**STATE OF MAINE**

**Department of Labor**

*Bureau of Labor Standards*



**RFP# 202302016**

**Services Management System**

|  |  |
| --- | --- |
| **RFP Coordinator** | *All communication regarding the RFP must be made through the RFP Coordinator identified below*.  **Name:** John L. Rioux **Title:** Deputy Director  **Contact Information:** [john.l.rioux@maine.gov](mailto:john.l.rioux@maine.gov) |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:*  **Date:** June 26, 2023, no later than 11:59 p.m., local time |
| **Proposal Submission** | *Proposals must be received by the Division of Procurement Services by:*  **Submission Deadline:** July 31, 2023 no later than 11:59 p.m., local time.  *Proposals must be submitted electronically to the following address:*  **Electronic (e-mail) Submission Address:** [Proposals@maine.gov](mailto:Proposals@maine.gov) |

TABLE OF CONTENTS

|  |  |
| --- | --- |
|  | **Page** |
|  |  |
| **PUBLIC NOTICE** | **3** |
|  |  |
| **RFP DEFINITIONS/ACRONYMS** | **4** |
|  |  |
| **PART I INTRODUCTION** | **5** |
| 1. PURPOSE AND BACKGROUND |  |
| 1. GENERAL PROVISIONS |  |
| 1. ELIGIBILITY TO SUBMIT BIDS |  |
| 1. CONTRACT TERMS |  |
| 1. NUMBER OF AWARDS |  |
|  |  |
| **PART II SCOPE OF SERVICES TO BE PROVIDED** | **9** |
|  |  |
| **PART III KEY RFP EVENTS** | **13** |
| 1. QUESTIONS |  |
| 1. AMENDMENTS |  |
| 1. SUBMITTING THE PROPOSAL |  |
|  |  |
| **PART IV PROPOSAL SUBMISSION REQUIREMENTS** | **15** |
|  |  |
| **PART V PROPOSAL EVALUATION AND SELECTION** | **18** |
| 1. EVALUATION PROCESS – GENERAL INFORMATION |  |
| 1. SCORING WEIGHTS AND PROCESS |  |
| 1. SELECTION AND AWARD |  |
| 1. APPEAL OF CONTRACT AWARDS |  |
|  |  |
| **PART VI CONTRACT ADMINISTRATION AND CONDITIONS** | **20** |
| 1. CONTRACT DOCUMENT |  |
| 1. STANDARD STATE CONTRACT PROVISIONS |  |
|  |  |
| **PART VII RFP APPENDICES AND RELATED DOCUMENTS** | **21** |
| **APPENDIX A** – PROPOSAL COVER PAGE |  |
| **APPENDIX B** – DEBARMENT, PERFORMANCE, and  NON-COLLUSION CERTIFICATION |  |
| **APPENDIX C** – QUALIFICATIONS and EXPERIENCE FORM |  |
| **APPENDIX D** – COST PROPOSAL FORM |  |
| **APPENDIX E** – MAINE IT POLICY EXPLANATIONS |  |
| **APPENDIX F** – SUBMITTED QUESTIONS FORM |  |
|  |  |
|  |  |
|  |  |

PUBLIC NOTICE

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**State of Maine**

**Department of Labor**

**RFP# 202302016**

**Services Management System**

The State of Maine is seeking proposals for cloud-based, SaaS, COTS services intake, tracking and reporting system to support the delivery and quality of its diverse services.

A copy of the RFP, as well as the Question & Answer Summary and all amendments related to the RFP, can be obtained at: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps>

Proposals must be submitted to the State of Maine Division of 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 July 31, 2023. Proposals will be opened the following business day. Proposals not submitted to the Division of Procurement Services’ aforementioned e-mail address by the aforementioned deadline will not be considered for contract award.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**RFP TERMS/ACRONYMS with DEFINITIONS**

