**STATE OF MAINE**

**Department of the Attorney General**

*Office of Chief Medical Examiner*



**RFP# 202506081**

**Electronic Death Investigation Case Management System**

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| *All communication regarding the RFP must be made through the RFP Coordinator.* | | |

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| --- | --- |
| **Submitted Questions Due Date** | July 25, 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:** | August 8, 2025, no later than 11:59 p.m., local time. |
| **TO:** | [Proposals@maine.gov](mailto: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 the Attorney General**

**RFP# 202506081**

**Electronic Death Investigation Case Management System**

The State of Maine is seeking proposals for a secure, web-based death investigation case management system.

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](mailto:Proposals@maine.gov). Proposal submissions must be received no later than 11:59 p.m., local time, on August 8, 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** |
| **AIT Labs** | American Institute of Toxicology- A toxicology and forensics lab that does testing and research for law enforcement, corporations, government agencies, pharmaceutical companies, hospitals, physicians, pain management professionals, medical examiners, attorneys, and courts of law. |
| **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 the Attorney General, Office of Chief Medical Examiner |
| **EDICMS** | Electronic Death Investigation Case Management System |
| **MDILog** | Medicolegal Death Investigation Log is a case-management system software developed by Occupational Research and Assessment, Inc **(ORA Inc)** and used in medicolegal investigations. It creates a single platform that is accessible to investigators, supervisors, forensic techs, and pathologists for logging medical data, case details, and other relevant information required for a full death investigation. |
| **NAME** | National Association of Medical Examiner is the national professional organization of physician medical examiners, medicolegal death investigators and death investigation system administrators who perform the official duties of the medicolegal investigation of deaths of public interest in the United States. |
| **NMS Labs** | NMS Labs is an independent provider of professional laboratory testing services, with trained professionals who work closely with leading healthcare providers, medical researchers, and various members of the criminal and civil justice system to provide integrated testing and consultative services. |
| **OIT** | 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). See **Appendix D**. PII is evaluated to determine its confidentiality impact levels, so that appropriate safeguards can be applied to the PII. |
| **RFP** | Request for Proposals |
| **State** | State of Maine (SOM) |
| **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 the Attorney General**

*Office of Chief Medical Examiner*

**RFP# 202506081**

**Electronic Death Investigation Case Management System**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Department of the Attorney General, Office of Chief Medical Examiner (Department), is seeking to acquire a secure, web-based Electronic Death Investigation Case Management System (EDICMS) 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 The purpose of this procurement is to implement a robust, scalable, and compliant solution that facilitates the comprehensive management of medicolegal death investigation data, workflows, and reporting requirements.

Currently, the Department processes and documents over 4,000 death cases annually and requires an enterprise-grade system that ensures high availability, data integrity, and role-based access control. The System must support a dynamic user base—estimated at 75 to 95 users (12 State employees and others external) —including internal Department personnel, forensic consultants, grant abstracters, and contracted professionals. The solution must accommodate varying levels of user privileges and support secure remote access via standard web browsers.

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. The Department seeks a vendor capable of delivering a configurable and interoperable system that aligns with industry’s best practices, complies with applicable federal and state data protection regulations, and integrates with existing IT infrastructure and third-party systems as necessary.

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](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html) et seq.).
   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 (2) 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 | 10/01/2025 | 9/30/2027 |
| Renewal Period #1 | 10/01/2027 | 9/30/2029 |
| Renewal Period #2 | 10/01/2029 | 9/30/2030 |

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**

The State is seeking proposals from qualified vendors to provide a comprehensive, secure, web-based Death Investigation Case Management System (DICMS) to manage decedent investigations. The proposed system must facilitate jurisdictional collaboration, provide robust data analytics, support integration with external entities (labs and state registries), and comply with industry standards for data security and privacy. The system must replace the current solution with a modern, scalable, vendor-supported platform that meets all requirements outlined in the RFP.

