p> <ul style="list-style-type: none"> <li>Bidder did not specify whether they would submit quarterly request changes reports.</li> <li>Bidder agrees to submit quarterly technical assistance reports, but limits the number of hours HMG Maine can request technical assistance before incurring an additional charge.</li> </ul>
<p><b>2. Staffing</b></p> <ul style="list-style-type: none"> <li>Bidder provided minimal descriptions of 3 staff.</li> <li>No subcontractors to be used.</li> <li>Bidder did not meet requirement: Bidder gave minimal description stating the FTEs that would be required but no staffing plan was attached.</li> </ul>
<p><b>3. Implementation - Work Plan</b></p> <ul style="list-style-type: none"> <li>Bidder states no implementation would be required and does not give a plan for implementing the requirements of the RFP that their DCS does not currently provide.</li> </ul>

<p><b>Stage Four- Demonstrations</b></p> <ol style="list-style-type: none"> <li>How does the system capture an intake with a family in a case management case? How is this different than a family who may only need one phone call for assistance? How are each of these data points recorded and reported?</li> <li>Demonstrate how the notes fields are configured to be a care coordination log.</li> <li>Demonstrate creation of a new report with sample data in the report from landing page to final product. For example: number of children served by county and age for fiscal year 2022 to fiscal year 2023.</li> <li>What do raw data outputs look like?</li> <li>Is WhatsApp an available communication method (along with texting)?</li> <li>Demonstrate a system inquiry. Demonstrate a case with follow up.</li> <li>Demonstrate search, by zip code, for resources related to paying for childcare.</li> </ol>
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**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

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**DATE:** 11/4/2024, 11/13/24, 11/20/24, 12/20/24

**EVALUATOR NAME:** Maryanne J. Livingstone

**EVALUATOR DEPARTMENT:** DHHS OCFS

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8. Where is the developmental screening data housed?
9. Demonstrate a pending referral, scheduled task, and alerts
10. Demonstrate texting capabilities
11. Demonstrate data dashboard
12. Demonstrate report function showing how many days does it take to connect a family to at least one service? How many days to close a case?
13. Demonstrate reports on follow up calls.
14. Demonstrate a report showing parent concerns by the age of the child at intake point and county in the past calendar year.
15. Demonstrate a formatted sample letter to be used for closed-loop communication with a provider or family.

In attendance:

Jeremy Sutka – CEO/owner of KJMB/Data Silo Solutions

Sheila Ramrize– System Quality Assurance / QA Lead

Notes:

- Addressed the list of questions in order instead of demonstrating a general use of the system.
- Could not demonstrate the data dashboard or the texting capabilities/ Whatsapp.
- Offered that the STAR system is customizable at additional costs.
- Obtaining some reports may not be viewed as “user-friendly” as the average Excel user may not have the knowledge to insert formulas and create pivot tables meant as a workaround to obtaining necessary reports.

**Stage Five- Cost Proposal**

**Part IV, Section IV. Cost Proposal**

-

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** KJMB Solutions

**DATE:** 11/04/2024,11/13/2024, 11/20/2024, 12/20/2024

**EVALUATOR NAME:** Michael Rodriguez

**EVALUATOR DEPARTMENT:** DAFS/OIT

\*\*\*\*\*

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**Individual Evaluator Comments:**

Stage One- Eligibility	
Part I. Preliminary Information	
Eligibility Requirements	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• Yes. The bidder states that they provide a system to 13 affiliates in the US.</li> </ul>	
2. Does the Bidder’s DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• Yes.</li> </ul>	
3. Did the Bidder provide each Agency’s name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>• No. Of the 13 affiliates referenced only 12 have been included in the document.</li> </ul>	

Stage Two- Organization Qualifications and Experience	
Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none"> <li>• In business since 2011.</li> <li>• Lists 3 integrations.</li> <li>• 13 affiliates</li> </ul>	
2. Subcontractors	
<ul style="list-style-type: none"> <li>• None</li> </ul>	
3. Organizational Chart	
<ul style="list-style-type: none"> <li>• Org chart is very light. Only 3 people 2 of which hold multiple roles.</li> </ul>	

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** KJMB Solutions

**DATE:** 11/04/2024, 11/13/2024, 11/20/2024, 12/20/2024

**EVALUATOR NAME:** Michael Rodriguez

**EVALUATOR DEPARTMENT:** DAFS/OIT

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<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• None</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Showing a profit year over year</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Has provided evidence</li></ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

