**STATE OF MAINE REQUEST FOR PROPOSALS**

**RFP AMENDMENT #1 AND**

**RFP SUBMITTED QUESTIONS & ANSWERS SUMMARY**

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| **RFP NUMBER AND TITLE:** | RFP#202410192 Maine Immunization Information System, including Electronic Reporting of Blood Lead Tests |
| **RFP ISSUED BY:** | Department of Health and Human Services Maine Center of Disease Control and Prevention |
| **SUBMITTED QUESTIONS DUE DATE:** | December 6, 2024, no later than 11:59 p.m., local time |
| **AMENDMENT AND QUESTION & ANSWER SUMMARY ISSUED:** | December 13, 2024 |
| **PROPOSAL DUE DATE:** | January 8, 2025, no later than 11:59 p.m., local time |
| **PROPOSALS DUE TO:** | [Proposals@maine.gov](mailto:Proposals@maine.gov) |
| **Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.** | |
| **DESCRIPTION OF CHANGES IN RFP:**   1. Part II, D.1.b.i. is revised. 2. **Appendix C**, Eligibility to Submit a Bid is revised. 3. **Appendix J,** Cost Proposal Form is revised. | |
| **REVISED LANGUAGE IN RFP:**   1. *Part II, D.1.b.i. is amended to read:* 2. Maintaining an availability metric of ninety-nine-point nine percent (99.9%) of uptime in a calendar month, as measured in actual hours available as a percentage of total hours in the month. 3. ***Appendix C****, Eligibility to Submit a Bid is replaced in its entirety.*   **The Amended Eligibility to Submit a Bid form may be obtained in an Excel (.xlsx) format by double clicking on the document icon below:**     1. ***Appendix J,*** *Cost Proposal Form is replaced in its entirety.*   **The Amended Cost Proposal form may be obtained in an Excel (.xlsx) format by double clicking on the document icon below:** | |

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

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| **1** | **RFP Section & Page Number** | **Question** |
| Part I, C. Page 8 | As a result of the COVID-19 Pandemic, many states paused modernization efforts and delayed deploying new and modular systems which has a direct impact on the number of vendors who can achieve the current eligibility qualification requiring a “configurable COTS-SaaS IIS solution which has been implemented within the past five (5) years and is currently in production use, and has been operational for a minimum of three (3) years”.  Would the state remove this qualification and accept bids from vendors who can demonstrate a “configurable COTS-SaaS IIS solution which is being actively implemented within multiple state governmental agencies and will be in production use by the time the Maine implementation begins”?  As written, the current requirement restricts the State’s options to those solutions which pre-date the COVID-19 Pandemic and/or otherwise exclude accomplished vendors which have a depth of public health technology solutions and service delivery related to vaccine management, immunization, disease-surveillance, data modernization, or contact-tracing. |
| **Answer** | |
| No. | |

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| **2** | **RFP Section & Page Number** | **Question** |
| Part I, C.  Page 8 and  Appendix C  Page 27 | 1. Can the State clarify which minimum operational period is correct? Is it the three (3) year period in Part I. C and in the Eligibility Certification Box in Appendix C or the one (1) year period found in Appendix C Certification Question 3? 2. We request the state modify the current Eligibility to Submit a Bid and accept bids from vendors who can demonstrate a “configurable COTS-SaaS IIS solution which is being actively implemented within multiple state governmental agencies and will be in production use by the time the Maine implementation begins”. As written, the current requirement restricts the State’s options to those solutions which pre-date the COVID-19 Pandemic and/or otherwise exclude accomplished vendors which have a depth of public health technology solutions and service delivery related to vaccine management, immunization, disease-surveillance, data modernization, or contact-tracing. |
| **Answer** | |
| 1. Three (3) year operational period, refer to the amended language at the beginning of this document. 2. Refer to the answer to question 1 of this document. | |