The scope of services includes, but is not limited to, the following components:

1. **Functional Requirements**

The System must support the operational needs of the Department through the following core functionalities:

* + - 1. **Case Management Capabilities**

1. Capture and manage complete decedent profiles, including demographics, scene details, and documentation (photos, scanned files).
2. Allow assignment of primary and secondary investigators per case.
3. Track case progress with reminders and alerts for required actions or certification renewals.
4. Support cross-county case assignment and sharing with appropriate access controls.
5. Minimize physical storage needs by enabling full digital documentation.
   * + 1. **Integration Requirements**
6. Automated integration with NMS Labs and AIT Laboratories for toxicology reporting.
7. Ability to interface with the State of Maine’s Vital IQ Electronic Death Registration System (administered by VitalChek).
8. Future optional feature: toxicology order submission from within the system.
   * + 1. **Reporting and Analytics**
9. Generate both standard and custom reports (including the two current reports: Investigative Summary and Exam Sheet).
10. Provide querying and filtering capabilities across multiple data fields.
11. Users must be able to build and save ad hoc reports using a built-in report builder (preferred).
12. Ability to export reports of searches in PDF, Excel, or CSV formats.
13. Provide reporting features that allow access to historical and real-time data and that can be scheduled.
    * + 1. **Contact List Management**
14. Maintain an internal, searchable directory of “frequently used” contacts (e.g. funeral homes, hospitals, law enforcement agencies and care facilities).
15. Support real-time address auto-complete functionality using Standardized address look-up.
16. Directory must allow users and administrators to add, edit, remove and store entries including:

Name, Type (e.g., funeral home, hospital), Address, Phone, and Unique Code.

## Technical Assessment of the proposed EDICMS System

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 **Technical Assessment Form** attached in **Appendix D**.

1. **General/Technical Requirements**

In addition to the Technical Assessment, Bidders are required to explain their compliance with the General and Technical Requirements listed in **Appendix E**.

1. **Project Management and Work Plan**

The awarded Bidder must 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: Structure and follow a project management approach for planning, organizing, and managing the staff and activities throughout the life of the project. The 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: Assign an experienced project manager to the project. The Project Manager must be knowledgeable with the awarded Bidder’s proposed solution. It is preferred that the Project Manager be Project Management Professional (PMP) certified. The 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 project.
3. Change Management: Formally document and track all changes to the functional design, technical design, and/or to approved deliverables. For each potential change, the 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 Project Manager will be required to maintain a detailed project work plan, with content to be approved by the Department’s Project Manager, through the full term of the contract. The 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 resulting contract.   
     
   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.
5. **Quality Assurance and Acceptance**

The awarded Bidder must:

1. Provide Project Quality Management, to ensure that the project satisfies the needs for which it was undertaken.
2. Develop a plan for the overall system and user acceptance testing, to include but not be limited to:
3. **Testing:** Prior to moving the proposed system to the production environment, test all aspects of the solution.
4. **Test Plan:** In cooperation with the Department, create a test plan including all tests required in accordance with providing and operating a fully certified system. The Test Plan shall:
5. Describe the strategy for ensuring that new systems and all interfaces function properly when releasing new versions of any software application;
6. Indicates at what point in a new release the Department will receive access to new versions of software or applications; and
7. Ensure all components of the application are 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.
8. **Test Execution:**
9. Schedule and coordinate all testing activities to ensure that each of the tests are prepared for and performed in accordance with the test plan.
10. Train Department personnel as appropriate to participate in the testing effort.
11. Unless specified otherwise within the test plan, provide all tools, testing materials, and resources necessary to effectively perform the required tests.
12. Certify that the System is fully secure for all work provided under this procurement.
13. **Acceptance:** System acceptance of the solution will occur following:
14. System implementation;
15. Demonstration that the System successfully provides all the functionality required by the Department; and
16. The System meets or exceeds the performance standards in the contract.
17. **User Training and Documentation**

The awarded Bidder must:

1. Provide training for State of Maine staff and external users.
2. Offer training to support the needs of both the Department and its user base.
3. Training can be written, web-based, and/or instructor-led, (live and/or pre-recorded).
4. Provide a training plan that includes:
5. The strategy to develop, implement, and deliver training to Department-identified individuals.
6. Identifies any role-based Modules.
7. Provides tailored materials.
8. Provides learning-on-demand opportunities; and
9. Provides refresher training courses to meet the needs of each stakeholder group.
10. Provide tooltips and online help functionality to quickly and effectively help users troubleshoot various aspects of the system.
11. Detail a delivery method for required training content (e.g., webinar, virtual training and virtual learning offerings, and instructor-led classroom-based training) based on a training needs analysis.
12. Update the training plan after each Module/phase.
13. Develop all necessary training materials, user manuals, and training sessions for users and technical staff, both for training prior to go-live, as well as for training after go-live.
14. Provide formal documentation of all training materials, user manuals, and training sessions to the Department.
15. **Implementation**