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**DATE:** 11/04/2024, 11/13/2024, 11/20/2024, 12/20/2024

**EVALUATOR NAME:** Michael Rodriguez

**EVALUATOR DEPARTMENT:** DAFS/OIT

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<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>• Meets Expectations.</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>• H and J are not a current functionality. No interface with iCarol, but they are willing develop it at a cost.</li> </ul>
<ul style="list-style-type: none"> <li>• Satisfactory. Does not meet the requirement exactly, but claims work arounds.</li> </ul>
<ul style="list-style-type: none"> <li>• No a current feature.</li> </ul>
<ul style="list-style-type: none"> <li>• Meets Expectations.</li> </ul>
<ul style="list-style-type: none"> <li>• Meets Expectations.</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>• Meets Expectations.</li> </ul>
<ul style="list-style-type: none"> <li>• Meets Expectations.</li> </ul>
<ul style="list-style-type: none"> <li>• Meets Expectations.</li> </ul>
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<ul style="list-style-type: none"> <li>• Meets Expectations.</li> </ul>
<ul style="list-style-type: none"> <li>• Meets Expectations.</li> </ul>
<b>D. Reports</b>
<ul style="list-style-type: none"> <li>• Meets Expectations.</li> </ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"> <li>• Meets Expectations.</li> </ul>
<ul style="list-style-type: none"> <li>• Meets Expectations.</li> </ul>
<ul style="list-style-type: none"> <li>• Meets Expectations.</li> </ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"> <li>• Meets Expectations.</li> </ul>

**Stage Four- Demonstrations**

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** KJMB Solutions

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**EVALUATOR NAME:** Michael Rodriguez

**EVALUATOR DEPARTMENT:** DAFS/OIT

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1. How does the system capture an intake with a family in a case management case?  
How is this different than a family who may only need one phone call for assistance?  
How are each of these data points recorded and reported?  
Demonstrated search capability. Showed the intake page. Demoed the intake form and the required fields. This a "save incomplete" feature. Pre-intake call feature and add inquiry forms. Showed reporting features. Canned reports. Configuration menu containing the admin feature. This allows access to the export data feature to XLSX. Ability to turn on and off confidential data export.
2. Demonstrate how the notes fields are configured to be a care coordination log.  
Contains this ability.
3. Demonstrate creation of a new report with sample data in the report from landing page to final product. For example: number of children served by county and age for fiscal year 2022 to fiscal year 2023.  
Can be done from raw exports or from running pivots in excel. Can use child age and filter by zip code. Ability exists to create a new report by selecting criteria.
4. What do raw data outputs look like?  
These are in excel format XLSX. Contains a header row. The application is customizable.
5. Is WhatsApp an available communication method (along with texting)?  
The application is customizable. Not a current feature.
6. Demonstrate a system inquiry. Demonstrate a case with follow up.  
Demonstrated the feature.
7. Demonstrate search, by zip code, for resources related to paying for childcare.  
Demonstrated feature. Referrals listed in red on left bar to indicate they need to be followed up on.
8. Where is the developmental screening data housed?  
Displayed in Screening and in Case information on the left bar. Ability to output the screening report that contains this data also.
9. Demonstrate a pending referral, scheduled task, and alerts  
There are alerts, scheduled tasks and pending referrals available. These are unique to individual users. Can remove the alert without completing the task. Logs time and date modified.
10. Demonstrate texting capabilities  
Texting from application is not available. But recording consent for text message and what number to send text messages to is available.
11. Demonstrate data dashboard  
There is no dashboard available. But did should reporting capability.

**STATE OF MAINE  
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12. Demonstrate report function showing how many days does it take to connect a family to at least one service? How many days to close a case?

Had to modify a data export to demonstrate the capability. There was quite a bit of excel manipulation needed to do this. This is true for both reports.

13. Demonstrate reports on follow up calls.

Contains a follow up canned report. Has the ability to filter. More than one kind of follow up report.

14. Demonstrate a report showing parent concerns by the age of the child at intake point and county in the past calendar year.

Needed to export the data and create a pivot table to provide this functionality.

Follow up question: Is there an ability to provide an age range for a child? Maybe a calculated field? Does not have the functionality. Claims it would not be that hard to create this feature.

Another question: County info does not show up in other reports. Can the county be added to other reports? It can be included in other reports if you include demographics data and/or if you include confidential data. This may also be a custom feature to make it standard. They think it is not difficult.