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

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **AMANDA** | The current COTS services management system |
| **BGS** | Bureau of General Services |
| **Bureau, BLS** | Bureau of Labor Standards |
| **COTS** | Commercial, off-the-shelf (software) |
| **DAFS** | Department of Administrative and Financial Services |
| **Department, DOL** | Department of Labor |
| **Gen II** | Generation II: The custom, legacy services management system predating AMANDA |
| **Maine IT, MeIT, MEIT, OIT** | Maine Office of Information Technology |
| **Procurement Services** | DAFS Division of Procurement Services |

**State of Maine - Department of Labor**

*Bureau of Labor Standards*

**RFP# 202302016**

**Services Management System**

**PART I INTRODUCTION**

1. **Purpose and Background**

The State of Maine Department of Labor (Department), Bureau of Labor Standards (Bureau) is seeking a COTS services management system for intaking requests and tracking the progression and reporting on the outcomes of the many and diverse services the Bureau provides, as defined in this Request for Proposal (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 Department administers portions of [Maine Statute, Title 26](https://legislature.maine.gov/statutes/26/title26ch0sec0.html) that revolves around the laws and rules by which labor and management cooperate in Maine to provide safe, fair work environments and relationships.

The Bureau is broken into three (3) divisions: the Workplace Safety and Health Division which focuses on making Maine environments safe and healthy; the Wage and Hour Division which focuses on enforcing state statutes regarding fairness and timeliness of pay; and the Research and Statistics Division which supports the other two divisions with survey, data, and analysis activities.

There is large range of services the Bureau provides that are or may be managed in the system:

1. Complaint intake which may lead to investigations which may result in combinations of exposure and violation findings, abatement tracking, fines, settlements, hearings and legal proceedings;
2. Random and systematic inspections of workplaces which may lead to similar processes and outcomes as the complaints;
3. Consultations where the employer requests a non-enforced inspection service explaining best practices and means to prevent hazard exposures, standards violations complaints and enforcement actions;
4. Certifications for minor workers, drug testing policies and Canadian loggers;
5. Wage rates required on state-funded and energy construction projects;
6. Employer-requested consultation on specific workplace issues;
7. Employer-requested training for management and/or workers;
8. Public Training classes with registration and certification tracking;
9. Media lending Library;
10. Outreach with public-speaking events;
11. Survey respondent and data tracking and reporting
12. Fines and assessment fund collection and tracking.

Any of these may be added to or altered by law or through initiatives. Some of them are already initiated through public direct-service portals and more is anticipated.

The Bureau needs the capacity to support, augment and update around 160,000 active and closed businesses and around 70,000 individuals, easily searched and matched to ensure positive identification and avoid duplication. Constituent data, particularly the businesses, needs to be able to be updated from external sources.

The Bureau’s current application, known as AMANDA, supports the work through internet and internal case intake, recording and processing on-site and telephone complaints and consultation inspections of work environments, and providing reporting for management, constituent, and legislative needs.

AMANDA was implemented in 2016 as management recognized the need for replacement where the legacy system utilized infrastructure that was “in containment” for support from the Maine Office of Information Technology (Maine IT) and due to a lack of flexibility and advanced features.

Maine IT’s policy was, and is, for moving to and maintaining state agencies on COTS, SaaS, cloud-based systems and support. The Bureau wants to build on the capability and capacity of the current system. The Bureau has limited testing and training resources and needs a product that is intuitive to use even with its diversity of features and requirements. The Bureau’s preference is for a mature system whose components are used by other governments, yet can be configured for our unique laws, processes, and reporting needs.

The current SaaS contract expires effective 6/30/2024 and the Bureau is seeking an extension or replacement with similarly-featured COTS products SaaS services.

As one of the most productive states in terms of labor standards activities, it is the Bureau’s hope that the solution proposed will continue to assist the agency in ensuring services are moved along through their respective processes while improving efficiency and visibility of its work through reporting.

