**STATE OF MAINE REQUEST FOR PROPOSALS**

**RFP AMENDMENT # 1 AND**

**RFP SUBMITTED QUESTIONS & ANSWERS SUMMARY**

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| **RFP NUMBER AND TITLE:** | RFP#202411199 Paid Family and Medical Leave (PFML) Claims Administration |
| **RFP ISSUED BY:** | Department of Labor |
| **SUBMITTED QUESTIONS DUE DATE:** | December 20,2024 |
| **AMENDMENT AND QUESTION & ANSWER SUMMARY ISSUED:** | January 9, 2025 |
| **PROPOSAL DUE DATE:** | January 24, 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 (if any):**  **Update to Part II, Section B.3.e.** | |
| **REVISED LANGUAGE IN RFP (if any):**  **Part II, Section B.3.e is removed in its entirety and replaced with the following:**  Each bidder should include in their proposal an explanation of their overpayment recovery processes, including any thresholds, timeframes, and methods they employ. With the exception of fraudulent claims resulting from identity theft that are paid despite the Awarded Bidder’s reasonable efforts to prevent paying such claims, the Department expects that the Awarded Bidder will restore money to the trust fund in the event of overpayments. The Department has an interest in how the Awarded Bidder will seek to recover those funds because those tactics will inevitably reflect on the program. Each bidder should include, in their proposal, service metrics the bidder is confident it can achieve, with proposed penalties indicating the level of that confidence. | |

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

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| **1** | **RFP Section & Page Number** | **Question** |
| Part I, page 6 | Does the state intend to put out another RFP for a solution to manage FMLA, state custom leave policies (not PFML), and ADA/PWFA accommodations in the future? |
| **Answer** | |
| Not at this time. | |

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| **2** | **RFP Section & Page Number** | **Question** |
| n/a | Would the RFP evaluation consider a technology vendor that provides insourcing software that can support the functionality listed in this RFP if it’s more cost efficient? |
| **Answer** | |
| No. | |

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| **3** | **RFP Section & Page Number** | **Question** |
| Part I, page 6 | Does the state have an anticipated estimate of request volume yearly? |
| **Answer** | |
| Based on actuarial activity done in preparation for the program, the Department believes it would be reasonable to expect between 35k and 45k claims per year initially. However, the Department acknowledges that numerous variables may affect the rate of claims. The Department encourages bidders to use available information and to leverage any underwriting or actuarial resources they may wish to engage, in determining whether they feel that estimate is likely to be an accurate prediction. | |

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| **4** | **RFP Section & Page Number** | **Question** |
| Part I, page 6 | What are the expected core business hours of service? |
| **Answer** | |
| Anticipated hours of operation are 8:00a – 5:00p ET Monday-Friday with 24/7 online portal access. | |

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| **5** | **RFP Section & Page Number** | **Question** |
| Appendix D, page 29 | Can we receive a copy of the Technical Assessment Form? |
| **Answer** | |
| The Department has confirmed that the Technical Assessment Form can be opened when it is downloaded from within the RFP document. | |
| **6** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.3.a, page 10 | Are debit cards within the scope of this procurement? Or will the State be using their own debit card provider? If cards are a required service of the RFP, would you accept a proposal only for the debit card piece? |
| **Answer** | |
| The successful bidder will include debit cards within their overall proposal. | |

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| **7** | **RFP Section & Page Number** | **Question** |
| Part I, Section A, page 6 | We understand that our technology must be able to integrate with existing technology used for other components of the program, such as the contributions portal. What platform/technology is being utilized for the existing technology, including the contributions portal? Is it on Salesforce? |
| **Answer** | |
|  | The successful bidder will demonstrate an ability to integrate with:  Outlook  Active Directory  Maine Paid Leave Contributions Portal  Maine’s state accounting system  Electronic document storage functionality such as DocuWare  Note that the Maine Paid Leave Contributions Portal is hosted on Amazon Web Services running proprietary server software. | |

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| **8** | **RFP Section & Page Number** | **Question** |
| Part II, Section A, page 9 | What is the expected integration between the state’s system and our claim administration system and portal? |
| **Answer** | |
|  | The successful bidder will need to access data stored in the existing contributions portal in order to gather the following information needed for accurate claims processing:  -Claimants' participation in the PFML public plan  -Claimants' quarterly wage data for the purposes of the earnings requirement  -Claimants' quarterly wage data for the purposes of calculating the Weekly Benefit Amount  -Employer contact information.  The expected integration is automatic, either via real time REST or SOAP web services or via a file transfer. The contributions vendor and benefits vendor will need to collaborate on building this interface. | |

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| **9** | **RFP Section & Page Number** | **Question** |
| Part II, Section A, page 9 | What information will be collected by the State of Maine to validate the employer who may have access to their employees’ information via the portal? |
| **Answer** | |
|  | By integrating with the contributions vendor, the successful bidder will have access to data showing which employers a claimant has been associated with. The Department envisions the successful bidder will present a claimant with a list of said employers in order to confirm which company or companies they are currently employed by. The Department also looks forward to reviewing each bidder’s proposed process for capturing from the claimant any new company or companies the claimant is employed by, and for validating whether the claimant has 120 days of service with their current employer(s). Note that each Maine employer will have a login email for use in the Maine Paid Leave Contributions Portal, which may be able to be leveraged for this purpose. | |

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| **10** | **RFP Section & Page Number** | **Question** |
| Part II, Section D, page 12 | Do you have an estimate of how many individuals within the Maine Department staff will need read-only and appeals processing access to the claims system? |
| **Answer** | |
|  | The Department anticipates that between 5 and 15 individuals will need appeals processing access to the claims system, with an additional 5 to 15 individuals needing read-only access to view all claim data. | |

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| **11** | **RFP Section & Page Number** | **Question** |
| n/a | Will preference be provided if the core/dedicated roles are in the state of Maine? |
| **Answer** | |
|  | The Department invites each bidder to explain how their business operations demonstrate a meaningful presence in Maine, and this will be reflected in scoring of the response. | |

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| **12** | **RFP Section & Page Number** | **Question** |
| n/a | Please describe your service philosophy when interacting with claimants. |
| **Answer** | |
|  | Maine workers in need of Paid Family and Medical Leave will often be dealing with difficult life circumstances and may not be familiar with customary Leave of Absence processes. With that in mind, we are seeing a vendor who can communicate clearly, effectively, and compassionately with various audiences, while balancing the need to ensure benefits are paid only to those individuals who meet program requirements. | |

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| **13** | **RFP Section & Page Number** | **Question** |
| n/a | Can you confirm the estimated Annual Claim Volumes we should utilize to develop pricing for Medical Leave and Family Leaves? |
| **Answer** | |
|  | Based on actuarial activity done in preparation for the program, the Department believes it would be reasonable to expect between 35k and 45k claims per year initially. However, the Department acknowledges that numerous variables may affect the rate of claims. The Department encourages bidders to use available information and to leverage any underwriting or actuarial resources they may wish to engage, in determining whether they feel that estimate is likely to be an accurate prediction. | |

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| **14** | **RFP Section & Page Number** | **Question** |
| n/a | What approval rate are you estimating for Medical Leaves and Family Leaves? |
| **Answer** | |
|  | The Department cannot predict how many claims filed will ultimately be approved, and it acknowledges that approval rates can be deceptive depending on how an organization defines completed claims versus attempted claims that are canceled or abandoned. The Department does not expect claim activity to be wildly dissimilar to that of state Paid Family and Medical Leave programs, so it invites bidders to review publicly available data from other states. | |