15. Demonstrate a formatted sample letter to be used for closed-loop communication with a provider or family.

The letters can be edited.

Additional comments from the vendor:

Letters can pull in info from the entered data.

The application is constantly having new features added.

15 years' experience

Built STAR specifically for Help Me Grow.

Currently in use by the State.

**Stage Five- Cost Proposal**

**Part IV, Section IV. Cost Proposal**

•

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** KJMB Solutions

**DATE:** 11/4/2024, 11/13/2024, 11/19/2024

**EVALUATOR NAME:** Katherine Russum

**EVALUATOR DEPARTMENT:** The Office of Child and Family Services

\*\*\*\*\*

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**Individual Evaluator Comments:**

Stage One- Eligibility	
Part I. Preliminary Information	
Eligibility Requirements	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
Did the Bidder provide a detailed description?	
<ul style="list-style-type: none"> <li>P – The Bidder is providing a DCS to thirteen HMG affiliates in the Continental United States</li> </ul>	
2. Does the Bidder's DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
Did the Bidder provide a detailed description?	
<ul style="list-style-type: none"> <li>P – DCS was built to meet fidelity requirement.</li> </ul>	
3. Did the Bidder provide each Agency's name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>The Bidder met the requirements</li> </ul>	

Stage Two- Organization Qualifications and Experience	
Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none"> <li>P - Utilized by 13 HMG Affiliates</li> <li>P - Integration of ASQ Online, Interfax, and local systems when requested has expanded functionality</li> <li>P – Current software is customizable</li> </ul>	

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<b>2. Subcontractors</b>
<ul style="list-style-type: none"><li>• No subcontractors have been used.</li></ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"><li>• An organizational chart was provided.</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• No current litigation</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Balance sheets and profit/loss sheets were provided.</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Certificate of Liability Insurance was provided.</li></ul>



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<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>STAR DCS is currently in place at HMG Maine</li> <li>Access to DCS is available 24/7/365 with the exception of maintenance updates outside of business hours</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>P - DCS offers the ability to capture data outlined in B.1.a-B.1.e</li> <li>N - Search criteria offered to search existing records is limited when entering a new intake. Search fields are limited to child’s name, gender, and DOB. This has led to duplicates</li> <li>N - The search records feature displayed is an additional, time-consuming step that is not always feasible in practice</li> <li>N - Letter format is not cohesive with the State of Maine headers and formatting.</li> <li>N - Texting is not a feature offered with STAR</li> <li>N - Interfacing with iCarol is not currently available in STAR</li> </ul>
<ul style="list-style-type: none"> <li>Point-in-time and historic reports are found to have frequent incongruencies</li> <li>There is no data dashboard available. Graphs and visual representations of data are outdated and unable to be used for frequent requests HMG receives for presentations and/or disseminating data.</li> <li>Reports retrieved from the “Report Menu” do not match “Administrative Export” reports, and it is unclear which method is accurate. This leads to an immense amount of time lost when needing to slice and dice data.</li> </ul>
<ul style="list-style-type: none"> <li>An API with iCarol is not currently available in STAR</li> </ul>
<ul style="list-style-type: none"> <li>Help documents are integrated within STAR and available 24/7/365</li> <li>Zoom-based training of STAR can be provided</li> <li>Instruction documents are provided within STAR, however, the usage of specific fields and processes may vary due to individual system’s customizations.</li> </ul>
<ul style="list-style-type: none"> <li>Support phone and email line is monitored during normal business hours</li> <li>Response time to requests is less than 2 hours</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>Current technology is currently meeting the policies outlined</li> </ul>
<ul style="list-style-type: none"> <li>Current technology is meeting these policies</li> </ul>
<ul style="list-style-type: none"> <li>Data is stored within the Continental United States</li> </ul>
<ul style="list-style-type: none"> <li>Disks are encrypted at rest and data is encrypted in transit.</li> </ul>

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<ul style="list-style-type: none"> <li>• Backup recovery interval is 1 hour</li> </ul>
<ul style="list-style-type: none"> <li>• Recovery Time Objective is less than 12 hours</li> </ul>
<ul style="list-style-type: none"> <li>• Routine maintenance is scheduled once per month outside of business hours unless emergency patching is needed.</li> </ul>
<ul style="list-style-type: none"> <li>• Uptime metric is 99.997% over the past year.</li> </ul>
<ul style="list-style-type: none"> <li>• Over 99% of data queries are performed in less than 2 seconds in STAR.</li> </ul>
<ul style="list-style-type: none"> <li>• Access to the servers is limited. All users have Multi-Authentication for access.</li> </ul>
<ul style="list-style-type: none"> <li>• STAR is the current DCS being used for HMG Maine. No transition would be required.</li> <li>• No data transfer would be required.</li> </ul>
<ul style="list-style-type: none"> <li>• Data exports are always available for download via Excel/CSV. Upon termination of agreement, data can be provided in a specified format one-time at no additional charge.</li> </ul>