The awarded Bidder must:

1. Implement the solution within the Production Environment and work with the Department to help transition users into the new System.
2. The Department will consider accepting the solution in major stages, as successfully tested. However, the final acceptance of the System will be based on overall end-to-end testing of the entire System.
3. Provide all documentation related to the scope of work described in this RFP.
4. **Planning:**
5. Create an Implementation Plan, that identifies the approach that will be taken and the critical tasks that will be involved with implementing the solution.

ii. Schedule and coordinate all implementation activities to ensure that the work is performed in accordance with the Implementation Plan.

1. **System Design and Analysis:**
2. Ensure the System design and analysis activities accomplish and meet all RFP requirements listed in this RFP.

ii. Utilize methodologies that allow for multiple opportunities to validate and approve requirements and design.

1. **Resources:** Provide all tools, equipment, materials, and resources necessary to effectively perform the required work tasks.
2. **Technical Documentation:** Create and provide the Department with all technical documents and related manuals, which will be reviewed and accepted prior to the implementation.

1. **Support and Maintenance**

The awarded Bidder must:

1. Provide post-implementation software maintenance and technology support for the system for both Agency and external end users.
2. Produce and deliver any enhancements, operations, and maintenance plan that:
3. Describes the steps and procedures in operating the system; and
4. Includes standard service-level agreements for system performance and issue resolution.
5. The Service Level Agreement (SLA) includes provisions related to required levels of support. The Department will also consider options for additional levels of technical support.
6. The Awarded Bidder shall be open to negotiation to ensure the SLAs meet the Department’s needs.
7. And the change management process.
8. Maintain, manage, and repair the system using a structured approach which ensures:
   1. Consistency, supportability, and stability of the system and is flexible enough to allow for rapid problems and issue resolution where required.
   2. Coordination with the Department and OIT on all computer operating system upgrades, security patches, product licensing changes, as well as product releases containing Department approved enhancements and fixes; and
   3. Security patching is performed monthly.

**PART III KEY RFP EVENTS**

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 G** (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: [Division of 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: [Division of 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](mailto: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](mailto: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# 202506081 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** (Organization 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), **Appendix E** (General and Technical Requirements) and all required information and attachments stated in PART IV, Section III.

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

*PDF format preferred*

**Appendix F** (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 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.

* 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. All responses to the Technical Assessment must be included in the attached spreadsheet. It is acceptable to reference answers in the Technical Assessment when responding to other parts of the RFP, but the Technical Assessment must be self-contained.

* 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.

* 1. **General and Technical Requirements**

Bidders must complete **Appendix E** (General and Technical Requirements) to describe the Bidder’s capability to meet the stated requirements.

* 1. **Implementation - Work Plan**

Bidders must provide a realistic work plan for the implementation of the program through the first contract period. The work plan must be displayed in a timeline chart, and concisely describe each program development and implementation task, the month it will be carried out, and the person or position responsible for each task. If applicable, Bidders must identify all tasks to be delegated to subcontractors.

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

* 1. **General Instructions**
     1. Bidders must submit a cost proposal that covers the period starting 10/01/2025 and ending on 9/30/2030.
     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 F** (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. | **(20 points)** |
| **Section III.** | **Proposed Services and Technical Assessment**  Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section III of the RFP. | **(55 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(s) 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** – General and Technical Requirements Matrix

**Appendix F –** Cost Proposal Form

**Appendix G** – Submitted Questions Form

**APPENDIX A**

**State of Maine**

**Department of the Attorney General**

*Office of Chief Medical Examiner*

**PROPOSAL COVER PAGE**

**RFP# 202506081**

**Electronic Death Investigation Case Management System**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 the Attorney General**

*Office of Chief Medical Examiner*

**RESPONSIBLE BIDDER CERTIFICATION**

**RFP# 202506081**

**Electronic Death Investigation Case Management System**

|  |  |
| --- | --- |
| **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 the Attorney General**

*Office of Chief Medical Examiner*

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202506081**

**Electronic Death Investigation Case Management System**

|  |  |
| --- | --- |
| **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.** |
|  |

|  |
| --- |
| **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.**  *If the Bidder has not provided similar services, note this, and describe experience with projects that highlight the Bidder’s general capabilities.* |

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

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

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

**APPENDIX D**

**State of Maine**

**Department of the Attorney General**

*Office of Chief Medical Examiner*

**TECHNICAL ASSESSMENT FORM**

**RFP# 202506081**

**Electronic Death Investigation Case Management System**

Bidders must complete the Technical Assessment Form embedded below.