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. 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.
   9. 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.
   10. **Maine IT Policies**
       1. The proposed product and services will adhere to the Maine IT policies as detailed in the RFP and as linked and listed in **Appendix F**. Any exceptions will need to be explained and negotiated as part of the contract.
2. **Eligibility**

To submit a proposal, Bidders’ proposed solution must meet the following requirements:

1. Be a COTS software product meeting the following definition:
   1. A named (branded) package of programming or programming modules designed for customers performing specific processes and transactions with somewhat customizable, consistent functions
2. The solution must be cloud-hosted, meeting the following definition:
   1. <https://azure.microsoft.com/en-us/resources/cloud-computing-dictionary/what-is-the-cloud>
3. **Contract Term**

The Department is seeking a cost-efficient proposal to provide services, as defined in the RFP, for the anticipated contract period defined in the table below. Please note, 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. The dates correspond to state fiscal years which substantially define the Department’s law and resource changes and project and initiative planning.

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | October 1, 2023 | September 30, 2025 |
| Renewal Period #1 | October 1, 2025 | September 30, 2027 |
| Renewal Period #2 | October 1, 2027 | September 30, 2029 |

1. **Number of Awards**

The Department anticipates making one (1) award as a result of the 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 successful Bidder to ensure that it is performed to completion in accordance with the terms and conditions of the contract.

1. In summary, the Bureau is seeking a mature, widely used COTS software product poised as a SaaS with a significant customer base and minimal customization. The product must be cloud-hosted with security requirements and features as detailed in the requirements and Maine IT policies.

The product must be able to serve at least 25 staff at any one time and be capable of serving the public through internet portals for specific transactions where the public or external agencies initiate the intake process or directly pull services. The product must be capable of efficiently searching and maintaining a customer base of around 250,000 individuals and active and archived businesses, linked to their service records and, in some cases, to one another in various relationships.

The system requirements of the software product are described in **Appendix E**.

1. **Project Planning**

The successful Bidder’s Project Manager will work with the State Project Manager to periodically prioritize and plan for the work effort required to implement the solution. It will be important to plan work around peak transaction periods at the Bureau and to be flexible where law changes and issues dictate priorities and changes. As part of the contract, a formal work plan will be reviewed and refined as necessary to reflect the work that is to be accomplished.

The contract will include the need for an overall project plan for the implementation including data migration, server and application setup, access, configuration, validation to the requirements, training, testing, load testing, and acceptance. The implementation plan will need indicate points at which there are expected involvement of state staff and payments for work completed to date. Particular attention should be paid to Bureau or state staff inclusion where its capacity is limited.

1. **Business Processes and Procedures**

The successful Bidder will initially gain an understanding of current business processes and procedures. Information to be obtained will include, but not be limited to, current work functions, roles and responsibilities, business rules, inputs/outputs, and interfaces. The successful Bidder will utilize the information obtained to define the business processes and procedures that will be needed to efficiently and effectively accommodate a new solution.

1. **Customization**

Requirements to be satisfied through the customization will be addressed during planning. The successful Bidder will gather information and create a detailed design for the various components of the solution requiring customization, including those components that were identified as needing customization as part of the business processes and procedures work effort.

Additions and adjustments to the various system components will be applied and tested within the Test Environment in accordance with the Deployment Certification Policy as referred to in Section E. below.

1. **Acceptance Testing**

The successful Bidder will meet Application and Infrastructure Deployment Certification requirements as defined below. The State project team will work internally to accomplish Deployment Certification.

* 1. Application Deployment Certification

New applications and major upgrades will be subject to testing for security and accessibility according to Maine IT guidelines. Accessibility testing may be tested by the software vendor and may be preferable as Maine IT may use different products and means to conduct its tests and the results may vary based on what products it uses. The vendor may use a consistent testing product. Security testing will be conducted by Maine IT and the successful Bidder will need to make provisions so that its staff may do so.

<https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/OIT_App_Deployment_Certification_Guidelines.pdf>

* 1. Infrastructure Deployment Certification

The successful Bidder will be responsible for creating test plans for each of the tests required by the policy. The successful Bidder will schedule and coordinate all testing activities to ensure that each of the tests are prepared for and performed in accordance with the test plans that are created. Unless specified otherwise within the test plan, the successful Bidder will be required to provide all tools, testing materials, and resources necessary to effectively perform the required tests. All testing will be completed and approved in accordance with the Deployment Certification Policy before the solution can be implemented within the Production Environment.