**D. Reports**

<ul style="list-style-type: none"> <li>• A fixed quote cost is provided for Change Requests. An estimated date for completion is provided once approved</li> <li>• 6 hours of TA is included in STAR subscription per year. Quarterly reports can be provided displaying the amount of TA utilized. Additional 4 hour blocks of TA can be purchased at \$400 hours each.</li> </ul>
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**2. Staffing**

<ul style="list-style-type: none"> <li>• Position titles and job descriptions were provided with limited details as to qualifications.</li> </ul>
<ul style="list-style-type: none"> <li>• No subcontractors or consultants are used on STAR products</li> </ul>
<ul style="list-style-type: none"> <li>• Minimum of 0.5 FTE IT staff/developer and 0.5 FTE Quality Assurance staff is necessary.</li> </ul>

**3. Implementation - Work Plan**

<ul style="list-style-type: none"> <li>• STAR is the current DCS being used for the HMG Maine system. No implementation timeline is required</li> <li>• Semi-annual updates include opportunity for HMG affiliates to request specific changes to the customized version of STAR software</li> </ul>
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**Stage Four- Demonstrations**

<ul style="list-style-type: none"> <li>• Answered 13 of 15 questions</li> <li>• Does not have capability for texting, WhatsApp, or data dashboards at this time</li> <li>• Pulling reports can be challenging as far as navigating excel. Advanced skills in excel are required</li> </ul>
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**DATE:** 11/4/24, 11/12/24, 11/13/24, 11/19/24, 11/20/24, 12/20/24

**EVALUATOR NAME:** Kelly Waters

**EVALUATOR DEPARTMENT:** University of Southern Maine/DHHS/OCFS

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\*\*\*\*\*

**Individual Evaluator Comments:**

Stage One- Eligibility	
Part I. Preliminary Information	
Eligibility Requirements	
1. Does the Bidder currently provide a DCS to HMG affiliates in the Continental United States.	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• P – their DCS is currently used in 13 affiliates</li> </ul>	
2. Does the Bidder’s DCS meet or exceed HMG fidelity reporting and service requirement?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>• P – their DCS system was designed specifically for HMG’s fidelity reporting</li> </ul>	
3. Did the Bidder provide each Agency’s name and contact information in which the Bidder contracted DCS to an HMG affiliate. In addition, did the Bidder provide the timeframe (months/years) the system was fully implemented and in operation and length of time it took to implement the solution?	
<ul style="list-style-type: none"> <li>• P – provided names and contact info for 12 affiliates, including time frames and implementation time periods</li> </ul>	

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INDIVIDUAL EVALUATION NOTES**

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**EVALUATOR NAME:** Kelly Waters

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<b>Stage Two- Organization Qualifications and Experience</b>	
<b>Part IV. Section II. Organizational Qualification and Experience</b>	
<b>1. Overview of the Organization</b>	<ul style="list-style-type: none"> <li>• Established in 2011</li> <li>• STAR package developed by HMG Orange County to meet reporting requirements</li> </ul>
<b>2. Subcontractors</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>3. Organizational Chart</b>	<ul style="list-style-type: none"> <li>• 3 total employees</li> </ul>
<b>4. Litigation</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>5. Financial Viability</b>	<ul style="list-style-type: none"> <li>• Provided balance sheets and profit &amp; loss sheets for 2021, 2022, and 2023</li> <li>• Income consistently greater than expenses</li> <li>• Expenses from 2022 to 2023 increased more than income increased</li> <li>• Income in 2023 is 86% of income from 2021</li> </ul>
<b>6. Certificate of Insurance</b>	<ul style="list-style-type: none"> <li>• Provided certificate of insurance</li> </ul>

