**STATE OF MAINE REQUEST FOR PROPOSALS**

**RFP SUBMITTED QUESTIONS & ANSWERS SUMMARY**

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| **RFP NUMBER AND TITLE:** | **RFP #202307153**  **Connecting Maine’s Workforce System – MyWorkSourceMaine.org Portal** |
| **RFP ISSUED BY:** | Department of Labor |
| **SUBMITTED QUESTIONS DUE DATE:** | October 11, 2023 |
| **QUESTION & ANSWER SUMMARY ISSUED:** | October 24, 2023 |
| **PROPOSAL DUE DATE:** | November 1, 2023 |
| **PROPOSALS DUE TO:** | [Proposals@maine.gov](mailto:Proposals@maine.gov) |

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

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| **1** | **RFP Section & Page Number** | **Question** |
| Page 1 - Proposal Submission Deadline | We respectfully request a 30-day extension to ensure the proper amount of time and attention for the preparation of a thorough response. |
| **Answer** | |
| All proposals MUST be received by the Division of Procurement Services by November 1, 2023, no later than 11:59 p.m., local time | |

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| **2** | **RFP Section & Page Number** | **Question** |
| RFP Definitions/Acronyms Page 4 | In the “RFP Terms/Acronyms with Definitions” section, Maine’s SWB defines “Itinerary Activities” as “The sequence of activities in the user’s Career Path.” Can Maine’s SWB elaborate on what types of activities this might entail and should be presented to each user? |
| **Answer** | |
| The types of activities could be, but are not limited to, things like education level, trainings taken by the user, and certifications or credentials earned. | |

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| **3** | **RFP Section & Page Number** | **Question** |
| Part I, Section A.1  Page 6 | Referencing the sentence “…**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…**” Does “education…services” include higher education institutions in Maine, both public and private, that offer Bachelor’s Degrees, Associate Degrees, or Certificate Programs? |
| **Answer** | |
| Yes | |

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| **4** | **RFP Section & Page Number** | **Question** |
| Part I, Section A.2  Page 6 | Can the State please expand on the definition of a training calendar? |
| **Answer** | |
| The training calendar may take different formats, however, the goal is to visually capture a list of ongoing courses or classes from a variety of different providers across the state that is sortable by region, occupation, type of course, price, etc. and is updated regularly. | |

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| **5** | **RFP Section & Page Number** | **Question** |
| Part I, Section A.2  Pages 6-7 | Re: “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… 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.”   1. For the aggregator API to pull data from various existing systems and multiple learning management software programs:    1. Do you have confirmation that the data from each of those other systems is set up so that it can be automatically pulled into other databases?    2. Are you requesting a data scraper which would only work with publicly accessible content? Or are you requiring that it also work with content that is not publicly accessible? |
| **Answer** | |
| 1. Several training providers who we wish to be aggregated within this consolidated training calendar will be included in the design process. 2. Yes, at this stage we are primarily focusing on publicly accessible content that may be located on a variety of training partners’ websites in various formats | |

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| **6** | **RFP Section & Page Number** | **Question** |
| Part I, Section A.2  Page 7 | In the Component of Work section, Maine’s SWB notes a major goal of the API solution and coordinated website “is that it should seamlessly integrate with other State systems.” Can Maine’s SWB please elaborate on the expected functionalities and degree of integration with other State systems including, but not limited to, Jenzabar, PowerSchool, and Canvas? |
| **Answer** | |
| It is possible to be integrated with multiple types of external systems, but a refined list will be provided once a vendor is selected | |

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| **7** | **RFP Section & Page Number** | **Question** |
| Part I, Section A.2  Page 7 | Maine’s SWB stipulates the creation of a “consolidated, updated statewide training calendar.” Can Maine’s SWB please elaborate on the expected functionalities and requirements of the “calendar”? |
| **Answer** | |
| The training calendar may take different formats, but the goal is to visually capture a list of ongoing courses or classes from a variety of different providers across the state that is sortable by region, occupation, type of course, price, etc. and is updated regularly. | |

