**STATE OF MAINE**

**Department of Education**

*Office of Teaching and Learning*



**RFP# 202502030**

**MOOSE Platform Service and Support**

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| **RFP Coordinator** | **NAME:** | Jennifer Page |
| **TITLE:** | MOOSE Project Manager |
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| *All communication regarding the RFP must be made through the RFP Coordinator.* |

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| **Submitted Questions Due Date** | March 21st, 2025, no later than 11:59 p.m., local time |
| *All questions must be received by the RFP Coordinator by the date and time listed above.*  |

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| **Proposal Submission Deadline** | **DATE:** | April 1st, 2025, no later than 11:59 p.m., local time. |
| **TO:** | Proposals@maine.gov |
| *Proposals must be received electronically by the Office of State Procurement Services by the date and time listed above.* |

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PUBLIC NOTICE

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**State of Maine**

**Department of Education**

**RFP# 202502030**

**MOOSE Platform Service and Support**

The State of Maine is seeking proposals for the management and development of the MOOSE (Maine Online Open-Source Education) Platform, which is a custom-built platform using Drupal that hosts a content management system (CMS).

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

Proposals must be submitted to the Office of State Procurement Services, via e-mail, at: Proposals@maine.gov. Proposal submissions must be received no later than 11:59 p.m., local time, on April 1st, 2025. Proposals will be opened the following business day.

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**RFP TERMS/ACRONYMS with DEFINITIONS**

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

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **ACORD** | Association for Cooperative Operations Research & Development |
| **BAFO** | Best and Final Offer |
| **Confidentiality** | Preserving authorized restrictions on information access and disclosure, including means for protecting confidential or sensitive information. A loss of confidentiality is the unauthorized disclosure of information. |
| **Data Classification**  | The process of risk assessment of data. See **Appendix D** for the Data Classification process (see also “PII Confidentiality Impact Level”).  |
| **Department** | Department of Education |
| **Maine DOE** | Maine Department of Education |
| **MLR** | Maine Learning Results |
| **MOOSE** | Maine Online Open-Source Education |
| **OIT** | State of Maine Office of Information Technology |
| **PII (Personally Identifiable Information)** | Data that is maintained by an agency that could potentially identify a specific individual and needs to be protected in accordance with state and/or federal law, including (1) any information that can be used to distinguish or trace an individual‘s identity, such as name, social security number, date and place of birth, mother‘s maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information. |
| **PII Confidentiality Impact Level**  | The PII confidentiality impact level—low, moderate, or high—indicates the potential harm that could result to the subject individuals and/or the organization if PII were inappropriately accessed, used, or disclosed. ([NIST SP 800-122](https://nvlpubs.nist.gov/nistpubs/legacy/sp/nistspecialpublication800-122.pdf)). See **Appendix D**. PII is evaluated to determine its confidentiality impact levels, so that appropriate safeguards can be applied to the PII.  |
| **Platform** | The online environment where MOOSE materials are accessed and interacted with by users. |
| **PMBOK** | Project Management Body of Knowledge |
| **PMI** | Project Management Institute |
| **PMP** | Project Management Professional |
| **RFP** | Request for Proposals |
| **RPO** | Recovery Point Objective |
| **RTO** | Recovery Time Objective |
| **SOC** | System and Organizational Controls |
| **SSAE** | Statement on Standards for Attestation Engagements |
| **State** | State of Maine |
| **State Data** | Any information originating with the State, regardless of form or medium of disclosure (e.g., verbal, observed, hard copy, or electronic) or source of information. It includes any information concerning the State’s information technology infrastructure, systems and software and procedures; and information originating with the State in the course of using and configuring the Services provided under the contract. It includes any sensitive information held by the State that may be protected from disclosure pursuant to a federal or state statutory or regulatory scheme intended to protect that information, or pursuant to an order, resolution or determination of a court or administrative board or other administrative body.  |

**State of Maine**

**Department of Education**

*Office of Teaching & Learning*

**RFP# 202502030**

**MOOSE Platform Service and Support**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Maine Department of Education (Department) is seeking management and development services for its Maine Online Open-Source Education (MOOSE) Platform as defined in this Request for Proposals (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the awarded Bidder will be selected, and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder.