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| **15** | **RFP Section & Page Number** | **Question** |
| n/a | Have you developed an estimated Annual Call Volume based on the studies conducted to date? If so, can this be provided? |
| **Answer** | |
|  | The Department cannot predict how many calls will be received, in part because this will depend on the successful bidder’s efficacy. For example, if the successful bidder develops and supports an online portal that is intuitive and user-friendly, the Department assumes that will lead to fewer calls received. As another example, if the successful bidder does not process claims in a prompt and efficient manner, or does not set appropriate expectations with claimants regarding claim timelines, the Department assumes that would lead to more calls received. | |

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| **16** | **RFP Section & Page Number** | **Question** |
| n/a | Are there any anticipated updates or changes to the Maine Paid Family and Medical Leave statute or policies between now and the start of the contract? |
| **Answer** | |
|  | The Department cannot control or predict what statutory changes may be made now, before the start of the contract, or at any time during the life of the program. The Department is committed to effective collaboration with the successful bidder, and will communicate any needed changes in a clear and proactive way. | |

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| **17** | **RFP Section & Page Number** | **Question** |
| Part II, Section A, page 9 | Will the State validate the registration and login credentials of Employers and Healthcare Providers to grant access to this program? |
| **Answer** | |
|  | The Department looks forward to receiving proposals showcasing each vendor's capabilities to authenticate employers and health care providers in a way that mitigates fraud but does not create undue burdens or delays for claimants needing paid leave. Note that each Maine employer will have a login email for use in the Maine Paid Leave Contributions Portal, which may be able to be leveraged for this purpose. While the Department prefers online communication in all process areas, it will also accept other information transfer mechanisms from healthcare providers if they are effective, secure, and efficient. | |

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| **18** | **RFP Section & Page Number** | **Question** |
| Part II, Section C, page 11 | What technologies, platforms, applications are being used to stand up the Employer Contributions Portal? |
| **Answer** | |
|  | The Maine Paid Leave Contributions Portal is hosted on Amazon Web Services running proprietary server software. | |

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| **19** | **RFP Section & Page Number** | **Question** |
| Part II, Section D, page 11 | Will the new Enterprise Constituents Portal be utilized for Employers and Claimants login access at the launch of this program?  If not, what does the timeline look like for the bidder to integrate with Enterprise Constituents Portal? |
| **Answer** | |
|  | The Enterprise Constituent Portal will be launching their first pilot programs around the same time this needs to be available. We will work then to determine a schedule, but expect to not look for integration for at least 6 months after initial launch. | |

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| **20** | **RFP Section & Page Number** | **Question** |
| Part II, Section F, page 12 | What integration options (API’s,…) are available to interface with Employer Contribution Portal to retrieve applicants historical quarterly earnings data and employers private plan approval data? |
| **Answer** | |
|  | Integration either via real time REST or SOAP web services or via a file transfer are available. The contributions vendor and benefits vendor will need to collaborate on building this interface. | |

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| **21** | **RFP Section & Page Number** | **Question** |
| Appendix E, page 30 | Will the state accept cost proposals on a per claim charge basis? |
| **Answer** | |
|  | No. | |

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| **22** | **RFP Section & Page Number** | **Question** |
| Appendix E, page 30 | How will the state report covered employee counts to the vendor for purposes of monthly billing? How will the counts be maintained given the number of participating employers? |
| **Answer** | |
|  | The Department's contributions vendor captures relevant data and will be able to report out on the number of covered lives in the public plan at regular intervals. The Department envisions using an agreed-upon approach whereby the number of covered lives as of a date certain is used for the purposes of monthly billing for a future time period. For example: the number of covered lives as of December 31, 2025 used for the purposes of billing calculations for the period of April 1, 2026 - March 31, 2027, with the number of covered lives as of December 31, 2026 used to calculate billing for the period of April 1, 2027 - March 31, 2028, and so on.  The Department recognizes that the number of covered lives will fluctuate over the course of the program, but it requires each bidder to assume 600,000 covered lives in the cost proposal so it can evaluate all proposals fairly. | |

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| **23** | **RFP Section & Page Number** | **Question** |
| Appendix E, page 30 | Does the state have a projection for the number of employers/employees that may opt out of the state plan? Was this reflected in the employee estimate of 600,000? |
| **Answer** | |
|  | The estimate of 600,000 does not factor in private plan opt-out employers. We cannot predict how many employers will opt out. Note too that of the workers employed by companies opting out, some will also have jobs with employers that participate in the public plan, so the 600,000 estimate will not necessarily be reduced by the number of employees employed by opt-out companies. The Department's contributions vendor will be able to report on the number of covered lives in the public plan at regular intervals.  The Department recognizes that the number of covered lives will fluctuate over the course of the program, but it requires each bidder to assume 600,000 covered lives in the cost proposal so it can evaluate all proposals fairly. | |

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| **24** | **RFP Section & Page Number** | **Question** |
| Appendix E, page 30 | Given this is a new statutory program, projecting out future costs for a period of nearly 9 years is challenging.  Would the state accept alternative responses to per employee costs for the two additional renewal periods from 1/1/2029 – 12/31/2032 and 1/1/2033 – 12/31/2034? |
| **Answer** | |
|  | The Department recognizes the difficulty of projecting out future costs over an extended period of time. However, it continues to prefer a Cost Per Covered Life model. Note that Schedule 3 of the Cost Proposal Form does include an opportunity to use different rates for each renewal period. It also includes the opportunity to include Static Costs during the renewal periods if a bidder has costs it wishes to present outside the Covered Life rubric (e.g. fees for systems or services that do not scale up or down relative to the covered population). | |

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| **25** | **RFP Section & Page Number** | **Question** | |
| Part II, Section B.1, page 10 | Will the vendor be required to process PFML claims by mail? | |
| **Answer** | | |
|  | The Department's goal is to operate a program that is as close to paperless as possible. There are populations within the state that may require communication by mail in a very limited set of circumstances (e.g. rural areas without reliable internet access), but the Department would prefer to see proposals that focus on strategies to keep paper claims to a minimum (e.g., intuitive online portal access, claim reporting by phone). | | |
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| **26** | **RFP Section & Page Number** | **Question** | |
| n/a | What challenges does the state anticipate in transitioning to this new program? | |
| **Answer** | | |
|  | The Department acknowledges that any new program can present challenges. The Department will score proposals on how they speak to the bidder's proven track record of providing the services requested. The Department will also score proposals on whether they demonstrate an ability to proactively identify and prepare for potential issues, and to act quickly to solve for issues that are not predicted. | | |

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| **27** | **RFP Section & Page Number** | **Question** |
| Part II, Section H, page 13 | How frequently do you anticipate changes in program policies, benefit structure, or legal requirements that will require system updates? |
| **Answer** | |
|  | It is impossible to predict what statutory changes the legislature will make. The Department is committed to effective collaboration with the successful bidder, and will communicate any needed changes in a clear and proactive way. | |

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| **28** | **RFP Section & Page Number** | **Question** |
| Part II, Section C, page 11 | Can you clarify if you currently use any specific third-party tools or modules that the TPA’s system will need to interface with? |
| **Answer** | |
|  | The successful bidder will demonstrate an ability to integrate with:  Outlook  Active Directory  Maine Paid Leave Contributions Portal  Maine's state accounting system  Electronic document storage functionality such as DocuWare  Not that the Maine Paid Leave Contributions Portal is hosted on Amazon Web Services running proprietary server software. | |