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

****

**APPENDIX E**

**State of Maine**

**Department of the Attorney General**

*Office of Chief Medical Examiner*

**GENERAL AND TECHNICAL REQUIREMENTS MATRIX**

**RFP# 202506081**

**Electronic Death Investigation Case Management System**

What follows is a detailed list of general and technical requirements for the proposed solution. Responses to each requirement will determine the degree of customization required for implementation of the product in the Department’s environment. Proposals must indicate a response to all of the requirements by using the abbreviations below:

* **Y – Yes**

The proposed solution complies with all the aspects of the requirement written and is currently a standard feature in the proposed solution. The comment should indicate how the requirement is met.

* **C – Yes with customizations / modifications**

The proposed solution does not comply with all aspects of the requirements as written, but the Bidder agrees to modify the solution by adding additional modules, resources, configure current resources, and/or perform custom programming which will result in the solution reaching full compliance. The Bidder must describe the proposed modification, how the modification will satisfy the requirement, and when the modification will be completed.

* **N – No**

The proposed solution does not comply with all aspects of the requirement as written and the Bidder will not modify their solution to achieve full compliance with the requirements as written. If the requirement cannot currently be met nor met through modifications, the Bidder must indicate “N”. The Bidder must describe how not achieving this requirement will be mitigated in the solution.

Bidder explanations should be brief and relevant, though Bidders may use additional pages if necessary, ensuring the corresponding requirement number is clearly indicated.