Statute ([Title 20-A, §19301 sub-§7](https://www.mainelegislature.org/legis/statutes/20-A/title20-Asec19301.html)) requires that theCommissioner of Education establish a digital content library to house a collection of high-quality digital educational content and learning resources aligned with the State's educational initiatives, delivered electronically to school administrative units, private schools, public and private postsecondary institutions and nonprofit or for-profit content providers for sharing with other school administrative units, private schools, public and private postsecondary institutions and individuals. Content included in the digital content library must further the State's educational initiatives, including learning through technology, diploma standards based on achievement, college and career readiness and student achievement in the system of standards and assessment established under [Chapter 222](https://legislature.maine.gov/legis/statutes/20-A/title20-Ach222.pdf).

During the initial stages of the pandemic, the Commissioner created the MOOSE Platform to provide digital education content and learning resources to all schools and students across the State. MOOSE is a free digital library of Maine Learning Results (MLR) aligned, PreK-12, project-based, interdisciplinary modules on a custom-built, Drupal-based platform. MOOSE learning modules are designed by Maine educators, including, but not limited to, teachers, curriculum leaders, and Maine educational community organizations such as museums, libraries, and educational centers. Students can access the platform for robust learning opportunities at any time and from any internet-connected device. Educators can curate ‘classrooms’ of modules and access exclusive support content through a dedicated teacher portal. These modules are being used by educators to enhance lessons, offer remediation, enrichment, credit recovery, and for remote learning. The Platform, the material development process, and the materials themselves have continued to evolve since the project’s inception in the spring of 2020, making this a dynamic, living resource for the field. As a digital library, the Platform specifically does not collect any student data, allow for any grading or submission of work, or provide teacher/student communication. It is simply a dissemination medium for flexible, high-quality content.

As MOOSE fully transitions from a pandemic response to a Maine DOE externally focused core resource, the Department needs web development services to ensure ongoing functionality of the Platform and as-needed feature development and enhancement to meet emergent needs. Bidders will be expected to provide ongoing Platform management services and have the in-house expertise to evolve the Platform through separate service contracts when the need arises.

1. **General Provisions**
	1. From the time the RFP is issued until award notification is made, all contact with the State regarding the RFP must be made through the RFP Coordinator. No other person/ State employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
	2. Issuance of the RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
	3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
	4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
	5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
	6. The RFP and the awarded Bidder’s proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the Department.
	7. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.mainelegislature.org%2Flegis%2Fstatutes%2F1%2Ftitle1sec401.html&data=05%7C02%7CJohn.F.Spier%40maine.gov%7C74b0a21ff26b425135b908dcde5d1600%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638629740077530255%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=yYGRZvqRpIJa6dPB35CzUZRcmiZ%2BMICiBNs0EIsJu78%3D&reserved=0) et seq.).  State contracts and information related to contracts, including bid submissions, are generally public records per FOAA.
	8. In the event that a Bidder believes any information that it submits in response to this RFP is confidential, it must mark that information accordingly, and include citation to legal authority in support of the Bidder’s claim of confidentiality.  In the event that the Department receives a FOAA request that includes submissions marked as confidential, the Department shall evaluate the information and any legal authority from the Bidder to determine whether the information is an exception to FOAA’s definition of public record.  If the Department determines to release information that a Bidder has marked confidential, it shall provide advance notice to the Bidder to allow for them to seek legal relief.
	9. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
	10. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.
2. **Contract Term**

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

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

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

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | 7/1/2025 | 6/30/2027 |
| Renewal Period #1 | 7/1/2027 | 6/30/2029 |
| Renewal Period #2 | 7/1/2029 | 6/30/2030 |

1. **Number of Awards**

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

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

This section describes the scope of work from which the proposal should be based. The work as it is defined below will become part of the contract resulting from this procurement, and it will be the responsibility of the Awarded Bidder to ensure that it is performed to completion in accordance with the terms and conditions of the contract.