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| **8** | **RFP Section & Page Number** | **Question** |
| Part I, Section A.2  Page 7 | Are employers expected to utilize the same user interface that a job seeker might to explore training opportunities? Who would employers be submitting requests to, and is that expected to occur within the platform or through an alternative channel (e.g., email)? |
| **Answer** | |
| This will be defined during the requirements gathering phase of the project. | |

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| **9** | **RFP Section & Page Number** | **Question** |
| Part I, Section A.2  Page 7 | Re: “…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.”   1. Would these trainings be approved and added at the provider level, so that the aggregator API can then pull and automatically publish training content from State of Maine pre-approved providers, if their LMS allows? 2. If the individual trainings need to be reviewed and pre-approved prior to publication, is the understanding that this process would occur outside of the aggregator API which would publish content automatically? |
| **Answer** | |
| Approved training providers and criteria for approval will be established by the State of Maine and communicated with the vendor once selected. | |

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| **10** | **RFP Section & Page Number** | **Question** |
| Part I, Section A.2  Page 7 | Re: “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.”   1. Can you please share a list of the non-healthcare sectors and career pathways to be included within the scope of work requirements described in this RFP? 2. What is the projected timeline for each of these sectors/career pathways to be added to the new platform? For example, what sectors/career pathways should be completed within the initial period of performance? What sectors/pathways are planned to add in renewal periods one, two, three, four, and beyond? |
| **Answer** | |
| 1. The sectors this RFP is targeting are, but not limited to, Forestry/Forest Products, Manufacturing, Aquaculture, Clean Energy, Retail & Hospitality, and Tourism. 2. The SWB seeks to have 4-6 sectors/career pathways developed for the launch of the site. | |

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| **11** | **RFP Section & Page Number** | **Question** |
| Part I, Section A.2  Page 7 | Are required integrations limited to those listed here? If not, please list all potential integration needs. |
| **Answer** | |
| There is a potential to integrate the list provided but isn't fully determined at this time but want to ability for it to be simple integrated. | |

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| **12** | **RFP Section & Page Number** | **Question** |
| Part I, Section A.2  Page 7 | What PowerSchool solution(s) are you expecting to integrate? |
| **Answer** | |
| PowerSchool may need to interact with the system being developed. | |

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| **13** | **RFP Section & Page Number** | **Question** |
| Part I, Section A.2  Page 7 | How is PowerSchool being utilized in relation to this RFP? |
| **Answer** | |
| PowerSchool may need to interact with the system being developed. | |

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| **14** | **RFP Section & Page Number** | **Question** |
| Part I, Section A.2  Page 7 | Can MDOL please clarify Part 1.A.2 about API goals. Reading the proposal, it seems like MDOL is looking to integrate with 3rd party vendors for information. That isn’t what API’s does. The API would let the outside vendors integrate with the Maine’s site not the other way. |
| **Answer** | |
| We want the information to be populated into the State of Maine System. Some of the data will come from 3rd parties or external entities to the state system. If there is no API to a system where we need data, a flat file exchange would be acceptable as long as it was exchanged securely. | |

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| **15** | **RFP Section & Page Number** | **Question** |
| Part I, Section D  Pages 8-9 | 1. Does the initial period of performance/renewal periods include development time related to required integrations? 2. What is the official go-live date? |
| **Answer** | |
| 1. Yes 2. July 31, 2024 | |

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| **16** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.2  Page 10 | Maine’s SWB is seeking a solution 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.” Can Maine’s SWB please elaborate on what an itinerary might entail for each of the different user types? Additionally, if Maine’s SWB does not intend to store any data for user sessions, can Maine’s SWB elaborate on the expected functionality for a supporting professional to be able to easily view, modify, or enhance the itinerary? |
| **Answer** | |
| The types of activities could be, but are not limited to, things like education level, trainings taken by the user, and certifications or credentials earned. The SWB is open to considering all solutions. | |