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| **29** | **RFP Section & Page Number** | **Question** |
| n/a | Should the TPA provide tools or training for department personnel? |
| **Answer** | |
|  | Yes, the successful bidder should plan to be able to explain its processes to the Department. The Department expects to have a small number of staff members accessing the successful bidder's system, for the following purposes: processing appeals, reviewing overall claim metrics, oversight on a case by case basis. The Department also prefers the successful bidder to provide a solution that is intuitive and does not require extensive training in order to be successful with these functions. | |

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| **30** | **RFP Section & Page Number** | **Question** |
| n/a | Can the State provide detail on what roles department staff will maintain in relation to the operation of this program? |
| **Answer** | |
|  | Department staff will serve in an oversight role to ensure that claims are administered as required. Additionally, Department staff will process appeals of denied claims in accordance with the Administrative Procedures Act. | |

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| **31** | **RFP Section & Page Number** | **Question** |
| Part II, Section C, page 11 | Could you specify penalties or incentives tied to the KPIs? |
| **Answer** | |
|  | While the Department acknowledges there may be relevant discussion during the contract negotiation process, the Department looks forward to receiving proposals from vendors that include service metrics each bidder is confident it can achieve, with proposed penalties indicating the level of that confidence. | |

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| **32** | **RFP Section & Page Number** | **Question** |
| Part II, Section C, page 11 | Can the state confirm any SLA compliance (e.g., response times, claim processing accuracy)? |
| **Answer** | |
|  | While the Department acknowledges there may be relevant discussion during the contract negotiation process, the Department looks forward to receiving proposals from vendors that include service metrics each bidder is confident it can achieve, with proposed penalties indicating the level of that confidence. | |

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| **33** | **RFP Section & Page Number** | **Question** |
| Part II, Section B, pages 9-10 | What volume of claims and calls do you anticipate monthly, and are there peak times that the TPA should plan for in terms of staffing and resources? |
| **Answer** | |
|  | Based on actuarial activity done in preparation for the program, the Department believes it would be reasonable to expect between 35k and 45k claims per year initially. However, the Department acknowledges that numerous variables may affect the rate of claims. The Department encourages bidders to use available information and to leverage any underwriting or actuarial resources they may wish to engage, in determining whether they feel that estimate is likely to be an accurate prediction. | |

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| **34** | **RFP Section & Page Number** | **Question** |
| Part II, Section C, page 11 | Can the state provide more specificity on the external or third-party databases or resources that the TPA must connect to? |
| **Answer** | |
|  | Integration with the contributions system for the purposes of retrieving quarterly wage data will be either via real time REST or SOAP web services or via a file transfer. The contributions vendor and benefits vendor will need to collaborate on building this interface. | |

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| **35** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.4, page 11 | Will the TPA be responsible for any legal proceedings related to fraud, such as recovering overpaid benefits? |
| **Answer** | |
|  | The successful bidder is not required to initiate legal proceedings, but will be expected to participate in proceedings initiated by the Department or any State entity, as needed. The successful bidder is not precluded from using civil proceedings to recover overpayments; if they intend to do so it should be set forth in their proposal. | |

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| **36** | **RFP Section & Page Number** | **Question** |
| Part II, Section B, pages 9-10 | Can you clarify your expectations for handling intermittent claims and time tracking for claimants on a reduced or intermittent leave schedule? |
| **Answer** | |
|  | The Department looks forward to collaborating with the successful bidder to clarify and confirm specific processes regarding various types of claim scenarios. For the purposes of this RFP, the successful bidder will demonstrate an ability to administer claims in accordance with the Maine PFML statute, rule, and currently available guidance. | |

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| **37** | **RFP Section & Page Number** | **Question** |
| Part II, Section C, page 11 | What is the expected integration between the state’s system and our claim administration system and portal? Please provide any relevant interface layouts. |
| **Answer** | |
|  | The successful bidder will demonstrate an ability to integrate with:  Outlook  Active Directory  Maine Paid Leave Contributions Portal  Maine's state accounting system  Electronic document storage functionality such as DocuWare  Integration with the Maine Paid Leave Contributions Portal for the purposes of retrieving quarterly wage data will be either via real time REST or SOAP web services or via a file transfer. The contributions vendor and benefits vendor will need to collaborate on building this interface. | |

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| **38** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.2, page 10 | What is the anticipated customer support volume by each medium (portal, website, phone)? |
| **Answer** | |
|  | The Department cannot predict how many inquiries will be received, in part because this will depend on the successful bidder's efficacy. For example, if the successful bidder develops and supports an online portal that is intuitive and user-friendly, the Department assumes that will lead to fewer questions received. As another example, if the successful bidder does not process claims in a prompt and efficient manner, or does not set appropriate expectations with claimants regarding claim timelines, the Department assumes that would lead to a higher volume of questions received. | |

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| **39** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.2, page 10 | What percentage of customer support inquiries will require language services for those not fluent in English and what languages are required? |
| **Answer** | |
|  | The Department looks forward to receiving proposals showcasing each vendor's capabilities with respect to providing excellent customer service to claimants who are not fluent in English. | |

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| **40** | **RFP Section & Page Number** | **Question** |
| Part I, Section D, pages 7-8 | The chart shows the initial contract beginning on 5/1/2025 and running through 12/31/2028. Is the start date intended to be 5/1/2026 (as opposed to 20205)? And, if so, is the end date of 12/31/2028 accurate or should this be pushed out a year as well to 12/31/2029? |
| **Answer** | |
|  | The Department envisions a contract start date of 5/1/2025 for the purposes of implementation activity. With benefits scheduled to begin on 5/1/2026, the Department's goal is to have all relevant processes (e.g. customer service call center, online portal access) functioning by 4/1/2026 so that claimants can file claims for foreseeable leaves that begin on or after 5/1/2026 in advance. The successful bidder will provide detailed information about implementation processes and timelines with this in mind. | |

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| **41** | **RFP Section & Page Number** | **Question** |
| Part II, Section A.1.a, page 9 | How do you envision the authentication process to work such that employees can file a claim via the online portal (especially first-time users)? |
| **Answer** | |
|  | The Department looks forward to receiving proposals showcasing each vendor's capabilities to authenticate claimants in a way that mitigates fraud but does not create undue burdens or delays for claimants needing paid leave. | |

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| **42** | **RFP Section & Page Number** | **Question** |
| Part II, Section A.1.h, page 9 | Please define "web messages" (i.e., real-time messages, chat functionality, email through our portal, etc). |
| **Answer** | |
|  | The Department envisions a claimant or an employer being able to log in to an online portal, navigate to a Messages feature, compose a message, and click send. The Department further envisions that a member of the successful bidder's staff will read the content of that message, compose a reply, and click send, after which time the claimant or employer will be able to log in, see they have a message to read, navigate to the Messages feature, and read what was sent to them in the reply. The Department also envisions the possibility of such a Messages feature (or a similar feature) being leveraged in an automated way to communicate content that is not specifically in response to a question (e.g., confirmation of an action taken, reaching out for needed data points, etc).  The Department would also accept proposals that include chat functionality, although it prefers chat functionality supported by a human, and it would expect to see chat as an additional offering, not instead of Messages. | |

