**STATE OF MAINE**

**Department of Labor**

*State Workforce Board*



**RFP# 202307153**

**Connecting Maine’s Workforce System – MyWorkSourceMaine.org and Training Aggregator Portal**

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| **RFP Coordinator** | *All communication regarding the RFP must be made through the RFP Coordinator identified below*.  **Name:** Christopher Quint **Title:** Director, State Workforce Board  **Contact Information:** [christopher.quint@maine.gov](mailto:christopher.quint@maine.gov) |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:*  **Date:** October 11, 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:** November 1, 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) |

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PUBLIC NOTICE

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**State of Maine**

**Department of Labor**

**RFP# 202307153**

**Connecting Maine’s Workforce System – MyWorkSourceMaine.org Portal**

The State Workforce Board (SWB) is seeking proposals to build and integrate a multi-agency education, training, and career planning system by consolidating existing tools, resources, and templates to help Maine workers and employers know the workforce resources and training opportunities available to them and how to access them.

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 November 1, 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.

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**RFP TERMS/ACRONYMS with DEFINITIONS**

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

| **Term/Acronym** | **Definition** |
| --- | --- |
| **Activities** | Existing partner/agency resources that are best aligned with user’s needs, interests, and career path |
| **API** | Application Programming Interface |
| **ARPA** | American Rescue Plan Act |
| **Bidder** | Any organization or individual submitting a proposal in response to this RFP |
| **Contractor** | The organization or individual that is awarded a contract as a result of this RFP |
| **Career Path** | The system of professionally modified series of activities that helps them explore careers, jobs, education and training opportunities and plan for their attainment |
| **DECD** | Maine Department of Community and Economic Development |
| **Department** | Department of Labor |
| **DHHS** | Maine Department of Health and Human Services |
| **DOE** | Maine Department of Education |
| **DOL** | Maine Department of Labor |
| **Itinerary Activities** | The sequence of activities in the user’s Career Path |
| **LMS** | Learning Management System |
| **MDOL** | Maine Department of Labor |
| **MJRP** | Maine Jobs and Recovery Plan |
| **MOU** | Memorandum of Understanding |
| **Needs and Concerns Survey** | A survey designed to query a user about their most immediate needs and concerns for the system to better define a productive Career Pathway Itinerary |
| **RFP** | Request for Proposal |
| **SOW** | Statement of Work |
| **SWB** | Maine State Workforce Board |
| **State Workforce Board** | The Maine State Workforce Board, formerly the State Workforce Investment Board, is responsible for assisting the Governor in performing the duties and responsibilities required by the federal Workforce Innovation and Opportunity Act of 2014. All members of the Board are appointed by the Governor and represent the many facets of Maine’s workforce system - employers, labor organizations, State agencies, local workforce boards, K-12 public education, adult education, higher education, economic development, youth activities, employment and training, and the Legislature. |
| **Training For ME** | Coordinated statewide training website across several sectors, formats and providers—improving upon and scaling the [Healthcare Training For ME site](https://www.maine.gov/healthcaretrainingforme/) |
| **Users** | The individuals who will use and access Contractor’s system including individuals, employers, and organizational representatives within local and State agencies. |

**State of Maine - Department of Labor**

**State Workforce Board**

**RFP# 202307153**

**Connecting Maine’s Workforce System – MyWorkSourceMaine.org Portal**

**PART I INTRODUCTION**

1. **Purpose and Background**

The State Workforce Board (SWB) is seeking proposals to build and integrate a multi-agency education, training, and career planning system, by consolidating existing tools, resources, and templates to help Maine workers and employers know the workforce resources and training opportunities available to them and how to access them.

Component of Work

There are two distinct components of this scope: 1) Development of an organized, user-centered designed online career portal (MyWorkSourceMaine.org) and 2) Development of a statewide training aggregator (currently named “Training For ME”). Bidders must be able to deliver on both components within their RFP response.

* 1. **Develop an easy to update, and maintain, web-based service that efficiently organizes education, training, career planning information, and other wrap around services into a coordinated online career portal www.MyWorkSourceMaine.o**rg This well-organized portal must enable users (students, job seekers, workers, employers, and other internal and external stakeholders) to effectively navigate to the relevant workforce education and training resources, and career/job pathway options they need. This portal will include career exploration, training, employment, and workforce support services, and will brand and market Maine’s workforce system – Work Source Maine – in a transparent and easily accessible way.

