**STATE OF MAINE REQUEST FOR PROPOSALS**

**RFP AMENDMENT #1 AND**

**RFP SUBMITTED QUESTIONS & ANSWERS SUMMARY**

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| **RFP NUMBER AND TITLE:** | RFP# 202506085 Legal Services for Older Adults |
| **RFP ISSUED BY:** | Department of Health and Human Services |
| **INFORMATIONAL MEETING LOCATION:** | *An Informational session regarding this RFP was held via ZOOM.*  |
| **INFORMATIONAL MEETING DATE/TIME:** | September 2, 2025, 1:00 p.m., local time |
| **SUBMITTED QUESTIONS DUE DATE:** | September 5, 2025, no later than 11:59 p.m., local time |
| **AMENDMENT AND QUESTION & ANSWER SUMMARY ISSUED:** | September 12, 2025 |
| **PROPOSAL DUE DATE:** | September 25, 2025, no later than 11:59 p.m., local time. |
| **PROPOSALS DUE TO:** | proposals@maine.gov  |
| **Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.** |
| **DESCRIPTION OF CHANGES IN RFP:**1. Part II, A.9. language is revised.
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| **REVISED LANGUAGE IN RFP:**1. *Part II, A.9. language is amended to read:*
2. The State does not consume any awarded Bidder application, nor does the awarded Bidder consume any State application.
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**Provided below are questions asked at the Informational Meeting and the Department’s answers.**

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| **No questions were asked during informational meeting** |

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

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| **1** | **RFP Section & Page Number** | **Question** |
| Part IV, Section IVPage 21 | 1. Is there a cap on the Costs proposed under this Contract and what is it?
2. If not, what will happen if the proposed Costs exceed an amount that is acceptable to the State and there is only one bidder?
3. If not, what will happen if the proposed Costs exceed the amount that is acceptable to the State and a bidder is the low bidder?
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| **Answer** |
| 1. As this is a competitive process, the Department declines to answer.
2. Bidders are to provide their best value pricing with the submission of their proposal. The awarded Bidder’s proposed budget will form the basis for contract negotiations.
3. Refer to the response to 1.b. of this document.
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| **2** | **RFP Section & Page Number** | **Question** |
| Part III, D.Page 16 | Can an interested person obtain a list of entities that have submitted a Notice of Intent to Bid, and if so, how can that list be obtained? |
| **Answer** |
| The Notice of Intent is included as part of the final Selection Package published on the Office of State Procurement Services website. |

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| **3** | **RFP Section & Page Number** | **Question** |
| Part II, A.4.a.Page 10 | Certain provisions of the State Digital Accessibility Policy will become effective after the expected start date for the contract. If the bidder is on track to comply prior to the Policy’s effective dates, will that be sufficient, or is the bidder required to be in compliance on the start date of the contract? |
| **Answer** |
| The awarded Bidder must have all provisions in place prior to the public availability of the website.  |

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| **4** | **RFP Section & Page Number** | **Question** |
| Part II, A.4.b.Page 10 | This section of the RFP requires the successful bidder to “Ensure no data is released regarding the usage of the website without the written approval from the Department.” Does this prohibit the successful bidder from communicating with the public about the number of visits to their website? |
| **Answer** |
| Any requests for release of information are subject to the written approval of the Department prior to distribution. |

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| **5** | **RFP Section & Page Number** | **Question** |
| Part II, A.9.Page 10 | This provision says: “The State does consume any awarded Bidder application, nor does the awarded Bidder consume any State application.” We understand this clause to mean that the State and the successful bidder will retain ownership and control over their respective application materials. Is that the correct interpretation, and if not, what is the correct interpretation? |
| **Answer** |
| Refer to the amended language at the beginning of this document. “Consume” within this statement means “use”. |

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| **6** | **RFP Section & Page Number** | **Question** |
| Part II, B.3. Page 11 | This provision imposes certain requirements regarding the collection of data from persons contacting the Help Line. This may raise confidentiality questions. Does this require the successful bidder to provide the information collected to the State?  |
| **Answer** |
| As per the [Legal Assistance State Performance Report Frequently Asked Questions](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=LegalFAQ), the awarded Bidder will collect the required data through its legal case management system. The awarded Bidder must then de-identify and aggregate its data before submitting reports to the Department. |