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| **43** | **RFP Section & Page Number** | **Question** |
| Part II, Section A.1.k, page 9 | How would you like the banking arrangement to be set-up (administrator owned or Department owned)? |
| **Answer** | |
|  | The Department envisions having a Zero Balance Account from which the administrator will pay benefits, and which will be replenished from the state trust fund. | |

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| **44** | **RFP Section & Page Number** | **Question** |
| Part II, Section A.2, page 9 | How do you envision the authentication process to work for employers to access the portal and only see information for their own employees/claimants? |
| **Answer** | |
|  | The Department looks forward to receiving proposals showcasing each vendor's capabilities to authenticate employers in a way that mitigates fraud but does not create undue burdens or delays for claimants needing paid leave. Note that each Maine employer will have a login email for use in the Maine Paid Leave Contributions portal, which may be able to be leveraged for this purpose. | |

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| **45** | **RFP Section & Page Number** | **Question** |
| Part II, Section A.3, page 9 | How do you envision the authentication process to work for healthcare providers to access the portal and submit information for the appropriate claimant? |
| **Answer** | |
|  | The Department looks forward to receiving proposals showcasing each vendor's capabilities to authenticate healthcare providers in a way that mitigates fraud but does not create undue burdens or delays for claimants needing paid leave. While the Department prefers online communication in all process areas, it will also accept other information transfer mechanisms from healthcare providers if they are effective, secure, and efficient. | |

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| **46** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.2.f, page 10 | Is there an expectation that the portal and communications be available in languages other than English and Spanish? |
| **Answer** | |
|  | The Department looks forward to receiving proposals showcasing each vendor's capabilities with respect to providing excellent customer service to claimants who are not fluent in English. | |

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| **47** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.1.c, page 10 | Where would we obtain the available earnings information? Would this be from the "contributions system" referenced later in the RFP? If so, would this be a manual look-up for each claim or is there an opportunity for this to be automated (i.e., via API, file feed, etc)? |
| **Answer** | |
|  | Integration with the contributions system for the purposes of retrieving quarterly wage data will be either via real time REST or SOAP web services or via a file transfer. The contributions vendor and benefits vendor will need to collaborate on building this interface. | |

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| **48** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.3.e, page 10 | Please confirm that the administrator is expected to restore overpayments to the trust fund. |
| **Answer** | |
|  | Yes, with the exception of fraudulent claims resulting from identity theft that are paid despite the bidder’s reasonable efforts to prevent paying such claims.  The successful bidder will be responsible for calculating and paying accurate benefits to eligible workers who’ve filed valid claims for benefits. In the event the successful bidder pays benefits to which a claimant was not entitled, it is the bidder’s responsibility to reimburse the trust fund for that amount. | |

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| **49** | **RFP Section & Page Number** | **Question** |
| Part II, Section C.3, page 11 | Please outline what information/data will be available in the "contributions system." Also, how are we expected to access the information/data within this system? |
| **Answer** | |
|  | The successful bidder will need to access data stored in the existing contributions portal in order to gather the following information needed for accurate claims processing:  -Claimants' participation in the PFML public plan  -Claimants' quarterly wage data for the purposes of the earnings requirement  -Claimants' quarterly wage data for the purposes of calculating the Weekly Benefit Amount  -Employer contact information.  The expected integration is automatic, either via real time REST or SOAP web services or via a file transfer. The contributions vendor and benefits vendor will need to collaborate on building this interface. | |

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| **50** | **RFP Section & Page Number** | **Question** |
| Part II, Section C.3, page 11 | Will the "contribution system" reflect employee wages from multiple employers when applicable? |
| **Answer** | |
|  | Yes. | |

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| **51** | **RFP Section & Page Number** | **Question** |
| Part II, Section C.4, page 11 | When do you expect the Enterprise Constituents Portal to be fully operational? |
| **Answer** | |
|  | The Enterprise Constituent Portal will be launching their first pilot programs around the same time this needs to be available. We will work then to determine a schedule, but expect to not look for integration for at least 6 months after initial launch. | |

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| **52** | **RFP Section & Page Number** | **Question** |
| Part II, Section E.1, page 12 | When do you anticipate making an award decision (vendor selection)? |
| **Answer** | |
|  | The Department anticipates making an award decision in Q1 2025. | |

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| **53** | **RFP Section & Page Number** | **Question** |
| Part II, Section E.1, page 12 | Please confirm what you mean by "functional deliverables." |
| **Answer** | |
|  | The Department's intent is to have implementation activities complete by March 1, 2026 in order to ensure a successful external rollout can occur and claims can begin to be created seamlessly no later than April 1, 2026. | |

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| **54** | **RFP Section & Page Number** | **Question** |
| Part IV, Section IV.1.b, page 18 | Can you share any estimated claim volume assumptions you expect per year to aide in our pricing? |
| **Answer** | |
|  | The Department cannot predict how many claims filed will ultimately be filed, but it does not expect claim activity to be wildly dissimilar to that of other state Paid Family and Medical Leave programs so it invites bidders to review publicly available data from other states. | |

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| **55** | **RFP Section & Page Number** | **Question** |
| n/a | We are not able to open the link for the IT Service Contract (IT-SC) with Confidentiality and Non-Disclosure Agreement (NDA). Please advise how we can access this document. |
| **Answer** | |
|  | You can find the IT Service Contract (IT-SC) with Confidentiality and Non-Disclosure Agreement (NDA) here: <https://www.maine.gov/dafs/bbm/procurementservices/forms> | |

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| **56** | **RFP Section & Page Number** | **Question** |
| Appendix E, page 30 | For the ongoing services part of our cost proposal, would you consider a "cost per claim" rate structure as opposed to a "cost per covered life" rate structure? |
| **Answer** | |
|  | No. | |

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| **57** | **RFP Section & Page Number** | **Question** |
| Part II, Section B, page 9 | What are the known SLAs for Customer Support |
| **Answer** | |
|  | While the Department acknowledges there may be relevant discussion during the contract negotiation process, the Department looks forward to receiving proposals from vendors that include service metrics each bidder is confident it can achieve, with proposed penalties indicating the level of that confidence. | |

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| **58** | **RFP Section & Page Number** | **Question** |
| Part II, Section B, page 9 | Can you provide an estimate of call volume? |
| **Answer** | |
|  | The Department cannot predict how many inquiries will be received, in part because this will depend on the successful bidder's efficacy. For example, if the successful bidder develops and supports an online portal that is intuitive and user-friendly, the Department assumes that will lead to fewer questions received. As another example, if the successful bidder does not process claims in a prompt and efficient manner, or does not set appropriate expectations with claimants regarding claim timelines, the Department assumes that would lead to a higher volume of questions received. | |

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| **59** | **RFP Section & Page Number** | **Question** |
| Part II, Section B, page 9 | In addition to Customer Support provided by the awarded Claims Admin bidder; does Maine's Dept of Labor intend to procure a separate customer service contract for customer support? |
| **Answer** | |
|  | No. The successful bidder will include in its proposal a holistic and effective Customer Service strategy for all claims administration activities. (Customer Service related to premium contributions is not an expectation and is outside the scope of this RFP.) | |

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| **60** | **RFP Section & Page Number** | **Question** |
| n/a | Does Maine have a preference for customer support? |
| **Answer** | |
|  | The successful bidder will demonstrate a proven track record of providing exceptional customer service using a variety of mechanisms (e.g. phone, online). | |