1. **Foundational Activities**

The Awarded Bidder shall:

* 1. Provide Hosting for the MOOSE Platform in accordance with all applicable policies (See Appendix D, Technical Assessment for details).
	2. Conduct a Design Audit of the current MOOSE Platform to establish a baseline understanding of the Platform’s branding/visual elements, content, and navigation and identify any areas for improvements to meet user needs and align with industry best practices.
	3. Conduct a Technical Audit of the current MOOSE Platform to establish a baseline understanding of Platform functionality, accessibility, and security and identify any areas for improvements to increase performance.
	4. Provide ongoing maintenance and technical support services including but not limited to:
		1. Corrective maintenance to conduct root-cause analysis and bug-fix isolation and resolution of any Platform problems.
		2. Website/Platform monitoring to assess Platform availability, performance, and other meaningful performance metrics.
		3. Preventative maintenance including analyzing and taking steps to prevent potential problems including applying security patches and renewing security certificates.
		4. Performance management and maintenance to maintain current system level performance and resolve any system performance deterioration.
		5. Knowledge management by recording, storing, and retrieving information to assist in the resolution of problems.
		6. Website support that ensures the Department can use, maintain and administer the Platform, including monitoring, development, and analytics tools.
	5. Provide Department access to an issue-tracking system to allow monitoring of the status of all problem reports, inquiries, and other types of support requests.
	6. Provide monthly reports on relevant metrics including:
		1. Issue response times
		2. Issue resolution times
		3. Website and Platform availability (uptime)
		4. Other relevant metrics as agreed upon
	7. Maintain sufficient on-staff expertise to address Platform evolution/enhancement requests.
1. **Technical Requirements of the MOOSE Platform**

The Awarded Bidder must provide for the following:

* 1. **Technical Assessment**
		1. The State of Maine requires Bidders to demonstrate they have the appropriate security controls in place to protect the State’s sensitive and/or confidential information. Bidders are required to explain their compliance with the security requirements listed in the **Appendix D** (Technical Assessment Form).
		2. [**Deployment Certification**](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/ApplicationDeploymentCertification.pdf)**:** The Awarded Bidder must provide testing results prior to the State making a Go-No-Go decision to introduce system changes into its software production environment.
		3. [**Data Centers and Access**](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DataCenterAccessControlProcedure.pdf)**:** The Awarded Bidder must store all data within the Continental U.S. In addition, all data access must be performed from within the Continental United States.
		4. [**Architecture Compliance Policy**](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/ArchitectureCompliancePolicy.pdf)
			1. Technical Architecture Diagram:The Awarded Bidder will maintain, and provide to the Department, one or more detailed diagrams representing the technical architecture. The architectural diagrams must, at a minimum, depict the relationship between the Solution hardware and software system components.
			2. Technical Architecture Description:The Awarded Bidder will maintain, and provide to the Department, narrative text describing the proposed Solution’s technical architecture and summarizing its technical capabilities and strategic benefits, as well as any technical limitations or strategic shortcomings. The narrative text must describe the:
				1. System design and functional capabilities,
				2. Security model including authentication, authorization, data protection, auditing, physical and network infrastructure,
				3. Data model, and
				4. Technical assumptions
		5. **Compliance:** The Awarded Bidder shall have annual audits in accordance with the Statement on Standards for Attestation Engagements (SSAE) System and Organizational Controls (SOC), including SOC 2 Type II, performed on its operations.
			1. SOC 2 Type II report to be provided annually based upon the services provided. The State and Awarded Bidder will determine which of the five trust service principles should be included (Security, Availability, Processing Integrity, Confidentiality and Privacy). Additionally, the State and the Awarded Bidder will establish an agreed-upon timeline for the initial SOC audit and report deliverable. A copy of the audit and plan of action for remediation of any deficiencies will be provided to the Department’s Program Manager and the Office of Information Technology, Information Security.
		6. **Backup and Recovery:** The Awarded Bidder is responsible for system backups. If the system has to be restored, it must be recovered in less than eight (8) hours or Recovery Time Objective (RTO) with no more than twenty-four (24) hours of data loss or Recovery Point Objective (RPO).
			1. Maintain an availability metric of ninety-nine and a half percent (99.5 percent) of uptime in a calendar month, as measured by the number of actual hours available as a percentage of total hours. Expectation of 24/7 availability.
			2. Provide a hosting environment with adequate capacity to always ensure prompt response. Application performance metrics must meet a maximum 5-second response time under Ethernet connectivity to the client device, lookup queries must return in less than three (3) seconds, and data-modification transactions must return in five (5) seconds.
		7. [**Business Continuity**](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/BusinessContinuityDisasterRecoveryPolicy.pdf)**:** The Awarded Bidder is responsible for the Disaster Recovery and Business Continuity Plan and will be required to perform a full disaster recovery test at least annually. The plan should include but not be limited to the following:
			1. The Awarded Bidder will describe the process if an interruption in service impacting platform availability is experienced.
				1. Parameters regarding system “downtime”,
				2. Identified system elements or components impacted and the overall impact to the system functionality,
				3. Processes for data recovery if necessary, and
				4. Communication strategies regarding system status and functionality.
		8. **Changes in Operations or Architecture:** The Awarded Bidder will give the Department at least thirty (30) days advance written notice of any material change in network operations or architecture. A planned material change in network operations or architecture cannot be made without the prior written consent of the Department. A “material change” includes, but is not limited to, a change which is substantial, and which increases response time to inquiries, adds to the complexity of network use, diminishes services provided to users, or results in a comparable impact on operations noticeable by users.
		9. **Data Ownership:** All information, materials and data obtained under the contract will be exclusively owned by the Department.
			1. At the conclusion of the contract, or when requested, the Awarded Bidder shall turn over the Department’s Data to the Department’s designated agent, at no extra charge and in a format agreed upon.
			2. At the end of the resulting contract, the Awarded Bidder shall have no rights or ability to retain or use the Department data.
			3. The Awarded Bidder will ensure all data is isolated from other state/customer assets.
		10. **Branding:** The Awarded Bidder will be required to adhere to the State of Maine Branding as outlined in the [Web Standard policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/WebStandards.pdf).
		11. **Approved Browsers:** The Awarded Bidder will ensure that externally-facing content must be compatible with the current manufacturer-supported versions of Microsoft Edge, Mozilla Firefox, Google Chrome, and Apple Safari. Internally-facing content must be compatible with the current manufacturer-supported versions of Microsoft Edge. For web-based applications, closing all application windows in browser will log off the user. Solution prevents restarting of session from browser history or cache.
		12. **Secure Access:** The Awarded Bidder’s responsibility is to provide a secure means for users located outside of the State of Maine Wide Area Network (SOM WAN) to logon to the System.
		13. **Performed Work:** Unless specified otherwise, the Awarded Bidder will be required to provide all tools, materials, and resources necessary to effectively perform the required work.
		14. **Software Environments:** The solution will have at minimum two (2) environments outside of the development environment through the project lifecycle. They are:
			1. User Acceptance/Training
			2. Production
	2. **Project Management and Work Plan**