| **Requirement #** | **Requirement Description** | **Y/C/N** | | **Explanation** | |
| --- | --- | --- | --- | --- | --- |
| General/Technical Requirements | | | | | |
| User Authentication and Roles*The proposed system must provide user security and authentication for accessing all system components as appropriate for registered users and SOM staff.* | | | | | |
|  | User Access Management that includes future use of valid authentication and authorization mechanisms, such as Single Sign-On via active Directory for internal and Username/Password in combination with SSL encryption for external users.  Provide multi-factor authentication (MFA) for secure login.  Role-Based Access Control (RBAC) that supports multiple permission sets. |  | |  | |
|  | |  | |
|  | |  | |
|  | OIT has launched an initiative for a centralized Enterprise Constituents Portal for citizens, businesses, and nonprofits. Once the Portal is fully operational, all existing externally facing applications are expected to consume external authentication and identity proofing from the Portal. This means that any product proposed by the Bidder must conform to modern open standards for Authentication (such as, OpenID 2.0, OAuth 2.0, SAML 2.0, etc.). However, this item does NOT have a direct bearing upon the Cost Proposal. Downstream of the Portal being operational, the Contracted Provider is expected to perform an impact assessment and follow the change management process in this agreement for any additional effort and/or costs. |  | |  | |
|  | Audit logging of successful and unsuccessful login attempts to the system electronically through direct access or by using database reporting tools, which meet National Institute of Standards and Technology (NIST) 800-53 audit documentation and reporting requirements, including but not limited to:   * User Login Location * History of user’s activity within the system; and * All electronic access to the background review database. |  | |  | |
|  | System must be architected for scalable performance to reliably support 75 to 95 concurrent users under typical and peak operational conditions. |  | |  | |
| System and Data Access Control: | | | | | |
| 1.2.1 | **System Access:**   * Users should only be able to access cases or information relevant to their assigned geographic region or jurisdiction. * Users must be granted either Read-only access, or Edit (read/write) privileges, depending on their role and responsibilities * Provide secure access to non-Department users (e.g., external partners, contractors) based on their role and rights. * Awarded Bidder must ensure secure login for users outside the State of Maine WAN (e.g., via encrypted channels, MFA, secure credentials). |  | |  | |
|  | |  | |
|  | |  | |
|  | |  | |
| 1.2.2 | **Data Access**:   * The system must allow administrators to control access to individual cases based on User role, Jurisdiction, and Case assignment. * Users can access cases only if assigned as a primary or secondary investigator or authorized by their role. * Access to case data should be customizable at a granular level to protect confidentiality and ensure proper role-based access to sensitive information. |  | |  | |
|  | |  | |
|  | |  | |
| Interfaces and File Transfers | | | | | |
| 1.3.1 | The successful Bidder will work directly with the interface partners and will be responsible for scheduling and coordinating all testing with the Department, MaineIT and interface partners. All interfaces and file transfers must be tested and implemented in accordance with State Deployment Certification policies. |  | |  | |
| 1.3.2 | All interface files are to be transmitted electronically and securely in accordance with State policy. |  | |  | |
| 1.3.3 | The successful bidder will complete an interface analysis and deliver an interface-analysis document that defines the requirements for each interface. This includes, but is not limited to:   * Data domains sent or received; * Supported communication methods (e.g., Web Services, SFTP, API’s); * Service initiation approach (e.g., publish/subscribe, request/response); * File/data format (e.g., XML, EDI, JSON, fixed record length, Comma-Separated Values); * Data exchange latency (e.g., real-time, daily, weekly, and monthly); * Estimate of file/data size based on record length; and * Error handling and status response |  | |  | |
| 1.3.4 | The system must support file-based import/export functionality (e.g., Excel, CSV) for Decedent Information (PII), Investigation and Case data, Medical and Toxicology data, and other reports. |  | |  | |
| 1.3.5 | The system must allow Import of Data via Upload of Media including but not limited to:  Documents, Photos from Scene/Autopsy, Audio Files and Signed/Scanned Forms |  | |  | |
| 1.3.6 | The system should be accessible via mobile devices (Tablets and Smartphones with Android and iOS) for users who need access on the go.  Optimized UI for field investigation and scene data entry for ease of use, accuracy, and speed. |  | |  | |
| Business Rules Management | | | | | |
| 1.4.1 | The system must provide robust business rules and validation management to ensure data quality. These rules should be configurable by the department wherever possible. |  | |  | |
| 1.4.2 | Define, deploy, execute, monitor, and maintain the decision logic of the system. |  | |  | |
| 1.4.3 | Enable quick modification of system decision logic, due to changes in federal or state laws, regulations, Department policy, or other sources. |  | |  | |
| Operational Functionality | | | | | |
| 1.5.1 | Provide customizable workflows for the Death Investigation Data collection (e.g., morgue or case assignment), audit and tracking processes |  | |  | |
| 1.5.2 | Ability to easily reverse or correct an undesired action. |  | |  | |
| 1.5.3 | Facilitate tasks and workflows by communicating with and guiding the user where applicable. |  | |  | |
| 1.5.4 | Provide labels or instructions when content requires user input. |  | |  | |
| 1.5.5 | Allow that if an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. |  | |  | |
| 1.5.6 | Have a mechanism for reviewing, confirming, and correcting information before finalizing an action. |  | |  | |
| 1.5.7 | The proposed system must have the ability for users to partially complete and save work within the system, close the session, and then re-enter the system to complete work at a later time. |  | |  | |
| Output Requirements | | | | | |
|  | Provide access to the stored documents and other files from within the Solution’s user interface; and |  | |  | |
|  | Allow for printing or electronic sharing of forms and documents generated by or held within the solution application. |  | |  | |
|  | Document generation with the ability to develop documents and forms based on data entered, stored, or available within the system, including the ability to: |  | |  | |
|  | Integrate system data into required forms as needed; and |  | |  | |
|  | Ability to send out customized automatic emails or notifications (example). |  | |  | |
|  | The system must support customizable letters, standard and ad hoc reports, and data exports compatible with Microsoft Office formats. |  | |  | |
| 1.6.7 | Provide the ability for a user to filter/sort and report on data using multiple criteria. (Example: Administrative Functions etc.) |  | |  | |
| Configurability and Version Control | | | | | |
| 1.7.1 | Low-code Configurability: Flexibility in process owner's ability to adapt to legislative or legal changes with minimal cost and disruption to use |  | |  | |
| Data Collection and Management | | | | | |
|  | Notifications and Alerts:   * Configurable automated reminders for investigators and admin users. * Alert system for important deadlines or updates (e.g., certification expiry). |  | |  | |