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| **61** | **RFP Section & Page Number** | **Question** |
| n/a | Does the department have a preferred tech stack? |
| **Answer** | |
|  | As this will be a COTS SaaS solution, we do not have a preferred tech stack as long as the proposed solution is viable, supported, and is not a known security risk. A technical assessment will be performed by a review team to ensure the solution meets that criteria. | |

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| **62** | **RFP Section & Page Number** | **Question** |
| n/a | Is the Department open to a Salesforce claims management system based solution? |
| **Answer** | |
|  | The Department is open to a Salesforce solution provided it has a track record of proven success already in operation in a similar business environment. | |

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| **63** | **RFP Section & Page Number** | **Question** |
| n/a | Does the department have a preferred cloud service provider? |
| **Answer** | |
|  | No, however, the majority of our cloud service solutions use AWS government services. | |

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| **64** | **RFP Section & Page Number** | **Question** |
| n/a | What Key Personnel should be included in the proposal? |
| **Answer** | |
|  | The Department's highest priority is in identifying a vendor partner that will deliver exceptional value for the program and by extension for Maine workers. To the extent a bidder can offer exceptionally talented individuals that will be part of that team effort, the Department welcomes information about those people and the role they will serve in moving this project forward in an effective and efficient way. The Department will expect that those individuals will be assigned to the project and will remain assigned to the project. | |

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| **65** | **RFP Section & Page Number** | **Question** |
| n/a | How does the state envision the claims administration portal integrating with the contribution collection portal? What interoperability is needed for effective data exchange between the two systems? Are there other state IT systems that the claims administration portal will integrate with? |
| **Answer** | |
|  | The successful bidder will demonstrate an ability to integrate with:  Outlook  Active Directory  Maine Paid Leave Contributions Portal  Maine's state accounting system  Electronic document storage functionality such as DocuWare  Note that the Maine Paid Leave Contributions Portal is hosted on Amazon Web Services running proprietary server software. Integration with this system for the purposes of retrieving quarterly wage data for use in calculating benefits will be either via real time REST or SOAP web services or via a file transfer. The contributions vendor and benefits vendor will need to collaborate on building this interface. | |

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| **66** | **RFP Section & Page Number** | **Question** |
| n/a | Will collaboration be required between the contribution collection vendor and the awarded vendor of this solicitation? Will there be any code sharing required between the vendors? |
| **Answer** | |
|  | Yes, collaboration will be required. There will be no code sharing. Integration with the contributions system will be either via real time REST or SOAP web services or via a file transfer. | |

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| **67** | **RFP Section & Page Number** | **Question** |
| n/a | Will the employer and contribution data from the UI system be made available to the leave admin portal through real-time APIs, or another solution like batched file transfers? |
| **Answer** | |
|  | UI is a separate program and is not currently connected to the Paid Family and Medical Leave program. However, the Department will view favorably a bidder's demonstration that it would be able to support UI-PFML integration in the future, as a potential strategy to fill gaps in the wage data that is received. Additionally, the Department will view favorably a bidder's proven ability to integrate with other systems generally, as it explores the potential future use of UI and other data for the purposes of fraud mitigation. | |

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| **68** | **RFP Section & Page Number** | **Question** |
| n/a | Is there a projected or allocated budget for this project? |
| **Answer** | |
|  | The Department looks forward to reviewing proposals that explain the value each bidder can provide to the program and by extension the workers of Maine, and what those services would cost if the bidder is selected. | |

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| **69** | **RFP Section & Page Number** | **Question** |
| n/a | What authentication protocols (e.g., OAuth 2.0, OpenID, SAML 2.0) must the system support for external and internal users? |
| **Answer** | |
|  | Please refer to this policy: <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/VendorIdentitySystemIntegrationPolicy.pdf> | |

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| **70** | **RFP Section & Page Number** | **Question** |
| Various | What is/are the technology(ies) used by the Department for other components of the program (e.g., the contributions portal that will feed private plan approval data and employee wage data into the claims administration system), with which the claims administrator's technology must be compatible? |
| **Answer** | |
|  | The successful bidder will demonstrate an ability to integrate with:  Outlook  Active Directory  Maine Paid Leave Contributions Portal  Maine's state accounting system  Electronic document storage functionality such as DocuWare  Note that the Maine Paid Leave Contributions Portal is hosted on Amazon Web Services running proprietary server software. Integration with this system will be either via real time REST or SOAP web services or via a file transfer. The contributions vendor and benefits vendor will need to collaborate on building this interface. | |

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| **71** | **RFP Section & Page Number** | **Question** |
| Various | What system integrations are required to/from other systems into the Claims Processing System? |
| **Answer** | |
|  | We expect to a bidder to be able to integrate with Maine's Outlook system for e-mail communications. We also expect that internal SOM users will authenticate using the State's AD infrastructure.  Please refer to this policy: https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/VendorIdentitySystemIntegrationPolicy.pdf | |

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| **72** | **RFP Section & Page Number** | **Question** |
| Part II, Section A.1.l, page 9 | Is it the Department's expectation not only to withhold taxes from benefits upon the applicant's request, but also to issue 1099-Gs to everyone who received benefits from the program (at least until the IRS issues their ruling on the taxation of paid leave benefits)? |
| **Answer** | |
|  | Yes, the Department envisions that the successful bidder will provide a claimant with the option to have taxes withheld from benefit payments, and when that option is selected, the successful bidder will withhold those amounts, remit them to the appropriate destination, and issue 1099-Gs. | |

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| **73** | **RFP Section & Page Number** | **Question** |
| Part II, Section A.2.c-e, page 9 | Beyond the claims administration system collecting information regarding an employer's Undue Hardship position globally or on a particular claim, what does the Department expect the successful claims administrator's role will be when the employer raises an Undue Hardship concern? |
| **Answer** | |
|  | The Department will provide definitional guidance on what constitutes a reasonable asserted Undue Hardship. The Department then expects claim administrator's staff to review available information and determine whether the employer's assertion of Undue Hardship is reasonable for the purposes of determine the schedule of leave for the claim. | |

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| **74** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.3.a, page 10 | What are the details of the banking/funding arrangement for the payment of benefits that the Department is proposing? |
| **Answer** | |
|  | The Department envisions having a Zero Balance Account from which the administrator will pay benefits, and which will be replenished from the state trust fund. | |

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| **75** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.4, page 11 | Are there any specific third-party databases or resources that the TPA must connect to for fraud prevention? |
| **Answer** | |
|  | The successful bidder must at a minimum be able to interface with the Maine Paid Leave Contributions Portal. The Department will score proposals on how they show the bidder's proven ability to integrate with other systems for the purposes of implementing future fraud prevention mitigation strategies as they are identified. | |

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| **76** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.4, page 11 | Will the successful claims administrator be responsible for any legal proceedings related to fraud, such as recovering overpaid benefits? |
| **Answer** | |
|  | The successful bidder is not required to initiate legal proceedings, but will be expected to participate in proceedings initiated by the Department or any State entity, as needed. The successful bidder is not precluded from using civil proceedings to recover overpayments; if they intend to do so it should be set forth in their proposal. | |