The Awarded Bidder will be required to utilize a formalized approach to project management which, at a minimum, will be compliant with the [Project Management Institute (PMI) A Guide to the Project Management Body of Knowledge (PMBOK guide).](https://www.pmi.org/)

* + 1. **Project Methodology:** The Awarded Bidder must structure and follow a project management approach for planning, organizing, and managing the staff and activities throughout the life of the project. The Awarded Bidder's project management approach must facilitate open and timely communication with the Department and a strong working relationship to achieve the overall goal of completed system design performance that meets or exceeds user needs on time and within budget.
		2. **Project Manager:** The Awarded Bidder will be required to assign an experienced project manager to the project. It is required that the Awarded Bidder’s Project Manager be knowledgeable with the Awarded Bidder’s proposed solution. It is preferred that the Awarded Bidder’s Project Manager be Project Management Professional (PMP) certified. The Awarded Bidder’s Project Manager will be responsible for the successful completion of all work tasks as defined within the project work plan and will work under the direction of the Department’s Project Manager. The Department reserves the right to require the Awarded Bidder to replace their Project Manager at any time during the course of the project.
		3. **Change Management:** The Awarded Bidder’s Project Manager will be required to formally document and track all changes to the functional design, technical design, and/or to approved deliverables. For each potential change, the Awarded Bidder’s Project Manager will work closely with the Department’s Project Manager to define and document the change, its benefits, and if necessary, its impact to the project schedule and budget. No work associated with a documented change will begin without first receiving written authorization from the Department’s Project Manager.
		4. **Workplan:** The Awarded Bidder’s Project Manager will be required to maintain a detailed project work plan, with content to be approved by the Department Project Manager, through the full term of the contract. The Awarded Bidder’s Project Manager will be required to submit an updated work plan to the Department’s Project Manager on a date and time that will be determined during contract negotiations. The work plan will be incorporated into the contract between the Department and the Awarded Bidder and will be made a part thereof.