The career portal will be designed keeping constituent journeys in mind to provide them a simple user-friendly way to access available jobs, workforce trainings, and other needed resources. The career portal will be a concierge service connecting across existing partner sites, creating a “no wrong door” approach for Maine workers and employers, enabling ease of navigation to relevant education, training, and career/job pathway options.

Maine’s career portal – [www.MyWorkSourceMaine.org](http://www.MyWorkSourceMaine.org) – has two core functionality goals:

1. Highly engaging and interactive interface that offers online personalized career, education, and training career/job pathway options; and
2. Connecting jobseekers and employers to existing resources and offerings across multiple workforce agencies.
   1. **Develop a statewide training aggregator tool and webpage** *(currently named “Training For ME”)* **to live within the MyWorkSourceMaine website,** including development of an application program interface (API) to create a consolidated, updated statewide training calendar, pulling available course offerings from the Maine Community College System, the University of Maine System, Adult Education, and private providers, into one easy-to-navigate training hub for the public to access.

A major goal of this API solution and coordinated website is that it should seamlessly integrate with other State systems including, but not limited to, the learning management software Jenzabar, PowerSchool, Canvas, and others utilized by course training providers in the State of Maine

Users of statewide training aggregator tool will be:

* Individuals interested in a variety of careers: Training for ME is meant to be a central clearinghouse for people interested in launching and accelerating their careers through training and upskilling. Currently, the website, [[www.maine.gov/healthcaretrainingforme](http://www.maine.gov/healthcaretrainingforme)](http://www.maine.gov/healthcaretrainingforme), is solely focused on healthcare training options across public and private provider partners. The vision for a scaled, improved-upon resource to live within the My WorkSource Maine portal as described in this RFP would include several sectors in addition to healthcare, to ensure individuals could easily identify a variety of training opportunities relevant to their interests, budget, and priorities.
* Employers: Employers will be able to access, search and identify training opportunities for their staff across a variety of sectors, occupations, formats, program lengths, geographic regions, credential type, or job category and submit requests for training support on behalf of their staff.
* Training Providers: Training opportunities from Maine Adult Education, University of Maine system and Maine Community College System will be automatically pulled, updated and featured on the Training for ME site, working seamlessly with those providers’ systems to create an integrated product. In addition to the University of Maine System and the Maine Community College System, training opportunities from across many vetted public and private providers will be automatically populated into an easy to navigate, searchable, and updated training calendar resource. The system must allow for quality control measures so that relevant training offered by private providers may be added upon approval by the State of Maine and at the discretion of the Department.

The expectation is that users can seamlessly navigate within the MyWorkSourceMaine.org portal to access relevant training opportunities aligned with their career pathway and interests via the statewide training aggregator tool.

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.
2. **Eligibility Requirements**

Bidders meeting the requirements below are invited to submit proposals in response to this RFP:

* Have successfully implemented within the past five (5) years a Career Pathway Portal, as described in PART II, for at least one (1) U.S. Public Sector (e.g. for Federal, State, or local government) client OR Have successfully implemented within the past five (5) years an API, as described in PART II, for at least two (2) U.S. Public Sector (e.g. for Federal, State, or local government) or Higher Education clients.
* Be able to have all offsite work delivered by the assigned Project team within the continental United States (U.S.).
* Have a minimum of five (5) years’ experience with user interface and interaction design.
* Have a minimum of three (3) years’ experience with web services that facilitate moving data securely between systems.

1. **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 up to four (4) one (1) year 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 | January 1, 2024 | June 30, 2024 |
| Renewal Period #1 | July 1, 2024 | June 30, 2025 |
| Renewal Period #2 | July 1, 2025 | June 30, 2026 |
| Renewal Period #3 | July 1, 2026 | June 30, 2027 |
| Renewal Period #4 | July 1, 2027 | June 30, 2028 |

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**

**MyWorkSourceMaine.org**

1. **Overview**

A muti-agency working group consisting of the State Workforce Board (SWB), the Maine Department of Labor (MDOL), the Department of Health and Human Services (DHHS), Department of Community and Economic Development (DECD), and the Department of Education (DOE), with potentially additional agencies added over time, are collaborating to envision this system and the accompanying services mix for Maine.