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| **77** | **RFP Section & Page Number** | **Question** |
| Part II, Section C.1 and 2, page 11 | Are there any other reporting content and/or timing requirements that the claims administrator will be expected to provide beyond those identified in PART II, Section C(1)( and (2) and Section D(2) and (3)? |
| **Answer** | |
|  | The Department will score proposals on the timing deliverables each bidder asserts it can achieve. | |

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| **78** | **RFP Section & Page Number** | **Question** |
| Part II, Section C.2, page 11 | How much are you expecting the successful bidder to put at risk per year for the KPIs? |
| **Answer** | |
|  | While the Department acknowledges there may be relevant discussion during the contract negotiation process, the Department looks forward to receiving proposals from vendors that include service metrics each bidder is confident it can achieve, with proposed penalties indicating the level of that confidence. | |

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| **79** | **RFP Section & Page Number** | **Question** |
| n/a | How frequently do you anticipate changes in program policies, benefit structures, or legal requirements that will require system updates? |
| **Answer** | |
|  | It is impossible to predict what statutory changes the legislature will make. The Department is committed to effective collaboration with the successful bidder, and will communicate any needed changes in a clear and proactive way. | |

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| **80** | **RFP Section & Page Number** | **Question** |
| n/a | Are there any anticipated updates or changes to the ME Paid Family and Medical Leave statute, regulations, or policies between now and the start of the contract that the successful claims administrator will need to prepare for? |
| **Answer** | |
|  | It is impossible to predict what statutory changes the legislature will make. The Department is committed to effective collaboration with the successful bidder, and will communicate any needed changes in a clear and proactive way. | |

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| **81** | **RFP Section & Page Number** | **Question** |
| n/a | What does the Department envision as the typical schedule of interactions between it and the claims administrator once the program is implemented? |
| **Answer** | |
|  | The Department envisions the ability to get access to data in real time via a dashboard or other transparency mechanism. The Department further envisions opportunities to discuss that data at agreed-upon regular intervals that may fluctuate depending on what the data shows. | |

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| **82** | **RFP Section & Page Number** | **Question** |
| n/a | Please clarify your expectations for handling intermittent claims and time tracking for claimants on a reduced or intermittent leave schedule. |
| **Answer** | |
|  | The Department looks forward to collaborating with the successful bidder to clarify and confirm specific processes regarding various types of claim scenarios. For the purposes of this RFP, the successful bidder will demonstrate an ability to administer claims in accordance with the Maine PFML statute, rule, and currently available guidance. | |

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| **83** | **RFP Section & Page Number** | **Question** |
| n/a | Will the successful claims administrator need to assist with any specific compliance auditing activities outside of the regular claims administration functions (e.g., audits by state agencies)? |
| **Answer** | |
|  | The successful bidder will be expected to assist with customary compliance activities, including audits. | |

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| **84** | **RFP Section & Page Number** | **Question** |
| n/a | What are the anticipated hours of operation? |
| **Answer** | |
|  | Anticipated hours of operation are 8:00a - 5:00p ET Monday-Friday with 24/7 online portal access. | |

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| **85** | **RFP Section & Page Number** | **Question** |
| Part IV, page 16 | Section IV 3. Eligibility Requirements states "Bidders must provide documentation to demonstrate meeting eligibility requirements stated in Part I, C. of the RFP." What documentation would fulfill this requirement? |
| **Answer** | |
|  | Bidders may submit an attestation of their own creation that addresses the requirement of Part I, Section C of the RFP. | |

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| **86** | **RFP Section & Page Number** | **Question** |
| Part III.C.3, page 14 | Would the department consider allowing vendors to submit a cover letter with their proposals? |
| **Answer** | |
|  | Bidders may submit materials in the format they feel most effectively demonstrates their ability to address the RFP and provide value to the program, and by extension the workers of Maine. | |

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| **87** | **RFP Section & Page Number** | **Question** |
| n/a | What is the state's target award date? |
| **Answer** | |
|  | The Department anticipates making an award decision in Q1 2025. | |

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| **88** | **RFP Section & Page Number** | **Question** |
| n/a | When does the state anticipate the call center line going live? |
| **Answer** | |
|  | The Department anticipates a go-live date for customer service, phone, and online portal access of April 1, 2026. | |

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| **89** | **RFP Section & Page Number** | **Question** |
| n/a | What percentage is the state using to estimate the number of employers who will utilize the private insurance option? |
| **Answer** | |
|  | The Department cannot predict how many employers will use a private plan substitution. Note too that of the workers employed by companies opting out of the public plan, some will also have jobs with employers that participate in the public plan, so the number of covered lives will not necessarily be reduced by the number of employees employed by opt-out companies. The Department's contribution vendor maintains relevant data and will be able to provide the number of covered lives at regular intervals. The Department recognizes that the number of covered lives will fluctuate over the course of the program, but it requires each bidder to assume 600,000 covered lives in the cost proposal so it can evaluate all proposals fairly. | |

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| **90** | **RFP Section & Page Number** | **Question** |
| Part I, Section C, page 7 | In Section I.C it states "Complete a signed pledge of compliance provided by the State to comply with all applicable laws, statutes, and regulations." This pledge is not present in Appendix B. Should we made add a pledge to File 1 to be in compliance? |
| **Answer** | |
|  | Bidders may submit a document of their own creation that addresses the requirement of Part I, Section C of the RFP. | |

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| **91** | **RFP Section & Page Number** | **Question** |
| n/a | Are there any required integrations besides to the contributions portal? |
| **Answer** | |
|  | The successful bidder will demonstrate an ability to integrate with:  Outlook  Active Directory  Maine Paid Leave Contributions Portal  Electronic document storage functionality such as DocuWare  In addition, the Department will score proposals on how they demonstrate a bidder's ability to integrate and interface generally. | |

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| **92** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.3.a, page 10 | Does the department have a preference between hiring bilingual staff or utilizing just a translation service? |
| **Answer** | |
|  | The Department will score proposals on the extent to which they will deliver an excellent customer service experience for workers who are not fluent in English. | |

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| **93** | **RFP Section & Page Number** | **Question** |
| n/a | What are the state's expectations regarding what percentage of total staff must be based in Maine? |
| **Answer** | |
|  | The Department invites each bidder to explain how their business operations demonstrate a meaningful presence in Maine, and this will be reflected in scoring of the response. | |

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| **94** | **RFP Section & Page Number** | **Question** |
| n/a | Our understanding is that 8\*5 support is expected from the selected vendor with 24\*7 availability. Please confirm. |
| **Answer** | |
|  | Anticipated hours of operation are 8:00a - 5:00p ET Monday-Friday with 24/7 online portal access. | |

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| **95** | **RFP Section & Page Number** | **Question** |
| n/a | Can the vendor implement and deliver the technology solution (claimant portal) from offshore, India with the State data being managed within US? |
| **Answer** | |
|  | While the Department would prefer work to be performed onshore, offshore work with data storage and management within the U.S. would not be disqualifying. | |

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| **96** | **RFP Section & Page Number** | **Question** |
| Part II, Section F.2, page 12 | Can the State give a complete list of the systems to integrate/interface with? |
| **Answer** | |
|  | The successful bidder will demonstrate an ability to integrate with:  Outlook  Active Directory  Maine Paid Leave Contributions Portal  Electronic document storage functionality such as DocuWare  In addition, the Department will score proposals on how they demonstrate a bidder's ability to integrate and interface generally. | |

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| **97** | **RFP Section & Page Number** | **Question** |
| n/a | Does the State have an existing enterprise standard platform for reporting and analytics that you would like us to leverage. If so, what is that solution? |
| **Answer** | |
|  | No. | |