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| **7** | **RFP Section & Page Number** | **Question** |
| Part II, B.3.Page 11 | This provision appears to require the collection of sensitive personal from all persons who contact the Help Line. Does this require the successful bidder to ask all those who contact the Help Line to provide all the information listed? Please confirm whether the successful bidder will be allowed to provide services to callers who decline to provide sensitive personal information or where intake personnel determine that requiring that information is inconsistent with professional obligations as legal service providers. |
| **Answer** |
| As per the [Legal Assistance State Performance Report Guidebook](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=LegalGuidebook), if a client declines to disclose data on demographic characteristics listed in Part II, B.3. of the RFP or that information is not available, then the awarded Bidder must record that demographic characteristic for that client as “missing.” |

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| **8** | **RFP Section & Page Number** | **Question** |
| Part II, B.3.j.Page 11 | This provision refers to “minority status.” Is there a particular definition of this term which the successful bidder is expected to apply? |
| **Answer** |
| As per the [State Performance Report for State Units on Aging](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=AppendixA), minority status is reported consistent with how the client wishes to be identified in the following categories:* Minority
	+ A person’s self-reported racial and ethnic identity includes one or more of the following: Asian American, Black or African American, Hispanic or Latino, Native Hawaiian and Pacific Islander, American Indian and Alaska Native.
* Not minority
	+ A person’s self-reported racial and ethnic identity does not include any of the following: Asian American, Black or African American, Hispanic or Latino, Native Hawaiian and Pacific Islander, American Indian and Alaska Native.
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| **9** | **RFP Section & Page Number** | **Question** |
| Part II, C.6.Page 12 | This provision relates to the timing of returning calls to those who contact the Help Line. It appears to require all calls to be returned within five days. However, the performance measures at II(F)(1)(b) Table 1 refer to an *average* call back time of less than five days. Can you please clarify whether all calls must be returned within five days without exception, or whether the standard is that the *average* callback time does not exceed five days? How are weekends and holidays counted for calculating the call back time? |
| **Answer** |
| Part II, C.6. of the RFP requires an intake interview be conducted for eligible clients “within appropriate timeframes” outlining immediate assistance within two (2) business days and non-immediate assistance within five (5) business days. The five (5) business day requirement for non-immediate assistance is the basis for the Performance Measure requirement outlined in Part F. Table 1, B. of the RFP. |

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| **10** | **RFP Section & Page Number** | **Question** |
| Part II, G.1.Page 14 | Table 2 refers to a performance measure consisting of the “Total number of Older Adults served by county; total number of Cases by type; and total number of Medicaid Part D matters handled and the number by outcome type.” Once these numbers are provided, what is the standard against which the total numbers will be measured for purposes of evaluating performance? |
| **Answer** |
| Part II, G. 1., Table 2, a. ii. are totals reported in addition to the summary of performance measures outlined in Part II, G.1., Table 2, a.iv. |

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| **11** | **RFP Section & Page Number** | **Question** |
| Part III, C.Page 16 | If any amendments to the RFP are adopted, will those who have submitted a Notice of Intent to Bid be notified? |
| **Answer** |
| All amendments released in regard to the RFP will be posted on the State’s [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.  |

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| **12** | **RFP Section & Page Number** | **Question** |
| Part III, B.Page 16 | When the Department responds to questions, will the identity of the questioner be disclosed? |
| **Answer** |
| No. |

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| **13** | **RFP Section & Page Number** | **Question** |
| **Appendix I**Page 37 | Appendix I is the PERFORMANCE MEASURE REPORT TEMPLATE. Our proposal will indicate that we will utilize and comply with this template. Can you please clarify whether our proposal should include Appendix I as an attachment and if so, what instructions are there for our submission of Appendix I? |
| **Answer** |
| **Appendix I**, Performance Measure Report Template is only for reference. The actual spreadsheet embedded into **Appendix I** does not need to be submitted with the Bidder’s proposal.  |