1. **Training**

The successful Bidder will provide training using a “train the trainer” approach to State staff employing current State data. Training will be provided to groups of Bureau staff based upon the roles and responsibilities and will be specific to the Bureau’s configuration for the product.

Training materials will be provided in accessible Word and / or PowerPoint formats electronically. They will become the property of the State of Maine, and the State reserves the right to update, modify, and post as needed.

1. **Data Migration**

As applicable, the successful Bidder will be responsible for migrating data from the existing AMANDA system and establishing all data elements and information necessary to effectively utilize the system after implementation within the Test and Production environments.

The successful Bidder will analyze current data and processes and will create a Migration Plan that is aimed at converting and migrating required data elements to the Production database. The Migration Plan will also include a plan for populating required data elements that will not be addressed by the migration of data. The successful bidder will schedule and coordinate all data migration and population activities to ensure that all work is performed in accordance with the Migration Plan. The successful Bidder will be required to provide all tools, equipment, materials, and resources necessary to effectively perform the required work tasks. Testing of all data migration and population processes and procedures will be conducted in accordance with the Maine IT Deployment Certification Policy as listed in E.1. above.

* 1. Deliverables: As applicable, the successful Bidder will create a Migration Plan consisting of, but not limited to, the following:
     1. A description of the approach that will be taken to convert and migrate required data elements from the AMANDA System to the Production database
     2. A description of the approach that will be taken to populate required data elements that will not be populated by the migration of data from the AMANDA System
     3. A list and description of all work tasks and human resources required to prepare for and perform the migration and to populate required data elements that will not addressed by the migration
     4. List and description of required tools, equipment, and materials
     5. A map of data elements from the AMANDA System to the Production database
     6. A description of the process that will be used to verify the success of the migration and population of data elements to include data accounting and validation.
     7. Migration schedule
     8. Production database with required data elements populated

1. **Implementation**

The successful Bidder will be responsible for implementing a new solution within the Production Environment. In preparation for this effort, the successful Bidder will be required to create an Implementation Plan, which will identify the approach that will be taken and the critical tasks that will be involved with implementing the solution. The successful Bidder will schedule and coordinate all implementation activities to ensure that the work is performed in accordance with the Implementation Plan. The successful Bidder will be required to provide all tools, equipment, materials, and resources necessary to effectively perform the required work tasks. Testing of the implemented solution will be conducted in accordance with the Deployment Certification Policy. The successful Bidder will be responsible for creating and providing the State with system and user manuals, which will be reviewed and accepted prior to the implementation.

* 1. Deliverables:
     1. The successful Bidder must develop an Implementation Plan consisting of, but not limited to, the following:
        1. A description of the approach that will be taken to implement the solution within the Production Environment
        2. A list and description of all work tasks and human resources required to prepare for and perform the implementation
        3. List and description of required tools, equipment, and materials
        4. A description of the process that will be used to verify the success of the implementation
        5. Implementation schedule
     2. The solution implemented within the Production Environment. The implemented solution will include the Production Database that will be produced in accordance with the work requirements defined in Section G – Data Migration above.
     3. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
     4. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

1. **Support and Maintenance**

The successful Bidder will provide two (2) years of support and maintenance for the solution, to begin immediately after receiving the Department’s official acceptance of the implemented solution. The successful Bidder will address all questions and reported problems related to the technical and functional operation of the system. The successful Bidder must provide toll-free telephone support during regular business hours: 8:00 a.m. to 5:00 p.m. local time (Augusta, Maine). A qualified technician will respond via phone to address all calls in accordance with the importance and criticality of the question being asked and/or the problem being reported. As part of the maintenance agreement, the successful Bidder will make all product releases and upgrades available to the State at no additional charge at a mutually agreed-upon schedule. Before the support and maintenance timeline begins, the successful Bidder will create a support and maintenance agreement containing a definition of terms, conditions, and procedures that will be in effect through the full term of the agreement.

The successful Bidder must assure that the application will run on the latest version of products (including, but not limited to, operating systems, hypervisor, databases, middleware, web/application servers, terminal servers, file storage etc.) within 180 days of release by the successful Bidder, as long as the successful Bidder did not withdraw said version for any reason post-release within the 180-day window.