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| **98** | **RFP Section & Page Number** | **Question** |
| Part II, Section E.4, page 12 | Does the State prefer the proposed solution to be hosted in the State's own cloud and infrastructure or does the state prefer that the vendor host and manage the solution in vendor's own procured cloud infrastructure where all required State systems will be given access to this cloud environment for the necessary interfacing and integration? |
| **Answer** | |
|  | The Department's preference is for the vendor to also provide cloud hosting. | |

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| **99** | **RFP Section & Page Number** | **Question** |
| Part II, Section D.2, page 12 | Provide functional access to specific and defined parts of the claims system for a smaller group of Department staff, for the purpose of processing claim appeals if an applicant requests an appeal following a reconsideration of a denial. For this requirement, additional information is requested:  1. What is the number of appeals that is anticipated on an annual basis?  2. How many appeals staff members will be accessing the system?  3. What documents will the system need to be able to generate for hearings?  4. What is the number of appeals documents that the system will generated on average for each appeal? |
| **Answer** | |
|  | 1. Based on actuarial activity done in preparation for the program, the Department believes it would be reasonable to expect between 35k and 45k claims per year initially. However, the Department acknowledges that numerous variables may affect the rate of claims. The Department encourages bidders to use available information and to leverage any underwriting or actuarial resources they may wish to engage, in determining whether they feel that estimate is likely to be an accurate prediction. Similarly, appeal rates are subject to a number of variables, and the Department invites each bidder to use the information available to them -- including information about their own intended claims processes, and the requirement of a reconsideration process for Maine Paid Family and Medical Leave claims after initial denials -- to arrive at an estimated expected appeal rate.  2. Between 5 and 15 Department staff members will be engaged in reviewing appeals.  3. The system will need to be able to generate case notes and any other relevant information Department staff identifies as necessary to process appeals. Dispositions and notifications will also be required.  4. The number of documents per appeal will depend on a variety of factors. | |

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| **100** | **RFP Section & Page Number** | **Question** |
| n/a | What entities need to be migrated from external/Maine systems into the proposed solution? Can we also have the approximate number of records to be migrated and at what frequency for each entity? |
| **Answer** | |
|  | The successful bidder will need to access data stored in the existing contributions portal in order to gather the following information needed for accurate claims processing:  -Claimants' participation in the PFML public plan  -Claimants' quarterly wage data for the purposes of the earnings requirement  -Claimants' quarterly wage data for the purposes of calculating the Weekly Benefit Amount  -Employer contact information.  The expected integration is automatic, either via real time REST or SOAP web services or via a file transfer. The contributions vendor and benefits vendor will need to collaborate on building this interface. | |

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| **101** | **RFP Section & Page Number** | **Question** |
| n/a | Is third party penetration testing required by the State? If so, is it the vendor's responsibility or the State's to engage a third-party entity for penetration testing? |
| **Answer** | |
|  | Third Party Penetration testing is required and it is the vendor's responsibility.  The State does provide security scanning and assessment which will be provided at no cost to the vendor. The application and systems must pass these scans prior to moving into production operations. | |

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| **102** | **RFP Section & Page Number** | **Question** |
| n/a | What are the training related requirements from the State? What is the number of State resources which the vendor needs to train? |
| **Answer** | |
|  | Yes, the successful bidder should plan to be able to explain its processes to the Department. The Department expects to have a small number of staff members accessing the successful bidder's system, for the following purposes: processing appeals, reviewing overall claim metrics, oversight on a case by case basis. The Department also prefers the successful bidder to provide a solution that is intuitive and does not require extensive training in order to be successful with these functions. | |

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| **103** | **RFP Section & Page Number** | **Question** |
| n/a | Is the State seeking a third party SOC Audit? If so, is it the vendor responsibility to engage the third party and cover this cost? |
| **Answer** | |
|  | Yes. | |

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| **104** | **RFP Section & Page Number** | **Question** |
| n/a | Does the state have any SIEM tool which the vendor needs to integrate with? |
| **Answer** | |
|  | There are none "required" at this time for this solution. Maine does have SPLUNK as an offering and we do use it for several applications where it is mandated by federal or state program requirements. | |

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| **105** | **RFP Section & Page Number** | **Question** |
| n/a | Does the State expect the vendor to propose its own SAST and DAST software to scan the solution? Or does the State already have their own tools which the vendor can utilize? |
| **Answer** | |
|  | The State will provide security scanning of the solution with no cost to the vendor. | |

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| **106** | **RFP Section & Page Number** | **Question** |
| n/a | Does the State provide ID proofing licenses which the proposed solution can utilize or does the vendor need to provide this? |
| **Answer** | |
|  | Please refer to this policy: <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/VendorIdentitySystemIntegrationPolicy.pdf> | |

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| **107** | **RFP Section & Page Number** | **Question** |
| Part II, Section E.1, page 18 | Our understanding is that implementation is from May '25 to March '26 and Go live is on 1st April '26, with 3 months warranty and Support through Dec '34. Please confirm. |
| **Answer** | |
|  | Yes, the implementation and go-live dates are correct. The Department, on seeing the mention of a warranty period, would like to clarify that the scope of this RFP is broader than a software solution. Rather, a successful proposal will include both effective technology and the staffing and labor to use the technology. In the event the software solution fails to meet expectations, it would be the responsibility of the successful bidder and their staff to find ways to continue to meet agreed-upon deliverables. | |

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| **108** | **RFP Section & Page Number** | **Question** |
| Part 1, Section A, page 6 | With around 50,000 employers and 600,000 workers, what is the approximate number of health care providers and department staff who are going to use the proposed solution? |
| **Answer** | |
|  | The Department expects to have between 5 and 15 staff members accessing the solution to administer appeals, and between 5 and 15 staff members accessing claims data for oversight purposes, to start.  Any health care provider treating a Maine worker or a family member of a Maine worker could potentially need to interact with the program. While the Department prefers online communication in all process areas, it will also accept other information transfer mechanisms from healthcare providers if they are effective, secure, and efficient. | |

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| **109** | **RFP Section & Page Number** | **Question** |
| Part II, Section C.4, page 10 | Our understanding is that the vendor needs to integrate with the State's IAM and ID proofing solutions from Day 1 for authentication requirements for department staff, claimants, and healthcare portal users. The requirement mentions the State plans to have centralized Enterprise Constituents Portal for citizens, businesses, and nonprofits.  1. By when is it planned to be operational? Does the State at present have any authentication and ID proofing solution that the proposed solution can integrate with until the time the above portal is operational? Alternatively, does the vendor need to provision an authentication/ID proofing solution?  2. Also, does the State require MFA functionality. If yes, does the State IAM tool already provide MFA capability and can the licenses be used for the proposed solution? Alternatively, would the vendor be responsible for procuring this? |
| **Answer** | |
|  | For the immediate release, please refer to this policy: <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/VendorIdentitySystemIntegrationPolicy.pdf>  The Enterprise Constituent Portal will be launching their first pilot programs around the same time this needs to be available. We will work then to determine a schedule, but expect to not look for integration for at least 6 months after initial launch. | |