|  | |  | |
| Technical Architecture Compliance Policy | | | | | |
| 1.9.1 | 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 |  | |  | |
| 1.9.2 | 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: |  | |  | |
| 1.9.3 | System design and functional capabilities |  | |  | |
| 1.9.4 | Security models include authentication, authorization, data protection, auditing, physical and network infrastructure |  | |  | |
| 1.9.5 | Data model |  | |  | |
| 1.9.6 | Technical assumptions |  | |  | |
| Security & Privacy Control | | | | | |
| 1.10.1 | The Awarded Bidder shall have annual audits in accordance with Standards for Attestation Engagements (SSAE) Reporting on Controls at a Service Organization (SOC), including SOC 2 Type II, performed on its operations |  | |  | |
| 1.10.2 | SOC 2 Type II report to be provided annually based upon the services provided, the State and 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 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 the remediation of any deficiencies will be provided to the Department’s Program Manager and the Office of Information Technology, Information Security. |  | |  | |
| Availability, Performance, Backup & Recovery | | | | | |
| 1.11.1 | 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) |  | |  | |
| 1.11.2 | with no more than twenty-four (24) hours of data loss or Recovery Point Objective (RPO). |  | |  | |
| 1.11.3 | 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. |  | |  | |
| 1.11.4 | 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, |  | |  | |
| 1.11.5 | lookup queries must return in less than three (3) seconds, |  | |  | |
| 1.11.6 | Data-modification transactions must return in five (5) seconds. |  | |  | |
| Data Migration and Retention | | | | | |
| 1.12.1 | Data Migration from Legacy Systems:  The System must be capable of migrating up to 20 years of operational data (2005 onward), from existing or legacy systems into the new DICMS seamlessly, ensuring no data loss. |  | |  | |
| 1.12.2 | The Awarded Bidder shall be responsible for the full execution of the data migration process, including analysis, planning, validation, transformation, and issue correction. This includes:   * Conducting a comprehensive data migration and integration analysis and delivering a **Data Migration and Analysis Plan** that details all specific data transfer requirements. * **Performing data profiling** to evaluate Data quality issues such as missing values and inconsistencies, Frequency distributions and Structural integrity and cross-field validation. * **Preparing data mappings** from source (legacy system) to target (new system) for all tables and fields, ensuring accurate value transformation and alignment. * **Analyzing all data domains** and defining transformation logic between source and target data elements. * **Identifying and documenting all data quality issues** that may require validation logic or cleansing during the migration process. * **Executing the complete migration** of all relevant current system data into the new DICMS, including test and production loads. * **Verifying migrated data** through post-migration data profiling and validation, correcting issues directly within the database or rerunning data migration with adjustments as necessary. * Providing **detailed migration status reports**, including issue logs, resolution steps, and sign-off checkpoints. |  | |  | |
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| 1.12.3 | If determined necessary through the data migration analysis (Section 1.12.1), the Bidder shall be required to perform additional data migration tasks as part of the system implementation. This shall include, but not be limited to:   * Legacy Database Tables * Configuration Files and System Settings * File System Data (e.g., scanned forms, attachments, or multimedia) * ETL Processes |  | |  | |
|  | |  | |
| 1.12.4 | Data Retention and Archiving   * The System must support 2 years of in-house active data retention with easy access, per state law. * The System should have the ability to archive historical medical and investigative data securely, ensuring it can be retrieved as needed for audit or regulatory compliance purposes. |  | |  | |
| Business Continuity | | | | | |
| 1.13.1 | The Awarded Bidder is responsible for providing a Disaster Recovery and Business Continuity Plan. The plan should include but not be limited to the following:   * Parameters regarding system “downtime” * Identified system elements or components impacted and the overall impact to the system functionality. * Processes for data recovery if necessary * Communication strategies regarding system status and functionality |  | |  | |
| 1.13.2 | The Awarded Bidder will be required to perform a full disaster recovery test at least annually, to verify the plan’s effectiveness and readiness for any potential disasters**.** |  | |  | |
| Standards | | | | | |
| 1.14.1 | The System must be in compliance with the following regulatory data standard for accreditation reporting:  **NAME**- National Association of Medical Examiner is the primary organization responsible for accrediting medical examiner and coroner offices in the United States. NAME accreditation focuses on the office or system, not individual practitioners, and aims to improve the quality of medicolegal death investigations.  [Inspection/Accreditation](https://www.thename.org/inspection-accreditation) |  | |  | |
| Changes in Operations or Architecture | | | | | |
| 1.15.1 | 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. |  | |  | |
| Data Ownership | | | | | |
| 1.16.1 | All information, materials and data obtained under the contract will be exclusively owned by the Department. |  | |  | |
| 1.16.2 | At the end of the resulting contract, the Awarded Bidder shall have no rights or ability to retain or use the Department data. |  | |  | |
| 1.16.3 | Awarded Bidder will ensure there will be no ability to view or access the Department’s confidential data from any location outside of the Continental United States. |  | |  | |
| 1.16.4 | Awarded Bidder will ensure all data is isolated from other state/customer assets. |  | |  | |
| Approved Browsers | | | | | |
| 1.17.1 | The Awarded Bidder will ensure that content must be compatible with the current manufacturer-supported versions of Microsoft Edge, Mozilla Firefox, Google Chrome, and Apple Safari. |  | |  | |
| 1.17.2 | For web-based applications, closing all application windows in browser will log off user. |  | |  | |
| 1.17.3 | Solution prevents restarting of session from browser history or cache. |  | |  | |
| Software Environments | | | | | |
| 1.18.1 | The solution will have at minimum two (2) environments outside of the development environment through the project lifecycle. They are: |  | |  | |
|  | User Acceptance/Training |
|  | Production |  | |  | |
| Deployment Certification | | | | | |
| 1.19.1 | Pre-Go-Live Testing:  The Bidder must submit comprehensive testing results and obtain a Go/No-Go decision from the State prior to making changes in the production environment. |  | |  | |
| Hosting & Data Centers | | | | | |
| 1.20.1 | All data must be stored and accessed from within the Continental U.S. The hosting solution must meet State IT policies regarding remote hosting, backup/recovery, and disaster recovery. |  |  | | |
| Accessibility | | | | | |
| 1.21.1 | All IT products must be accessible to persons with disabilities and must comply with State Accessibility Policy and Standards and the Americans with Disabilities Act. |  | | |  |
| 1.21.2 | All IT applications must comply with the Digital Accessibility Policy: (<https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DigitalAccessibilityPolicy.pdf> ). |  | | |  |