In the instance where there are multiple vendors providing support, there will be a single point of contact or a clear way of determining whose support is required for the problem or support request.

For involved changes and additions, the Bureau will require support. These changes and additions may involve a new service or new requirements in existing services because of law or policy changes, or simply process improvement. These may require hours of support and be on a schedule of support services.

* 1. Deliverables:
     1. The successful Bidder must provide a support and maintenance agreement outlining in detail all terms, conditions, and procedures. The support and maintenance agreement will contain, at a minimum, the work requirements defined above.
     2. Two (2) years of support and maintenance.

1. **Project Management**

The successful Bidder will be required to utilize a formalized approach to project management, depending on the complexity of the project(s) involved in the solution. Projects will be defined as those initiatives in the proposal requiring initial and first-year costs exceeding $10,000 to implement.

1. **Quality Management**

The successful Bidder will be responsible for the quality of the deliverables that are created.

**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 may use **Appendix H** – Submitted Questions Form – for submission of questions. The form is to be submitted as a WORD document.
      2. The Submitted Questions Form 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. Submitted Questions must include the RFP Number and Title in the subject line of the e-mail. 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. **Submitting the Proposal**
   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. 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 are to be submitted to the State of Maine Division of 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.
      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. Please check with your organization’s Information Technology team to ensure that your security settings will not encrypt your proposal submission.
      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.
      5. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202302016 Proposal Submission – [Bidder’s Name]”**
      6. 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** (Debarment, Performance and Non-Collusion Certification)

**Appendix C** (Eligibility Form)

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

*PDF format preferred*

**Appendix D** (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 E** (System Requirements) and all required information and attachments stated in PART IV, Section III.

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

*Word or Excel format preferred*

**Appendix G** (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.

The Bidder’s proposal 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. 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. **Debarment, Performance and Non-Collusion Certification**

Bidders must complete **Appendix B** (Debarment, Performance and Non-Collusion Certification Form). The Debarment, Performance and Non-Collusion Certification Form must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Eligibility Requirements**

Bidders must provide documentation to demonstrate meeting eligibility requirements stated in PART I, C. of the RFP. This documentation includes **Appendix C** (Eligibility Form).

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

* 1. **Overview of the Organization**

Bidders must complete **Appendix D** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three 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. **Financial Viability**

Bidders must provide a current copy of their Dun & Bradstreet Business Information Report Snapshot.

* 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. **Services to be Provided**

Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved. If subcontractors are involved, clearly identify the work each will perform.

* 1. **Implementation - Work Plan**

Provide a realistic work plan for the implementation of the program through the first contract period. Display the work plan in a timeline chart. 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, make note of all tasks to be delegated to subcontractors.

* 1. **System Requirements**

Complete and submit a copy of **Appendix E** of the RFP detailing whether and how the proposed solution meets the system requirements. Individual requirements that will result in over $10,000 in onetime and first-year costs will need a project cost tab in the cost proposal.

* 1. **Maine IT (OIT) Policy Explanations**

Bidders must describe how the proposed product and services comply with the Maine IT and NIST policies outlined in **Appendix F**. If the response to certain policies is covered in the Bidders’ response to the COTS System Requirements (Appendix D), clearly refer to where the response can be found within that document.

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

* 1. **General Instructions**
     1. Bidders must submit a cost proposal that covers the period starting July 1, 2023 and ending on June 30, 2029.
     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 G** (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 the exclusion of the proposal from consideration, 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. Changes to proposals, including updating or adding information, will not be permitted during any interview/presentation process and, 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:** The score 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 (No Points – Eligibility Requirements)**

Includes all elements addressed above in Part IV, Section I.

**Section II. Organization Qualifications and Experience (15 points)**

Includes all elements addressed above in Part IV, Section II.

**Section III. Proposed Services (60 points)**

Includes all elements addressed above in Part IV, Section III.

**Section IV. Cost Proposal (25 points)**

Includes all elements addressed above in Part IV, Section IV.