		The work plan will be created and maintained with an automated project management tool (e.g., Microsoft Project) and will include appropriate detail to provide project status, dependencies and risk/mitigation. The project work plan will be updated and submitted to the Department’s Project Manager on a bi-weekly basis or at an alternative period of time that is formally specified and agreed to in writing by the Department’s Project Manager.
	1. **Quality Assurance and Acceptance**

Project Quality Management ensures that the project satisfies the needs for which it was undertaken.

* + 1. **Testing:** Prior to moving the proposed system to the production environment, the Awarded Bidder will test all aspects of the solution in accordance with the Department’s [Deployment Certification Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/ApplicationDeploymentCertification.pdf) for Major Application Projects.
		2. **Test Plan:** The Awarded Bidder, in cooperation with the Department, will create a test plan including all tests required in accordance with providing and operating a fully certified system.
			1. The Awarded Bidder will describe its strategy for ensuring that new systems and all interfaces function properly when releasing new versions of any software application.
			2. The Awarded Bidder will indicate at what point in a new release the Department will receive access to new versions of software or applications.
			3. All components of the application must be tested in a non-production environment to ensure that the application test responses represent the exact behavior that will be expected of the application in the production environment.
		3. **Test Execution:**
			1. The Awarded Bidder will be responsible for scheduling and coordinating all testing activities to ensure that each of the tests are prepared for and performed in accordance with the test plan.
			2. The Awarded Bidder will train Department personnel as appropriate to participate in the testing effort.
			3. Unless specified otherwise within the test plan, the Awarded Bidder will be required to provide all tools, testing materials, and resources necessary to effectively perform the required tests.
			4. The Awarded Bidder is responsible for and must certify their system to be fully secure for all work provided under this procurement.
		4. **Acceptance:** System acceptance of the solution will occur following system implementation and Awarded Bidder’s demonstration that the system successfully provides all the functionality required by the Department; the system meets or exceeds the performance standards in the contract.
	1. **Implementation**

The Awarded Bidder will be responsible for implementing the solution within the Production Environment. The final acceptance of the solution will be based on overall end-to-end testing of the entire system. The Awarded Bidder will be responsible for all documents related to the scope of work described in this RFP.

**PART III KEY RFP EVENTS**

1. **Bidders’ Conference**

The Department will sponsor a Bidders’ Conference concerning the RFP beginning at the date, time and location shown on the RFP cover page. The purpose of the Bidders’ Conference is to answer and/or field questions, clarify for potential Bidders any aspect of the RFP requirements that may be necessary and provide supplemental information to assist potential Bidders in submitting responses to the RFP. Although attendance at the Bidders’ Conference is not mandatory, it is strongly encouraged that interested Bidders attend.

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

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

1. **Proposal Submission**
	1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
		1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
	2. **Delivery Instructions:** E-mail proposal submissions must be submitted to the Office of State Procurement Services at Proposals@maine.gov.
		1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
			1. Proposal submission e-mails that are successfully received by the proposals@maine.gov inbox will receive an automatic reply stating as such.
		2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
		3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Bidders should work with their Information Technology team to ensure that the proposal submission will not be encrypted due to any security settings.
		4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
	3. **Submission Format:**
		1. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202502030 Proposal Submission – [Bidder’s Name]”**
		2. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:
* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

**Appendix B** (Responsible Bidder Certification)

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

*PDF format preferred*

**Appendix C** (Qualifications and Experience Form) and all required information and attachments stated in PART IV, Section II.

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

*PDF format preferred*

**Appendix D** (Technical Assessment Form) and all required information and attachments stated in PART IV, Section III.

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

*Excel format preferred*

**Appendix E** (Cost Proposal Form) and all required information and attachments stated in PART IV, Section IV.

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

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

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

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

**Proposal Format and Contents**

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

* 1. **Proposal Cover Page**

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

* 1. **Responsible Bidder Certification**

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

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

* 1. **Overview of the Organization**

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

* 1. **Subcontractors**

If subcontractors are to be used, Bidders must provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

Bidders must provide an organizational chart. The organizational chart must include the project being proposed. Each position must be identified by position title and corresponding to the personnel job descriptions.