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| **3** | **RFP Section & Page Number** | **Question** |
| Part I, C.  Page 8 and Appendix L  Page 41 | In Part I.C Eligibility to Submit a Bid, the RFP defines the eligibility qualification requiring a “configurable COTS-SaaS IIS solution which has been implemented within the past five (5) years and is currently in production use, and has been operational for a minimum of three (3) years”. In Part II.A Business Requirements, the RFP defines the IIS solution in greater detail and includes the ability for viewing patient blood lead test results and manage blood lead test. These blood lead requirements are further reinforced as essential components of the IIS solution as a result of 35 of 41 Manage Blood Lead Test requirements being marked as “e” essential, in Appendix I (Maine IIS Requirements Traceability Matrix). However, in Appendix L (DEMONSTRATION INSTRUCTIONS AND REQUIREMENTS), the Worksheet in the Requirements Traceability Matrix column under Manage blood lead test includes a note stating “(Optional - if applicable as a system ready module and/or can demonstrate a view of the enhancement)”.   1. Can the state explain why a vendor can be deemed to meet the eligibility to bid requirement and not be required to demonstrate a fully functional Manage Blood Lead Module that meets the full eligibility to bid requirement? 2. We request the state modify the current Eligibility to Submit a Bid and accept bids from vendors who can demonstrate a “configurable COTS-SaaS IIS solution which is being actively implemented within multiple state governmental agencies and will be in production use by the time the Maine implementation begins”.   As written, the current requirement restricts the State’s options to those solutions which pre-date the COVID-19 Pandemic and/or otherwise exclude accomplished vendors which have a depth of public health technology solutions and service delivery related to vaccine management, immunization, disease-surveillance, data modernization, or contact-tracing. |
| **Answer** | |
| 1. The Department declines to answer. 2. Refer to the answer to question 1 of this document. | |

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| **4** | **RFP Section & Page Number** | **Question** |
| Appendix J Schedule 1, 2, 3, 4 | We believe Schedule 1 Cell D6 should reference Schedule 2 cell F18 not cell F17. Can state please confirm?  We believe Schedule 1 Cell D7 should reference Schedule 3 cell F18 not cell F17. Can state please confirm?  We believe Schedule 2 Cell F18 should sum rows 6 through 16 not rows 7 through 16. Can state please confirm?  We believe Schedule 3 Cell F18 should sum rows 7 through 16 not rows 8 through 16. Can state please confirm?  We noticed that In Schedule 4 there is no formula in cell G19. Can state please update? |
| **Answer** | |
| Refer to the amended Cost Proposal document at the beginning of this document. It is the Bidder’s responsibility to ensure all cost information is accurate at the time of the proposal submission. | |

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| **5** | **RFP Section & Page Number** | **Question** |
| Appendix J Schedule 6 | We believe Schedule 6 Cell D7 to D11 and E7 to E11, F18 should have formula that multiplies corresponding values in column C and D. Can state please confirm? |
| **Answer** | |
| It is the Bidder’s responsibility to ensure all cost information is accurate at the time of the proposal submission. | |

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| **6** | **RFP Section & Page Number** | **Question** |
| Appendix J Schedule 4 | How to differentiate between schedule 2 and schedule 3? There seems to be overlapping between the two schedules. |
| **Answer** | |
| Schedule 2 relates to the core system development, programming, and data transfer, while Scheduled 3 relates to the actual implementation of the solution, including deployment, testing, and support. | |

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| **7** | **RFP Section & Page Number** | **Question** |
| Part 1, D.  page 8 | Does the "Initial Period of Performance" term include the implementation? |
| **Answer** | |
| Yes. | |

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| **8** | **RFP Section & Page Number** | **Question** |
| Appendix J Schedule 6 | How many end users for Immunization? |
| **Answer** | |
| Currently, there are 2,604 immunization end users. | |

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| **9** | **RFP Section & Page Number** | **Question** |
| Appendix J Schedule 6 | How many administrators for Immunization? |
| **Answer** | |
| Currently, there are 24 state administrators for the Maine IIS. | |

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| **10** | **RFP Section & Page Number** | **Question** |
| Part I, B.8.  page 7 | May the bidder include the citation to legal authority in support of our claim of proposal content confidentiality as part of our "File 1" submission? |
| **Answer** | |
| Bidders may mark some portion of their proposal as confidential.  If a Bidder marks some portion of their proposal as confidential then the Department will provide the Bidder with a reasonable opportunity to object to public disclosure of the proposal.  The Department, however, provides no assurance regarding whether any portion of the proposal will ultimately be determined to be confidential and not publicly disclosed | |