The primary goal is to have one centralized system to guide the public to the activities and resources on multiple agency websites or systems. The successful Bidder will provide a fully functional centralized online career portal ([www.MyWorkSourceMaine.org](http://www.myworksourcemaine.com/)) and operational career exploration, education, and training system that, at minimum, assists end users to build Career Pathway plans.

The three (3) key objectives are:

1. Effective provision of services to the people that need them.
2. Provide simplified access to resources and assistance available to stakeholders statewide.
3. Provides a centralized place for individuals and jobseekers to easily connect to existing training, education, workforce, and social supports offered by multiple agency partners.
4. **Functional Requirements**
   1. To guide users in career exploration, job planning, work-based learning opportunities, living assistance, postsecondary pathway selection, academic planning and more based on user characteristics, needs and profile.
   2. To system-generate Itinerary activities to be displayed to the user in an engaging manner, so that the user and/or a supporting professional may easily view, modify, or enhance the Itinerary.
   3. For a Needs and Concerns Survey that the user completes early in their use of the system, including how user responses will inform or would be mapped to each Career Pathway selected for the user, including how the system will assign additional activities to meet specific user concerns and needs during ongoing or later use of the system.
   4. To define and build new or related archetypes and journeys as additional agencies, organizations or target populations wish to be added to the system.
   5. For a process by which additional data elements may be added to the site, including questioning the user at strategic points, that will, in turn, affect their Itinerary activities.
   6. For an assisting professional or organization to add instructions, activity begin and completion time expectations, whether required or suggested for the user, level of importance and links to assistance, documents or other resources, further instruction or learning tools between and on activities.
   7. Specific to this RFP, there is no intent to capture information on individual users, nor to create individual accounts. No identity verification. The portal will include features that allow a user to select options to refine their search, but nothing that will save the search options. Once the individual leaves the site, no information is stored.

**Statewide Training Aggregator (Training For ME)**

1. **Overview**

The Department requires a front and back-end website development solution that is aligned with best practices. A solution is desired, that will include:

1. A custom API solution that will work with a variety of training provider websites to aggregate and auto-populate training opportunities listed on other provider sites into one consolidated, easy-to-use, and constantly updated calendar.
2. Support for training provider partners and administrators to successfully embed the API into their processes.
3. Through a human-centered design and user experience lens, an easy-to-navigate, user-tested website that members of the public, employers, training providers, community-based organizations, and workforce staff can all easily search, filter, access and sign up for a variety of training opportunities aligned with their individual, clients’ or employees’ interests and career goals.
4. A simple contact form, questionnaire, or other tool to quickly identify a user’s training interests and needs in order to help them navigate available training opportunities or get quickly get connected to available staff support to provide more intensive assistance in follow up.
5. Best practices in digital equity and accessibility, allowing for access across smartphones, tablets, and other connected devices, in all areas, including in rural areas with limited broadband.
6. Work with professional translation services to ensure the website is fully accessible in multiple languages.
7. **Functional Requirements**

The successful Bidder will create a custom API solution to use to aggregate several distinct training opportunities from several providers into one consolidated searchable training calendar. Requirements include, but are not limited to, the following:

1. A web-based, hosted solution, that is system and device agnostic.
2. Scalable system, capable of supporting 15,000+ users, likely up to 2,000 users concurrently.
3. 24/7 access to the API.
4. Technical support available at least Monday – Friday, 8:00 a.m. to 5:00 p.m. (EST).
5. Automatic notifications.
6. Management and tracking of training requests and searches.
7. Best practice integration or interfacing methodologies, including a specific strategy to connect directly to and integrate with the MyWorkSourceMaine.org portal.