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| **17** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.5  Page 10 | Does this requirement imply that the user would have an individual account? |
| **Answer** | |
| The SWB is open to considering all solutions. | |

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| **18** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.6  Page 10 | Does an assisting professional/organization add these elements to a general persona the site represents or to an individual user's itinerary? |
| **Answer** | |
| Both. | |

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| **19** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.7  Page 10 | Please further explain the 'no intent to capture information,' 'nor to create an individual account' and 'no information is stored' language within this requirement. Does this mean that users cannot register with the site to build out a profile or that they have the option to engage with the site as either a guest or registered user? |
| **Answer** | |
| It means users can engage with the site as either a guest or registered user. The SWB is open to considering all options. | |

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| **20** | **RFP Section & Page Number** | **Question** |
| Part II, Section B.7  Page 10 | Maine’s SWB is seeking a solution with “no intent to capture information on individual users, nor to create individual accounts.” Would Maine’s SWB be open to considering a solution that requires account creation for users, but, in doing so, provides (1) students, job seekers, and workers with access to personalized, AI-powered career guidance including recommended career pathways, aggregated learning and training opportunities, relevant career navigation resources, wraparound supports, and recommended jobs in in-demand industries and pulled from preferred employers and (2) agency staff, employers, and training providers with access, deep insight, and direct connection to talent across the state? |
| **Answer** | |
| The SWB would be open to considering all solutions. | |

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| **21** | **RFP Section & Page Number** | **Question** |
| Part II, Section C.1  Page 11 | 1. Is this API to be push and pull or just pull from the proposed solution (single source of truth) into any of these third-party provider sites? 2. Is this one API that provider sites will need to leverage on their own or a custom API for each provider site? |
| **Answer** | |
| 1. The initial intent is for the API to pull information from provider sites, though the option to explore a push mechanism may be explored at a later date. 2. This will depend on the provider site functionality. | |

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| **22** | **RFP Section & Page Number** | **Question** |
| Part II, ALL SERVICES (Applicable to all Components), Section A.6  Page 12 | Can Maine’s SWB also elaborate more on the nature and depth of the integration with the Maine Virtual American Job Center? Would a separate integration with Maine JobLink be required? |
| **Answer** | |
| Integration with the Maine Virtual American Job Center means providing a URL to the user so they can access services directly from the Maine Virtual American Job Center. Integration with Maine JobLink would need to allow a user to see available job openings within their chosen career path. | |

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| **23** | **RFP Section & Page Number** | **Question** |
| Part II, ALL SERVICES (Applicable to all Components), Section A.6  Page 12 | 1. Will the selected vendor have direct database access for integration, or will another method, such as API, flat files, etc., be used? 2. Is this a one-way data flow from these systems into the proposed solution, or is there a need to push data back? |
| **Answer** | |
| The bidder should expect to interact with any data exchanges via an application API or via flat file exchanges | |

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| **24** | **RFP Section & Page Number** | **Question** |
| APPENDIX H, WORK SOURCE MAINE BRAND GUIDELINES  Page 34 | Maine’s SWB stipulates that the web-based solution must utilize the existing Work Source Maine brand, however, the link in the RFP under Appendix G - Work Source Maine Brand Guidelines does not currently direct to any document. Can Maine’s SWB please attempt once more to share the brand guidelines document with potential bidders? |
| **Answer** | |
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| **25** | **RFP Section & Page Number** | **Question** |
| N/A | There’s a need to integrate with solutions like PowerSchool, Jenzabar, Canvas, Maine Virtual American Job Center, My WorkSource Maine portal and other providers. How many other provider solutions are there to integrate with? |
| **Answer** | |
| There are no other providers to integrate with. | |

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| **26** | **RFP Section & Page Number** | **Question** |
| N/A | Are there any additional sources needing integration that are not mentioned? |
| **Answer** | |
| No. | |