**APPENDIX F**

**State of Maine**

**Department of the Attorney General**

*Office of Chief Medical Examiner*

**COST PROPOSAL FORM**

**RFP# 202506081**

**Electronic Death Investigation Case Management System**

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 an annual rate.

The annual rate will be used to score the cost proposal as defined Part V, B, 3 of the RFP.

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

|  |  |
| --- | --- |
| **Pricing Schedule A - Implementation Costs** | **$** |
| **Pricing Schedule B - Annual Operating Costs (2-year period)** | **$** |
| **Total Project Cost = Schedules A + B** | **$** |

**Pricing Schedule A - Implementation Costs**

Pricing Schedule A summarizes the costs for all Bidder activities related to implementing the solution in all environments (UAT, Training, Production)

|  |  |
| --- | --- |
| **Item** | **Cost** |
| Hosting Setup |  |
| Project Planning |  |
| Analysis and Design |  |
| Configuration |  |
| Customization |  |
| Testing |  |
| Delivery |  |
| Training |  |
| Other (please specify): |  |
| **Total Implementation** | **$** |

*\*\* Add additional rows, if necessary.*

**Pricing Schedule B - Annual Operating Costs**

Pricing Schedule B summarizes the annual cost related to operational and support costs in all environments (UAT, Training, Production).

|  |  |
| --- | --- |
| **Item** | **Cost** |
| Software License Fees (per user or in bulk, 75-95 users) |  |
| Hosting fees |  |
| User Acceptance Testing/Training |  |
| Production |  |
| Other |  |
| Software Maintenance |  |
| Customer Support |  |
| Other (please specify): |  |
| Data Storage |  |
| **Total Annual Operating** | **$** |

*\*\* Add additional rows, if necessary.*

**APPENDIX G**

**State of Maine**

**Department of the Attorney General**

*Office of Chief Medical Examiner*

**SUBMITTED QUESTIONS FORM**

**RFP# 202506081**

**Electronic Death Investigation Case Management System**

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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