**ALL SERVICES (Applicable to all Components)**

1. **General Requirements**
2. The system shall be securely accessible via any iOS, Android, Chrome OS, or Windows desktop, laptop, tablets, and all mobile devices.
3. The system shall be compatible with the following industry standard browsers: Chrome, Mozilla Firefox, Microsoft Edge, and Safari. This should be applicable to all levels of Users and all types of hardware.
4. The system will be able to:
   * + 1. Provide and utilize secure web services; and
       2. Provide role-based control over user permissions within the system with support for an unlimited number of roles and role assignments for Users.
5. The system user interface must utilize the existing Work Source Maine brand (see **Appendix H** - Work Source Maine Brand Guidelines). In addition, provision must be made on the system for pages or modules that are used for State-specific content that may be easily and frequently updated by the State.
6. The system must also provide for essential user utilities such as communication facilitation and connections, as configurable options, to social media platforms.
7. System must have the ability to pull in, link to, and highlight other partner/agency resources, offerings, and websites in an easy-to-navigate and personalized way. Specific attention must be made to the integration with the Maine Virtual American Job Center (in development) and seamless integration between the My WorkSource Maine portal, Training for ME web pages, which will live under the My WorkSource Maine portal and brand.
8. **Project management**

* 1. The Department plans to have its own Project Management structure, however, the successful Bidder will have the primary responsibility for executing the Project Management tasks associated with the Project. The successful Bidder will:
     1. Work in collaboration with the State Project Manager.
     2. Align with State Project Management processes and practices.
  2. The successful Bidder must manage the implementation, executing all activities, tasks, deliverables, and resource needs (both State and successful Bidder), and track Project status including managing and tracking all Project risks, issues, and decisions. This will include regular Statement of Work (SOW) review and contract change management. The successful Bidder must track and report status of deliverables and project status and materials through State collaboration tools.
  3. The successful Bidder will provide Project reporting in the form of:
     1. Status Meetings: The successful Bidder will conduct weekly status meetings and as needed with the Department in which project updates, issues and risks will be discussed and resolved.
     2. Status Reports: The successful Bidder will submit proposed templates for weekly status reports, monthly Steering Committee reports, and project meetings for use. The reports will contain project status against project deliverables, activities and tasks performed during the reporting period, planned activities and tasks for the upcoming reporting period, project change control summary, problems, concerns, risks, and recommendations as mutually agreed upon by the Department and successful Bidder.
  4. The successful Bidder will provide their approach for project management and administration services including:
     1. Project Management Methodology
     2. Project Governance
     3. Resource Allocation and Schedule Management approach
     4. Communication Management Approach including status reporting and document repository management
     5. Risk and Issue Management Methodology
     6. Change Management Methodology
     7. Project Monitoring towards deliverables, milestones, and project dates
     8. Provide budget, schedule, and resource updates

1. **IT Policies**

MaineIT expects all I.T. products to comply with the entire suite of I.T. policies ([https://www.maine.gov/oit/policies-standards](https://www.maine.gov/oit/policies-standards.)). Special attention must be paid to the following policies/procedures:

1. [General Architecture Principles](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fgeneral-architecture-principles_1.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=ApKImh1cve9O2tVG2cG2BBBP2jMIyxhEiAdllY19CzU%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%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=0kcdNH%2FOaytbcH8FJBMr5WiZ5fPM%2BpYFKB1H0YhHoT4%3D&reserved=0)
3. [Application Deployment Certification Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fapplication-deployment-certification_0.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=ImIR9z4lZMAZd3Js5vEgoK3i0Zh63ceVevXV9n0wW3U%3D&reserved=0)
4. [Digital Accessibility and Usability Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fdigital-accessibility-policy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=G%2Bg%2FvjB8j0OSSoJTUEB8LvjpKnDixi4oYXUvVm20O3k%3D&reserved=0)
5. [Remote Hosting Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fremote-hosting-policy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=s%2Fh4MCdpiCVnh72Pzc%2FRA5U6BK4K%2FUfgucvU6lg%2BQpE%3D&reserved=0)
6. [Data Exchange policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fdata-exchange-policy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=5Q0VRIRCQTj2k9uwNWawLZMm%2BMqa6D739HyIjr24N%2BI%3D&reserved=0)
7. [Information Security Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Finformation-security-policy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=Epiij3IPqcHR9cybX6eX7E%2Fq%2B53im5v1OHS1%2BzV4tsU%3D&reserved=0)
8. [Access Control Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-policy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=%2BI3wYM%2Fli1%2BYv48gnxz%2FVx017RzOPprNi6awoOF4flk%3D&reserved=0)
9. [Access Control Procedures for Users](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-procedures-for-users.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=FaMuZx%2BS5VWC9yRcful5z3JU0M5LRR65nRnU4bPQdu0%3D&reserved=0)
10. [Risk Assessment policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Frisk-assessment-policy-procedure.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=mDLvFOmO1nGEzX1uWsFKFiOjLs%2FeeqdEShMAbjCQpQM%3D&reserved=0)
11. [Vulnerability Scanning Procedure](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fvulnerablity-scanning-procedure.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=fbqQeerpb%2Fwrufu82AXRFrT8oTu1cli1Ym%2BoDRFIL6k%3D&reserved=0)
12. [Security Assessment and Authorization Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SecurityAssessmentAuthorizationPolicy.pdf)
13. System and Information Integrity Policy
14. [Configuration Management Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fconfiguration-management-policy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=qoVe5EtUDrz4eyoSwJKDxs5K0Jwi5TC9ablTwXM85kI%3D&reserved=0)
15. Business Continuity and Disaster Recovery Policy