* 1. **Scoring Process:** For proposals that demonstrate meeting the eligibility requirements in Section I, 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. Sections 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 bids values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted Initial Period cost proposal / Cost of Initial Period cost 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 a State of Maine BP54-IT with appropriate riders as determined by the issuing department.

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 Division of Procurement Services’ website at the following link: [Division of Procurement Services Forms Page](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.
  3. The Bureau will choose what projects items it can accommodate for funding and staff resources beyond the base SaaS services.

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** – Debarment, Performance, and Non-Collusion Certification

**Appendix C** – Eligibility Form

**Appendix D** – Qualifications and Experience Form

**Appendix E** – System Requirements

**Appendix F** – MAINE IT Policy Explanations

**Appendix G** – Cost Proposal Form

**Appendix H** – Submitted Question Form

**APPENDIX A**

**State of Maine**

**Department of Labor**

**PROPOSAL COVER PAGE**

**RFP# 202302016**

**Services 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 Labor**

**DEBARMENT, PERFORMANCE, and NON-COLLUSION CERTIFICATION**

**RFP# 202302016**

**Services 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.*

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

**APPENDIX C**

**State of Maine**

**Department of Labor**

## ELIGIBILITY FORM

**RFP# 202302016**

**Services Management System**

|  |  |  |
| --- | --- | --- |
| **Bidder’s Organization Name:** |  | |
| **Eligibility Certification** | | |
| 1. Is the proposed system a COTS software product meeting the following definition?   A named (branded) package of programming or programming modules designed for customers performing specific processes and transactions with somewhat customizable, consistent functions. | | Yes or  No  Branded Product Name:  Click or tap here to enter text. |
| 1. Is the proposed system cloud-hosted?   <https://azure.microsoft.com/en-us/resources/cloud-computing-dictionary/what-is-the-cloud> | | Yes or  No  If yes, briefly describe how:  Click or tap here to enter text. |

**APPENDIX D**

**State of Maine**

**Department of Labor**

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202302016**

**Services 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.** |
|  |

**APPENDIX D (continued)**

|  |
| --- |
| **Provide a description of projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in the “Scope of Services” portion of the RFP. For each of the project examples provided, a contact person from the client organization involved should be listed, along with that person’s telephone number and e-mail address. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating 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** | |
|  | |

**APPENDIX D (continued)**

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

**APPENDIX E**

**State of Maine**

**Department of Labor**

**SYSTEM REQUIREMENTS**

**RFP# 202302016**

**Services Management System**

The embedded document below includes the system requirements for the proposed solution.

Bidders must complete this document and submit it as part of their proposal as instructed in Part IV, Section III.



**APPENDIX F**

**State of Maine**

**Department of Labor**

**MAINE IT POLICY EXPLANATIONS**

**RFP# 202302016**

**Services Management System**

The bidder/vendor is expected to demonstrate compliance with all policies (<https://maine.gov/oit/policies>). Special attention must be paid to the following policies and procedures:

1. [General Architecture Principles](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Farchitecture%2Fdocuments%2FGeneralArchitecturePrinciples.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283462187%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=hPw50eOA1Pw%2FS7R%2FsUilpZ4BKgn7UYAxzEcMekJd1Hw%3D&reserved=0)
2. [System and Services Acquisition Policy and Procedures (SA-1)](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fsystem-services-acquisition-policy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283467162%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=S7J%2FjMIY1e6DijINzpo1K5R4fY3roSfTuNwDwpO1%2FNA%3D&reserved=0)
3. [Application Deployment Certification Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fpolicies%2FApplication-Deployment-Certification.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283472139%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=yBtVAz176L3Cag78nRWojRHWkHQ5Gba07JE%2FMQkxSsI%3D&reserved=0)
4. [Digital Accessibility and Usability Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fpolicies%2FDigitalAccessibilityPolicy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283477122%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=ub%2B%2F1cpCnNM4PoKAbhPUZ%2FluONQHbeK6j1rVOKXnaxk%3D&reserved=0)
5. [Remote Hosting Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fpolicies%2FRemoteHostingPolicy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283482097%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=MR40mMW77Gu8X2QN8pjKM5bjP7DoRO%2BhfOhk0p1phTg%3D&reserved=0)
6. [Data Exchange policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fpolicies%2FDataExchangePolicy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283487078%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=XTBYIGil6RMH8SmClnRcxTO7y9cEatf1EofD0QHPqMc%3D&reserved=0)
7. [Information Security Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fpolicies%2FSecurityPolicy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283492057%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=b%2FXvhpG1sp2fZIgpQx%2BwB7ZGRubGu7dN9sYBjFVRs%2BU%3D&reserved=0)
8. [Access Control Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fpolicies%2FAccessControlPolicy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283497031%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=foTOPC7xuTna00%2FTXggz7Rahs9XTpw5BSrCgrBmNZ9Y%3D&reserved=0)
9. [Access Control Procedures for Users](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fpolicies%2FAccessControlProceduresForUsers.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283502010%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=lO0DXc6NgpCav9iZYOLgMBuFsfmIFC8OiDtOvv%2BgOX8%3D&reserved=0)
10. [Risk Assessment policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fpolicies%2FRiskAssessmentPolicy%26Procedure.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283506985%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=DX8YitoGyojwrLOCZ%2BhltBROyt1iHfTszY6y8smDuQ0%3D&reserved=0)
11. [Vulnerability Scanning Procedure](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fpolicies%2FVulnerablityScanningProcedure.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283511966%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=Upbkei0Hmg5zbmM%2F4ADQiV8j4DcYlZfyJjqxWD8n%2FyE%3D&reserved=0)
12. [Security Assessment and Authorization Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fpolicies%2FRiskAssessmentPolicy%26Procedure.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283516944%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=pBt1WxRGbB2TEiTA%2Fg16x9WcuT8udq6P4BxYmrEYmNE%3D&reserved=0)
13. [System and Information Integrity Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fpolicies%2FSystemInformationIntegrityPolicy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283521918%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=DhV6plvPwGgyPGWwZxIMl8vB%2FBUwhqWZjudSIJoS2Z8%3D&reserved=0)
14. [Configuration Management Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fpolicies%2FConfigurationManagementPolicy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7C07514feba418425f72c108d905c81c29%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637547179283526900%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=2%2BbyzrG%2BhVzJEKIyrEZ3Zv5DXOy%2BwiqEpAWjk9a4g%2FE%3D&reserved=0)

In addition to the documents listed above, the bidder/vendor is further required to demonstrate how the product/solution will achieve the NIST 800-53 Rev 5 for the remaining security and privacy control families:

1. Physical and Environmental Protection;
2. Awareness and Training;
3. Planning;
4. Audit and Accountability;
5. Assessment, Authorization, and Monitoring;
6. Personnel Security;
7. Configuration Management;
8. PII Processing and Transparency;
9. Contingency Planning;
10. Vulnerability Management;
11. Identification and Authentication;
12. System and Services Acquisition;
13. Incident Response;
14. System and Communications Protection;
15. Maintenance;
16. System and Information Integrity;
17. Media Protection;
18. Supply Chain Risk Management to a security baseline appropriate to the impact level of the data as determined by the agency.

**APPENDIX G**

**State of Maine**

**Department of Labor**

**COST PROPOSAL FORM**

**RFP# 202302016**

**Services Management System**

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

Bidders must complete the Excel spreadsheet below, outlining the proposed cost for the base system, and each project ($10,000 or more in cost) to be completed in addition to the base system services as defined in Part II of the RFP.

An example is included in the spreadsheet. The Total Initial Period Cost from the Initial Period tab on the Excel spreadsheet will be used in the scoring formula defined in Part V, B, 3 of the RFP, and should be reflected in the Proposed Cost above.

**Bidders must complete all applicable tabs on the spreadsheet.** Renewal Period costs and Project costs will not be used in the scoring of the cost proposal but may be used for informational purposes.



**APPENDIX H**

**State of Maine**

**Department of Labor**

**SUBMITTED QUESTIONS FORM**

**RFP# 202302016**

**Services Management System**

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

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

*\* If a question is not related to any section of the RFP, state “N/A” under “RFP Section & Page Number”.*

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