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<b>Stage Three- Proposed Services</b>
<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. General Requirements</b>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<b>B. Data Collection System (DCS) Requirements</b>
<ul style="list-style-type: none"> <li>• Bidder’s existing DCS currently meets all requirements except for texting and interfacing with iCarol (both could be added in future updates for additional costs)</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder states their existing DCS currently meets all requirements except for time to connect, days case is open, API interface, follow-up reports, and dashboards, but states they will add features in future updates</li> </ul>
<ul style="list-style-type: none"> <li>• Does not currently have API with iCarol but can configure system to meet this requirement</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<b>C. Technology Requirements</b>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
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<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Some large queries take longer than 3 seconds</li> </ul>
<ul style="list-style-type: none"> <li>• Users have MFA for access</li> </ul>
<ul style="list-style-type: none"> <li>• n/a</li> </ul>
<ul style="list-style-type: none"> <li>• Excel/CSV data available</li> </ul>
<b>D. Reports</b>
<ul style="list-style-type: none"> <li>• Bidder meets requirements</li> </ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"> <li>• Provided titles only</li> </ul>
<ul style="list-style-type: none"> <li>• n/a</li> </ul>
<ul style="list-style-type: none"> <li>• No attachment, said 0.5 FTE for IT staff and 0.5 for QA</li> </ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"> <li>• Did not provide work plan</li> </ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202409164

**RFP TITLE:** Help Me Grow Data Collection System

**BIDDER NAME:** KJMB Solutions

**DATE:** 11/4/24, 11/12/24, 11/13/24, 11/19/24, 11/20/24, 12/20/24

**EVALUATOR NAME:** Kelly Waters

**EVALUATOR DEPARTMENT:** University of Southern Maine/DHHS/OCFS

\*\*\*\*\*

**Stage Four- Demonstrations**

- Provided demonstrations to show how bidder's DCS has capabilities to do all of requested demonstrations except for texting/WhatsApp and dashboards
- Relies on Excel and manipulation of data to compute some reports
- Has capability to make requested changes for data outputs
- Noted advantages of 15 years of experience working with HMG, being a small but responsive company, and the familiarity/ease of already being the DCS in place in Maine

**Stage Five- Cost Proposal**

**Part IV, Section IV. Cost Proposal**

-



STATE OF MAINE  
DEPARTMENT OF HEALTH AND HUMAN  
SERVICES

Janet T. Mills  
Governor

Jeanne M. Lambrew, Ph.D.  
Commissioner

**AGREEMENT AND DISCLOSURE STATEMENT**  
**RFP #: 202409164**  
**RFP TITLE: Help Me Grow Data Collection System**

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

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

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

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

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

Signed by:  
Daniel Dresser  
A028D8135C6D445...

**Signature**

Nov-01-2024

**Date**



STATE OF MAINE  
DEPARTMENT OF HEALTH AND HUMAN  
SERVICES

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**AGREEMENT AND DISCLOSURE STATEMENT**  
**RFP #: 202409164**  
**RFP TITLE: Help Me Grow Data Collection System**

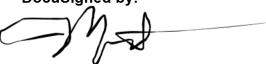
I, Maryanne Livingstone accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection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

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DocuSigned by:  
  
706004FC0707400...  
**Signature**

Nov-01-2024  
**Date**





STATE OF MAINE  
DEPARTMENT OF HEALTH AND HUMAN  
SERVICES

Janet T. Mills  
Governor

Jeanne M. Lambrew, Ph.D.  
Commissioner

**AGREEMENT AND DISCLOSURE STATEMENT**  
**RFP #: 202409164**  
**RFP TITLE: Help Me Grow Data Collection System**

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

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

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

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DocuSigned by:  
Michael Rodriguez  
38C54D7594B84CA...  
**Signature**

Nov-04-2024  
**Date**



**STATE OF MAINE  
DEPARTMENT OF HEALTH AND HUMAN  
SERVICES**

**Janet T. Mills  
Governor**

**Jeanne M. Lambrew, Ph.D.  
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT  
RFP #: 202409164  
RFP TITLE: Help Me Grow Data Collection System**

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

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

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Signed by:  
Katherine E. Russum  
9AADC000F74F42D...  
**Signature**

Nov-01-2024  
**Date**



STATE OF MAINE  
DEPARTMENT OF HEALTH AND HUMAN  
SERVICES

Janet T. Mills  
Governor

Jeanne M. Lambrew, Ph.D.  
Commissioner

**AGREEMENT AND DISCLOSURE STATEMENT**  
**RFP #: 202409164**  
**RFP TITLE: Help Me Grow Data Collection System**

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

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Signed by:  
Kelly Waters  
02B16C6D7519449...

**Signature**

Nov-01-2024

**Date**