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| **11** | **RFP Section & Page Number** | **Question** |
| Appendix J Schedule 6 | “Number of Resources" Is this intended to be the number of trainers? |
| **Answer** | |
| Number of Resources includes the number of staff specific to the Resource Type. | |

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| **12** | **RFP Section & Page Number** | **Question** |
| Part 1, D.  page 8 | Does the state have an anticipated timeline for the initial implementation phase of the system. |
| **Answer** | |
| It is at the Bidder’s discretion to propose a timeline as part of their response to Appendix H, Response to Proposed Services form, 3. Implementation. | |

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| **13** | **RFP Section & Page Number** | **Question** |
| Part V, B.2.  Page 20 | Will the state consider in-person demonstrations? |
| **Answer** | |
| No. | |

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| **14** | **RFP Section & Page Number** | **Question** |
| Appendix J Schedule 6 | Will the state require annual refresher trainings to end users and/or state administrators? |
| **Answer** | |
| No. | |

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| **15** | **RFP Section & Page Number** | **Question** |
| Appendix I | In the context of including Consumer Access functionality, does the State want this functionality available throughout the duration of the proposed contract. |
| **Answer** | |
| Yes, if the Department chooses to utilize the functionality. | |

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| **16** | **RFP Section & Page Number** | **Question** |
| Appendix J | Where would the state want the vendors to include optional pricing? |
| **Answer** | |
| The Department is not looking for optional pricing. All Bidders are expected to provide their best value pricing with the submission of their proposal. | |

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| **17** | **RFP Section & Page Number** | **Question** |
| Appendix J Schedule 6 | How many end users for Childhood Lead Poison and Prevention Program (CLPPP)? |
| **Answer** | |
| Currently, there are 1,340 end users with blood lead access. | |

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| **18** | **RFP Section & Page Number** | **Question** |
| Appendix J Schedule 6 | How many administrators CLPPP? |
| **Answer** | |
| Currently, there 20 state administrators for the CLPP program. | |

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| **19** | **RFP Section & Page Number** | **Question** |
| Part 2, B.  page 10 | For the SOC 2 Type 2 audit, are all 5 Trust Services Criteria required? If all 5 are required, has the state anticipated the cost impact to the contract? |
| **Answer** | |
| Since this is not a financial services application, Processing Integrity is optional. But, Security, Availability, Confidentiality, & Privacy are mandatory. | |

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| **20** | **RFP Section & Page Number** | **Question** |
| Appendix I Instructions tab | Re: First paragraph under ‘BIDDER'S RESPONSE TO REQUIREMENTS’  ‘A comprehensive response to each requirement is mandatory’   1. Does ME want a Bidder Narrative Note response for each requirement regardless of Bidder Response selection? 2. Should cost information for ‘Add Module’ and ‘Enhancement’ selections only be included in the Appendix J cost proposal or also in the RTM response? |
| **Answer** | |
| 1. Narratives are only required for objectives being partially met. 2. Cost must only be included in Appendix J, Cost Form. Costs provided outside of Appendix J, will not be considered by the Department and will not be incorporated into the resulting contract. | |

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| **21** | **RFP Section & Page Number** | **Question** |
| Appendix I Manage Blood Lead Tests Tab | Re: Req # - 23   1. Will the blood lead data utilize v2.5.1 ORU messages? 2. Is the expectation that the HL7 interface would accept inbound blood lead data and create outbound query responses that contain blood lead data? |
| **Answer** | |
| 1. The Department is currently accepting VXU’s with RXA segments, however v2.5.1 ORU based on State lab data exchange capabilities may be considered. 2. There is no expectation for an HL7 interface for Blood lead data. | |

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| **22** | **RFP Section & Page Number** | **Question** |
| Part II, C.  Page 14 | Re: Document Repository Requirements  Is the document repository required for the full term of the contract or is the expectation that the document repository only be used for the duration of the implementation project? |
| **Answer** | |
| The document repository is required for the full term of the contract. | |