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| **27** | **RFP Section & Page Number** | **Question** |
| N/A | 1. For PowerSchool, is that just the LMS (Schoology), the SIS, or a combination? How many different LMSs total are there to integrate with? 2. Do you expect those to be integrated via API, flat files, or others? 3. If yes, on PowerSchool SIS, what about other SIS’s? What are those SIS’s and how many of each? |
| **Answer** | |
| There is a potential to connect with PowerSchool, however nothing has been defined at this time. | |

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| **28** | **RFP Section & Page Number** | **Question** |
| N/A | Does the State require any data to be exported from the awarded platform? If yes, in what format does data need to be exported? |
| **Answer** | |
| Data file formats are defined and mutually agreed upon by both partners involved in the exchange. This can be either a comma delimited file, a tab delimited file or a fixed column format. We have no required format. This will be defined during the requirements gathering phase of the project. | |

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| **29** | **RFP Section & Page Number** | **Question** |
| N/A | Is the expectation that the awarded provider would work with the organizations that the State partners with to create a data integration? If yes, how many estimated organizations? |
| **Answer** | |
| 4-6 State of Maine agencies. The SWB would coordinate with both parties on any data integrations. | |

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| **30** | **RFP Section & Page Number** | **Question** |
| N/A | Is there a statewide SSO provider or identity service for users? |
| **Answer** | |
| The State of Maine (SOM) uses MS Active Directory for internal users. This will not accommodate non-SOM users so the vendor will have to provision identity services for external users. | |

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| **31** | **RFP Section & Page Number** | **Question** |
| N/A | Is there a preference in cloud hosing providers and technology used? |
| **Answer** | |
| The State of Maine does not have a preference on cloud hosting providers. The provider is required to provide proof of being FedRamp certified and SOC 2 Type II compliant. | |

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| **32** | **RFP Section & Page Number** | **Question** |
| N/A | Does MDOL have a budget they could share? |
| **Answer** | |
| $1,100,000 - $1,700,000.  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 on page 9 of the RFP, and subject to continued availability of funding and satisfactory performance. | |

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| **33** | **RFP Section & Page Number** | **Question** |
| N/A | Does MDOL have a preferred API product? |
| **Answer** | |
| No | |

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| **34** | **RFP Section & Page Number** | **Question** |
| N/A | What are the required languages that the site must be translated into? |
| **Answer** | |
| We want the site translated into at least, but not limited to, French, Spanish, Russian, Arabic, Lingala, Vietnamese, Portuguese, and Somali. | |

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| **35** | **RFP Section & Page Number** | **Question** |
| N/A | Can MDOL define personalized career, education, and training career/job pathway options? What data will be used to ensure they are personalized? |
| **Answer** | |
| A career path is the system of professionally modified series of activities that helps them explore careers, jobs, education and training opportunities and plan for their attainment. A Needs and Concerns survey will need to be designed to query a user about their most immediate needs and concerns for the system to better define a productive career pathway. | |

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| **36** | **RFP Section & Page Number** | **Question** |
| N/A | Does MDOL intend to include the full ETPL list on the Training for ME site? What format is the ETPL list in? |
| **Answer** | |
| It is likely trainings by ETPL providers will be pulled onto the Training for ME site though the intent is to showcase trainings by relevant occupations, timing, geographic area to the user as opposed to publishing the full ETPL list | |

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| **37** | **RFP Section & Page Number** | **Question** |
| N/A | "Training for ME is meant to be a central clearinghouse for people interested in launching and accelerating their careers through training and upskilling" What are the business rules for the "clearinghouse" to determine what programs meet the criteria to be included? If this is not defined, is vendor responsible for determining these rules? |
| **Answer** | |
| The criteria for inclusion will be determined by MDOL and communicated with vendor. | |

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| **38** | **RFP Section & Page Number** | **Question** |
| N/A | Does this system need to be connected to a CRM or other database? If so, can you please provide additional information on the connection points. |
| **Answer** | |
| No. | |

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| **40** | **RFP Section & Page Number** | **Question** |
| N/A | Can MDOL share a scoring rubric? |
| **Answer** | |
| **Part V. Section B. 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 | |