**STATE OF MAINE REQUEST FOR PROPOSALS**

**RFP SUBMITTED QUESTIONS & ANSWERS SUMMARY #2**

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| **RFP NUMBER AND TITLE:** | 202406106 Maine General Assistance Management Technology Platform |
| **RFP ISSUED BY:** | Department of Health and Human Services, Office for Family Independence |
| **SUBMITTED QUESTIONS DUE DATE:** | September 10, 2024 |
| **QUESTION & ANSWER SUMMARY ISSUED:** | October 9, 2024 |
| **PROPOSAL DUE DATE:** | October 22, 2024, no later than 11:59 p.m., local time (***as amended)*** |
| **PROPOSALS DUE TO:** | 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** |
| Not provided | What integrations are required for the General Assistance Management project? We have identified the following, are these accurate? * Automated Client Eligibility System (ACES)
* OFI’s payment processing system
* Authentication Application(s) / Org/Applicants Directory
* GA Calculator
 |
| **Answer** |
| Integration is only required of the Automated Client Eligibility System (ACES).  |

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| **2** | **RFP Section & Page Number** | **Question** |
| Not provided | Are there preferred technologies or platforms that must be used?Specific cloud providers (AWS, Azure), databases (SQL, NoSQL), or programming languages. |
| **Answer** |
| Refer to the answer to Question 3 of the RFP Amendment # 2 and RFP Submitted Questions & Answers Summary dated September 27, 2024 located on the [Office of State Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). |

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| **3** | **RFP Section & Page Number** | **Question** |
| Not provided | 1. Will the platform need to integrate with any legacy systems?
2. If yes, what are the technical requirements and constraints for legacy system integration?
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| **Answer** |
| 1. Refer to the answer to Question 1 of this document.
2. Refer to the MaineIT [Data Exchange Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DataExchangePolicy.pdf).
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| **4** | **RFP Section & Page Number** | **Question** |
| Not provided | What is the expected volume of applications/inquiries? |
| **Answer** |
| Refer to the answer to Question 14.b. of the RFP Amendment # 2 and RFP Submitted Questions & Answers Summary dated September 27, 2024 located on the [Office of State Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). |

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| **5** | **RFP Section & Page Number** | **Question** |
| Not provided | Could you outline the security and data management requirements for GA Administrator and Municipalities? We're particularly interested in understanding any role-based access control, encryption standards, and compliance obligations specific to these user groups. |
| **Answer** |
| Refer to the answer to Question 71 of the RFP Amendment # 2 and RFP Submitted Questions & Answers Summary dated September 27, 2024 located on the [Office of State Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). |

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| **6** | **RFP Section & Page Number** | **Question** |
| Not provided | What data retention schedules for the State of Maine are applicable to this project? |
| **Answer** |
| Data retention schedules vary based on the specific data collected. In addition, refer to the answer to Question 61.b. of the RFP Amendment # 2 and RFP Submitted Questions & Answers Summary dated September 27, 2024 located on the [Office of State Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). |

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| **7** | **RFP Section & Page Number** | **Question** |
| Not provided | Are there any local data privacy laws the system needs to comply with? |
| **Answer** |
| Not known at this time. |

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| **8** | **RFP Section & Page Number** | **Question** |
| Not provided | The RFP mentions document generation as part of the application approval process. Should the GA Management system handle the document generation, or will this be managed by another system? |
| **Answer** |
| The Department expects the awarded Bidder’s solution to manage document generation, refer to the answer to Question 35 of the RFP Amendment # 2 and RFP Submitted Questions & Answers Summary dated September 27, 2024 located on the [Office of State Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps).  |

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| **9** | **RFP Section & Page Number** | **Question** |
| Not provided | Are offshore and/or Nearshore resources permitted for the implementation of this system? |
| **Answer** |
| refer to the answer to Question 11 of the RFP Amendment # 2 and RFP Submitted Questions & Answers Summary dated September 27, 2024 located on the [Office of State Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). |

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| **10** | **RFP Section & Page Number** | **Question** |
| Not provided | Does the State prefer a Time & Materials vs. Firm-Fixed Fee pricing model for the system implementation? |
| **Answer** |
| Firm-Fixed Price |

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| **11** | **RFP Section & Page Number** | **Question** |
| Not provided | Is ME open to a project phasing model that differs from the phases outlined in the RFP? |
| **Answer** |
| It is at the Bidder’s discretion to propose an alternative phasing model that meets the requirements of the RFP. |

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| **12** | **RFP Section & Page Number** | **Question** |
| Not provided | Does ME desire the ability to easily pivot and/or change scope during the project if requirements change or new ones are realized mid-project i.e. a task order model? Or, does ME desire strict deliverables and firm-scope? |
| **Answer** |
| The Department and awarded Bidder will determine and negotiate changes in scope on an as needed basis.  |