* 1. **Litigation**

Bidders must attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree. For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.

* 1. **Licensure/Certification**

Bidders may provide documentation of any applicable licensure/certification or specific credentials that are related to providing the proposed services of the RFP. This documentation may include:

* Project Management Professional certification(s)
* Drupal certification(s)
	1. **Certificate of Insurance**

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

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

* 1. **Technical Assessment**

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

* 1. **Services to be Provided**

Bidders must discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer, including a description of the methods and resources the Bidder will use and how each task involved will be accomplished. Bidders must also describe how the expectations and/or desired outcomes as a result of these services will be achieved. If subcontractors are involved, Bidders must clearly identify the work each will perform.

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

* 1. **General Instructions**
		1. Bidders must submit a cost proposal that covers the entire period starting 7/1/2025 and ending on 6/30/2030.
		2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
		3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
	2. **Cost Proposal Form Instructions**

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

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

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

|  |  |  |
| --- | --- | --- |
| **Section I.** | **Preliminary Information**Proposal materials to be evaluated in this section: all elements addressed in Part IV, Section I of the RFP. | **(No Points)** |
| **Section II.** | **Organization Qualifications and Experience** Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section II of the RFP. | **(25 points)** |
| **Section III.** | **Proposed Services** Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section III of the RFP. | **(50 points)** |
| **Section IV.** | **Cost Proposal** Proposal materials to be evaluated in this section:all elements addressed above in Part IV, Section IV of the RFP. | **(25 points)**  |

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

The scoring formula is:

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

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

* 1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.
1. **Selection and Award**
	1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
	2. Notification of conditional award selection or non-selection will be made in writing by the Department.
	3. Issuance of the RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
	4. The Department reserves the right to reject any and all proposals or to make multiple awards.
2. **Appeal of Contract Awards**

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

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**
	1. The awarded Bidder will be required to execute an [IT Service Contract (IT-SC) with Confidentiality and Non-Disclosure Agreement (NDA)](https://www.maine.gov/dafs/bbm/procurementservices/forms)including appropriate riders as determined by the issuing department. Bidders shall carefully review the IT-SC.

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

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

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

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

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

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

* 1. Payments and Other Provisions

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

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

**Appendix A** – Proposal Cover Page

**Appendix B** – Responsible Bidder Certification

**Appendix C** – Qualifications and Experience Form

**Appendix D** –Technical Assessment Form

**Appendix E** – Cost Proposal Form

**Appendix F** – Submitted Questions Form

**APPENDIX A**

**State of Maine**

**Department of Education**

**PROPOSAL COVER PAGE**

**RFP# 202502030**

**MOOSE Platform Service and Support**

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

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

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

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

**APPENDIX B**

**State of Maine**

**Department of Education**

**RESPONSIBLE BIDDER CERTIFICATION**

**RFP# 202502030**

**MOOSE Platform Service and Support**

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

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

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

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

**APPENDIX C**

**State of Maine**

**Department of Education**

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202502030**

**MOOSE Platform Service and Support**

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

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

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

|  |
| --- |
| **Project One** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
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| --- |
| **Project Two** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
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| --- |
| **Project Three** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
|  |

**APPENDIX D**

**State of Maine**

**Department of Education**

**TECHNICAL ASSESSMENT FORM**

**RFP# 202502030**

**MOOSE Platform Service and Support**

Bidders must complete the Technical Assessment Form embedded below.

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

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**APPENDIX E**

**State of Maine**

**Department of Education**

**COST PROPOSAL FORM**

**RFP# 202502030**

**MOOSE Platform Service and Support**

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

Bidders must submit a cost proposal that includes the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements. The proposed cost must be presented as annual or hourly as indicated in the attached cost proposal form.

The hosting and operations fees will be used to score the cost proposal as defined Part V, B, 3 of the RFP.

 **APPENDIX F**

**State of Maine**

**Department of Education**

**SUBMITTED QUESTIONS FORM**

**RFP# 202502030**

**MOOSE Platform Service and Support**

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

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

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

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