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| **110** | **RFP Section & Page Number** | **Question** |
| n/a | Will the State have their own email server, SMS gateway and payment gateway which the proposed solution can utilize for the required benefits functionalities of the Paid Family and Medical Leave solution? Alternatively, does the State prefer the vendor to provide these? |
| **Answer** | |
|  | The State prefers to use our e-mail services which supports all versions supported by Microsoft under mainstream support.  The State does NOT currently have an SMS gateway.  The State uses US Bank as our payment provider. It is expected the vendor will interface with them for payments. | |

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| **111** | **RFP Section & Page Number** | **Question** |
| Part II, Section B, page 9 | Accessing claims by phone -- Does this refer to  1. Claimants being able to apply claims from mobile devices through web responsive user interface?  2. Is there a need for a mobile app for claimants to initiate claims?  3. Will users be able to call Maine DOL staff on designated phone numbers and will department staff initiate claims on behalf of claimants? |
| **Answer** | |
|  | The successful bidder will demonstrate their ability to provide to Maine workers the following mechanisms to request leave, or follow up on the status of a request for leave:  -Navigate to an online portal through a browser on a computer or tablet  -Use a mobile device (e.g. navigate to a portal through a smartphone, where the site is optimized for a mobile experience) -- note that a mobile app is an acceptable offering but the Department does not prefer to have a mobile app be the only mechanism through which Maine workers can interact with the program online  -Call and use an automated phone tree/IVR system  -Call and speak with a customer service representative  Department staff will not initiate claims on behalf of Maine workers. Department staff will have collaborated with the successful bidder in advance to confirm clarity of processes, so there should not be a need for bidder's end users to call Department staff. | |

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| **112** | **RFP Section & Page Number** | **Question** |
| Part II, Section D.3, page 12 | Access to the online portal from various devices including computers, tablets, and phones. For access through phones, is web response user interface sufficient or will mobile apps be needed? |
| **Answer** | |
|  | The Department will score each proposal on the degree to which the bidder will provide excellent customer service, through various mechanisms, to Maine workers who need to take leave. Note that while a mobile app is acceptable, the Department does not prefer to have a mobile app be the only mechanism through which Maine workers can interact with the program online. | |

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| **113** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.2.f, page 10 | Does the solution need to support any language other than English? If yes, which all. |
| **Answer** | |
|  | The Department looks forward to receiving proposals showcasing each vendor's capabilities with respect to providing excellent customer service to claimants who are not fluent in English. | |

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| **114** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.3, page 10 | Understanding is that for all the payments, the proposed solution need to be able to integrate with the State payment gateway solution which will be PCI DSS compliant. Please confirm whether the same can be used or the vendor needs to propose a payment gateway. |
| **Answer** | |
|  | This will be the same gateway. | |

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| **115** | **RFP Section & Page Number** | **Question** |
| n/a | What will be the warranty duration after Go-Live of PFML Claims application? |
| **Answer** | |
|  | The Department, on seeing a mention of a warranty period, would like to clarify that the scope of this RFP is broader than a software solution. Rather, a successful proposal will include both effective technology and the staffing and labor to use the technology. In the event the software solution fails to meet expectations, it would be the responsibility of the successful bidder and their staff to find ways to continue to meet agreed-upon deliverables. | |

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| **116** | **RFP Section & Page Number** | **Question** |
| n/a | Can project work be performed outside USA? |
| **Answer** | |
|  | While the Department would prefer work to be performed onshore, offshore work with data storage and management within the U.S. would not be disqualifying. | |

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| **117** | **RFP Section & Page Number** | **Question** |
| Part VI, page 22 | It is vendor's understanding that invoicing during implementation will be based upon milestones/deliverables. Please confirm. |
| **Answer** | |
|  | Yes. | |

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| **118** | **RFP Section & Page Number** | **Question** |
| n/a | Please provide the implementation payment milestones, if possible. |
| **Answer** | |
|  | The Department looks forward to reviewing each bidder's proposed milestones. | |

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| **119** | **RFP Section & Page Number** | **Question** |
| n/a | Please confirm if there is a mandatory requirement of targeted group (TG)/minority/Women businesses, economically disadvantaged (ED) businesses, and veteran-owned businesses. If yes, please let us know the minimum % participation. |
| **Answer** | |
|  | There are no mandatory requirements in this regard. | |

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| **120** | **RFP Section & Page Number** | **Question** |
| Appendix E, page 30 | Please let us know if this RFP is only the professional services OR vendor need to submit cost for cloud subscription & third party software licenses along with professional services? |
| **Answer** | |
|  | Each bidder should include all costs associated with the proposal. | |

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| **121** | **RFP Section & Page Number** | **Question** |
| Appendix E, page 30 | In tab named "Schedule 4 Other Costs," please let us know the significance of column "Cost Reductions." |
| **Answer** | |
|  | The "Cost Reductions" column would be a place to indicate favorable pricing (e.g. a discount for a public sector customer) in the event such a discount is offered. | |

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| **122** | **RFP Section & Page Number** | **Question** |
| Appendix E, page 30 | In tab named "Schedule 3 Ongoing Services," request to provide few examples of static cost items. |
| **Answer** | |
|  | While the Department prefers to see cost proposals leveraging a Cost Per Covered Life approach, it recognizes there may be costs that a vendor wishes to present outside the Covered Life rubric (e.g. fees for systems or services that do not scale up or down relative to the covered population). | |

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| **123** | **RFP Section & Page Number** | **Question** |
| n/a | What will be the warranty duration after Go-Live of PFML Claims application? |
| **Answer** | |
|  | The Department would like to clarify that the scope of this RFP is broader than a software solution. Rather, a successful proposal will include both effective technology and the staffing and labor to use the technology. In the event the software solution fails to meet expectations, it would be the responsibility of the successful bidder and their staff to find ways to continue to meet agreed-upon deliverables. | |

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| **124** | **RFP Section & Page Number** | **Question** |
| n/a | Can project work be performed outside USA? |
| **Answer** | |
|  | While the Department would prefer work to be performed onshore, offshore work with data storage and management within the U.S. would not be disqualifying. | |

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| **125** | **RFP Section & Page Number** | **Question** |
| Part IV, page 22 | It is vendor's understanding that invoicing during implementation will be based upon milestones/deliverables. Please confirm. |
| **Answer** | |
|  | Yes. | |

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| **126** | **RFP Section & Page Number** | **Question** |
| Part IV, II, page 17 | Could you clarify what constitutes a meaningful presence in Maine? For example, does this refer to a physical office, local staff, or other forms of engagement within the state? |
| **Answer** | |
|  | The Department invites each bidder to explain how their business operations demonstrate a meaningful presence in Maine, and this will be reflected in scoring of the response. | |

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| **127** | **RFP Section & Page Number** | **Question** |
| Part IV, II, page 17 | Can an awarded bidder work on establishing a meaningful presence in Maine after the award? Or is this requirement expected to be fulfilled at the time of proposal submission? |
| **Answer** | |
|  | The Department invites each bidder to explain how their business operations demonstrate a meaningful presence in Maine, and this will be reflected in scoring of the response. If a bidder intends to take future steps to increase their presence in Maine, they can include that information and it will be evaluated accordingly. | |

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| **128** | **RFP Section & Page Number** | **Question** |
| Part IV, II, page 17 | Would partnerships with local Maine organizations or in-state remote staff satisfy the "meaningful presence" requirement? |
| **Answer** | |
|  | The Department invites each bidder to explain how their business operations demonstrate a meaningful presence in Maine, and this will be reflected in scoring of the response. | |