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| **23** | **RFP Section & Page Number** | **Question** |
| Part I  Page 7 | How many blood lead tests are currently stored in ImmPact? |
| **Answer** | |
| There are currently 28,876 blood lead tests stored in ImmPact. | |

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| **24** | **RFP Section & Page Number** | **Question** |
| Part II, B.  Page 10 | For #8, SOC 2 Type 2, would Maine accept an alternative where we supply an annual SOC2 Type 2 report conducted from another jurisdiction since we leverage same product and deployments combined with a self-attestation of Maine-specific contract items? This would be a more cost-effective approach and still provide Maine with the necessary 3rd party security review and visibility required. |
| **Answer** | |
| Yes, that is an acceptable alternative. | |

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| **25** | **RFP Section & Page Number** | **Question** |
| Part II, B.  Page 10 | Sign a MaineIT Non-Disclosure Agreement, as requested and required by MaineIT. The link provided in the RFP is not externally accessible. Can you please supply an accessible link or electronic copy of this agreement? |
| **Answer** | |
| [IT Service Contract (IT-SC)](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/IT%20Service%20Contract%20%28IT-SC%29%20Template%20%28locked%29_11.13.2024.pdf) | |

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| **26** | **RFP Section & Page Number** | **Question** |
| Part II, B.  Page 11 | Under operations and maintenance requirements it states: “Maintaining an availability metric of ninety-nine-point five percent (99.9%) of uptime in a calendar month, as measured by the number of actual hours available as a percentage of total hours in the month.” Please clarify: is the metric 99.5% or 99.9%? |
| **Answer** | |
| Refer to the amended language at the beginning of this document. | |

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| **27** | **RFP Section & Page Number** | **Question** |
| Part IV  Page 22 | The awarded Bidder will be required to execute a State of Maine [IT Service Contract (IT-SC)](https://stateofmaine.sharepoint.com/:w:/r/sites/DAFS-Procurement-Services-Intranet/Shared%20Documents/Public%20to%20intranet/FORMS/Contract%20Documents/IT%20Service%20Contract%20(IT-SC)%20Template_REV%208.9.24%20(locked).docx?&d=1) with Confidentiality and Non-Disclosure Agreement (ND), including appropriate riders as determined by the issuing department. Bidders shall carefully review the IT-SC. The link provided in the RFP is not externally accessible. Can you please supply an accessible link or electronic copy of this agreement? |
| **Answer** | |
| [IT Service Contract (IT-SC)](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/IT%20Service%20Contract%20%28IT-SC%29%20Template%20%28locked%29_11.13.2024.pdf) | |

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| **28** | **RFP Section & Page Number** | **Question** |
| Cost Proposal Form – Schedule 3 | Cell C6 indicates ‘Estimated Delivery Date & Number of Hours per Task’. None of the other schedules request number of hours. As a firm fixed price, are hours necessary in this cell or could we provide task duration (start and delivery date)? |
| **Answer** | |
| Task duration is acceptable. | |

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| **29** | **RFP Section & Page Number** | **Question** |
| Appendix I  Admin System Tab | Re: Req # - 46  The requirement currently states – “vendor will update of code sets”. Can you provide additional information on the code sets referenced in this requirement? |
| **Answer** | |
| Code sets can be found at the Federal CDC Immunization Information Systems (IIS) [Vaccine Data Code Sets webpage](https://www.cdc.gov/iis/code-sets/index.html). | |

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| **30** | **RFP Section & Page Number** | **Question** |
| Part II, D.1.b.i.  Page 11 | Section D 'Operations and Maintenance Requirements' - 1.b.i. - Maintaining an availability metric of ninety-nine-point five percent (99.9%) of uptime in a calendar month, as measured in actual hours available as a percentage of total hours in the month.  There is a discrepancy with ninety-nine-point five percent (99.5%) and 99.9% listed. Please clarify which is correct for the uptime requirement in a calendar month - 99.5% or 99.9%. |
| **Answer** | |
| Refer to the amended language at the beginning of this document. | |