In addition to the documents listed above, the bidder/vendor is further required to explain and demonstrate how the product/solution will achieve the NIST 800-53 Rev 5 for the remaining security and privacy control families to a security baseline appropriate to the impact level of the data as determined by the agency.

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

1. The successful Bidder will provide training to the SOM individuals who will be supporting or utilizing the online Portal.
2. All training materials will be provided in accessible Word and/or PowerPoint formats, electronically and in hard copy. They will become the property of the State of Maine, and the State reserves the right to update, modify, and post to the internet/intranet as needed.

**E. Support and Maintenance**

1. The successful Bidder will provide 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 through a qualified technician with direct and demonstrated experience in the implementation and maintenance of the approved implemented solution during regular business hours: 8:00 a.m. to 5:00 p.m. Eastern Standard Time. As part of the maintenance agreement, the successful Bidder will make all product releases and upgrades available to the Department at no additional charge.
2. All release and upgrades must be implemented and tested by the Bidder, outside of the normal operating hours of the State government. User testing must occur during normal State business hours. All remediation of failed testing cases and protocols must also occur outside of the normal operating hours of the State government.
3. The successful Bidder will agree to a support and maintenance agreement outlining in detail all terms, conditions, and procedures, to include:
   1. At a minimum, the work requirements defined under the **ALL SERVICES (Applicable to all Components)** section above.
   2. Support and maintenance will be provided for the terms and duration specified in the resulting contract—including a minimum of two (2) years of maintenance and support post project-completion.

**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. 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. 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.
      4. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202307153 Proposal Submission – [Bidder’s Name]”**
      5. 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 to Submit Bids)

All required eligibility documentation stated in PART IV, Section I.

* **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** (Business Requirements Form) 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.

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 complete **Appendix C** (Eligibility to Submit Bids Form) to demonstrate that the Bidder meets eligibility requirements stated in Part I. C. of the RFP

**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 the three (3) most recent years of Financial Statements audited or reviewed by a Certified Public Accountant.

* 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 (including **Appendix E and all requirements as listed 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. The response must include a detailed description of all the work required to successfully complete the Project, including proposed project approach, project discovery approach and requirements, discrete project tasks inclusive of a user design and testing plan, and any implementation assumptions.
   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.

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

* 1. **General Instructions**
     1. Bidders must submit a cost proposal that covers the period beginning January 1, 2024, and ending on June 30, 2028, as outlined in Part I, D of the RFP.
     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 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 (20 points)**

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

**Section III. Proposed Services (50 points)**

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

**Section IV. Cost Proposal (30 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 30 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 cost proposal / Cost of proposal being scored) x 30 = 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.

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 to Submit Bids Form

**Appendix D –** Qualifications and Experience Form

**Appendix E** – Business Requirements Form

**Appendix F** – Cost Proposal Form

**Appendix G** – Submitted Question Form

**Appendix H** – Work Source Maine Brand Guidelines

**APPENDIX A**

**State of Maine**

**Department of Labor**

**PROPOSAL COVER PAGE**

**RFP# 202307153**

**Connecting Maine’s Workforce System – MyWorkSourceMaine.org Portal**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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 participating, 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# 202307153**

**Connecting Maine’s Workforce System – MyWorkSourceMaine.org Portal**

|  |  |
| --- | --- |
| **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 TO SUBMIT BIDS FORM**

**RFP# 202307153**

**Connecting Maine’s Workforce System – MyWorkSourceMaine.org Portal**

|  |  |  |
| --- | --- | --- |
| **Bidder’s Organization Name:** |  | |
| **Eligibility Certification** | | |
| Has the Bidder successfully implemented within the past five (5) years a Career Pathway Portal as described in PART II for at least One (1) U.S. Public Sector (e.g. for Federal, State, or local government)? | | ☐ Yes or ☐ No |
| Has the Bidder successfully implemented within the past five (5) years a Statewide Training Aggregator (custom API solution) as described in PART II for at least One (1) U.S. Public Sector (e.g. for Federal, State, or local government)? | | ☐ Yes or ☐ No |
| Can the Bidder have all offsite work delivered by the assigned Project team within the continental United States (U.S.)? | | ☐ Yes or ☐ No |
| Does the Bidder have a minimum of five (5) years’ experience with user interface and interaction design? | | ☐ Yes or ☐ No |
| Does the Bidder have a minimum of three (3) years’ experience with web services that facilitate moving data securely between systems? | | ☐ Yes or ☐ No |

**APPENDIX D**

**State of Maine**

**Department of Labor**

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202307153**

**Connecting Maine’s Workforce System – MyWorkSourceMaine.org Portal**

|  |  |
| --- | --- |
| **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 at least one project 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 (Optional)** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

**APPENDIX E**

**State of Maine**

**Department of Labor**

**BUSINESS REQUIREMENTS FORM**

**RFP# 202307153**

**Connecting Maine’s Workforce System – MyWorkSourceMaine.org Portal**

Specific requirements of the SOM Work Source Maine Portal.

The requirements document can be obtained by double clicking the excel (xlsx) icon below.

****

**APPENDIX F**

**State of Maine**

**Department of Labor**

**COST PROPOSAL FORM**

**RFP# 202307153**

**Connecting Maine’s Workforce System – MyWorkSourceMaine.org Portal**

**1.** **Development, Implementation, and Training Costs:**

Bidders must provide a thorough and complete cost proposal based on the requirements described in Part II of this RFP.

|  |  |
| --- | --- |
| **Description** | **Cost** |
| **Development** | $ |
| **Implementation** | $ |
| **Training** | $ |
| **Total Development, Implementation, and Training\*** | **$** |

\* Sum of Development, Implementation and Training

**2. Support Services costs**.

Bidders must include post-implementation support and extended support costs as described in Part II. E of this RFP.

|  |  |
| --- | --- |
| **Description** | **Cost** |
| **Initial Period of Performance – Development and Implementation** | $ |
| **Renewal Period #1 – Support Services** | $ |
| **Renewal Period #2 – Support Services** | $ |
| **Renewal Period #3 – Support Services** | $ |
| **Renewal Period #4 – Support Services** | $ |
| **Total Support Services Cost\*** | $ |

\* Sum of Period 1 + Period 2 + Period 3 + Period 4 + Period 5

**3. Cost Proposal Summary**

Bidders to entertotals from above.

|  |  |
| --- | --- |
| **Description** | **Cost** |
| **Total Development, Implementation and Training Costs** | **$** |
| **Total Support Services Cost** | **$** |
| **Total Proposal Cost\*** | **$** |

\* Sum of Total Development, Implementation and Training Cost + Total Support Services Cost.

The Total Proposed Cost will be used in the scoring formula as defined in Part V, B, 3 of the RFP.

**APPENDIX G**

**State of Maine**

**Department of Labor**

**SUBMITTED QUESTIONS FORM**

**RFP# 202307153**

**Connecting Maine’s Workforce System – MyWorkSourceMaine.org Portal**

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

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

**APPENDIX H**

**State of Maine**

**Department of Labor**

**WORK SOURCE MAINE BRAND GUIDELINES**

**RFP# 202307153**

**Connecting Maine’s Workforce System – MyWorkSourceMaine.org Portal**

Double click on the icon below to access the document.

